

Massey Halls Auckland Te Ōhanga Village Accommodation Handbook 2024



TE KUNENGA | MASSEY
KI PUREHUROA | UNIVERSITY
UNIVERSITY OF NEW ZEALAND



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WELCOME

WELCOME TO MASSEY HALLS AUCKLAND TE ŌHANGA VILLAGE

Te Ōhanga Village is situated in the heart of the Auckland campus close to all the important places, such as the library, cafés, recreation centre, and lecture theatres. The campus is also very close to the Westfield shopping mall, cinema, many cafés, restaurants, open green spaces and several beautiful beaches.

During your stay with us, you will live with a diverse group of students from around the globe. We work towards building a diverse and strong community within your village and offer an enriching student life experience by providing high quality and safe accommodation, academic support and lots of fun along the way.



HISTORY

You are joining an amazing heritage. Massey University is named after a New Zealand Prime Minister, William Ferguson Massey (1865-1925). Our foundations were formed in 1928 in Palmerston North by Sir Geoffrey Peren and Professor William Riddet, two visionaries who valued educating students to apply knowledge and help solve problems of their day. Discoveries through research made over the years have helped shape New Zealand and changed the way we do things.

At Massey we continue to educate students who can think for themselves, look at challenges and see opportunities. Massey University has now expanded to four campuses – Auckland, Manawātū, Wellington and Distance.

Albany, the home of Auckland campus, has been the fastest growing area of Auckland's North Shore. Strawberry gardens and dairy farms were redeveloped in the 1980s and 1990s into lifestyle blocks or housing. Our Auckland campus opened in 1993 and the surrounding area has also grown rapidly, expanding and supporting the University.

MĀORI NAMES

Te Ōhanga Village = for the upper level to refresh and strengthen themselves to climb the lofty mountains; also refers to birds striving for the lofty perches. Ōhanga literally means cradle, family home.

We use bird names for the halls and tree names for the apartments. Birds reflect students in the halls flocking together and trees represent students in the apartments standing more strongly and independently.

Te Rito - The heart of the koru. The social hub.

Whare Tui - Hall

Whare Pūkeko - Hall

Whare Weka - Hall

Whare Tānekaha - Apartments

Whare Matipo - Apartments

Whare Tītoki - Apartments



MASSEY HALLS NATIONAL STRUCTURE

STUDENT ACCOMMODATION | TE TARI WHAKANDHO

STAFFING STRUCTURE 01 2024



ASSOCIATE DIRECTOR, STUDENT WELLBEING – Leanne Redovanovich						
NATIONAL MANAGER, ACCOMMODATION SERVICES Kelly Manning			NATIONAL FACILITIES MANAGER, ACCOMMODATION Paul Compton			
National marketing plan development and implementation. Liaison with Future Students, Global Engagement, International Student Recruitment, Marketing, Advertising, Social Media, Events or Open Day. National group bookings and short stays.						
RESIDENTIAL LIFE		BUSINESS SUPPORT	RESIDENTIAL SERVICES	AUCKLAND	MANAWATŪ	WELLINGTON
AUCKLAND Residential Life Manager Emily Maynard	WELLINGTON Residential Life Manager Jasla Healy	Manager Wellington and Business Support Manager Dylan Barrow WN Leads/supports Wellington based staff on the ground. Relationship manager CA, Land and commercial tenancy contracts.	Residential Services Manager Asha Tama PN	Facilities Supervisor Kobus Mans	Facilities Supervisor Stuart Duncan	Facilities Supervisor Don Peam
Community Development and Support Officer Jasmine Rae	Assistant Manager Residential Life Adam Stanb	NATIONAL Financial Administrators Melanie Shen WN	NATIONAL Customer Services Admin Angie Beatty AK Melanie Shen WN Georgia Klotz PN Hayden Carr PN Josh McDougall WN Jodie Gossard PN Katie Venter PN Tara Brockwell PN		Facilities Coordinator John Butler	Facilities Administrator Tegan Yamada
Evening Duty Supervisor Kathy Gordon	Residential Life Coordinator Paul Hill				Housekeeping Supervisor Berna Maupū	
Residential Assistants	Residential Assistants				Housekeeping / Cleaners Amanda Williams Francis Shariff Jesse O'Connell Mel Keane Nancy Wood Maree Wood Navy Partridge Susan Walters	

AUCKLAND CAMPUS

The Massey Halls Team are all here to provide you with a safe and secure environment, a place that will be your home for away from home. We will do our very best to support you throughout your university journey and enhance your overall university experience.

NATIONAL MANAGER ACCOMMODATION SERVICES

Kelly Manning

Responsible for the overall operational management of Massey Halls. Ensuring the Halls are consistent with the vision and goals of the university. National responsibility for Business Support Services, Customer Services and Residential Life for Massey University student accommodation.

RESIDENTIAL LIFE MANAGER

Emily Maynard

Responsible for managing the Residential Life Team and the Residential Life Programme. Manages resident support needs, welfare, safety, and behaviour. Incident and urgent support responder on an on-call duty roster.

accommodation arrears follow up and general accommodation enquiries.

FACILITIES SUPERVISOR

Kobus Mans

Responsible for the maintenance and facilities to ensure your living environment is pleasant and safe.

COMMUNITY DEVELOPMENT & SUPPORT OFFICER

Jasmine Rae

Responsible for coordinating the Residential Life Programme and community development initiatives. Supports the management of resident support needs, welfare, safety, and behaviour. Incident and urgent support responder on an on-call duty roster. This position lives on campus.

EVENING DUTY SUPERVISOR

Kathy Condon

Responsible for evening supervision and support for all accommodation services outside of office hours. Provides support to the Residential Life Teams response to welfare and behaviour incidents, assists with community events and activities, and supports the management of Health and Safety in accommodation. Incident and urgent support responder on an on-call duty roster. This position lives on campus.

CUSTOMER SERVICES ADMINISTRATORS

Your first point of call for anything related to accommodation, such as accommodation enquiries, applications, mail delivery, sign out and payments.

Erin McGuire – Bookings Portfolio

Responsible for accommodation applications, offers, bookings, room changes and general accommodation enquiries.

Amelia Bundy – Finance Portfolio

Responsible for accommodation payments,

RESIDENTIAL ASSISTANTS

RA's are senior Massey students who live amongst the Halls to create a supportive student residential community, maintain a safe and secure living environment and provide support and advice that is conducive to academic success and organise hall events to engage in and make meaningful connections.

YOUR ARRIVAL



SEMESTER ONE ARRIVAL DAY - SUNDAY 18 FEBRUARY 2024
SEMESTER TWO ARRIVAL DAY - SUNDAY 7 JULY 2024

YOUR LIVING ENVIRONMENT

Massey Halls is your place to call home, to make your own, to sleep, to study and to socialise. Your bedroom is your personal, secure space. It will be clean, comfortable, functional and will feature the following:

	HALLS OF RESIDENCE	APARTMENT	STUDIO UNIT
BEDROOM	King single divan bed with mattress, mattress protector and 2 drawers	King single divan bed with mattress, mattress protector and 2 drawers	Queen bed with mattress, mattress protector and 2 drawers
	Desk with shelf and 3 drawers	Desk with shelf and 3 drawers	Desk with shelf and 3 drawers
	Desk chair	Desk chair	Desk chair
	Heater	Heater	Heater
	Wardrobe with 3 drawers and mirror	Wardrobe with 3 drawers and mirror	Wardrobe with 3 drawers and mirror
	Towel rail	Towel rail	Towel rail
	Notice board	Notice board	Notice board
	Lockable door	Lockable door	Lockable door
	Carpet	Carpet	Carpet
	Curtains	Curtains	Curtains
	Lighting	Lighting	Lighting
	Electrical outlets	Electrical outlets	Electrical outlets
Desk with shelf	Desk with shelf	Television	

	HALLS OF RESIDENCE	APARTMENT	STUDIO UNIT
BATHROOM	Shared private bathrooms 1:3 ratio	2 bathrooms	1 bathroom
	Lockable doors	Lockable doors	Lockable door
	Shower	Shower	Shower
	Toilet	Toilet	Toilet
	Sink	Sink	Sink
	Mirror	Mirror	Mirror
	Sanitary disposal units		
KITCHEN / KITCHENETTE	Sink	Sink	Sink
	Water boiler	Cupboards	Cupboards
	Fridge	Drawers	Drawers
	Freezer	Fridge/freezer	Fridge
	Microwave	Microwave	Microwave
	Toaster	Jug	Jug
	Sandwich press	Hob	Small hob
		Oven	Basic cooking utensils
		Extractor fan	Toaster
		Basic cooking utensils	
		Dining table & chairs	
		Toaster	
		Ironing board & iron	
		Vacuum	
	Mop and bucket		
	Laundry rack		
	Dust pan, brush & broom		
Living Room / Social Hub	Sofas	Sofas	
	Television	Television	
	Coffee table	Coffee table	
	Heater	Heater	
		Balcony	

All rooms have internet/wifi

PERSONAL ITEMS TO BRING

All residents must bring the following items:

- Bed linen, including pillows, comforter/duvet (you can order a bedding pack when you accept your offer of place).
- Towels
- Coat hangers
- Toiletries and toiletry bag
- Laundry basket
- Laundry powder/liquid
- Cleaning products
- An electric fan for the summer time

FRIDGES

You can have a small (ideally 46L) fridge in your room, but you will also need to have a waterproof mat to place it on to avoid damage to the floor coverings.

DECORATING YOUR ROOM

You can personalise your bedroom to make it feel like home with posters and pot plants etc, but please do not use adhesives such as tape, nails, screws or blu tac as it will damage the walls and paintwork. You can use 3M hooks/tapes or white tac, which needs to be removed carefully when you depart. Any damage will be deducted from your bond.



VIRTUAL TOURS

Take a look around before you arrive

MOVING IN

CHECKING IN

Check in day is a busy but fun day for us all. We are looking forward to meeting you and your family. The notes below are relevant for your first day with us.

When you arrive on campus, you'll need to follow the signage to Te Ōhanga Village, then come to Te Rito our social hub to check in.



