UniLodge

Where I want to be

2027

ARATOHU KAINOHO RESIDENT HANDBOOK

ILAM STUDENT ACCOMMODATION

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DISCLAIMER

The content of this Resident Handbook is for the **2027 calendar year**, and was updated in September 2026. UniLodge reserves the right to amend information in this booklet and inform 2027 contracted residents of any change. If there are questions regarding the content of this handbook, they should be directed to the General Manager Portfolio – Canterbury via email to: canterbury@unilodge.co.nz.

KUPU WHAKATAKI | WELCOME

Nau mai, tauti mai, ki UniLodge Waitaha | Welcome to UniLodge Canterbury



Kai ngā ihoiho o ngā maunga whakahī e tū kāwekaweka mai nā i ō koutou rohe houkura, nau mai, tauti mai! Tēnā koutou katoa.

On behalf of the entire UniLodge Waitaha | Canterbury whānau, I would like to welcome you to your home for 2027! Living in a Hall of Residence means you are part of a community that looks after each other. Moving away from whānau and the familiar can be quite daunting. Rest assured alongside all other ākonga | students and your Taurima | Residential Advisor, we are here to facilitate a smooth transition and manage the rhythms of the academic year in a safe and supportive residential setting.

Our team is aware that you are here not only to enjoy yourself but also to study, and we understand that at times you will be under pressure to complete assignments, we will work with our residents to help teach you all how to prepare for success here at the University of Canterbury. The Aratohu Kainoho | Resident Handbook (this document) is designed to ensure that everybody understands and observes the requirements and rules so that all ākonga can enjoy their stay.

As a cohort, you may not only be from Aotearoa but from all around the world. You study a variety of subjects, have a wide range of interests and talents, and have diverse cultural backgrounds. We will embrace diversity and similarities to produce a tight-knit and vibrant community, one in which we have confidence you will be able to make lifelong friendships and memories.

Most of the information in this handbook is based on common sense and has already been explained during your initial sign-up process. Our requirements and rules ensure the COMFORT, SAFETY, HEALTH, and SECURITY of all students.

We hope that this handbook will also prove useful in answering any questions and in assisting you with the most common issues that may occur. We have team members on duty 24 hours a day, should you not find the answer you are looking for here, please give us a call.

The whānau of UniLodge commit to create an atmosphere that provides ākonga with the greatest opportunity to maximise their success, enjoyment and experience from their time studying in Ōtautahi Christchurch at Te Whare Wānanga o Waitaha | University of Canterbury.

Please read through this guide thoroughly to help you settle in. It is a useful reference tool to come back to throughout the year if you have any uncertainties.

We wish you an exciting year of self-discovery, success, and memory-making.

Mauri Ora,

Jacob Waitere | General Manager Portfolio
UniLodge Waitaha

MŌ MĀTOU | ABOUT UNILODGE

Our Whakataukī

Ka ora kāinga rua

This whakataukī acknowledges that this whare, Ilam Student Accommodation will be your home away from home.

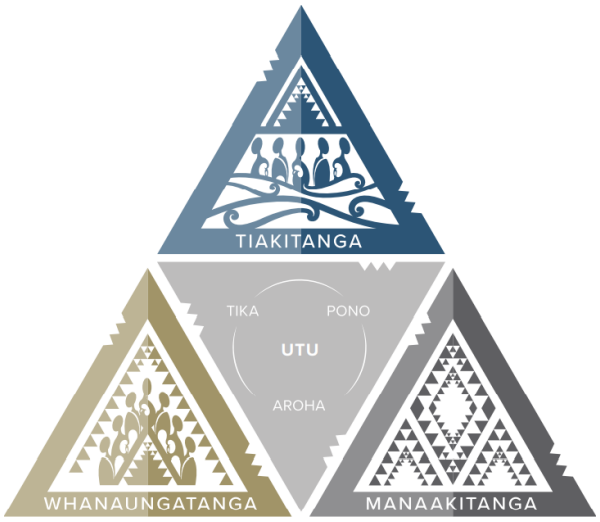
Our Vision

UniLodge's vision: To Create Communities for Inspired Living.

Our Mission

UniLodge's mission: To be the leading operator in the living sector.

Ngā Uara | Our values



At UC we value manaakitanga, whanaungatanga and tiakitanga. These values guide what we do and how we do things. They challenge and inspire us to empower others and to be the best we can in our work, our studies, and our interactions with each other.

Underpinning our values are the attributes of:

- Tika - doing what is right, being professional and maintaining high standards,
- Pono - being honest, truthful, and acting with integrity,
- Aroha - being respectful, responsive, and empathetic.

Kia tika, kia pono, kia aroha - doing what is right with integrity and empathy - This is how we check in on how well we are living the values.

At the centre of our attributes is utu - reciprocation and balance. Utu is linked to retaining mana and recognises the link between actions and reactions and that all actions require an appropriate response, whether positive or negative.

You can read more about our values on the UC website: https://www.canterbury.ac.nz/about/values/

Our History

The whenua | land that Ilam Student Accommodation is situated on is that of Ngāi Tūāhuriri and Ngāi Tahu as the local hapū and iwi who are mana whenua. The land and rivers that the city of Christchurch now occupies have significance to the local iwi and we acknowledge this and their stories and narratives.

The original buildings of Ilam Student Accommodation are our Mānuka block. This block was built in 1973 for the 1974 Christchurch Commonwealth Games. Following the games, the building became a Hall of Residence of the University

of Canterbury. Ilam was added to in 1999 with the construction of Kōwhai and then again in 2005 with the addition of Hinau. Ilam Student Accommodation is the largest Hall of Residence at the University of Canterbury.

Code of Practice for Pastoral Care

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 will ensure that domestic and international tertiary students can succeed academically in a safe, healthy, and supportive learning environment in line with the International Student Code. UC and UniLodge are committed to supporting halls of residence to ensure they are following the Code.

Our Contact Details

Address: 2 Homestead Lane, Ilam, Christchurch 8041
Phone: 0508 864 425 | +64 3 266 0400
Email: ilam@unilodge.co.nz
Office Hours: Monday to Sunday 7:30am – 6:00pm (Evening staff on call after this)

OUR TEAM ARE AVAILABLE 24/7



NGĀ KAIMAHI | STAFF

How our staff work with you

UniLodge employs a range of staff to support your time living on campus. Your support and experience are the number one priority of our team. The General Manager Portfolio leads the Waitaha team for UniLodge. Your Hall experience is led by your Kaitātai. UniLodge also employs contractors at times to support the business during busy times.

Your support team:

JACOB WAITERE Kaiwhakahaere Matua | General Manager Portfolio	**Email:** canterbury@unilodge.co.nz **Phone:** 0508 864 425 **Hours:** Meetings by appointment **Office:** Ilam Office block
EVAN MORAN Kaitātai | Property Manager Operations	**Email: Evan.moran**@unilodge.co.nz **Phone:** 0508 864 425 **Hours:** Monday – Friday | 8:30am – 5:00pm **Office:** Ilam Office block
SIMON MUTCH Pou Taurima Matua | Senior Residential Life Manager	**Email:** canterbury@unilodge.co.nz **Phone:** 0508 864 425 **Hours:** Monday – Friday | 10:00am – 6:00pm **Office:** Ilam Office block
JOHN LIDDELL Pou Tiaki Matua | Senior Night Manager	**Email:** ilam@unilodge.co.nz **Phone:** 0508 864 425 **Hours:** Wednesday – Saturday | 4:00pm – 2:00am **Office:** Ilam Office block
MARIA CROPP & MICKINLEE SCOTT Pouārahi Taurima | Residential Life Supervisor & Community Manager	**Email:** ilam@unilodge.co.nz **Phone:** 0508 864 425 **Hours:** Monday – Sunday 12:00pm – 10:30pm **Office:** University Hall Administration Building
ZACH DAWSON, VERONA CANOLE, JIYA BHARAJ & GUY GREENING Kaiāwhina Taurima | Residential Life Assistants	**Email:** ilam@unilodge.co.nz **Phone:** 0508 864 425 **Hours:** Monday - Sunday 12.00pm - 8.30pm **Office:** Kahikatea building
DEBRAJ MUKHERJEE & ROJAN KALAKHETI Pou Tiaki | Night Manager	**Email:** ilam@unilodge.co.nz **Phone:** 0508 864 425 **Hours:** Monday – Sunday | 6:00pm – 7:30am **Office:** Ilam Office block
DIEGO ESPINOZA & HOLLY O'DONNELL Kiripaepae | Customer Service Coordinators	**Email:** ilam@unilodge.co.nz **Phone:** 0508 864 425 **Hours:** Monday – Sunday | 7:30am – 6:00pm **Office:** Ilam Office block

Your Taurima | Residential Advisor

UniLodge employs several Taurima | Residential Advisors to live alongside and support you during your time with us. A Taurima is a student of the University of Canterbury and works on a part-time basis. A Taurima:

- Will engage proactively with all our Residents

- Has a good understanding of campus services
- Knows, abides, and reinforces all tikanga, rules and regulations of UniLodge Waitaha as outlined in the Residential Rules and Resident Handbook
- Develops community
- Creates an environment where the needs and concerns of all are heard and respected
- Promotes and supports an environment that encourages academic and social development
- Collaborates on, supports, and attends residential activities and events
- Works with appropriate kaimahi to resolve maintenance issues and safety concerns

Taurima are committed to providing manaakitanga to all kainoho. This includes pastoral support in the operation of UniLodge Canterbury to enhance the environment and maximise the safety, wellbeing, academic success and personal growth of all kainoho. Taurima are there to show support and manaaki to you throughout your time in residence. They are approachable, friendly, and helpful and will be able to answer any queries or questions you might have and if necessary, can direct you to the right people to support you.

