



AUT

TE WĀNANGA ARONUI
O TĀMAKI MAKĀU RAU

AUT STUDENT ACCOMMODATION
HOUSE RULES
2027

The AUT Student Accommodation House Rules are part of your Residential Agreement.

Please ensure you read and understand the rules below before you sign the Agreement.

These rules apply to **Akoranga Student Village** (ASV) at 42 Akoranga Drive, Northcote.

1. Safety and emergency management
2. Behaviour
3. Alcohol, drugs and smoking
4. Bullying, harassment and discrimination
5. Property and building
6. Inspections and entry right
7. Cleaning and housekeeping
8. Disciplinary procedures
9. Grievance procedures
10. Under 18 procedures



PLEASE NOTE:

AUT Student Accommodation reserves the right to make alterations to the information contained in this publication without prior notice during the term of residency.

1.1 Feeling unwell

If you are feeling unwell or fall ill, please let the AUT Student Accommodation team know.

ASV Duty phone: **021 613 259**

- AUT has medical centres on the City Campus and near the North Campus, providing a full range of medical services by doctors and nurses.
Phone: **City (09) 921 9992, North (09) 921 9998** or email (City & North): **medicalcentre@aut.ac.nz**
- Counselling and mental health: **(09) 921 9292** or email **counselling@aut.ac.nz**
- Student Hub: **0800 288 864** or email **studenthub@aut.ac.nz**

1.2 First aid

First aid supply kits are available at Reception and are accessible to all residents 24 hours a day.

- All AUT Student Accommodation staff are trained in first aid and will, in all cases, assess a situation and provide the best support possible for the resident in need.
- All staff are not able to provide any form of medication, including Panadol/Paracetamol.

1.3 Medical emergency

In a medical emergency such as a serious accident, residents at the scene should first call Emergency Services on 111 and request an ambulance where required.

- 111 calls are free from any phone— landline, mobile phone or payphone. Inform any on-duty AUT Student Accommodation staff.
- If you require hospitalisation as a result of your illness, please notify the AUT Student Accommodation team.

1.4 Fire evacuation procedures

You must evacuate the building immediately on hearing the fire alarm or if instructed to do so by a Fire Warden.

- In an emergency, use the stairwells to evacuate to ground level.
- Do not carry food/drink or heavy items of luggage into the stairwells.
- You must proceed to the designated assembly areas as instructed by Fire Wardens.
- You must not vent cooking fumes into the common areas. The smoke detectors could activate when steam, smoke, dust and aerosol sprays exceed the set point for each detector.
- Please read and understand the emergency procedure notice in your apartment.
- If the situation is found to be caused through negligence, any charges may be passed onto the Resident(s) or apartment responsible.

1.5 CCTV/security camera

AUT Student Accommodation is monitored by CCTV cameras.

- Cameras are only in common/public areas and not inside apartments.
- Images from the cameras are recorded and stored for a specified period to allow for any concerns to be investigated.



1.6 Visitors

All visitors must sign in at AUT Student Accommodation using the visitor QR code at entrances. This helps AUT maintain a safe and secure accommodation environment. It also helps AUT Student Accommodation staff if the village needs to be evacuated. Apartment numbers must not exceed 15 people, including visitors and those living in the apartment, and other residents.

- › Visitors must be accompanied by the resident host at all times.
- › Visitors should not be left unaccompanied in any common spaces, apartments or when utilising any of the facilities.
- › The visitor is the responsibility of the host at all times.
- › Visitors should use the carparks provided at the main campus carpark. ASV does not provide a visitor carpark.
- › All visitors, unless staying overnight, must quietly vacate the premises by 10pm.
- › All overnight visitors must be 18 years or older unless prior approved by AUT Student Accommodation management.
- › It is the resident's responsibility to have prior approval from all flatmates, before inviting a visitor to stay overnight.
- › Each resident may only have one overnight visitor at a time and two visitors per apartment per night.
- › Residents may have one visitor stay in their room for two consecutive nights and no longer than five nights per calendar month, provided they have notified AUT Student Accommodation management and signed in using the visitor QR code. Visitor stays of longer than two consecutive nights will require permission from AUT Student Accommodation management, and the resident will be required to pay an overnight charge.
- › The AUT Student Accommodation team and AUT Security will respond immediately towards any anti-social behaviour by visitors.
- › This may result in the visitor being asked to leave the residence. In serious incidents a trespass notice may be issued against the visitor or disciplinary action may be taken against the host.

1.7 Access

Residents must report a lost/stolen swipe card or key to Reception, to ensure the safety and security of our community.