When you arrive, we will check your accommodation account to ensure everything is up to date and correct. You will then be given an arrival pack with your keys and access fob.



You will be required to check all inventory in your accommodation to ensure everything is there and in good condition. Any damages or missing items need to be reported within 24 hours to ensure you are not charged on your departure.



You will meet a Residential Assistant (RA) who will show you to your room. The Residential Assistant will do a quick room induction and then leave you to settle in.



We've organised tours to the local Mall if you wish to go shopping to purchase personal items or get familiar with the area.



In the evening, the RAs will run a community activity programme in which you can get involved. This gives you the perfect opportunity to start making new friends and to meet other residents.

MOVING OUT

END OF CONTRACT

Prior to moving out, you will be sent an email informing you that your contract is coming to an end and what you need to do to ensure that everything is sorted out for when you depart.

RELEASE OF CONTRACT

You have signed a fixed term residential agreement, which is a legally binding document. In exceptional circumstances we have a Release of Contract Process. If you are thinking about applying for release of contract, you must organise to meet with the Manager - Residential Life to discuss your situation in the first instance.

From the discussion a support plan maybe put into place or a Release of Contract Application provided. You must ensure that you complete the application in

full, providing as much in depth detail as possible and provide evidence, then submit your completed application to accommodation.auckland@massey.ac.nz.

Once your application is received it will be reviewed and a decision made within 7 working days.

Please ensure that you wait to receive the outcome decision of your application before making any arrangements as your application maybe declined.

If your application is approved, then you will be required to give 2 weeks notice and pay the required penalty fees (as outlined in the Release of Contract Application).

Please note: No applications will be considered after the 1 October 2024.





YOUR FACILITIES

TE RITO

This is the village social hub which is open from 8.00am – 11.00pm each day.

In Te Rito you will find:

- Reception
- Accommodation Office
- Lounge with sofas, smart TV and board games
- Vending machines with snacks and drinks
- Casual dining area
- Games room with pool table, table tennis and Foosball
- Request use of Xbox, PS4 and Nintendo Switch
- Music room
- Patio area with outdoor BBQs
- 24/7 Laundry
- Basketball hoop

CAR AND MOTORCYCLE PARKING

Limited allocated car parking is available at a cost of \$140 per semester. You can request a car park when you accept your offer of place. Vehicles parked on Campus are at the vehicle owner's risk. Massey University is not responsible or liable for any theft or damage that occurs to your vehicle while it is parked in the accommodation car park. Residents are encouraged to insure and alarm their vehicles and not to leave any valuables inside.

BICYCLE & SCOOTERS

Bikes and Scooters are not permitted within the accommodation buildings, if you choose to bring these with you, they must be stored in the bike rack outside of Te Rito. Please ensure you bring along a lock to keep them secured. Massey University is not responsible or liable

for any theft or damage that occurs to your bicycle or scooter while it is stored within accommodation. Due to health and safety, if these items are electric, you must use charging stations as we cannot permit these to be charged within accommodation.

DINING HALL

Halls Dining takes place in Food for Thought (Te Wāhanga Kai - place of food) situated in Student Central.

Residents that are catered will need to produce their Student ID card to collect meals.

Food for Thought is open:
Monday – Friday 8.00am – 7.00pm
Weekend 10.00am – 7.00pm

INTERNET

Internet is provided throughout Massey Halls – Te Ōhanga Village.

You will receive your log in details prior to arrival so that you can access the internet as soon as you arrive.

IRONS AND IRONING BOARDS

There is an iron and ironing board situated in the laundry, residents that are living in the apartments have their own which is stored in their cleaning cupboard.



LAUNDRY

Situated at Te Rito, with 24/7 access.

Washing machines	\$3.00
Dryers	\$3.00

Payments are made via EFTPOS or credit card. You will need to bring your own washing powder/liquid.

Please take note of sign instructions in the laundry to learn how to use the machines or ask the team for assistance.

LOCK OUT ASSISTANCE AND CHARGES

Office Hours Call 09 213 6600
(Mon-Fri 9am - 4pm)

Out of Office Hours Call 021 160 1853

Lock Out Charges

Monday - Friday 9am - 5pm	\$10.00
Monday - Friday 5pm - 9am	\$25.00
Saturday & Sunday	\$25.00

MAIL

All mail and parcels are delivered to Reception, general mail is placed in the mail boxes alphabetically. You will be notified via email to come and collect any parcels that arrive for you. [See page 58 for mail address](#)

MATTRESS HIRE

If you have a guest staying over, then you can hire a mattress for \$4.00 from Reception.

RECREATION CENTRE

As part of your accommodation package, you have full membership at our Massey Recreation Centre for the term of your contract. See here for further information on our campus fitness and recreation facilities. <https://www.massey.ac.nz/student-life/sport-and-recreation-centres/auckland-recreation-centre/>

SMOKING AND VAPING AREA

Massey University Campuses are smoke free, so smoking and vaping is not permitted on campus grounds. A temporary vaping shelter is situated within a short distance of the accommodation, for those that choose to vape.

VACUUM CLEANERS

Apartments: These are provided and stored in your cleaning cupboard. Please ensure you empty the bag regularly.

Halls: These are situated outside the RA Cupboards on the lower level floor of your hall.

Studio Units: Available at Reception during office hours. Student ID card is required.



SUSTAINABILITY

We have been working hard to improve our impact on our community and the planet by implementing sustainability initiatives throughout Massey Halls – Te Ōhanga Village. We now need you to get on board.



COMMUNITY GARDEN

At Massey Halls Auckland, we have a garden space behind Te Rito building that can be used for those who would like to grow fruits, vegetables and/or herbs. If this is something you would like to get behind and lead amongst the community, please contact the community development and support officer.



COMPOSTING

Composting is an awesome way to reduce your household landfill waste and give back to the environment.

If you're on a meal plan then you'll be happy to know that our catering team compost the food waste from each day. As for you in the self-catered apartments and studios, you'll notice a compost bin in each unit for you to use if you wish to compost. The bin to empty your composting waste is located at the rear of Te Rito by the community garden. We would love to see you get on board!



THRIFT RACK

Take what you want, give what you don't want. The Thrift rack located in the laundry is an awesome way to reduce what might have ended up as waste when it still had some life in it and just needed to be re-homed. Please do not donate damaged goods.



RECYCLING

We all know how to recycle correctly don't we? Well it turns out, no, we don't always get it right. So ... we have set up a little healthy inter hall competition to help us get educated and really good at recycling!

How the competition works:

The comp runs over each semester where you will be competing to have the best overall recycling results for the semester. Each hall will compete against each other (the apartments/studios are allocated altogether not classed as separate blocks).

Your recycling bins will be spot checked 3 times a week. For every bin that has ALL items correctly recycled, you will get 1 point. A bin will fail immediately and receive no point if it is contaminated with even just 1 incorrect item in it.

We'll share recycling results weekly across our social media and state the number of points gained from the previous week for each hall. At the end of each semester, the winning hall will be awarded hall points to go towards their hall for the Battle of the Halls Competition.

So to get a head start, see the image on the next page to see what goes in our recycling bins!



WATER USAGE

It's really important that we are all considerate of our water usage, both to reduce the impacts of overuse on our environment and the risk of drought in the Auckland area!

Here's some easy tips to reduce your water usage!

- Keep your showers to 4 minutes or less
- Turn off the tap when you brush your teeth
- Use the half flush on toilets (where possible)
- Only run the dishwasher when it's full and try to use the eco setting where possible

- When rinsing or doing dishes in the sink, fill it up rather than running the tap
- Use the ECO setting on the washing machines



LIGHTS OUT

You might have noticed there are stickers on the light switches. We were noticing a lot of residents were leaving lights on when they were no longer in use! So our sustainability hall reps got together and put the stickers up to remind residents to switch them off when they're done. Please do your best to reduce your electricity usage.

Our RA's do a social media campaign where they go around once a month to check we are doing our bit to save the environment, if all lights unused are off, a little treat is given.

ITEMS FOR RECYCLING BINS



PLASTIC BOTTLES
ONLY



GLASS BOTTLES
& JARS



TINS, ALUMINIUM
CANS & EMPTY
AEROSOLS



OTHER PLASTIC
ONLY



ITEMS FOR CARDBOARD BIN LOCATED BEHIND TE RITO



CLEAN & FLATTENED CARDBOARD



MEAL PLANS

Our Massey plan consists of 14 Meals per week and this is loaded onto your Student ID Card. It provides a quick and convenient way for you to access both lunch and dinner (Monday to Friday) and brunch and dinner (weekends).

LUNCH OFFER (MONDAY TO FRIDAY)

You Design We Build Stations

Three hot meal options – of which one will be vegetarian/vegan

Potato, rice or couscous etc, and seasonal vegetables to complement the main meal

Full Salad Bar

DINNER OFFER (DAILY)

Three hot meal options – of which one will be vegetarian/vegan

Potato, rice or couscous etc., and seasonal vegetables to complement the main meal

Fresh fruit and dessert on offer

Green Salad & Compound Salad

BRUNCH OFFER (WEEKENDS)

Full continental breakfast including a full range of cereals, spreads or fruit yoghurt

Full cooked breakfast including bacon or sausages, scrambled or poached eggs, hash browns, breakfast breads

Two hot meal options – of which one will be vegetarian/vegan

Potato, rice or couscous etc. and seasonal vegetables to complement the main meal



BEVERAGES

Chilled water, juice, tea and filtered coffee on offer with each meal

VARIETY AND DIETARY REQUIREMENTS

We commit to provide meals for our residents with restricted dietary requirement based on religious, allergy-related and intolerance reasons such as vegetarian, vegan, gluten free, dairy free and halal. Unfortunately we are unable to provide dietary preferences for lifestyle reasons such as Keto, Flexitarian, Organic that are not allergy related.

There is variety and choice available at each meal and a 4-6 week cycle menu.

TIME2EAT APP

Our Time2Eat App allows our residents to view the menu, make orders, leave feedback on meals and respond to polls.