TAURIMA ARE COMMITTED TO MANAAKITANGA FOR ALL!

Your Kaiāwhina Taurima | Residential Life Assistant

UniLodge employs a team of Kaiāwhina Taurima to provide tailored support and check ins to our residents. Kaiāwhina Taurima will meet regularly with residents one to one throughout the academic year. By being a part of the UniLodge community our residents agree to regularly engage with our Kaiāwhina Taurima.

A Kaiāwhina Taurima will:

- Work with a cohort of residents, engaging with them one on one throughout the year
- Provide advice and practical support to residents in relation to navigating the university and hall
- Look out for early identification signs that a resident may begin to be struggling
- Creates an environment where the needs and concerns of all are heard and respected
- Link residents to support services and community groups that will enhance the residents' experience
- Refer through to the Residential Life staff or management where appropriate

Kaiāwhina Taurima are your personal advisors to living on campus!



I MUA I TŌ TAENGA MAI | PRE-ARRIVAL

Preparing for your arrival

We get it, preparing to move away from home to your Hall can be scary and exciting at the same time. To make your arrival to the Hall as smooth as possible read this section carefully. Below are some helpful tips to prepare for your arrival:

1. **Familiarise yourself with our material.**

Read your Residential Agreement, the Residential Rules, this handbook, and our website to familiarise yourself with your new home. This will allow you to be as prepared as possible. Don't worry we will also send you handy emails leading up to your arrival as well, signposting you to the most pertinent information. Before you arrive, we will send you details on how to complete the following:

- Online induction
- Medical history information
- Catering information

2. **Make your necessary payments.**

It is important you make all the financial arrangements necessary to move in. You need to make your advance payment and sign up for a direct debit before you move in unless you have made alternative arrangements. If this is not done, then you won't be able to move in.

3. **Connect with us.**

Connect with us on social media and be part of the community before you arrive! Also let us know when you are planning to arrive. This will assist us in being super prepared for your arrival.

4. **Prepare your belongings!**

Packing! It is one of the most exciting things you do before moving. The next sections will let you know what you bring with you. We encourage you to bring all those things that will make your room feel like home and display your personality.

What should you bring with you?

We recommend that you bring all your medications, personal health products and items that make you feel at home.

You will also need:

- King single Sheets, Duvet, and Duvet cover
- University essentials
- Stationery
- Coursebooks, etc
- Pillow and pillowcase
- Towels
- Personal clothes
- Computer and other electronic equipment
- Blu Tac for posters and pins for pinboard
- ID and Community Services Card
- Coat hangers
- Personal first aid kits
- Your favourite mug
- Washing basket
- A positive attitude

Please note: If you are bringing electrical items, these MUST be tested and tagged before you arrive onsite, if they are over 1 year old.

Your UniLodge shop!

If you have better things to do than shuffle around Kmart or The Warehouse, you will love Your Shop. You can order all the quality home essentials you need at the click of a button – and delivered straight to your Hall. Check out Your shop here! https://www.vendella.co.nz/unilodge-form - Make sure you read the terms and conditions before purchase!

What you should not bring with you

There are some things that you do not need to bring with you, or you should not bring. These are:

- Fridge, heater, electric jug, electric iron, electric blanket, or extra furniture
- Fireworks
- Bed
- Candles, incense and/or oil burner
- Anything that can be considered offensive or pose undue risk.
- Any kind of pet
- Weapons of any kind, or anything that can be used as a weapon

Arrival to our Hall

The date you are allowed to move in is in your Residential Agreement. If you must arrive earlier, please let us know and we will arrange this for an additional cost. If you are arriving later, that is OK, but you will still be liable for the entire period of your stay. You can communicate with us about your arrival by emailing ilam@unilodge.co.nz.

We have staff available 24/7 to assist you to move in. When you arrive, make your way to the reception (signs will guide you), or the designated check in area. If the office is unattended, please call the number listed on the reception desk and a member of the UniLodge team will assist you.

Moving in is easy and can be done in three simple steps!

Step 1: Unload your belongings.

Move in days are hectic, unload your belongings with your whānau and then make your way to the check in spot.

Step 2: Meet a member of the team.

At a check in station or reception, a member of the team will greet you, check you have completed your induction, direct debit and other prerequisites and then hand you your keys/swipe and check in information.

DON'T FORGET TO SAY "KA KITE" TO YOUR WHANAU!

Step 3: Move in – Nau mai ki tō kāinga.

Once you have your keys, you can find your room and move in! Make the place feel like home and be sure to check in with your Taurima.

Immunisation

Living in a Hall means living with a large community of other students and staff. Immunisations help protect our community and UniLodge encourages all residents to be immunised (unless for a medical reason you cannot receive a vaccination).

It is recommended that all ākonga are fully immunised including against COVID-19, measles, mumps, rubella (MMR), meningococcal ACYW, meningococcal B and pertussis (whooping cough).

The varicella immunisation is also recommended for students who have not had chicken pox or who have not already completed a course of the varicella immunisation.

Meningococcal vaccines

Meningococcal disease is an infection caused by bacteria. It can develop in just a few hours and lead to two serious and potentially life-threatening illnesses – meningitis and septicaemia. Young adults living closely with others are at high risk.

The UC Health Centre strongly recommends students are vaccinated **BEFORE** you arrive at the Hall – there are two vaccines available. Menactra/MenQuadFi protects against strains A, C, W and Y, and Bexsero protects against strain B – both are free for all domestic students up to 25 years who are entering halls of residence within the next 3 months. UC Health recommends both vaccines for everyone in Halls, there are opportunities for funding for Hall of Residence student and we suggest you contact your primary health care provider for more information.

Contact your GP for more information or visit https://www.canterbury.ac.nz/life/support-and-wellbeing/uc-health-centre/health-centre-services/vaccinations

Medical

If you require a fridge for medication or a sharps bin, please let us know **before** you arrive.
Please let us know of any medical conditions that may affect you while you stay with us, it will not affect your application!

Insurance

Before you arrive to stay at UniLodge we strongly recommend that you arrange insurance for all your personal belongings including, but not limited to, cars motorcycles, bicycles, computers, and personal effects. UniLodge and UC do not carry insurance for residents' belongings. Your whānau household policy insurance may cover children's personal belongings, but please check with your whānau first - never assume with insurance.

UniLodge accepts no responsibility for any damage, loss, or theft of students' possessions.

Car parking

We have limited parking at UniLodge Canterbury, although we cannot guarantee that we will be able to provide facilities to every car-owning resident.

All cars onsite must have a current WoF and Registration and a valid UniLodge parking permit. When you are provided with your parking permit, you will be required to sign and accept our car parking agreement.

The cost for car parking in 2027 is: **$650per annum.** This is payable in a lump sum at time of booking.

UniLodge formally recommends residents to get a steering wheel lock for added security for your vehicles.

Tips to settle into your new home

Let's not sugar coat things, moving away from your whānau and home can be tough. We know this and want to make things as easy as possible. To make it easier for you we have some helpful tips:



- Decorate your room! Make it feel like home
- Meet the neighbours, take that first step, and knock on the door, say "Kia Ora", and make a new friend
- Explore Ōtautahi | Christchurch with a new friend you have made. Our Metro system can take you all over the Christchurch Metro Christchurch
- Meet your Kaiāwhina Taurima and Taurima and ask any pātai | questions you might have
- Get involved with Orientation and Residential Life events
- Let your whānau and UniLodge team know when you are feeling overwhelmed or need support
- Connect with UC services – everyone is really friendly and here to help! Examples of services:
    - UC Health: University of Canterbury Health Centre | UC
    - Student Care: Contact Student Care | UC
    - UC IT for internet: Wireless access at UC | UC
- Look after your hauora | wellbeing. Sleep well, eat right, keep active and maintain your balance!

KĀHUI | NEIGHBOURHOODS

Ilam Student Accommodation is a large neighbourhood style Hall of Residence comprising of three distinct residential blocks of apartments and two free standing communal blocks. As a member of our community, you will live in and be part of a Kāhui community. This will often relate to the building and the block you will live in. Our blocks are named after native Aotearoa | New Zealand trees. Our Taurima | Residential Advisors will work with their kainoho | residents in their buildings to host inter-kāhui competitions and other events.