- › In the event of a lost or stolen card or access key the resident must immediately report it to the AUT Student Accommodation team.
- › Lost or stolen swipe cards or keys may result in a replacement charge.
- › If you are locked out of your room, come to Reception or call the duty phone:
Akoranga Student Village (ASV) 021 613 259
- › If the lockout is after 10pm, Security will check your student ID and let you into your room. You may need to report to Reception during the next day's office hours to be issued a new access card or key.

1.8 Absence from your apartment

As part of our duty of pastoral care and for health and safety reasons, please text the duty phone or let Reception know of your dates of absence, should your absence be longer than a 48-hour period.

- › As a courtesy to your flatmates, please also let them know when you are away overnight or for weekends.
- › If you are admitted to hospital, please notify the AUT Student Accommodation team via the duty phone.
- › If we notice that you have been away from the village for longer than 48 hours and we haven't been notified, we will contact you or your emergency contact to ensure your safety.

1.9 Wellbeing and welfare checks

As part of our duty of pastoral care and for health and safety reasons, AUT Student Accommodation staff (including RA's) are required to perform a wellbeing (routine) check on every resident each fortnight (weekly for under 18s).

- › Residents are expected to engage in fortnightly (U18 weekly) wellbeing checks throughout the duration of their Residential Agreement. Wellbeing checks enable staff to ensure the safety and welfare of all residents and meet compliance expectations under the New Zealand **Pastoral Care of Tertiary and International Learners – Code of Practice**.
- › If there are concerns raised from your wellbeing check additional wellbeing or welfare checks may be required, which must be engaged with. In the event Residential Management are concerned about the Health, Safety or Wellbeing of a Resident, they may contact a Resident's Emergency Contact.

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BEHAVIOUR

2.1 Gambling

Gambling of any type is strictly prohibited within the AUT Student Accommodation facilities.

2.2 Gatherings and noise levels

Noise levels should not be excessive during the day and apartments are expected to keep noise to an acceptable level after 10pm.

- If you are experiencing excessive noise issues, please contact the AUT Student Accommodation team via the duty phone or in person and they will assist.
- If you are asked to lower your noise levels, please do so accordingly.
- If you are asked to lower your noise levels multiple times over the course of an evening, further disciplinary action may result which may include a noise and or visitor ban put in place for your apartment.

3

ALCOHOL, DRUGS AND SMOKING

3.1 Alcohol

AUT does not tolerate the harmful abuse of alcohol. Alcohol is permissible (if you are over the age of 18).

AUT Student Accommodation expect residents to drink responsibly. Open or partly consumed vessels of alcohol are not permitted in any common or external areas at any time. This includes carparks.

- AUT Student Accommodation staff will intervene and may impose an alcohol ban on a resident or an apartment if there are repeated incidents which involve (perceived) excessive drinking or alcohol abuse.
- Any activities that promote or indulge in the harmful abuse of alcohol (and/or illicit substances) are not permitted within AUT Student Accommodation and may result in disciplinary action. Drinking games or the paraphernalia used for drinking games are not permitted within the village.
- Displaying of empty alcohol bottles in apartment windows or in bedrooms is not permitted.

3.2 Drugs

AUT Student Accommodation has a zero-tolerance policy regarding the use of illegal drugs or misuse of prescription drugs.

- Infringement of the relevant regulations will result in immediate disciplinary action.
- Drug apparatus (eg bongs and pipes) are not permitted at any AUT Student Accommodation residence.
- The inhalation of nitrous oxide (NOS) is not permitted anywhere in AUT Student Accommodation and will result in immediate disciplinary action.

3.3 Smoking

Smoking, including vapes, e-cigarettes and shisha, is not permitted anywhere on campus or in the AUT Student Accommodation areas. This includes all outdoor spaces and applies to all AUT campuses – City, North, South campuses and AUT Millennium.

- If a fire alarm activation is found to be caused through smoking, vaping or the use of e-cigarettes or negligence relating to the aforementioned, charges may be passed onto the resident(s) or apartment responsible.

4

BULLYING, HARASSMENT AND DISCRIMINATION

4.1 Bullying, harassment and discrimination

AUT is committed to creating and maintaining a positive living and learning environment where all members of its community treat each other with dignity and respect and exhibit behaviours which align with the AUT values of Tika, Pono and Aroha. (Respect, Compassion and Integrity).