MEAL PLAN SERVICE DINING TIMES

Brunch

10.30am - 1.00pm Saturday & Sunday

Lunch

11.00am - 1.30pm Monday - Friday

Dinner

5.00pm - 7.00pm Monday - Sunday

MEALS AND STUDY BREAKS

Your meal plan is part of your accommodation contract. If you choose to go home during a study break or a weekend, the meals are not refundable.





SAMPLE MENU

	DESIGN YOUR OWN LUNCH					BRUNCH	
	MONDAY 1100 – 1330	TUESDAY 1100 – 1330	WEDNESDAY 1100 – 1330	THURSDAY 1100 – 1330	FRIDAY 1100 – 1330	SATURDAY 1000 – 1300	SUNDAY 1000 – 1300
HOT OPTION	Beef pattie	Chilli beef	Pork riblets	BBQ pulled pork	Beef meatballs in tomato sauce	Continental breakfast buffet (cereals, fruits, yoghurt, bread, milk)	Continental breakfast buffet (cereals, fruits, yoghurt, bread, milk)
HOT OPTION	Chicken pattie	Spicy minced pork	Crumbed chicken tenders	BBQ pulled chicken	Frankfurters	Hot English breakfast (scrambled or frittata or poached or fried eggs)	Hot English breakfast (scrambled or frittata or poached or fried eggs)
VEGAN / VEGETARIAN HOT OPTION	Vegetarian pattie	Spicy chilli beans	Chilli soy marinated tofu steaks	BBQ pulled jackfruit	Vegetarian sausages	Baked beans or spaghetti tomato sauce	Baked beans or spaghetti tomato sauce
STARCH	Roast potatoes	Nacho chips	Fried sliced potato	Paprika spiced rice cooked with onion, garlic and tomato	Home made potato wedges	Hash browns or roasted potato or fried or steamed potato	Hash browns or roasted potato or fried or steamed potato
VEGETABLES	Steamed corn on the cob	Spice roasted courgette	Cumin roasted carrots	Roasted spicy kumara	Roasted beetroot and celery	Roasted tomato or mushroom or asparagus or mixed veg	Roasted tomato or mushroom or asparagus or mixed veg
EXTRAS	A range of sauces	Assorted toppings	Assorted sauces	Assorted condiments	Variety of sauces	Bacon or sausage	Bacon or sausage
SALADS	A full salad bar for Make Your Own Salads						
BREAD STATION	Burger buns	Taco shells	Panini bread	Tortilla Wraps	Hot dog rolls		

DINNER								
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	
HOT OPTION	Braised Cajun chicken thighs	Chicken tagine	Teriyaki stir fry beef	Chicken napolitano	Sticky BBQ pork ribs	Mac n Cheese with bacon	Chicken chasseur	
HOT OPTION	Roast beef striploin	Lamb tagine	Teriyaki stir fry pork	Beef bolognaise	Sticky BBQ chicken nibbles	Mac n Cheese with chicken	Beef bourguignon	
VEGAN / VEGETARIAN HOT OPTION	Soy sesame tofu steak	Chickpeas, haloumi and apricot tagine	Teriyaki stir fry tempeh	Mushroom and spinach napolitano	BBQ haloumi skewers	Mac n Cheese with corn and green peas	Lentils and carrot bourguignon	
STARCH	Roasted potato and kumara	Rice pilaf	Egg noodles	Spaghetti	Warm dinner rolls	Roasted chilli and lemon kumara	Creamy polenta	
VEGETABLES	Steamed broccoli and green beans	Dukkah spiced eggplant and tomato	Sesame and soy steamed bok choy	Mediterranean vegetables	Corn on the cob	Grilled courgette and tomato	Cauliflower gratin	
SALADS	Green salad and Compound salad							

DESSERT							
DESSERT	Fresh fruit bowl	Fresh fruit bowl	Fresh fruit bowl	Fresh fruit bowl	Fresh fruit bowl	Fresh fruit bowl	Fresh fruit bowl
DESSERT	Mini pavlovas with whipped cream and berry coulis	Umm Ali	Mango pudding	Tiramisu	Roast peach crumble	Cut fruits salad	Vanilla ice cream



YOUR COMMUNITY

YOUR NEW HOME

They say that your time at University is the best years of your life, and living in student accommodation will enhance this experience.

Our community consists of Massey University students from a diverse range of cultures from around the world, so it gives you a great opportunity to meet new people and make lifelong friends.

We offer a safe and secure environment with 24/7 support.

You will play an important role in your community through:

RESPECT

Our actions and attitudes have a tremendous effect on others – so keep it positive!

TOLERANCE

We recognise that your community is naturally diverse and tolerance is important to ensure a thriving community.

We encourage a tolerant community where differences are valued.

SUPPORT

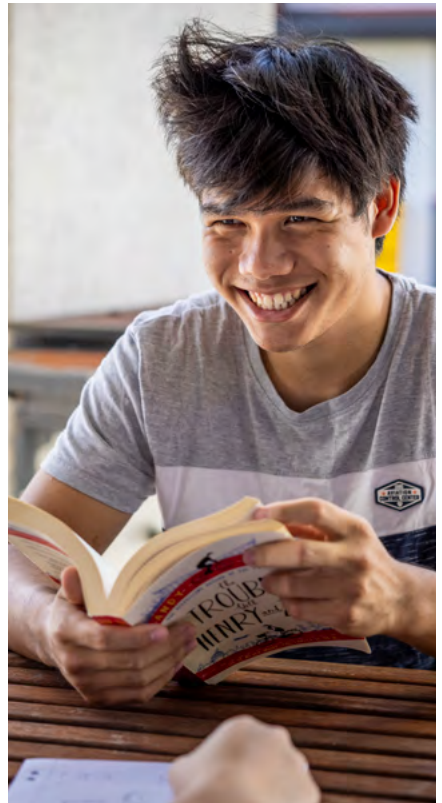
We have a support network to assist you in your journey. We highly recommend that you utilise this service and seek support from the Massey Halls team.

INVOLVEMENT

There will be lots of opportunities for you to become involved, so get out there and join the community.

TEAMWORK

In our communal areas you will be sharing these spaces with others, this means everybody is responsible for kitchen, lounges and bathrooms. This requires you to be considerate of each other and share the facilities and tidying up.



LIVING TOGETHER

● **LEARNING TO LIVE TOGETHER WILL BE A BIG PART OF YOUR EXPERIENCE, SO HERE ARE SOME TIPS:**



Learn people's names,
it makes them feel special



Respect people's personal space,
they will do the same for you.



Clean up after yourself in common areas,
a clean environment goes a long way.



Be mindful when cooking and preparing food,
we all have different tastes.



Think of others before making a lot of noise, whilst you
may have a day off, someone may have an assignment
to complete.

**IF YOU HAVE ANY ISSUES OR CONCERNS PLEASE CONTACT
A MEMBER OF THE RESIDENTIAL LIFE TEAM.**

LIVING AGREEMENTS

A living agreement will help you and other residents to create a set of community living expectations for you all to live by.

A staff member from the Residential Life Team will facilitate this once you move in, but it is your responsibility to implement.

Community Living expectations will include:

- Sharing the kitchen and bathrooms
- Food
- Cleaning and cleanliness
- Rubbish and recycling
- Respect, boundaries and safety
- Reporting maintenance



YOUR SAFETY AND WELLBEING

WELLBEING AND SAFETY AT MASSEY HALLS

Being a successful student isn't just about academics, you need to look after your health and wellbeing as well.

Your wellbeing is important to us so please do let us know if you become ill or have an accident or any medical issues so that we can put the support in place. This relates just as much to your mental health or any other circumstances that arise which cause you stress or trigger pre-existing life episodes. Halls staff are trained to listen to, support, and refer our residents to appropriate services depending on the situation. Most importantly, we care and want to ensure that you have what you need to get through. You can expect that any concerns you bring to us will be

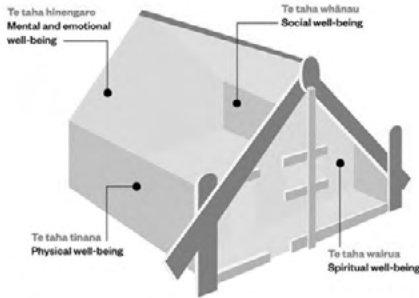
treated with respect and confidentiality, and wish to work with you not for you as we look for solutions together.

It is also important to understand that as we live in a communal setting as Halls of Residences, just as we have responsibility for the individual, we also have responsibilities for our community. For this reason, there may be times we need to have difficult conversations about the impact of individual needs and circumstances on the wider community. Once again, we aim to work openly and collaboratively with you and other supports or parties in this regard, and so expect your cooperation and understanding in return.



STUDENT WELLBEING AND SAFETY FRAMEWORK

Guiding and supporting you through every stage of your learning journey



TE WHARE TAPA WHĀ

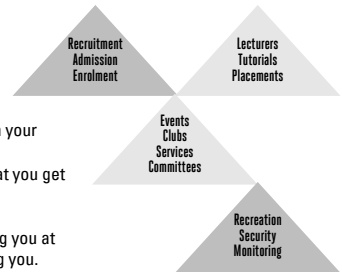
The four dimensions of the Māori model for wellbeing, Te Whare Tapa Whā, developed by Massey University researcher Professor Emeritus Sir Mason Durie (Rangitāne, Ngāti Kauwhata, Ngāti Raukawa) forms the basis for the student wellbeing and safety framework.

The model describes wellness as a house (whare) with all four walls being equally strong. The stronger your whare, the more likely you are to succeed and have a good time doing it.

SUPPORTING YOU THROUGH YOUR STUDY JOURNEY

The application of Te Whare Tapa Whā ensures a holistic approach through your study journey. We aim to achieve this by:

- Understanding and delivering to your unique needs and ambitions so that you get the most out of your time at Massey
- Providing equity of access to study, services and platforms
- Ensuring our services and systems are connected and cohesive, keeping you at the centre of our efforts by working in partnership on decisions affecting you.



3 tiers supporting and advising your wellbeing to improve your study success

We take a tiered approach to supporting and advising student wellbeing, in line with the New Zealand Government's pastoral care code of practice. We want you to succeed academically and can help develop wellbeing plans with your unique needs and strengths in mind.