Tae o ngā Kāhui	Ingoa Kāhui | Kāhui Names	Whakamārama | Explanation
Pink	Mānuka	Leptospermum scoparium, commonly called Mānuka, is a species of flowering plant in the myrtle family Myrtaceae, native to New Zealand. Its nectar produces Mānuka honey. Māori have had a long relationship with Mānuka, they call it a taonga or 'treasure' and found a staggering amount of uses for it, from food to traditional medicinal uses, and all manner of tools and artefacts. Infusions made with the leaves were used to reduce fevers and treat stomach and urinary problems. Gum produced from the tree was used as a moisturiser for burns, and to ease coughing. Decoctions from the bark were used as a sedative, a mouthwash, and to treat fever.
Yellow	Kōwhai	Kōwhai are small woody legume trees within the genus Sophora in the family Fabaceae that are native to New Zealand and recognised for their bright yellow flower. Early Māori used the wood of kowhai for a wide variety of purposes which utilised its durability, elasticity, and toughness. It was used for fences and in whare construction, implements and weapons such as kō, patu, eel spears and taiaha, and carefully selected kowhai roots were used to make large fishhooks.
White and Green	Hīnau	Elaeocarpus dentatus, commonly known as hinau, is a native lowland forest tree of New Zealand. Māori used the wood of hinau to make various small implements like canoe bailers, spears, and wedges. Of greater importance was the fruit which was crushed, mixed with a little water, and made into cakes which were cooked in a hangi.

Our two communal buildings are also named after significant native trees:

Social block	Miro	Prumnopitys ferruginea, commonly called Miro, is an evergreen coniferous tree which is endemic to New Zealand. Miro berries are a favourite of the Kererū.
Study block	Kahikatea	Dacrycarpus dacrydioides, commonly known as Kahikatea and white pine, is a coniferous tree endemic to New Zealand. Kahikatea was a food source, used in remedies and even carvings by Māori people.


CHICAGO

TŌ WĀHI NOHO | YOUR LIVING SPACE

Ilam Student Accommodation is your home, and this section will help you navigate your way around the Hall and living with us. If you have any questions, always feel free to contact your UniLodge team, we are here to help and tautoko!

Room allocation and room change

Room allocations are made with careful thought and consideration. We support you having a preference, but we cannot always provide for that preference. If you are unhappy with your room, we ask that you stay in there for at least **two weeks**, put up some personal belongings and try it out before requesting a room change. Due to occupancy and other considerations, we cannot guarantee a room change at any point in the year.

It is important for you to note that we will not be permitting room change requests within the first two weeks of your time with us. It is also important to note you are not able to swap room with other residents.

Changing Rooms

If you would like to change rooms; you will need to work with the Kaitātai | Property Manager Operations or another appropriate member of the UniLodge team. You will need to inform us of the valid reason you have to want to move rooms and complete any paperwork we might need.

If you are permitted a room change, a charge of $100 plus any additional cleaning fees (starting at $100, depending on the cleanliness of the room), will apply on each occasion that you request and are granted a move from one room to another within Ilam Student Accommodation. Room changes are assessed on a case-by-case basis and cannot always be guaranteed.

Room Inventory

You will be emailed a link to the room inventory form on your arrival. You will need to complete it and email it back within 48 hours. If you do not complete your room inventory and condition form, we will assume your room was in good condition on arrival. You will need to note all issues in the room even if you think it is not too bad. We expect that when you leave at the end of the year, the room will be in the same condition in which it was found at the start.

What is provided in your bedroom

The following items are provided in your bedroom:

- King Single Bed (Manuka rooms are Single beds
- Mattress protector
- Desk
- Wardrobe
- Desk chair
- Wall mounted lamp (except in Hinau)
- Heater
- Bin

What is provided in your flat

The following items are provided in your flat:

- Mānuka and Kōwhai flats - laundry facilities including a washer and a dryer. Hinau flats do not have laundry facilities but there is a shared laundry located in block K block for Hīnau residents. This service is free.
- Both Mānuka and Kowhai flats contain kitchen appliances such as stove top, oven, and microwave. Hinau flats do not have ovens, they offer stove top cooking only. All flats will come with toasters and kettles. All flats will come with kitchen utensils such as pots and pans, but cutlery and crockery will not be provided.
- Lounge furniture for seating
- Lounge table and chairs for dining
- Fridge and Freezer
- Storage cupboards
- Bathroom facilities

Room / Flat Cleaning

The Housekeeping team will tidy up communal areas every two weeks. It is your responsibility to ensure your room and flat common spaces are kept in a safe and hygienic state on a day-to-day basis. Vacuum cleaners are provided in each flat.

Common Area Cleaning

The Housekeeping team will clean the communal areas and shared bathrooms according to a schedule. If you feel there are any issues with the maintenance or housekeeping within your flat, you can log these on the Resident Portal or see the Kaimahi | staff at reception.

Cleaners will provide an allocation of toilet paper during this clean however it will be the resident responsibility to top up in-between cleans.

Room Inspections

It is important to ensure that our Hall is kept in a clean and safe standard. We have regular room inspections throughout the year. These are performed by members of the UniLodge team. If there are any issues, we will let you know and give you an opportunity to address.

Entry Into Rooms

UniLodge staff reserve the right to enter any room at any time for any purpose reasonably connected with the wellbeing, welfare, and safety of people or for inspection/maintenance of UniLodge Canterbury property.

Staff will always follow the three-knock policy and then announce themselves before they enter your living space. If you have any concerns about someone entering your room, please do contact a member of the UniLodge team.

Common facilities

Flat lounge

There are flat lounges located in each flat. The lounge area is free for use as the flatmates agree. Any guests in common spaces are to be always hosted by a flat member, and residents are asked to be respectful of shared living areas.

Study rooms

There are two study rooms throughout the Ilam Student Accommodation. The first study room is located on level 2 of Kahikatea block. This is found between Mānuka and Miro/Kowhai adjacent from the office. This room has study booths and is used for tutorials.

There is also a study room and computer room located in ‘K’ Block of Hinau. This space contains computers that are connected to the University of Canterbury Wi-Fi network. This study space also has a printer that is usable by using your UC ID card.

Social and games building

There is a communal common space for all residents to use 24/7. The space is called Miro and is located between reception and Kōwhai. This is the main location for events and other large community gatherings. This space contains pool tables, table tennis, sky television, vending machines, and study tables among other furniture. Quiet Hours apply.

Outdoor lawn

There is a lawn area in the centre of the Hinau block. This lawn has outdoor fitness equipment for your use. It is also a great place for you to host outdoor events with your flatmates and friends. We have outdoors sports equipment for your use as well.

We appreciate your assistance in maintaining the surroundings in the best possible condition. A friendly reminder that the University of Canterbury and UniLodge are smoke and vape free.

Bike Shed

Cycling is popular in Canterbury. Ilam has a range of storage facilities for your bike. We have two bike sheds and bicycle racks at each Block. UniLodge recommends that bike owners use D- Locks for extra security of your bike. UC also has cycling facilities on campus as well, with free weekly services available.

Laundry

If you live in Mānuka or Kōwhai, you will find laundry equipment in your apartment for your use. This will include a washing machine and dryer. If you live in Hinau, you will find a generous communal laundry room for your convenience. The communal laundry room is in 'K' Block of Hinau, opposite Shirley's Kitchen, an onsite café.

Regular washing is beneficial and is part of your responsibilities as a student. Whether you choose to do a load on your own or band together as a group, please remember the following:

- Pick up washing in a timely manner so that fellow residents can use machines.
- Do not leave your washing scattered around while drying them. If items are left for an extended period, they will be donated to a clothing bin.
- You are more than welcome to dry your clothes in your room, however, please have your windows open. Ventilation is key to removing moisture, this will help keep your room nice and dry.
- Do not dry your clothes on the heater.

Internet

Internet is provided through the University of Canterbury Wi-Fi. You will need to use your UC login details to access the Wi-Fi. These details are given once registration is completed until then log in as a guest. For technical support, log a request with the UC IT Service Desk directly.

Heating

Mānuka flats heating comes from ceiling heaters. A thermostat is on the wall to control heat. Wall heaters are found in Hinau and Kowhai flats. Heaters are in flat lounges as well as individual bedrooms.

Rubbish and Recycling

Ilam Student Accommodation give residents full accountability of disposing waste. Each flat contains rubbish bins that you and your flat mates are responsible for. There are rubbish and recycling bays located around the Ilam grounds, just a short walk from most buildings.

Please do not allow rubbish to build up in bedrooms or flat areas. It can create unpleasant odours and attract insects and rodents. Sorting your waste correctly helps keep Ilam clean, tidy and healthy, while supporting our goals to reduce waste sent to landfill and increase recycling.

Our bins are colour-coded as follows:
Red lid – General waste
Yellow lid – Mixed recycling (including paper)
Grey lid – Cardboard
Light green lid – Organic waste

Te Kūaha: UniLodge Resident Portal:

Te Kūaha translates to 'the door' and is symbolic of your first entry into living at UniLodge. Te Kūaha: the UniLodge Resident Portal is our online tool to assist you while living in a UniLodge. The portal is where you can:

- Check your accommodation statement
- Sign up for your direct debit payments
- Make other one-off payments
- Report maintenance and cleaning issues
- Download a proof of address
- Complete your medical history form
- Update your contact details and photo
- Log a leave of Absence
- Register for upcoming Residential Life Events

Bookmark https://unilodgenz.starrezhousing.com/StarRezPortal for use throughout the year.

Setting up your flat with your flatmates

The great thing about living in a university flat is that we make it so much easier to set up your flat! We have taken care of all the tricky items like power, internet, and furniture! However, there are some talking points that you need to have with your new flatties!