- Bullying, harassment and discrimination includes offensive, abusive, intimidating, threatening, belittling, demeaning or excluding behaviour.
- Bullying is behaviour directed towards another person that is repeated, unreasonable, and of such a significant nature that it can lead to physical or psychological harm.
- It can be physical, verbal or relational/social or practiced by other means of communication including phone, email or social media.
- Harassment may involve a prohibited ground of discrimination under the Human Rights Act 1993 (those grounds being gender, marital status, religious belief, ethical belief, color, race, ethnic or national origins, disability, age, political opinion, employment status, family status, or sexual orientation).
- It may be a single but significant event, or repeated instances of such behaviour.
- Bullying, harassment and discrimination of any kind is unacceptable, and any complaint will be investigated.
- Complaints of harassment should be brought to the attention of AUT Student Accommodation Management immediately. Complainants will be treated with privacy and respect, and provided with support throughout the process.

5

PROPERTY AND BUILDING

5.1 Your responsibilities

- You will be responsible for any behaviour in your room, its contents, and all furnishings in your apartment. We recognise that normal wear and tear will happen.
- All flatmates in an apartment will be liable for any cleaning, repair or replacement costs for the common areas of the flat, including kitchen and bathrooms.
- It's expected that common areas are treated with respect and kept clean at all times. If you (or your visitor) make a mess, it is expected that it is cleaned up immediately, or reported to staff to arrange cleaning (costs may be passed onto residents).

5.2 Damage to property

Please report any accidental damage as soon as possible to AUT Student Accommodation Staff.

- If there is any accidental damage, you may be required to pay any remedial costs.
- If no one reports or takes responsibility for damage, all flatmates in the apartment may be held liable for remedial charges, or all residents for damage to communal spaces.
- CCTV footage may be used to investigate where damage to property has occurred. AUT Security hold this footage and requests may be made to them to view any footage.



5.3 Additional furniture and appliances

- Additional furniture and electrical appliances such as fridges and couches are not permitted unless it is required for medical or health reasons. These items must be approved in advance of check in day by village management. Electrical appliances which have been approved may also require an electrical safety inspection by a certified tester and at the resident's expense.
- Additional fridges and freezers are not permitted unless required for medical or dietary needs. These must be pre-approved by ASV staff. An electrical safety test may also be required.
- Clothes drying racks/airers are not permitted in the apartments as the moisture increases the possibility of mould.
- E-scooters are prohibited from entering or being charged indoors due to health and safety issues. Please talk with Village management to discuss alternate options.

5.4 Maintenance

Any maintenance issues should be reported without delay.

- Where the situation is urgent (for example, a leak or electrical problem) and presents a danger to residents or is likely to result in property damage, the AUT Student Accommodation team must be immediately notified.
- By advising us of maintenance issues you are giving consent for staff or contractors to enter your room/apartment to rectify the issue.
- Posters are not to be fixed to any painted surface with adhesive tape or pins.
- Costs for maintenance required as a direct result of negligence or accidental damage (rather than fault) will be covered by the individuals or apartment groups responsible.

6 APARTMENT INSPECTIONS AND RIGHT OF ENTRY

6.1 Checking in and checking out

When you arrive at AUT Student Accommodation, you are required to check in at Reception.

- This enables us to update any personal information, issue you with access and check your payment arrangements. We will also take a headshot photograph for security reasons.
- When you get to your room, you will be required to complete the apartment checklist to confirm that the apartment and your room is fully equipped, clean and tidy.

When you leave AUT Student Accommodation, you are required to arrange an exit inspection.

- Prior to leaving your apartment, you are required to book an exit inspection with the accommodation team.
- Any damage or additional cleaning that requires rectification, may be charged to your account.
- Any unpaid board or other charges need to be paid in full before departure.

6.2 Right of entry

AUT Student Accommodation and Security staff (or other authorized staff) reserve the right to enter any room at any time on the following basis:

- For routine apartment inspection. Where possible, 24 hours notice of any inspection will be given.
- For maintenance and repairs. AUT staff or contractors will knock on room doors prior to entering, identify themselves clearly and explain the purpose of their visit.
- To respond to perceived concerns regarding wellbeing and safety. This includes responding to critical incidents and alleged breaches of AUT Student Accommodation House Rules.
- To show AUT Student Accommodation facilities to prospective buyers, residents or their representatives. AUT will provide prior notice to Residents.

6.3 Apartment inspections

The AUT Student Accommodation team will conduct apartment inspections twice per semester. A minimum of 24 hours' notice will be given to residents.