TIER 1

Colleges, departments and services provide support based on identified or requested need. They check-in as agreed with you based on the need.

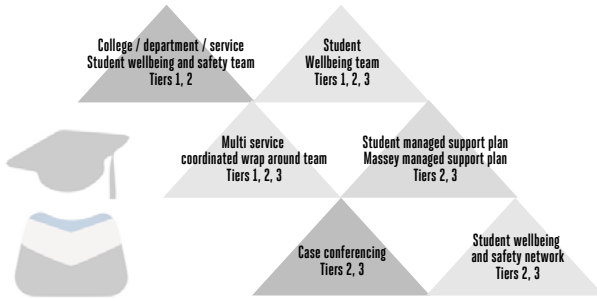
TIER 2

Colleges, departments and services support you to navigate multiple Massey support with an agreed action plan. They support your resilience and mana with a considered self-management plan.

TIER 3

Specialist staff within the Student Wellbeing team support you with acute wellbeing needs alongside other staff, whānau and, at times, external services.

Coordinated wrap around wellbeing support



Student Wellbeing team

Coordinated wrap around wellbeing support is available. Our team offers wellbeing related expertise, student centric practice, cultural competence and a strengths-based holistic approach, supporting your study journey. For more information email studentcare@massey.ac.nz.



TE KUNENGA | MASSEY
KI PUREHUROA | UNIVERSITY
UNIVERSITY OF NEW ZEALAND

HOW WE HANDLE WELLBEING CONCERNS AND DISCLOSURES

It is our experience that the best outcomes for supporting residents going through something are achieved when the individual concerned is willing to work with us and we are able to connect them in with the most appropriate services and supports available on and sometimes off campus.

In the case that the individual chooses not to engage, where this puts their own wellbeing and safety or the wellbeing and safety of others at risk we may need to follow other avenues of escalation. In a small number of cases, it may be deemed that the Halls environment is not conducive to a persons circumstances. This is a conversation that we broach with sensitivity and consideration of a range of factors, and where possible in consultation with the individual and their whānau.

YOUR RESPONSIBILITIES

Successful communal living comes from respecting other people and their property. This means understanding that others may have different feelings, responses, ways of expressing themselves, ways of doing things and tolerance levels. You will need to show respect, tolerance and consideration for others and you should expect the same in return.

AWAY FROM HALLS

If you are going to be away from Massey Halls for more than 24 hours, you must sign out and back in when you return on the tablet in Te Rito.

ACCOMMODATION FEES

You are required to pay accommodation fees for the full period of your residential agreement. If your account enters arrears, our customer service administrator will be in touch with you to discuss payment.

BATHROOMS

You are required to keep the bathrooms clean, tidy and hygienic. After use, please ensure that the toilet has been flushed, sink clean, rubbish in bins and any excess water mopped up and personal items taken back to your room.

COMMUNAL SPACES

It is important that our communal spaces are kept clean and tidy. You should consider the impact on others health, hygiene and safety when using these areas.

COMPLAINTS

If you wish to submit a complaint please do so in writing to accommodation.auckland@massey.ac.nz and the complaint will be passed to the appropriate staff member.

DOORS & ACCESSWAYS

For the safety and security of our community, please do not let random people into the buildings, ensure that doors and access ways into the buildings are kept closed and free from obstruction at all times. Tampering with, propping open or obstructing doors and access ways will result in disciplinary action. Residents are not permitted to store personal items within the hallways.

ELECTRICAL SAFETY

Your safety is important to us, therefore all personal electrical items must be tested.

Don't worry, we make it easy on you! We organise drop-in sessions and room visits within the first two weeks of each semester for you to bring your personal electrical items to be tested and tagged. After that, there will be regular sessions held throughout the year if you have arrived late or have additional items for testing.

Items that have not been tested and tagged may be confiscated until they can be tested. Massey Halls Staff reserve the right to confiscate electrical items that fail testing under New Zealand electrical safety standards.

Contact us via email on accommodation.auckland@massey.ac.nz if you have a large item that you can't bring to a drop in session, so we can organise a room visit for you.

Due to Health and Safety Requirements, Portal Heaters are not permitted.

EVENTS

Our events are for you to enjoy, so make sure you let us know what your suggestions are. Keep any on the events board and facebook.

FRIDGES AND FREEZERS

These are provided for communal use, so we strongly advise that you label all your food items. It is your responsibility to remove any unused or out of date items. Massey Halls does not take any responsibility for missing or damaged items.

HAZARDS

If you see a hazard please inform us via the Massey App, click on Emergency & MasseySAFE then click on report a hazard or incident and enter the details.

ISSUES

Unfortunately our team can't be everywhere at once, so we need you help to address issues.

If you have a personal issue, are worried about someone, or aware of a behaviour breach, then please report it to us so that we can address it.

We can't help if we don't know!

KEYS AND ACCESS FOBs

You'll find a lanyard in your welcome pack useful for holding your keys and access fob.

Please be very careful not to lose these, as you will need to pay to have them replaced. Replacement keys can cost up to \$400.

DAMAGE AND MAINTENANCE

If you notice any damage or that something needs repairing, please report immediately through the accommodation portal and click on "fix it request." This also enables you to track the progress of your request until it has been resolved and closed.



MEDICAL AND WELLBEING

You must notify a staff member if you or another resident has or is experiencing a medical/wellbeing emergency. If the emergency is of a serious nature, phone an ambulance on 111. If you are unsure of what action to take contact a staff member immediately so that the situation can be assessed.

OFFSITE TRIPS

Our offsite trips are booked and paid at Reception. If you have booked to attend an offsite trip and then wish to cancel, please inform reception by cancellation deadline required.

If you cancel prior to the deadline, the money will be credited to your accommodation account. Any cancellations after the cancellation date are non refundable.

SOCIAL SPACES – MAXIMUM PERSON CAPACITY

Massey Halls follows health and safety guidelines. The maximum person capacity are as follows:

Bedrooms:	6 people maximum
Social Hubs:	12 people maximum
Apartments:	20 people maximum

(social gathering request form must be submitted for more than 8 people)

SUSTAINABILITY

We have worked hard to implement many sustainable initiatives over the years to help our community and planet and we can't do this without your help. You must also play your part in this role by ensuring you reduce your use of things such as electricity, water, plastic and waste. Please ensure you recycle your items correctly.



OUR RESPONSIBILITIES

THE PASTORAL CARE CODE OF PRACTICE

All tertiary accommodation providers in Aotearoa New Zealand are required to abide by Code of Practice for Domestic and International Students. These Codes are in place to ensure that providers consider the various factors that are important to ensuring student accommodation is safe, comfortable, and conducive to your studies and ongoing development.

Key outcomes outlined within the Codes relate to the following areas:

- Communications and marketing
- Resident contracts, accounting, and administration
- Orientation
- The residential community
- Student voice

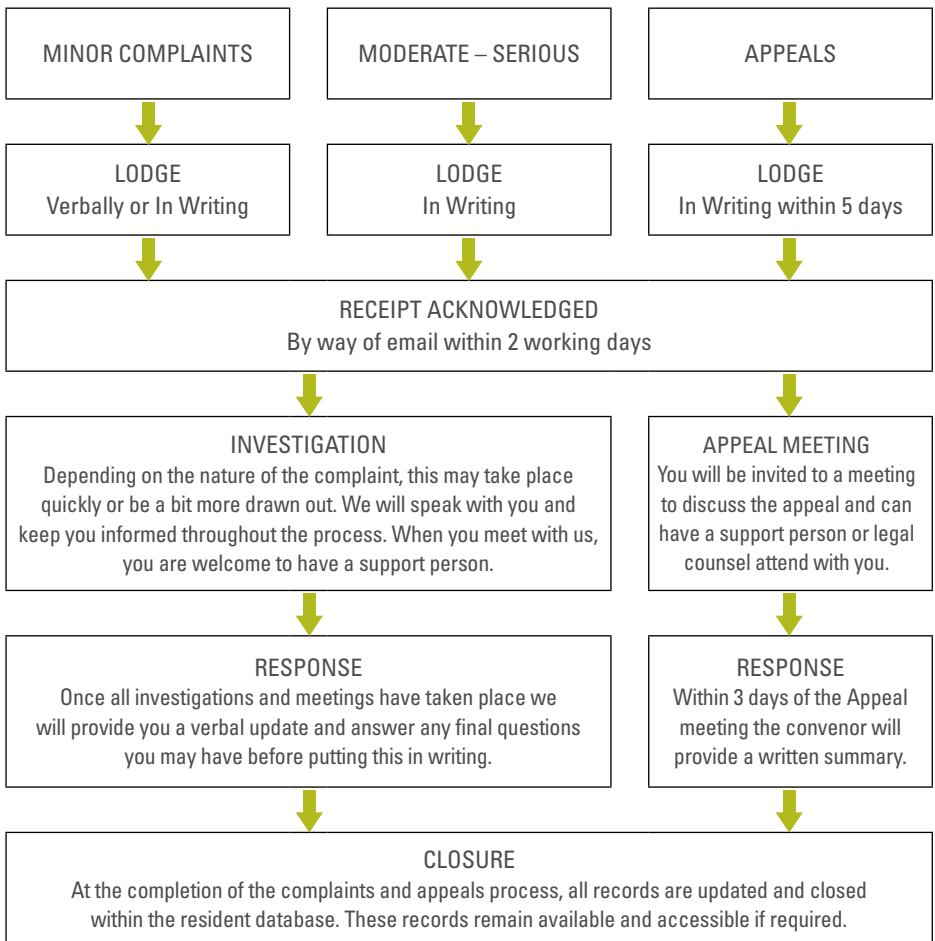
- Safety, security, and wellbeing
- Operational planning
- Buildings and facilities
- Grievances and appeals

Massey Halls are committed to upholding the Codes and regularly measure our practices against these. It is important to us to have your input also. For this reason, we ask you to join our committees and provide feedback by way of surveys and other forums.