Below are some conversation starters for new flatmates:

- Are we going to cook together and share food items?
- How are we going to pay for flat consumables? Do we need a flat bank account?
- What are our thoughts on having guests stay over?
- What are our thoughts on noise levels within the flat? Do we start our routines super early in the morning or stay up late at night?
- What do we want in our flat sharing agreement?

Your Taurima or Kaiāwhina Taurima will assist you in having these conversations, and if there are any issues, please let us know.

Miscellaneous

- Please take care when putting items on the wall. Only use Blu-tac.
- The cost for repairing damage (other than 'wear and tear') will be invoiced to your account.
- Any questions about room furnishing should be directed to your Kiripaepae | Customer Service Coordinators in the first instance.
- You are fully responsible for your room and the behaviour of visitors and happenings within, whether you are present or not.
- Be considerate of noise at all times.
- There will be no room swaps, without permission from the Kaitātai | Property Manager Operations
- Please do not move furniture out of your bedroom or communal spaces.
- To ensure that your room is adequately ventilated, please open windows daily.
- Sustainability is a key part of our mission here at UniLodge Christchurch. Please use the recycling bins located in your communal rooms whenever possible.
- Personal heaters, refrigerators, electric jugs/ coffee machines and toasters or anything used to cook are not permitted in bedrooms.
- All electrical appliances must be tagged and tested if over a year old

PĀPĀHO | COMMUNICATIONS

UniLodge has a vision of excellent communication with our kainoho | residents. If there are ways we can improve, please do not hesitate to let us know.

Email

We will communicate with you a lot via email. This is how official communications will be sent to you. Please make sure that your email address is current and up to date on the UniLodge Resident Portal. You do not want to miss out on any notices, information or newsletters sent to you.

Phone numbers

There may be times when we need to call you. Please make sure the UniLodge Resident Portal is updated with your personal New Zealand mobile phone number. Not that of other individuals.

Notices

Notices are posted on the boards in common areas and around the Hall. Check these daily for any up-and-coming social events or for notices regarding that may affect you and/or your potential guests. Residents are to follow all posted health and safety notices.

Mail and Packages

Your incoming mail and packages should be addressed to you as follows:
[Your full name]

Ilam Student Accommodation
2 Homestead Lane, Ilam
Christchurch, 8041
New Zealand

Mail is delivered to the Ilam Student Accommodation office. Letters are put in boxes that are arranged alphabetically by last name.

All parcels are kept behind reception, and a notification is sent to all residents via email. Residents will need to show ID when collecting larger parcels. It is recommended that residents collect their mail within 24 hours of receiving notification.

Social Media

UniLodge will often communicate via social media platforms. This will be informal, or residential life notices.

Connect with us on Instagram **@unilodgecanterbury**. Hall Instagram channels will be released closed to move in. Our social media platforms are subject to all UniLodge rules and regulations. Inappropriate behaviour via social media will be taken seriously and dealt with accordingly.

Social media guidelines:

UniLodge and the University of Canterbury encourage students to explore social media responsibly to enhance communication and community building. You should be aware of the following guidelines:

- Be transparent (honest about who you are), be accurate (thoughtful before you post), maintain confidentiality and be respectful (respect privacy and copyright).
- You should assume that all activities on social media are public. Be mindful that actions or content posted may be visible for a long period.
- You should uphold and protect the image of the University including UniLodge when publishing content online or carrying out activities in an online environment.

Note on the permission of others:

You should also be mindful of having sought and gained the consent of involved parties, whether posting to social media. This is particularly relevant for photos and videos. You must always gain permission from someone whose photo/video you intend to post. If they don't want their photo/video posted, respect that decision. If you post something without the express permission of the person involved, it may be a breach of their privacy. Depending on the nature of the material there may be more serious repercussions, such as legal action or a police investigation. If in doubt, always ask the person concerned. You can't assume they will agree. If you can't contact them or have any doubts about what you're doing, don't post.

Feedback on our services:

UniLodge aims to keep improving our service and your feedback is an important part of this. Please let us know if there are any aspects of our service you believe could be improved. Please let us know what we are doing well, so we can keep doing it! You can provide this feedback directly to our team members at ilam@unilodge.co.nz or to the General Manager Portfolio at canterbury@unilodge.co.nz. We also have QR codes in the Ilam office that you can scan to report anonymous feedback.



KAI | CATERING

Catering at UniLodge is provided by **Ngā Kono**. Ngā Kono aims to provide balanced, satisfying meals that support your wellbeing, energy and study, while catering for the diverse dietary and cultural needs of our community.

Ilam Student Accommodation is a partially catered hall of residence. This means that residents can sign up for the meal plan on offer. The Ilam meal plan is 14 meals a week (lunch and dinner served across seven days). Your meal plan fees and agreement cover all meals, and refunds or reduced rates are not available for meals you choose not to have. Once residents have signed up to the meal plan, they are not able to withdraw from the program without talking to UniLodge, there are times when we have locked in minimum numbers and withdrawing from the plan is not an option.

We know there will be some meals you enjoy more than others. Menus follow a six-week cycle and include a variety of hot and cold options, vegetarian and vegan choices, Build-Your-Own concepts, Grab and Go lunches, themed meals and Ilam signature dishes.

You must use your personal QR code in the Time2Eat app to redeem meals. Your meal entitlement and QR code are personal to you and must not be shared with anyone else. You must also only redeem meals in your personal hall; you may not go an eat at other halls of residence.

Dining Times

Meals are served in Miro through the following times and days:

- Kai o te Poupoutanga | Lunch: 11:30am-1:30pm (Mon-Sun)
- Kai o te Pō | Dinner: 5:30pm - 7:00pm (Mon-Sun)

Dining times may be reduced during university holidays and following the completion of examinations. Any changes will be communicated in advance.

Time2Eat, Grab and Go Lunches and Late Meals

Time2Eat is the Ngā Kono dining app. You can use it to:

- view daily menus and available meals
- access ingredient, allergen and dietary information
- order Grab and Go lunches
- order a late meal when you cannot attend during the usual dining time
- provide feedback about your meals.

Grab and Go lunches are available for collection from 7:00am, Monday to Friday. Late meals can be collected from 7:00pm until 10:30pm. These meals must be ordered in advance through Time2Eat.

Download the app, select New Zealand and enter the access code **unilodge**. You will receive further information about registration and ordering before you move in.

Dietary Requirements and Allergies

Please tell us about any food allergies or dietary requirements before you arrive in Te Kūaha: the Resident Portal and record these in your Time2Eat profile.

Ngā Kono provides a range of options for omnivores, vegetarians and vegans and can support a range of dietary, cultural and allergy-related requirements. If you are dairy-free, have coeliac disease, are gluten intolerant or have another specific requirement, please speak with the Ngā Kono team so they can explain the available options and how your needs will be managed.

Nutrition, ingredient and allergen information is available through the Time2Eat app and at **nourishedlife.nz**. If you are unsure about any food, please ask a member of the Ngā Kono team before eating it.

Etiquette - Catered

Miro is a shared community space. Please behave respectfully and wear clean, appropriate clothing and footwear. Shoes must have a firm sole, although jandals are acceptable. Pyjamas, onesies and clothing displaying offensive words or images are not appropriate in the dining hall.

To help keep the dining experience safe and enjoyable:

- Ensure you have clean hands before eating food
- Avoid bringing your bags and leaving them on the floor of the dining room
- take only what you reasonably expect to eat and avoid unnecessary food waste
- you must take your own plates, bowls, cups and cutlery to the dish wash area for cleaning and not leave behind mess on the tables
- scrape food scraps into the appropriate bin and place crockery and cutlery in the racks provided
- do not remove crockery or cutlery from the dining areas
- do not bring guests into the dining hall
- share feedback with the Ngā Kono team or through Time2Eat.

Etiquette – Self-Catered

- Please ensure to wash your hands for 20 seconds with soap and use the sanitiser before preparing your meal.
- After your meal, please ensure you dispose of scraps and rubbish appropriately.
- Please ensure you clear up any spills you have immediately.
- Please ensure you clean your own dishes and leave the benches clear and clean for other residents to use.
- Please ensure you store your food correctly for your own health and wellbeing, please do not hesitate to ask a team member if you are unsure.
- Please be mindful of your flatmates and have open discussion around catering in a flat together.

Ilam Student Accommodation staff recommend that self-catered flats take ownership of their own kitchens and produce their own set of rules and etiquette that work for the flat. Complaints about kitchen hygiene and/or etiquette will be taken seriously and acted on by UniLodge.

Vending machines

There are vending machines located in the Miro common space. The vending machines are EFTPOS only. UniLodge and Ilam Student Accommodation are not responsible if any issues arise with vending machines. Residents are encouraged to contact the vendors directly for any complaints – contact details can be found on each machine.

Onsite retail

Ilam Student Accommodation has onsite retail options that will open up at the beginning of 2027. This retail space is located opposite the Hīnau laundry room, on the Waimairi Road side of Ilam.

WHEAKO NOHONGA | RESIDENTIAL LIFE

Residential Life is a big part of your University Hall experience. It is about meeting people, trying new things, looking after your wellbeing, building confidence and creating some great memories along the way.