- This is to ensure that all health and safety requirements are being met and to note and address any maintenance issues.
- Items deemed to be unsafe or prohibited, including additional fridges and freezers, will be required to be removed.
- These inspections involve entering apartments and residents' bedrooms to ensure that a safe, clean and responsible manner of living is being maintained.
- These inspections are not personally intrusive and do not involve opening any wardrobes or drawers in bedrooms.
- Failure to meet the standard upon the second inspection may result in AUT Student Accommodation Management having to intervene.

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CLEANING AND HOUSEKEEPING

7.1 Cleaning

Apartment cleaning is the responsibility of all residents within that apartment.

- Each resident is responsible for the cleaning of their own bedroom and the shared areas of their apartment. This includes ensuring that all drains are kept free of hair and other obstacles which can cause blockage and flooding.
- The common areas outside of apartments (lift lobbies, stairwells) are cleaned by the accommodation cleaning staff.
- Residents are encouraged to make rosters with their flatmates soon after arrival to ensure appropriate upkeep of apartment common areas. The AUT Student Accommodation Residential Assistants team can assist with this if required.
- Residents are expected to keep the village environment (including their apartment/bedroom) in a neat and tidy manner regarding rubbish and food waste. Waste must not be allowed to pile up inside or outside apartments or in the common areas.

8

DISCIPLINARY PROCEDURES

8.1 Breach of the house rules

Should a resident violate the rights of others in such a way that is in breach of the AUT Student Accommodation House Rules, AUT Student Accommodation Management may activate Support to Study Code: Health, Wellbeing and Fitness to Study and/or the discipline provisions and apply the AUT Discipline Statute.

- This may result in a warning and/or possible charges to recover costs and/or may result in a resident's Residential Agreement being cancelled.
- Residents are required to follow the instructions from AUT Security staff. Failure to do so is considered a breach of the House Rules and will be reported to AUT Student Accommodation Management.



9

GRIEVANCE PROCEDURES

9.1 Complaints

It is important to us that you can raise any concerns and complaints when they arise in a safe and supportive way.

- Please be assured that your report will be treated with respect and professionalism and responded to in a timely manner. You will be advised in writing of the outcome.
- If the resident has a complaint, the resident is encouraged to bring this to the attention of an AUT Student Accommodation staff member, including Residential Assistant(s), in the first instance.
- If the resident is dissatisfied with any aspect of the accommodation service being provided, they are advised to follow **AUT's complaints process** if unable to remedy through talking with AUT Student Accommodation staff.

9.2 Feedback

- Your feedback is welcomed – this can be provided via Reception, email, or through **AUT formal channels**.

10

UNDER 18 PROCEDURES

10.1 Guarantor

The University requires parent(s) or legal guardian(s) over the age of 18 to act as guarantor(s) and sign the AUT Student Accommodation Agreement and a Guarantor/Indemnity form.

- The Guarantor indemnifies any sums agreed under the AUT Student Accommodation Agreement if the resident who is under 18 years old fails to meet their financial obligations under their agreement.

10.2 Room

Under 18s are required to live with other under 18s and in an alcohol-free apartment.

- Once the resident is 18 years old, AUT Student Accommodation will endeavor to move the resident (depending on availability). Until such time, they must adhere to the rules of the apartment they are in, and cannot store or consume alcohol.

10.3 Pastoral care

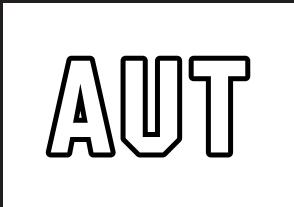
Under 18s in AUT Student Accommodation will be invited to all residential life programs to cultivate social skills and friendships with other residents. Under 18 residents are expected to attend and participate in these programs.

- At least one AUT Student Accommodation staff member is designated to proactively monitor and address any concerns of under 18s in AUT Student Accommodation.
- Under 18 residents are required to present themselves weekly for welfare checks.

10.4 Safety

AUT Student Accommodation will promptly inform the person named as next of kin on the residents' accommodation application form if AUT Student Accommodation staff become aware of and/or are concerned about the resident's health, wellbeing or safety, involvement in an accident, or serious breach of their AUT Student Accommodation agreement (including rent arrears).

- AUT Accommodation staff will ensure that the residents are aware of who to contact in case of difficulties.
- AUT Accommodation will have at least one staff member available to be contacted by the Under 18's in an emergency (24/7).



Akoranga Student Village
42 Akoranga Drive
Northcote
Phone: **+64 9 921 9947**
residential.services@aut.ac.nz

Changes to this handbook and policies can be made by AUT at any time and will be communicated with residents. The online document will always reflect the current version.

This document is available at **aut.ac.nz**