If there is any standard that you do not feel we are meeting, or you have a specific concern that you feel needs addressing, we want to know about it. You can raise these things in person by making an appointment to meet with the National Manager Accommodation Services or put in writing to k.t.manning@massey.ac.nz. We will do all we can to work with you to find a solution.



Below is the process we follow when a Resident raises a complaint or appeals a decision we have made:



BREACHES OF THE CODE

If a resident has made a complaint and/or appeal and does not feel satisfied with the outcome, this needs to be raised through the formal complaints process of Massey University. This can be done by visiting <https://www.massey.ac.nz/student-life/services-and-support-for-students/support-with-making-a-complaint/>

If the resident is not satisfied with the outcome of Massey University's complaints process, they may then make a complaint to Universities New Zealand, as the authorised Code Administrator.

COMMUNITY STANDARDS

These standards are enforceable terms of your RESIDENTIAL AGREEMENT, and any breach may result in a sanction.

Massey University Student Accommodation maintains community standards that centre on the Massey University Student Code of Conduct, consideration for others, safety, resident welfare, and the protection of property. By accepting your offer of place and signing your residential agreement you are agreeing to adhere to these standards.

The accommodation is not only your home, but also the home of many other residents. We intend it to be a happy, healthy and fun place to live, however, the key to achieving this, sits with our residents.

1. Community Standards

1.1 Abusive or Threatening Behaviour

All residents and staff have the expectation of a safe, peaceful work and study environment within Massey Halls. Any behaviour considered to be threatening or abusive will not be tolerated and will result in disciplinary action.

1.2 Alcohol Consumption

While Massey University is opposed to the excessive and irresponsible consumption of alcohol, moderate consumption of alcohol is permitted within Massey Halls as long as the following conditions are met:

- Alcohol can only be consumed in the following designated areas: Social Hubs, Te Rito and communal areas in the apartments and studios.
- Open vessels/drinks are not permitted outside of the designated areas such as bedrooms, bathrooms, hallways, and external grounds.
- Alcohol can only be consumed during the permitted hours of Wednesday, Friday and Saturday 7pm – 11pm.
- The following alcohol is permitted; beer, cider, wine and Ready to Drink (“RTD”) and must be within original container (unless decanting supports safe drinking (such as pouring wine bottle into glass))
- The following activities/items are not permitted:
 - Spirits including but not limited i.e., vodka, gin, whisky
 - Large volumes of alcohol such as casks, kegs, mini tankers and crates
 - Drinking games and related equipment, such as funnels
 - Home brew kits or other methods of producing alcohol
- Massey Halls staff reserve the right to confiscate or request residents to dispose of alcohol if they have concerns about the resident’s safety or wellbeing, or the effect of the drinking behaviour on the safety and wellbeing of others.
- Massey Halls staff reserve the right to confiscate and destroy any non-permitted items, or alcohol being consumed outside of the permitted hours and/or the designated areas;

- Residents consuming alcohol must consider the needs of other residents.
- Behaviour resulting from the over consumption of alcohol that disturbs the peace and/or privacy of others will result in disciplinary action.
- Massey Halls staff reserve the right to refer any resident with a pattern of excessive alcohol consumption to Massey Health and Counselling Centre, and/or, the resident's parents or guardians may be contacted if there is a concern about the safety and wellbeing of the resident.
- Intoxicated guests or visitors are not permitted within Massey Halls and will be asked to leave.
- Residents under 18 years of age, are not permitted to consume alcohol under any circumstances.
- Consumption of alcohol during study break and exam times is not permitted, and these times will be communicated to residents each semester.

1.3 Cleaning and Cleanliness

We expect all our residents to keep their rooms and communal areas clean and tidy. Should areas be left in a state of unreasonable cleanliness, charges to rectify the cleaning outside of the normal cleaning schedule will be charged to those responsible.

1.4 Community Living

Successful communal living comes from respecting others and their property. This means understanding that others may have different feelings, responses, ways of expressing themselves, ways of doing things and tolerance levels. You will need to show respect, tolerance and consideration

for others and you should expect the same in return.

Any behaviour, language or material that causes offence should not be used and all residents are reminded to consider the needs of others at all times.

1.5 Damage and Vandalism

Any damage to property will be charged for the cost of remediation, and may be subject to disciplinary action if damage is intentional.

1.6 Dangerous Items and Hazardous Substances

The possession or storage of firearms and weapons is not permitted at Massey Halls by residents or guests, including but not limited to knives, firearms, swords, airguns, pistols, BB guns and bow and arrows (this includes replica items).

The police may be informed if an offensive and/or dangerous weapon is found within any student accommodation and/or areas surrounding them.

Residents are not permitted to have or use hazardous substances such as chemicals,



spray paints, butane lighters or fluid solvents within Massey Halls. Any damage caused by paint, glue or varnish to carpets or floors will be charged to the resident concerned, or the entire Hall/Apartment.

Using any object, article, substance or liquid offensively or dangerously or in a manner that is likely to frighten others is strictly prohibited within Massey Halls.

1.7 Discrimination, Harassment and Bullying

We welcome everyone at Massey and don't accept discrimination, intolerance and harassment against any communities.

It is the complainant's decision about how any issues will be addressed, as complaints can be handled in a variety of ways.

1.8 Fire Safety

Candles, incense, open flamed oil/wax burners and fan heaters are not permitted for fire safety reasons.

Hot plates, electric fry pans are not permitted in the halls.

Fireworks and firecrackers are not permitted on university grounds or in Massey Halls.

The unwarranted discharge of, or tampering with, any fire safety equipment such as; fire extinguisher, fire hose or fire detector is not permitted as it can result in serious harm. Any resident or their guest(s) found to be tampering with fire safety equipment will result in disciplinary action and/or cost recovery.

Residents are expected to practice safe fire prevention by:

- Ensuring when cooking that you are using the cooking appliances correctly
- Always attend to your cooking

- Cooking is not permitted in bedrooms
- Do not cover the heaters
- Ensure all personal electrical items are tested and tagged

Massey Halls reserve the right to confiscate any non-permitted or non-compliant items

1.9 Graffiti, Tagging, Posters and Flyers

Residents must not display posters or advertising in communal areas within Massey Halls without consent from staff.

Affixing posters, flyers, or the use of graffiti and tagging, like any other intentional damage to Massey Halls or to any university property will be charged to the individual(s) for the cost of remediation and may result in disciplinary action.

1.10 Guests and Visitors

Guests and visitors are the responsibility of the resident that invited them. Residents must advise their guests of the Massey Halls Community Standards, and guests must abide by these standards whilst here.

We allow our residents to have overnight guests for a maximum of 2 nights a week. Residents must ensure that their guests are signed in via the tablet in the entrance of Te Rito.

Residents may have a maximum of 2 guests/visitors at any one time.

A guest must leave the residence immediately if requested to do so by Massey Halls staff or security.

1.11 Illegal Substances

The possession or use of illegal substances is not permitted at Massey Halls by residents or guests and may result in

Massey Halls disciplinary action or be referred to the NZ Police.

1.12 Initiation Ceremonies, Hazing and Pranks

Such activities are not common or accepted practice in New Zealand universities and are not permitted in Massey Halls. Any resident found to be participating or organising initiation ceremonies, hazing or pranks of a coercive or potentially dangerous nature will be subject to disciplinary action.

1.13 Noise

While Massey Halls operates to facilitate academic success, it is also a social place and some noise will be present. Residents should always show regard and consideration for others.

All residents should be particularly mindful of the noise generated from normal activity such as holding small gatherings, watching movies, playing computer games, or returning late at night.

Residents are also responsible for the noise that guests make.

Residents must request permission to use DJ decks, large speakers such as amplifiers, subs or PA systems within shared social spaces.

Noise should be kept to a minimum between 11pm and 7am. Excessive noise any time may result in disciplinary action.

Massey Halls staff reserve the right to confiscate items causing repetitive excessive noise.

1.14 Operating a Business

Residents are not permitted to conduct a business from Massey Halls.

1.15 Pest Control

Residents are expected to maintain a level of cleanliness in their living areas and shared social spaces to minimise pest issues such as ensuring food is not left out.

Where a resident/s is found responsible for the requirement of pest control measures beyond standard work, resident/s will be charged for the cost of remediation.

1.16 Pets

Unfortunately, no pets are permitted to live at Massey Halls.

1.17 Pornography

Any material that is pornographic in nature is not permitted within the shared areas of the residence. This includes materials such as posters, media and online content.

It is important that all people are treated with respect and residents can expect to live in an environment where they are not subjected to material that is offensive, pornographic, or disrespectful.

1.18 Right of Entry

Massey Halls Staff, Security and Contractors have the right to enter your room, apartment or studio unit at anytime for any of the following reasons:

- If there is an emergency or a reason to believe that someone is in clear or imminent danger
- If there is a requirement to do a welfare check
- If there could be a possible breach in the community standards by you or a guest
- If there is a requirement for maintenance
- Or for the purpose of our routine room

inspections (you will receive notice on these)

1.19 Sexual Harm

Incidents of sexual harm are not tolerated within Massey Halls.

All complaints of sexual harm will be managed in survivor-centric ways, and it is always up to the complainant to decide what investigation pathway they would like to take, however please note halls staff are required to record any incidents of sexual harm disclose to them where relevant to the Massey community, but this information is only accessible to a very small number of confidential staff.

You can make a disclosure or a formal complaint about an experience of sexual harm through Massey processes, and you can also report the incident to the NZ police - Massey can support you through this process if you wish. You may reach out to our staff who will provide you with guidance about investigation pathway options.

Information about disclosures and complaints is available on the Massey University website.

1.20 Smoking and Vaping

Massey University Campuses are smoke free, so smoking and vaping is not permitted on campus grounds nor within Massey Halls.

A temporary smoking and vaping shelter is situated within a short distance of the accommodation.

1.21 Social Gatherings

Private parties are not permitted at Massey Halls (with exception of a Social Gathering Request).

Social gatherings of more than 8 people (including flatmates) in apartments must have the approval of the Residential Life Manager. Residents must complete a social gathering request form 3 working days prior to gathering.