Our Residential Life programme is delivered by UniLodge and designed to support you throughout your time living with us. It is shaped around three pou:

- **Whanaungatanga:** Building relationships and a sense of belonging.
- **Ako:** Learning from one another and growing together.
- **Manaakitanga:** Caring for ourselves, others and our community.

You can expect a mix of social events, competitions, wellbeing activities, cultural experiences, academic support, leadership opportunities and practical life skills. Some events will be big and energetic, while others will be relaxed, small-group or low-sensory. Choose the opportunities that work for you, try something new and make the experience your own.

Bicultural Competence and Confidence

UC is a committed bicultural university operating in an intercultural world. This includes recognising its relationship with Ngāi Tūāhuriri and Ngāi Tahu as mana whenua and creating opportunities for ākonga to engage with te ao Māori, mātauranga Māori, tikanga and te reo Māori.

Living at University Hall means joining a whare that values manaakitanga, whanaungatanga and respect for others. We aim to create a community where te reo Māori and tikanga Māori are visible and normalised, all cultures and identities are valued, and everyone has the opportunity to learn from one another.

You do not need to arrive knowing everything. What matters is being open to learning, participating respectfully, asking thoughtful questions and helping create a community where everyone feels they belong.

Throughout the year, you will have opportunities to experience te reo Māori, tikanga, cultural celebrations, storytelling, kai, leadership and community events. We also recognise the shared connections and narratives that extend across Te Moana-nui-a-Kiwa | the Pacific.

Our Residential Life Framework Objectives

Our Residential Life framework focuses on five key areas. Together, they help shape the activities, opportunities and support offered throughout the year. These are:

Academic Objectives - To support the student's University experience and their goal of achieving academic and personal success; including degree attainment, improved career prospects and future employability.

Social Objectives - To provide residents with lifelong friendships and connections through social interactions and local experience, whilst enabling community belonging.

Community Objectives - To promote a sense of community connection and responsibility and engage residents in a range of socially responsible and sustainable practices.

Cultural Objectives - To assist in the development of cultural competency - the understanding and appreciation of human differences - and to encourage social responsibility.

Health and Wellbeing - To encourage positive mental and physical personal health and assist with leisure pursuits amongst the broader community.

What kind of programmes will be on offer?

There is plenty to get involved in throughout the year, including:

- games, quizzes and movie nights
- sporting activities such as basketball, netball, rugby, cricket and ki-o-rahi
- hall challenges, competitions and eSports
- cultural celebrations and language activities
- wellbeing activities and relaxed social events
- volunteering and fundraising opportunities

- workshops on budgeting, CV writing and interview skills
- educational forums, seminars and special-interest sessions
- academic tutorials and Learning Huddles
- leadership and personal development opportunities
- activities with UCSA clubs, Te Akatoki Māori Students' Association and Te Hunga Tūao | Student Volunteer Army
- resident-led events based on what you and your community want to see.

Not every event will be for everyone, and that is okay. Bring a friend, try something new or suggest an activity you would like to see.

Know before you go: our sensory support icons

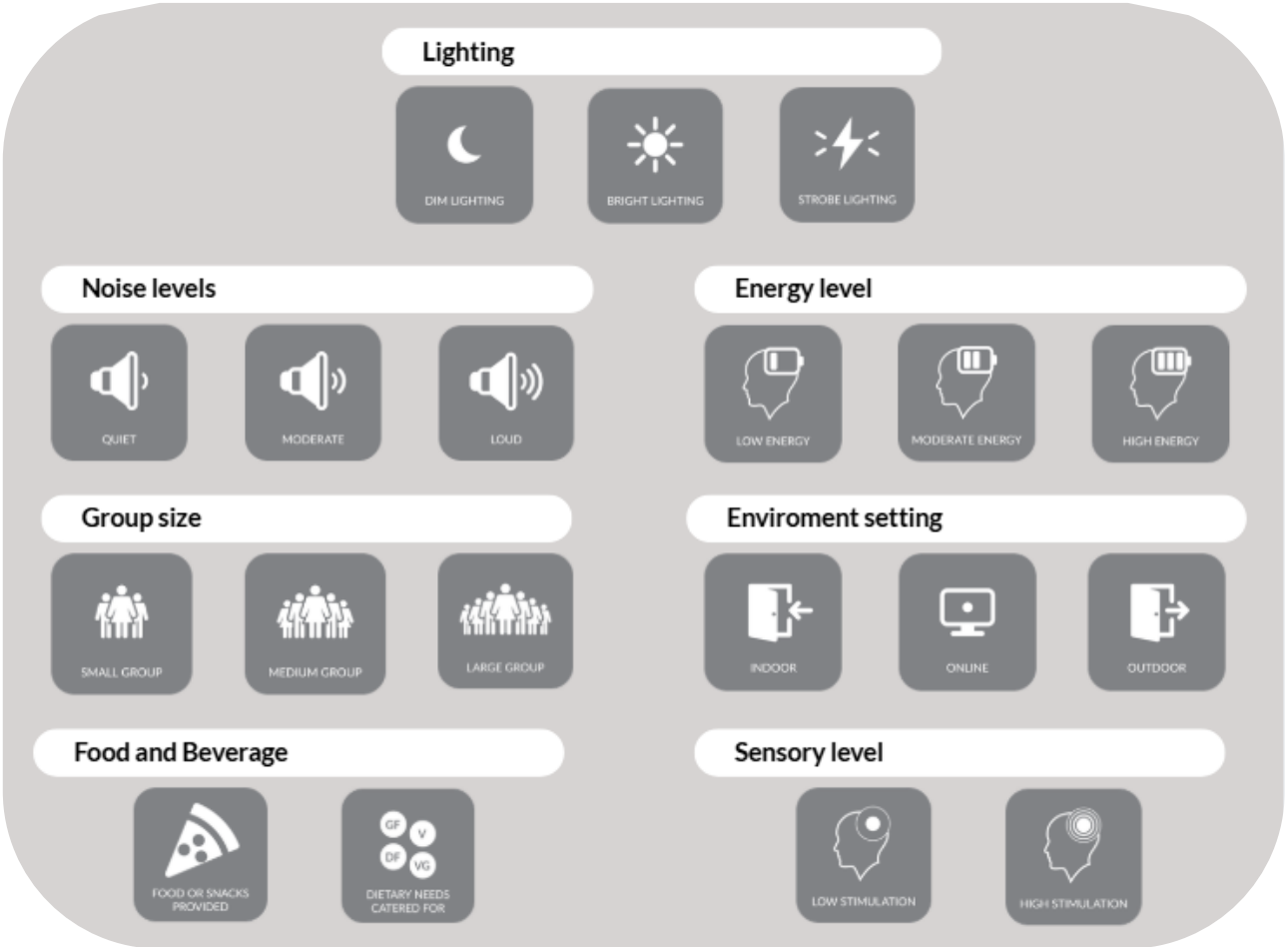
We want you to know what to expect before attending an event. Our sensory icons provide quick information about the likely environment so you can decide whether an activity feels right for you and plan ahead.

You may see icons describing:

- **Group size:** Whether the event is expected to have a small, medium or large number of people.
- **Sound:** Whether the environment is likely to be quiet, moderately noisy or loud.
- **Energy:** Whether the activity will be calm, social or highly energetic.
- **Location:** Whether the event is indoors, outdoors or involves moving between spaces.
- **Sensory load:** The expected level of movement, sound, activity and other sensory input.
- **Lighting:** Whether the space will have natural, bright, dim, coloured or flashing lights.
- **Food:** Whether food is provided and dietary information is available.

The icons are a guide to the planned event conditions. Sometimes the environment may change because of attendance, weather or other unexpected factors.

If you would like more information before attending, need help finding a quieter space or have an accessibility requirement, please contact the Residential Life team. You are also welcome to leave an event and return later if you need a break.



Resident Voice

Your ideas and experiences matter. Resident voice helps shape the events, services and community experience offered throughout the year.

You can have your say by speaking with the Residential Life team, completing surveys, becoming a Kāhui Representative or joining one of our resident committees.

Residents' Association | Rōpū Kainoho

The Residents' Association gives you the opportunity to represent your community and help organise cultural, social and sporting activities for residents.

Elections take place during the second week of Semester One, following Orientation Week. Each floor elects a Kāhui Representative, while the Hall elects a President and Vice-President.

The Association does not manage or administer the Hall. Its role is to represent residents, communicate feedback, share ideas and help create opportunities for the community with support from the UniLodge team.

Speak with the Residential Life team if you would like to get involved.

Residential Advisory Committee | Komiti Whakamāherehere Wharenoho

The Residential Advisory Committee brings together student representatives from across UniLodge's UC communities, alongside Taurima and UniLodge Kaimahi | Staff.

The committee meets quarterly and provides feedback and insight from a student perspective about the resident experience, services and operation of UniLodge accommodation at UC.

To express your interest, speak with the Residential Life team or email canterbury@unilodge.co.nz.

From Ideas to Action

There are also opportunities to build your skills and lead positive change within the Hall. **Kia Tupu** offers practical leadership sessions designed to build confidence, strengthen communication and help you lead from wherever you are.

You can put these skills into action through **Rōpū Kākāriki | Green Teams**, where residents work together on sustainability initiatives and encourage positive environmental choices within the Hall.

If you have an idea that could bring residents together, improve Hall life or benefit the wider community, the **Resident Grant Scheme** may provide funding and support to help make it happen. Speak with the Residential Life team to share your idea and find out what support is available.

Inter-UniLodge Events

A highlight of the Residential Life programme are the Inter-UniLodge competitions between our UC residential communities. We want University Hall to represent proudly and participate to our fullest!

The Inter-UniLodge competitions

- Wero Waitaha Cup
- Ki-O-Rahi
- Quiz
- Debate
- Basketball and Netball
- Green your lodge challenge pledge
- eSports
- Cultural showcase

Our Hall identity

Our Hall colour is **Kōwhai (Yellow).** Make sure you bring some yellow to represent Ilam Student Accommodation in our competition events!

Academic Opportunities and support

We are proud to have a team of Academic Facilitators onsite to support you in your learning through Learning Huddles. We offer tutorials on most core first year papers.

Te Reo Māori and New Zealand Sign Language lessons:

UniLodge is proud to offer Te Reo Māori and NZ Sign Language lessons for our Kainoho. These will be advertised throughout the Hall and are free for you to join in.

Attending Events

Attending and signing up for events is easy, you can register for events via Te Kūaha: the resident portal. The wide range of events will be loaded via the portal every month for residents to see what events are coming up and choose the ones you wish to attend, so simple! Our Kiripaepae at our Taupaepae | Reception can assist you or answer any questions you may have.

Photos at Events

Photos at Residential Life events will be taken, and from time to time we will use these to post on social media or in marketing materials. If you would like us to remove a picture of you, please contact our Taupaepae | Reception.



TŌ HAUMARU | SAFETY AND SECURITY

Helpful reminders for Kainoho | Residents

- Kia haumaru to haere - avoid walking alone at night.
- Kia whai hoa - travel with a friend whenever possible.
- Hīkoi haumaru atu, hīkoi haumaru mai - always use well illuminated walkways and recommended walking routes at night.
- Kia mataara - report any unusual behaviour to security, even the smallest incident.
- Kia marutau - ensure that all vehicles are locked when parked.

You are living in a shared flatting environment. This means it is important to not only keep your living space safe, but your flatmates too. Your flats have automatic locking doors. Please do not tamper with these or prop doors open. There is a safe zone to wait in during the wet or after dark, and that is the reception lobby in the Office building. This area is under camera, lit and where our staff are based.

If you are on campus after dark and you feel unsafe walking back, contact UC security and they will accompany you back to the Hall.

If you are uncomfortable at any time, call Tiaki Paenga | UC Security on 0800 823 637 and ask for assistance, it is just good sense to do so.

UC SECURITY

0800 823 637

Keys

When you arrive to the Hall you will be issued with your room key and flat swipe card. These are your responsibility. Do not lend your keys to other people.

Lost or damaged your key? Report it to the duty staff member or Kiripaepae at reception. Replacements will be issued for an additional charge: Bedroom key $200, Flat swipe card $40.

If you lock yourself out, you will receive three complimentary lockouts, then you will be charged $50 per lockout.

It is important our Hall is a safe and secure place for residents to call home. Please do not risk the security of our home by providing access to any other person.

Cyber Safety and Security

The internet access provided at UniLodge Waitaha comes with responsibility.

For your own protection, do not share your password or username (guest Wi-Fi is available throughout the hall for visitors not studying at Te Whare Wānanga o Waitaha | University of Canterbury). No Information and Communication Technologies (including mobile phones, laptops, tablets, etc.) should be used to; upset, offend, or harass other members of the community (residents, staff, or visitors) even if meant as a joke. Internet connectivity provided at UniLodge Christchurch should not be used to operate a business or carry out illegal or unethical activities.

Be aware that the university monitors traffic and material sent and received using their network. Excessive downloading by an individual may also be followed up.

You should make sure you are familiar with the UC Internet use policy found here:
https://www.canterbury.ac.nz/about/governance/ucpolicy/general/internet-usage-policy/

Lost property

Please hand in any unattended belongings you find to an UniLodge team member to be held in lost property until it can be returned to the owner.

- Report any belongings you lose to an UniLodge team member with a description of the item and when and where it was last seen.
- We will communicate on our hall Instagram any lost property. These uncollected items will then be disposed of or donated to charity.

Theft and your personal responsibility

Life on campus is great. Sadly, there are times when a guest or fellow resident might make the decision to steal or take items that do not belong to them. UniLodge and the University of Canterbury does not take any liability for lost and/or stolen items. We encourage you to take personal responsibility for your items and recommend the following actions are taken to minimize any loss of items:

- Keep your bedroom closed and locked when you are not there.
- Do not lend your keys and/or swipe card/Canterbury Card to anyone else.
- Do not let anyone you do not know into the building.
- Do not leave your personal items unattended in communal spaces.
- Make sure you have personal contents insurance.

Confidentiality

Kaimahi (staff) at UniLodge Waitaha will endeavour to treat all residents' concerns and private details with respect and confidentiality. However, there are occasions when it may be necessary for staff to contact or disclose information to concerned parties outside the UniLodge Christchurch. This may occur when:

- There is clear imminent danger to students or staff
- There have been serious breaches of the regulations
- Issues with the payment of accounts
- We are worried about your safety or wellbeing – we will usually talk with you first, and may contact your emergency contact or UC student services (see below).
- If you are 18 years old or over, we cannot discuss anything personal about you with your parents without your consent (unless listed above, via the guarantor only)
- If you are under 18, we will keep your parent or guardian informed about your safety, health and wellbeing.

Looking out for your safety and wellbeing

If you are going to be away from the Hall, please log your absence on Te Kūaha | the Resident Portal so we know you are safe. If you are not seen to return, we may make enquiries about your safety and whereabouts.

Sometimes friends, whānau, University staff or the UniLodge team may raise a concern about you. When that happens we will try to contact you first. If we are still concerned, the steps we may take include:

- checking your bedroom and living spaces (we will try to get your agreement first – see Entry Into Rooms);
- checking with your friends in the Hall and your Taurima;
- looking at your touchpoint records – your meal attendance, building access, participation in UniLodge events, and contact with UniLodge staff and other residents;
- if needed, working with the University on your engagement with learning systems and student services, or your device activity on University Wi-Fi;
- contacting your emergency contact, and involving Police or emergency services where your situation calls for it.

This is set out in the Residential Rules and your Residential Agreement. Where it is safe to, we will explain what we are doing and why

PUPURU RAWA | MAINTENANCE

If anything in your room or another part of the residence needs repairing, please let us know via the Maintenance section of the UniLodge Resident Portal. If anything needs urgent or emergency attention please ring, come by the Taupaepae | Reception or contact the on-duty staff member.

Maintenance Response

We work hard to quickly resolve all maintenance jobs. Once you have logged a maintenance request, you can expect the following response times according to the job priority

- Low 3 months
- Medium 5 Days
- High 24 hours
- Urgent 4 hours

SOMETHING BROKEN? LET US KNOW!

However, sometimes it may take a bit longer than expected depending on the circumstances of the job. When that happens, we will always endeavour to keep you up to date. If you would like an update, you are more than welcome to enquire at reception.

Building-wide Maintenance

Throughout the year UniLodge Waitaha will undergo maintenance and checks to make sure our building is in decent shape. We will endeavour to notify all residents at least 48 hours before any maintenance occurs when it has a direct effect on the resident.

Damage investigations

Unfortunately, there might be situations when damage occurs to the building, furniture and fittings, or items are taken. When situations like these occur, your Kaitātai and Kaimahi will lead an investigation for more information. This investigation could include:

- Communication of the damage
- A request for anybody to provide information on the damage/taken item
- Checks of all available security and staff information
- Reviewing any other pertinent information available to us

If, after all the above, there is no specific Kainoho to attribute the cost to, then as per the House Rules a communal damage charge will be placed on all in-room residents' accounts, which will be deducted from your contingency fee.

It is in the best interest of our whole community if everyone respects and looks after our home and keeps it safe.



AHUMONI | FINANCES

You are responsible for setting up the regular payments for your accommodation and ensuring you pay according to the schedule or in advance. If you have not set up a direct debit or paid in advance you will not be permitted to move into the Hall. If you fall behind in your payments UniLodge will work with you to catch up, or if you continue to default on your payments, you will have your residency reviewed.

Your Financial Responsibility

If you are 18 years or over (and not associated with a study abroad group or full fee-paying UC scholarship) you are responsible for the timely payment of your accommodation fees. You are to ensure that you do not fall into debt and pay for all additional services, cost recovery or events promptly. UniLodge will hold you as the contract holder liable for all debt and if your balance is not at $0.00 on check out, you could be referred to debt collectors. In addition, we will also work with your Financial Guarantor on fee payment as well. Please contact a member of your UniLodge team if you are having financial difficulty so that we may advise and support you as needed.

Paying your fees

You can pay your accommodation fees in two ways:

Direct debit: Completing a direct debit form for the regular fortnightly payments automatically from you nominated bank account.

Online payments: You can make payments via the Stripe connection on the UniLodge Resident Portal. This is suitable for catching up with missed payments, additional charges or to put your account into credit.

Copies of your payment schedule can be found alongside your Residential agreement.