1.22 Solicitation

Solicitation is an uninvited or unwanted attempt to make contact with a resident for the purpose of promoting religious beliefs, engaging political views or encouraging the purchase of items or membership. Solicitation is prohibited within Massey Halls, this includes university groups or organisations.

1.23 The Law

Any offences that are criminal in nature may be referred to the NZ Police. If you are a victim of a crime, please seek help from the team. We take crime seriously and will do all we can to assist you.

If you have been convicted of an offence or have charges pending, we ask that you advise the Residential Life Manager.

Please note that some charges may affect your eligibility to live in the accommodation. Whilst we do not wish to discriminate unnecessarily, the safety and wellbeing of our residents and community will be our primary concern in all circumstances.

1.24 Unauthorised Areas

For your safety and the safety of others, residents are not permitted on any roof ledges or balconies and must not use any windows for entering/exiting the accommodation. You will not be permitted to sit or climb on any balustrades or enter any plant/electrical or cleaning cupboards.

DISCIPLINARY

DISCIPLINARY PROCEDURES

When an incident occurs within Massey Halls involving residents, the Massey Halls staff will lodge a report.

Residents involved will be contacted for a meeting.

After investigation, if Massey Halls community standards have been breached or the incident involves criminal acts, further disciplinary action may be taken.

The Massey Halls disciplinary process is designed and operated in adherence to the principle of natural justice. This principle requires:

1. The respondent must be given notice of the behaviour or incident that is thought to be a problem, and the resolution process to be used to address the behaviour/incident;
2. The respondent must be given the opportunity to respond to the information and put forward their version of events; and
3. The decision made must be done so impartially, honestly and without bias.



DISCIPLINARY PROCESS

Breaches of these rules are generally managed within Massey Halls, however there are a number of other disciplinary processes that may be followed if deemed appropriate. Generally, this will depend on the particular incident, the rule breached, the degree of seriousness of the incident, or outcome of the incident.

The discipline systems include:

- Massey Halls discipline process;
- University harassment process;
- Wider University Disciplinary processes;
- Security and traffic processes; and/or
- Referral to the Police.

SANCTIONS

Any sanction will be determined by the assessment of the seriousness of the incident, possible sanctions include, but are not limited to:

- Verbal warnings;
- Written warnings;
- Imposition of community service;
- Fines;
- Confiscation of items;
- Retraction of privileges, such as no guests permitted;
- Trespass notices;
- Behaviour contracts;
- Suspension from Massey Halls;
- Eviction.

EVICITION

Eviction occurs in rare circumstances, and as a last resort. Residents are normally given 24 hours to vacate the premises;

however, in extreme circumstances removal from the Massey Halls may be immediate.

Evicted residents must return their keys to staff and they may be trespassed, depending on the circumstances. Evicted residents remain liable for their accommodation fees up to the termination date, to a maximum of 10 weeks.

URGENCY PROVISIONS

If a student is deemed to pose a risk to themselves, others, and/or the property, the University may require the resident's contract to be terminated and will assist in ensuring an alternative plan is in place. In these circumstances the next of kin/ guarantor may be expected to assist.

COLLECTIVE RESPONSIBILITY

Collective responsibility means that where there is a cost of damage outside of fair wear and tear, or where excessive cleaning is required, where no individual(s) have come forward to take responsibility after investigation, then the responsibility becomes the collective responsibility of all the residents of the building, floor, or apartment in which the damage, loss or cleaning occurs. The full cost is billed on a pro-rata basis.

APPEALS

If you want to appeal a sanction, you can do so within 5 working days in writing to the National Manager Accommodation Services k.t.manning@massey.ac.nz.

COMMUNICATIONS

FACEBOOK

We communicate mostly via our Facebook group "Te Ōhanga Village 2024". We will email you the link prior to arrival so that you can add yourselves to the group. Each Hall has their own Facebook group too which we will add you to once you arrive.

EMAIL

We use your email to communicate directly with you. Each Monday we send out weekly update to ensure you are kept up to date with everything you need to know, so it's worth checking regularly.

TELEPHONE

You will also receive calls from us now and again, so make sure we have your current New Zealand mobile number. You can update you number anytime by contacting the customer service administrators.

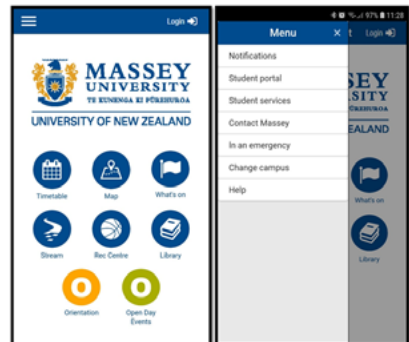
HALL GATHERINGS

Each month your hall/apartment community come together for a catch up and some activities. It's important that you attend these so you don't miss out on what's happening around Massey Halls Auckland – Te Ōhanga Village and on campus.


MASSEY APP

Download the Massey App for access to things like

- Your timetable
- How to find your classes
- Events on campus
- Emergency alerts
- Report campus health and safety concerns and incidents
- Free on the App Store and Google Play Store



FOLLOW US

 @masseyhallsauckland

EVENTS AND ACTIVITIES

We provide lots of opportunities for all residents to get involved in a variety of events and activities, both on and off campus throughout the year.

GETTING INVOLVED

We encourage you to get involved as much as possible. One of the best ways to make friends whilst living in Massey Halls Auckland – Te Ōhanga Village is to participate in the many events and activities we arrange. Getting to know other residents is key to having a great experience living on campus and in the coming years.

Our events range from large to small events, highly social to relaxed events, to ensure we meet differing social needs.

Your attendance at these events is important to us as it plays a big part in developing our sense of community.

All our events are advertised on our Facebook group Te Ōhanga Village 2024, on our TV screens, event boards, and Hall Gatherings.

All our off campus trips require payment and booking in advance at Reception.

We are always looking for ideas when it comes to events and activities, so do let the Community Development and Support Officer know if there is anything in particular that you would like us to organise.

ACTIVITY FEE

All residents have paid an activity fee, which is used to subsidise events and activities, so again, get involved.



CAMPUS SERVICES

STUDENT ASSOCIATION TE TIRA AHU PAE

Your students association, Te Tira Ahu Pae, is here to give you a helping hand and ensure your student voice is heard. It provides a range of services to students such as:

- Administering the Student Hardship Fund
- Advocacy support
- Campus Life activities
- Clubs, societies and cultural groups
- Class Advocates programme
- Volunteering opportunities

Location: **Student Central, Level 2**
Telephone: **09 213 6066**

CAMPUS INFORMATION SERVICES – MŌHIOHIO

Assist students with a range of enquiries such as:

- Enrolment
- Fee enquiries and payments
- General enquiries
- Study link
- Timetables

Location: **Quad A, Level 1**
Telephone: **09 414 0800**

CAREERS – ARAHI UMANGA

Our service can assist you with:

- Advice on exploring your career options

- Access to job vacancies
- Tools for CV and cover letter building and for reviewing your CV
- Interview simulation tools
- A wide range of employer and career-related events and seminars

Find out more in the 'Careers' section of MyHub or contact us at:
careersupport@massey.ac.nz

Location: **Student Central, Level 2**
Telephone: **09 213 6212**

CENTRE FOR LEARNER SUCCESS

The Centre for Teaching and Learning helps students to develop their academic skills. Our consultants, workshops and online resources provide advice and support for:

- Academic writing
- Referencing
- Study skills
- Exam preparation

We work with students from first year to postgraduate level. Go to **Assessment Help** on the Massey App to access our services.

Location: **Library, Level 3**

CHAPLAINCY – MINITA WHAKAPONO

Our chaplaincy team can assist you with:

- Connecting you to other students
- Connecting you with faith communities

- Exploring faiths
- Prayer and Meditation

Check out our events and activities on our Facebook page,
Massey University Albany Chaplaincy

Location: **Massey Business School Building, Ground Level**
Telephone: **09 213 6449**

DISABILITY SERVICES

If you have a disability and require support throughout your study, they can assist you with:

- Accessible course material
- Accessing disability services
- Additional assistance in exams
- Equipment for short term loan
- Support for lectures and laboratories

Location: **Library, Level 3**
Telephone: **09 213 6203**

FOOD OUTLETS

We have a variety of food outlets on campus, offering many options.

- Browse Café – Library
- Food For Thought (Te Wāhanga Kai – place of food) – Student Central
- Kebab Shop – The Quad
- Scholars Cafe – Recreation Centre

HEALTH AND COUNSELLING CENTRE – TE WHARE HAUORA AND ĀWHINA

Whilst living in Te Ōhanga Village we recommend that you register at Massey's Health and Counselling Centre. The team consists of nurses, doctors, counsellors and psychologists. A registration form is available in your welcome pack. Services consist of:

- Health and Medical
- Counselling
- Wellbeing workshops and groups
- Applying for aegrotats/impaired performance

Location: **Student Central, Level 2**
Telephone: **09 213 6700**



INTERNATIONAL STUDENT SUPPORT – TAUTOKO TAUIRA MANENE

ADMIN SUPPORT

If you have questions about student visa, insurance or refunds, please send an email to visa@massey.ac.nz and staff from the International Student Administration team can help you.

OTHER QUERIES

If you have questions about enrolments, fees, graduation, academic records, student portal, stream or anything else, please contact Te Paepoto (National Contact Centre) directly.

PASTORAL CARE

If you are struggling with personal feelings, change in circumstances or study challenges, you can book an appointment through MyHub to see an international wellbeing advisor.

RECREATION CENTRE TE WHARE TAPERE

Our on campus gym provides a comprehensive range of recreation; sporting, health and fitness activities including:

- Group Fitness Studio with a diverse range of classes on offer
- Health and fitness studio
- Physiotherapy Clinic
- Sports Hall
- North Harbour Cricket Centre

Location: **Recreation Centre**

Telephone: **09 213 6742**



EMERGENCY PROCEDURES

KNOW WHAT TO DO BEFORE AN EMERGENCY HAPPENS

Dial 📞 111 for Emergency Services
(Fire, Ambulance, Police) if required

IF YOU HAVE SECURITY CONCERNS ON CAMPUS:

Dial 📞 your Massey Security Team helpdesk
0800 MASS 50 (0800 6277 50) – 24Hrs / 7 Days a week

- Act on evacuation alarm or instruction from Massey Wardens.
- FLUORESCENT VESTS identify Massey Wardens.
- For more information on emergency management at Massey refer to: www.massey.ac.nz/emergency
- To keep updated following an emergency refer to the Massey University Homepage, and Massey on:

<https://www.massey.ac.nz>



- To receive emergency alerts direct on your smart phone from Massey down load the Massey App: Scan the QR Code below or search "Massey Uni App" on www.massey.ac.nz

SCAN QR CODE TO GO TO MASSEY APP WEB PAGE



EXIT

BUILDING EVACUATION

EXIT

UPON HEARING THE EVACUATION ALARM OR ON INSTRUCTION:

- Evacuate the building IMMEDIATELY via the nearest safe fire exit.
- Take your keys, cellphones, bag and wallets only if they are in reach. DO NOT go back to get personal items.
- Follow the instructions of the Massey Wardens at all times – assist people with disabilities if asked.
- If you need help to get out, wait in the smoke stop lobby or stair landing until help arrives.
- Guide your visitors out of the building.
- Move quickly and calmly – keep noise to a minimum.
- DO NOT use lifts. DO NOT carry food or drink.
- Merge (like a zip) in the stairwells with occupants from other floors.
- Assemble at the designated assembly point.
- Advise a Massey Warden if anyone you know is unaccounted for.
- DO NOT re-enter the building until the Massey Warden has given the ALL CLEAR. Re-entry may take some time.

AFTER HOURS ALL BUILDING OCCUPANTS MUST:

- Be prepared to act as Warden.
- Know the location of the nearest fire alarm call point, emergency exit, fire alarm panel and assembly areas.
- Make a 📞 111 (Fire) call.
- Check their floor is clear and report to the fire alarm panel to await the arrival of the Emergency Services.

ALL CLEAR

- Remain at the Assembly Area until the Massey Warden announces the ALL CLEAR.
- If the Fire Alarm stops, it does not mean the emergency is over.
- Normal routine may resume once the ALL CLEAR is received from a Massey Warden.

EVACUATION PROCEDURE



EXIT

FIRE

EXIT

IF YOU SEE, SMELL SMOKE OR SUSPECT A FIRE

If safe rescue/
remove persons
in immediate
danger.

1. Activate alarm
2. Shout FIRE! FIRE! FIRE!
to warn others.
3. **Call** 📞 **111** (Fire).

- If safe, confine/contain the fire.
- Use fire fighting equipment only if **trained and competent** to do so.
- If safe to do so, turn off power to machinery or gas supplies
- Close doors after exiting the area.

- Walk, do not run, to the nearest safe exit.
- Do not push or crowd.
- Merge like a zip with occupants from other floors.
- Do not use lifts.
- Do not carry food or drinks.
- If you have to open a door and cannot see if the other side is safe, use the back of your hand to check for heat from the bottom to the top of the door. If hot, do not open the door. If not hot, open the door slowly standing behind and to one side.
- Proceed to designated Assembly Area.

DURING A FIRE

- If there is smoke: get on your hands and knees and crawl low and fast to escape smoke. The smoke will be hot and poisonous, and if you breathe it in, it can kill you.
- Remember: Get Down, Get Low, Get out.
- If you can, close doors behind you to stop the fire spreading.
- If you cannot get out of the building: close the door of the room you are in and put a towel or other material under it to stop the smoke coming in. Go to the window and yell 'FIRE! FIRE! FIRE!'. Wait for help.
- If you cannot open a window: (if it has security stays, for example), consider using a chair or other furniture to break the glass. Use something to cover any remaining sharp pieces of glass to escape unharmed.
- As soon as it is safe, **call** 📞 **111** (Fire) immediately from a mobile phone or other Massey phone.
- Once you are out of the building, stay out.
- Proceed to the designated Assembly Area.
- Remember to let the Massey Wardens know if there is anyone missing. They will alert the arriving Firefighters and Emergency Services.

FIRE



EARTHQUAKE



DURING AN EARTHQUAKE

DROP where you are, onto your hands and knees. This position protects you from being knocked down and allows you to stay low and crawl to shelter if nearby.

Take **COVER** under a sturdy desk, table or other furniture. Protect your head and neck with one arm and hand.

- If a sturdy table or desk is nearby, crawl underneath it for shelter
- If no shelter is nearby, crawl next to an interior wall (away from windows)
- Stay on your knees; bend over to protect vital organs

HOLD on until shaking stops

- **UNDER SHELTER:** hold on to it with one hand; be ready to move with your shelter if it shifts.
- **NO SHELTER:** hold on to your head and neck with both arms and hands.

Do not run outdoors. Do not use elevators. Follow any directions from Massey Wardens

DURING AN EARTHQUAKE IF YOU:

ARE OUTSIDE: Drop, Cover and Hold. Protect your head and neck. Move to an open clear area if safe to do so. Avoid falling hazards.

IN A VEHICLE: Pull over and stop in clear area. Avoid overpasses, power lines and structural hazards. Stay in your vehicle.

Do **NOT** run outside during an earthquake.

It is frightening to stay in a building immediately after an earthquake but it is much safer than immediately going outside.

An earthquake is not like a fire. You do not have to evacuate a building straight away unless it is showing obvious signs of distress.

When you eventually evacuate, do take your wallet, coat, bag, etc. You are more vulnerable if you leave those things behind.

An evacuation assembly area in case of fire might not be appropriate after an earthquake. Glass and masonry falling into streets cause casualties. Large open areas with no tall buildings, power lines or other hazards immediately adjacent are best. It is often better to remain in your building until a safe route out has been found.

EARTHQUAKE

SEVERE STORM / TORNADO / FLOOD

Stay informed on local weather updates. Listen to your local radio stations, as Civil Defence and Emergency Management authorities will be broadcasting the most appropriate advice for your community and situation.

WHEN A STORM WARNING IS ISSUED AND DURING A STORM

- Secure, or move indoors, all items that could be blown about and cause harm in strong winds.
- Close windows, external and internal doors. Pull curtains and drapes over unprotected glass areas to prevent injury from shattered or flying glass.
- If the wind becomes destructive, stay away from doors and windows and shelter further inside the house.
- Do not walk around outside and avoid driving in a storm.
- Power cuts are possible in severe weather. Unplug small appliances that may be affected by electrical power surges. If power is lost, unplug major appliances to reduce the power surge and possible damage when power is restored.

TORNADOES

- Tornadoes sometimes occur during thunderstorms in some parts of New Zealand.
- Alert others if you can.
- Take shelter immediately. A basement offers the greatest safety. If underground shelter is not available, move to an interior room without windows on the lowest floor. Get under sturdy furniture and cover yourself with a mattress or blanket.
- If caught outside, get away from trees if you can. Lie down flat in a nearby gully, ditch or low spot and protect your head.
- If in a car, get out immediately and look for a safe place to shelter. Do not try to outrun a tornado or get under the vehicle for shelter.

DURING A FLOOD OR IF A FLOOD IS IMMINENT

- Stay out of flood water – it will conceal underwater hazards and can be contaminated with sewage and/or chemicals.
- If you have a disability or need support, make contact with your support network.
- If at home, put your household emergency plan into action and check your getaway kit. Be prepared to evacuate quickly if it becomes necessary.
- Where possible, move pets inside or to a safe place, and move stock to higher ground.
- Do not attempt to drive or walk through flood waters. Consider your route home and if it will be flooded.

SEVERE STORM / TORNADO / FLOOD



TSUNAMI

NOTE: None of the Massey campus locations (Auckland, Manawatū or Wellington) are located in a Tsunami Evacuation Zone.

This information applies when away from the main Massey campus locations and near to the coastline anywhere in New Zealand.



A tsunami consists of a series of waves; the danger may last several hours.

Know where the highest ground is and how to get there. Once you get to a place of safety, be prepared to wait it out.

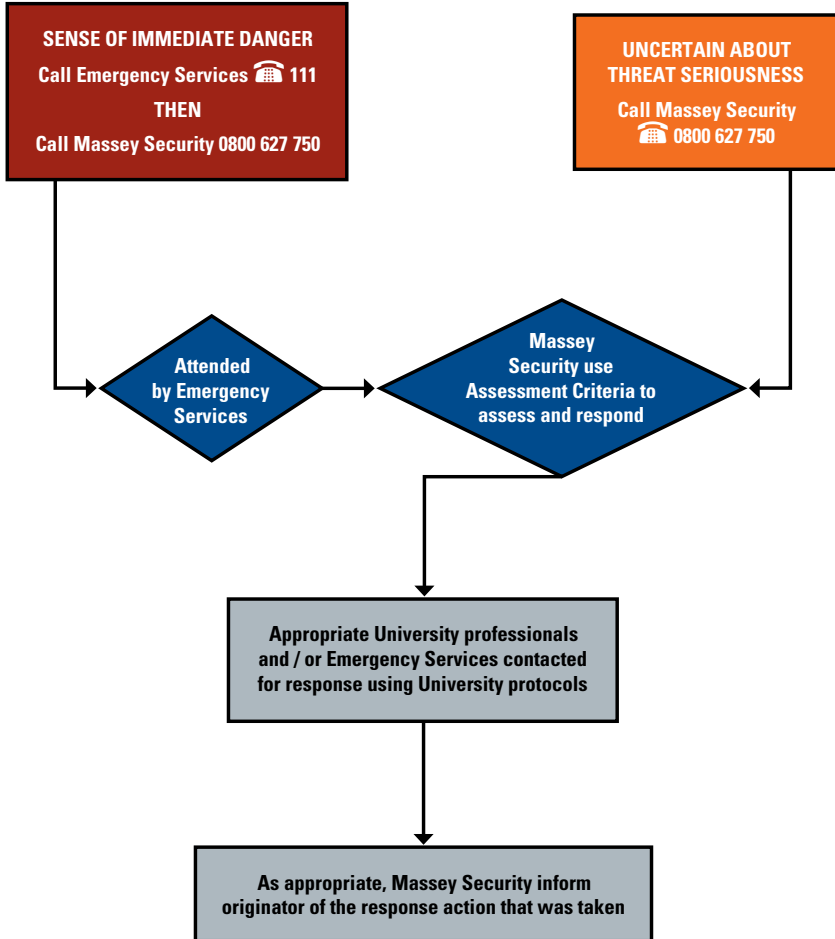
- Move immediately to the nearest high ground or as far inland as possible (Go at least 2km inland, or 35 meters above sea level). Do not wait for an official tsunami warning.
- Our entire coastline is at risk of tsunami. Knowing the right immediate action to take can prevent injury and save lives.
- If you are near the coast and feel an earthquake that is LONG or STRONG: GET GONE
- An earthquake that lasts more than a minute OR makes it hard to stand up is a natural tsunami warning.
- If you are near the coast, do not wait for an official warning. Move immediately to the nearest high ground or as far inland as you can. Walk or bike if you can. Stay there until you get the all clear.