Bulk Payments: Contact our reception team directly if you would like to make a bulk Semesterly or Full year payment.

Important information to consider

The period of the residential agreement is fixed. You will be required to pay for the accommodation for the full period you have agreed to even if you arrive later than the start date or leave prior to the end date. When looking at your room account online, ‘Cr’ stands for credit and indicates a positive balance where ‘Dr’ represents debit and indicates a negative balance.

Financial Support

Thinking about money can often be uncomfortable, especially if we are heading into financial hardship. We want you to know that we are here to support you. If you are experiencing financial hardship, please do talk to your UniLodge team, we are able to assist you and refer you to support services. The University of Canterbury also offers a range of financial support services; you can explore these on the University website.

https://www.canterbury.ac.nz/support/financial-assistance/

Tips to ensure you are financially successful while living at UniLodge:

- Have an honest conversation with your whānau or support network on your arrangements for paying your Accommodation fees
- Apply for any StudyLink support you are entitled to early
- Create a budget for the year with your income and expenses
- Actively monitor and review your spending – you might need to give up those luxury items

COST OF LIVING GETTING TOUGH? LET US HELP!

WEHENGA I TE WHARE | DEPARTING THE HALL

At the end of your residential agreement, you will need to depart the Hall. To prepare for departing the residence you will need to work with Kaimahi | staff of UniLodge Waitaha to make sure all the correct steps are followed. You will need to provide a departure date, arrange a room inspection, clean your room, settle your account and hand back your keys and/or swipe card. More information will be provided at least one month prior to your departure.

Checking out on the last day of your Residential Agreement needs to be completed by 10:00am, unless otherwise arranged.

Standard departure process

Departing the Hall can be simple if we work together. Depart with these simple steps:

Step 1: Let us know your departure information.
Step 2: Make sure your UniLodge Account is at $0.00 balance. Complete a refund form for any contingency fee that you are owed.
Step 3: Clean your room, pack up and move your items.
Step 4: Complete your room inspection and hand in key(s).
Step 5: Say “E noho ra / Goodbye” to your friends and UniLodge team!

Withdrawing from your Residential Agreement early

When you accept the Residential Agreement, you agree to remain in residence and pay for the entire residential period. If you find that you cannot continue with your study and wish to withdraw from your agreement you must first speak with the Kaitātai or another senior member of staff to complete the required paperwork. There are financial consequences for withdrawing from a contract early and your UniLodge team can talk to you about them. UniLodge work in partnership with the University regarding all withdrawals on a case-by-case basis.

Early Termination Fee will be equal to six weeks of the Residence Fee from the date you depart, UniLodge Waitaha will refund a proportionate amount of that Early Termination Fee if a replacement is found for the specific vacancy created by your departure within six weeks of the termination date.

Early termination is only considered if you have withdrawn (or will withdraw) from your University enrolment before the census date, or your enrolment status changes to withdrawn during the semester, and you submit a written request giving at least one week’s notice. You keep paying your Residence Fee until the early termination date UniLodge agrees with you.

If UniLodge ends your agreement because of a breach, a Breach Termination Fee of three weeks’ Residence Fee also applies.

If you are thinking about withdrawing because of illness, bereavement, a family crisis or a safety concern, please talk to us early. We look at each situation case by case, in partnership with the University.

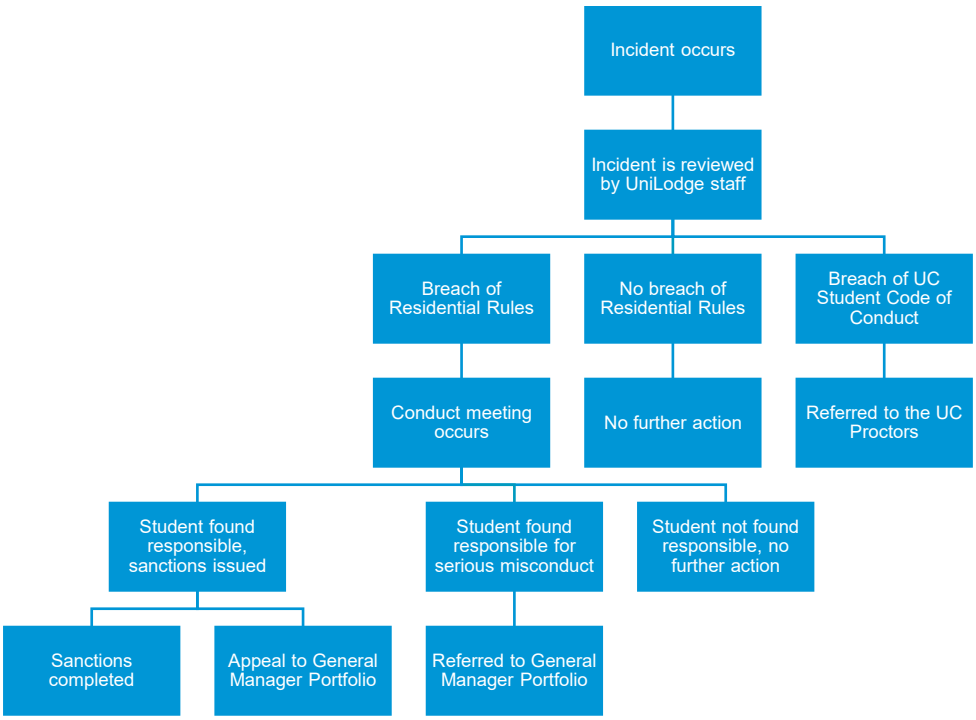
Flatting references

UniLodge does not provide written flatting references for you. If you would like UniLodge to be a verbal reference or complete an online form for you when applying for private flats, please do let us know, and provide our office phone and email.

WHANONGA KINO | MISCONDUCT

Conduct process

The purpose of the conduct process is to promote and maintain a healthy community where shared values, expectations and behavioural standards set by the hall are embraced. You are responsible for your own behaviour and the behaviour of your guest(s). Should there be a time where behaviour breaches expectations, then a conduct process will occur. Below is an outline of the basic conduct investigation process.



What to expect

In plain words, this is what happens:

- We tell you what has been raised. If something may breach the Residential Rules, we will tell you in writing what has been reported and invite you to a conduct meeting.
- You have your say. At the meeting you can tell your side of the story, share anything you think is relevant, and bring a support person – a friend, whānau member or an advocate from UCSA.
- We decide and tell you. We consider what happened and tell you the decision in writing, with the reasons.
- We focus on putting things right. Our approach is restorative: understanding what happened, repairing any harm and supporting you to make things right with those affected, alongside any consequences that apply.
- You can appeal. If you believe you were treated unfairly, the process was not followed as set out here, or there is new information, you can appeal to the General Manager Portfolio (canterbury@unilodge.co.nz) within 5 calendar days of being told the outcome.
- The University may be involved. If the behaviour may also breach the University of Canterbury Student Code of Conduct, it can be referred to UC as well, and the University's own process will apply.

Damage and Consequences for Breaking Rules

Kainoho are responsible for any damage to their room.

- Any resident who damages property in UniLodge Waitaha will be expected to pay the full cost of repair or replacement and this will be charged against their account.
- Graffiti: decoration of walls or furniture with graffiti of any description is not permitted.
- If the damage is considered wilful then the Residential Agreement may be terminated, the resident may be asked to leave UniLodge Waitaha, and if deemed appropriate Te Pirihimana o Aotearoa | New Zealand Police may be involved.
- Damage to property in UniLodge Waitaha should be reported immediately to staff.

Immediate Eviction

UniLodge and UC promote tolerance, courtesy and care for others and the different needs within the community. Management reserves the right to issue written warnings to residents whose behaviour is found to be unacceptable.

Kainoho who have received a warning and continue with unacceptable behaviour will be asked to leave immediately and be issued an eviction notice in writing.

Immediate eviction may occur in the following circumstances:

- Carrying, using, or distributing illegal drugs or other illegal substances.
- To be involved in the harassment of or discrimination against another resident, staff member or person.
- To be involved in the sexual and/or physical assault of another resident, staff member or person.
- To be involved in theft of another person's property.
- To continue to engage in unacceptable behaviour as described in the Residential Agreement or this handbook after management has issued a warning.
- Any action which threatens to cause harm to another resident.
- Any behaviour which is against the law may also lead to eviction and the police being contacted.

Restorative Practice

Restorative practice helps you put things right.

A restorative practice conference is an informal, facilitated meeting between the person who was harmed, the person who caused the harm, support people and any other approved people.

At a restorative practice conference, you will have the chance to: take responsibility for your actions, apologise to the person you harmed, decide how to put right the harm you have caused, and find ways to make sure you do not repeat behaviours. A trained facilitator will be at the conference to keep everyone safe and supported. They will also ensure the discussion stays on track.

Restorative practice sits alongside our conduct process, and taking part is voluntary for everyone involved. The residential life staff and Property Managers will consider any agreements made during the restorative practice conference at the time of deciding the outcome.

Serious misconduct process will be conducted by the Kaitātai, and any services deemed appropriate.