TSUNAMI



POTENTIAL THREATS OF HARM

RESPONSE TO POTENTIAL THREATS OF HARM



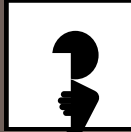
THREATS OF HARM / ACTIVE ARMED OFFENDER

ACTIVE ARMED OFFENDER

New Zealand has a low risk of Active Armed Offender attack. However if attacks involving firearms and other weapons occur it is important to react quickly.



RUN!



HIDE



TELL

Your priority should be to remove yourself and others from close proximity to the offender/s, or areas that they might reasonably access. The following actions may influence the decisions you make in safely assessing your available options:

- Under immediate attack – Take cover initially, but attempt to leave the area as soon as it is safe to do so.
- Leave most of your belongings behind (except for mobile phone).
- Do not congregate in open areas or wait at evacuation points.
- Provide guidance to people that might be unfamiliar with the area.
- Make good use of available cover and concealment opportunities.
- Consider (only as a last resort) options for arming yourself with improvised weapons to defend yourself in the event that you are located by the offender.
- Nearby attack – Leave the area immediately and move quickly away from where the attack is located, but only if it is safe to do so.

If you do not believe you can safely evacuate, then you may need to consider sheltering in place. Constantly re-assess the situation and your options based on the best available information.

- Avoid congregating in open areas, such as corridors and foyers;
- Consider locking or barricading yourself and others in a room or secure area;
- Secure your immediate environment and other vulnerable areas;
- Move away from the door and remain quiet;
- Silence mobile phones and other devices that may identify your presence;
- Try to contact police (111) or others to advise of your location and situation;
- Assess and re-assess options for sheltering in place either at your current location or at an alternative location;
- Consider (only as a last resort) options for arming yourself with improvised weapons to defend yourself in the event that you are located by the offender.

The more information you can pass on to the Police the better, but NEVER at the risk of your own safety or the safety of others.

If it is safe to do so, think about obtaining the following information:

- Exact location of the incident;
- Description of the offender/s and whether they are moving in any particular direction;
- Details of any weapons being used;
- Number of people in the area and any that have been injured; and
- The motive or intent of the offender/s (if known or apparent).


Provide this information immediately to the Police via 111 if this can be achieved safely.

Consider providing information and advice to others that may be in your area that may be unsure of the current location of the threat and what they should do. Whether you are able to safely do this, and the communication methods available to you, will be determined by the circumstances and your own assessment of the situation.


ACTIVE ARMED OFFENDER

BOMB THREAT OR SUSPICIOUS PACKAGE

IF YOU DISCOVER A SUSPICIOUS PACKAGE

1. Do not handle or open the item.
2. Take steps to isolate the area and prevent others being near or touching the item.
3. Phone the Massey Security Team on  **0800 6277 50** and describe the item and your suspicions.
4. The Security Team will make an assessment and will coordinate directly with NZ Police as required.


IF YOU RECEIVE A BOMB THREAT BY PHONE, EMAIL OR ANOTHER MEANS

- Listen carefully and get information (Record information using the checklist over page). DO NOT interrupt the caller.
- Report the threat immediately to the Police  **111** and then Massey Security  **0800 MASS 50 (0800 6277 50)**

Note EXACT wording of the threat from the caller.

Keep the person talking and note answers to the following questions:

- WHEN will the bomb explode?
- WHERE did you put the bomb?
- WHAT does it look like?
- WHAT kind of bomb is it?
- WHAT will make it explode?
- HOW long has the bomb been in position? Once evacuated, disperse as far away from the building as possible

Call  **111** (Police) State that you have received a bomb threat:

- State your name and location including city, Massey Campus location, building name, floor and room number.
- State location of bomb and time set to explode, if known.
- Answer any questions as best you can, and follow the instructions given by Police.
- Notify and evacuate staff verbally if necessary.
- Do not activate fire alarm (unless directed to do so by Police).
- Do not use cell phones or radio transmitters (RTs).
- Do not touch or move any suspicious object.

THERE IS BOMB THREAT CHECKLIST ON BACK OF THIS PAGE

BOMB THREAT / SUSPICIOUS PACKAGE

CONNECTING WITH PARENTS AND WHĀNAU

We encourage all our residents to connect with their whānau or other support people to have conversations about moving to Halls well in advance of move-in day. Conversations might include:

- self-care,
- cooking, cleaning and laundry,
- healthy choices relating to alcohol, relationships, and sex, and
- how you intend to stay in touch

While most students are super excited to move out on their own for the first time, it's our experience that in many cases whānau and friends are still the first point of call when something's not going right. For this reason, we have made up a quick guide for when support people get that call so that they can support from afar.

IF	THEN
The student is sick or feeling down	They should contact a member of the Residential Life Team so they can advise and support the resident
The student has gone home due to sickness or for a break	They should inform the Customer Services Team so they can put a note on file and then sign out at the tablet in Te Rito. They must sign back in on the tablet on their return.
The student is struggling to get on with a fellow hall-mate	They should inform the RA who will support them in coming up with a resolution. Failing this, the RA will seek guidance or they can raise their concerns with a senior member of the Residential Life Team.
The student is concerned for the wellbeing of another Halls resident	They should inform a member of the Residential Life Team.
The student has a cleaning or maintenance concern	All maintenance and cleaning concerns need to be reported through the accommodation portal "Fix It Request", they will also be able to track progress. If the matter is urgent they should contact Reception.

IF	THEN
You have not heard from your student and are concerned about them	Sometimes a simple text asking them to check in will do the job – often they just lose track of time. If this does not work, you are welcome to contact us and we can follow up on them. We will often encourage the student to contact you as we are restricted in what information we can share with you
There is an emergency involving your student	We will contact their next of kin as per their residential agreement (behaviour and welfare)
The student feels that they have been dealt with unfairly regarding an incident in the halls	They should send an email to the Residential Life Manager outlining their concern. Escalation from the Residential Life Manager is to the National Manager Accommodation Services.
The student needs to raise a concern regarding the food or an incident in the dining hall	They should raise the initial concern directly to the Catering Supervisor/Manager in the first instance, then report to the Residential Life Manager.
The student wants a change of room	Email accommodation.auckland@massey.ac.nz and ask for a Change of Room Request Form. Once received, the form is to be completed and returned via email. You will receive an outcome within 7 working days as to whether the request has been approved or declined.
The student wishes to leave Massey Halls permanently	They must organise a meeting with the Residential Life Manager who will discuss the process and application with them. (see release of contract section for detailed information)

Below is a list of other things we encourage you to take some time to think about regarding your safety and wellbeing before moving into the Halls.

Additional Safety and Wellbeing Considerations

- Who you bring into the hall – consider the impacts both on your own safety and wellbeing, and others
 - Looking out for yourself and others when out in town
 - Respect for shared halls spaces, this is our home
 - Learning to communicate with others about shared living expectations such as cleaning, rosters, etc.
- Flagging any concerns (your own or others') to Halls staff – this might include:
 - Not seeing a hall mate in a few days
 - Concerning changes of behaviour
 - Use of illegal or misuse of harmful substances
 - Sickness
 - Self-harming
 - Damage to property



KEY CONTACTS

USEFUL TELEPHONE NUMBERS/ KEY INFORMATION AND CONTACTS

Massey Halls Auckland – Te Ōhanga Village

OFFICE HOURS

Reception	09 213 6600
Residential Life Manager	09 213 6447
National Manager	
Accommodation Services	09 213 6450

OUT OF OFFICE HOURS

Residential Assistants	0800 RAALBANY
Lock Outs	021 160 1853
Emergencies	027 222 8242

ADDRESS

General Mail Postal Address:
Massey Halls Auckland – Te Ōhanga Village
Massey University
Private Bag 102904
North Shore
Auckland 0745

Courier Delivery/Physical Address:
Massey Halls Auckland – Te Ōhanga Village
Te Rito Building
Massey University
151 Dairy Flat Highway
Albany
Auckland 0632



SUPPORT LINES

LIFE LINE

0800 543 354 (24 hours a day)

www.lifeline.org.nz

SUICIDE CRISIS HELPLINE

0508 828 865 (24 hours a day)

www.lifeline.org.nz

YOUTHLINE

0800 376 633

www.youthline.co.nz

WHATSUP

0800 942 87 87

www.whatsup.co.nz

DEPRESSION HELP LINE

0800 111 757 (24 hours a day)

www.depression.org.nz

RAINBOW YOUTH

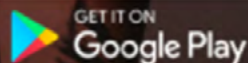
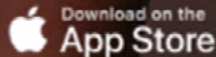
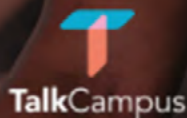
09 376 4155

<https://ry.org.nz>



Overwhelmed?

Let's kōrero! Download TalkCampus
for instant student peer-to-peer support.







TE KUNENGA | MASSEY
KI PUREHUROA | UNIVERSITY
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massey.ac.nz

*This handbook was correct at time of publication January 2024, however, could be subject to change.