UC Student Code of Conduct

The University of Canterbury (UC) is a community of people committed to creating a campus culture of belonging, understanding, inclusiveness and caring. Ākonga Tū, Ākonga Ora. UC has a student code of conduct in place to support you and the wider community during your time on campus. To learn more about the student code of conduct, visit the UC website:

https://www.canterbury.ac.nz/support/concerns/students/student-code-of-conduct/



PŪNAHA NAWE | COMPLAINT PROCESS

UniLodge aims to resolve resident complaints in a transparent and fair manner. With respect to our privacy policy UniLodge will disclose to the complainant any requested information or documentation required to fully address the complaint.

Our objective in providing a complaints process is to allow our residents to air their grievances in a constructive manner with a focus on reaching a mutually acceptable solution. Where a mutually acceptable solution cannot be reached, UniLodge may refer to the resident handbook or to your Residential Agreement in response to your grievance.

UniLodge aims to reach resolution of the complaint in a reasonable timeframe, with a focus on minimising any ongoing impact to the resident engaging in the complaints process.

You can bring a support person to any meeting, make a complaint together with other residents, and ask us to keep your complaint as confidential as we can. We will keep you updated on how your complaint is progressing.

Step 1: Contact a member of the UniLodge Waitaha team. Explain your grievance and your desired outcome.

Staff will respond to your complaint within five business days and may request to meet with the complainant as part of reaching a solution.

(Not resolved?)

Step 2: Contact the General Manager Portfolio via email and submit the details of your complaint in writing. The General Manager Portfolio will request a meeting to discuss the matter further.

(Not resolved?)

Your Residential Agreement is a licence to occupy, not a tenancy under the Residential Tenancies Act, so tenancy processes such as the Tenancy Tribunal do not apply. The steps here, and the external options in Step 4, do.

Step 3: Should you be unhappy with the outcome from your complaint you can escalate it to the UCSA, or the University Grievance Coordinator to discuss your concerns and your options (phone number 03 369 0292).

Step 4: Should your concerns not be resolved by these internal grievance procedures risk@nzqa.govt.nz, you can take your complaint outside UniLodge:

- Study Complaints | Ngā Amuamu Tauira (studycomplaints.org.nz) – a free, independent service for financial and contractual disputes, such as fees, refunds, the contingency fee, or ending your agreement.
- Mana Tohu Mātauranga o Aotearoa | NZQA – if you think UniLodge or the University has not met the Pastoral Care Code. You can submit a complaint on the NZQA website, email code.enquiries@nzqa.govt.nz or call 0800 697 296.
- Depending on your concern, you can also contact the Disputes Tribunal, the Human Rights Commission, the Ombudsman or the Privacy Commissioner.

We keep a log of complaints about breaches of the Pastoral Care Code, and you can ask to see it.

WHAI TAUNAKI, WHAI ORANGA | ADVOCACY AND WELFARE

There are times where you might be worried or concerned about someone in our community, a friend, or whānau member. We encourage you to start a conversation, its ok not to be ok. You do not need to be an expert to reach out- just be a friend and listen. If you are worried about a friend but you do not want them to know you are concerned, we encourage you to fill out a CARE report (covered later in the handbook). We can then touch base with the resident you are concerned about.

- We have set out our rules and guidelines to promote and safe and productive environment for all those in our care. It is designed to foster our expectations of who we are.
- We are open and able to hear other points of view.
- We have a sense of connection with people and an interest in the well-being of others We are willing to abide by group and UniLodge Waitaha agreements.
- We are willing to speak up.
- We are willing to be quiet and listen. We have a healthy sense of self.

UniLodge Waitaha is a whare that values manaakitanga - we encourage everyone to behave in a way that reflects this value at all times.

Tips on taking care of yourself

Share thoughts and feelings with friends, whānau, or a counsellor. Talking your problems through as soon as they appear can really help relieve stress and anxiety.

Eat nutritious foods, get adequate sleep and exercise regularly. Doing these things can trigger a chain of healing affects - especially when you feel anxious or under stress.

Build and maintain your self-esteem. As you work on building your self-esteem you will feel better more often, enjoy your life more than you did before, and do more of the things you have always wanted to do.

Learn to relax and spend time doing the things you love to do! There are many relaxation techniques and other methods available to suit personalities and lifestyles, e.g. hobbies, reading and meditation.

Seek help. A problem can sometimes be too hard to solve alone - or with friends and family - so it is important to seek professional help. You can see your family doctor, a community group, a psychiatrist, nurse, occupational therapist, psychologist, social worker, or counsellor.

The University of Canterbury Students' Association (UCSA) is independent of the University and exists to support students – ākonga tū, ākonga ora. You can contact the Advocacy and Welfare Team via email, phone, or just drop into the UCSA offices to discuss your concern. The UCSA Student Advocate will be able to assist you in:

- Navigating the correct University appeals and complaints processes.
- Concern, complaint, and appeal letter writing.
- Locating and understanding important University regulations and policies.
- Helping you to understand all your options and avenues for resolution.
- Advising you on what evidence may be required for an appeal or complaint.
- Facilitating the communication between you and the University.
- Attending meetings as a support person or advocate and assisting with appeals.

The Student Advocate exists to provide this independent, confidential support to students so that they do not have to navigate appeals, grievances, or general concerns alone – deciding to pursue one of these can be daunting, and it can help to have someone who knows the process to help you out! You can find the UCSA offices in Haere-roa, Atawhai Ākonga | Student Care in the Forestry Building, Pacific student advisors at 37 Creyke Road and Kaiurungi (Māori student advisors) in Te Ao Mārama.

Personal space and boundaries

Strong communities who care about others are part of our values. It is important to remember that living in a communal hall environment does have challenges. There are behaviours we can all use to make life living on campus easier.

Respecting others' space and privacy

On campus, Hall life is very different from living at home with whānau | family and requires us all to actively consider how you approach and communicate with others. Everyone has different comfort levels, and it is important to respect these and be considerate.

Respecting others' personal space

There are differences in space preferences between relatives, friends, acquaintances, and strangers. Here are some basic guidance:

- Keep at least a metre between yourself and a stranger or someone you don't know well.
- Observe body language: If someone is leaning away from you or moving backwards, you are too close. If someone steps back, don't step closer—wait to be invited to move closer. If they don't invite you to move closer, this may be their way of communicating that they want more personal space.
- Never touch someone without their permission.
- Ensure that you are not blocking exits. This is important both for safety and to make people feel comfortable.
- If someone steps into your personal space, ask them to step back. You could move slightly to the side or backwards to regain the level of space that feels comfortable for you.

Visiting someone's bedroom

- Don't enter anyone's personal space without being invited in.
- If you are walking past someone's room and you see a group of people in there, it is not a general invitation to enter and join in. The same room entry rules apply.
- If a door is closed, knock, and wait for an answer and invitation to enter.
- If a door is open, say hi and ask for permission before entering.
- Do not enter another student's room if they are not there, even if the door is unlocked.

Sitting on someone's bed

- There is limited seating in bedrooms. If you have been invited in, ask where you should sit. Don't assume that you can sit on someone's bed without their permission.
- If there is not enough seating and you don't want someone sitting on your bed, or if you don't want to sit on someone else's bed, suggest moving to a common area.

Knowing when to leave

- If conversation starts to falter, or the occupant of the room starts to busy themselves doing other things, it is probably time to leave.
- If a group of you are hanging out in a bedroom and the others leave, you should leave too unless you are invited to stay and you want to.
- If you are asked to leave, it is time to leave.

Asking someone to leave your room

- Some people find it more difficult to understand social cues. While being polite, also be direct in your request. For example, "It's time to go now. I have things to do."
- If you do not feel comfortable asking someone to leave your room, you could suggest moving into a common area instead.
- Contact staff by calling our free 0508 864 425 number if you feel unsafe or a person refuses to leave your room.

If you are uncomfortable with a guest that your roommate or flatmate has invited in, ask to speak to your flatmate privately. Let them know you are not comfortable with their guest and find out what their plans are and whether they may be able to meet elsewhere. You may choose to be away if the guest is going to be present or ask them not to return to your space. Ask your flatmate for advance notice next time they are bringing in a guest. If, at any time, you feel unsafe, contact a UniLodge team member.

Respecting other people's property

- Never go through someone else's personal belongings.
- Do not take or borrow anything without permission.

Consent

SEXUAL CONSENT… GET IT. GET IT?

With over 800 kainoho at Ilam Student Accommodation and thousands of young adult students at Te Whare Wānanga o Waitaha | University of Canterbury, relationships will form between kainoho. These may range from casual friendships to more intimate interactions. In all relationship matters it is essential that mutual respect and consent is followed by both parties. All kainoho of UniLodge must be very clear on the meaning of sexual consent. Prior to arrival you will receive a link to your on- line training platform for UniLodge, these courses are mandatory for all residents. Sexual activity without consent may be treated as serious misconduct and is likely to involve Te Whare Wānanga o Waitaha | University of Canterbury and Te Pirihimana o Aotearoa | New Zealand Police.

- The following are very good guidelines.
- Consent must be **CLEAR**. The absence of a no does not mean yes. Silence is not consent. No means no.
- Consent must be **COHERENT** People who are asleep or incapacitated by drugs or alcohol cannot give consent.
- Consent must be **WILLING**. It is never given under pressure, whether that is emotional or physical manipulation or threats being used.
- Consent must be **ONGOING**. If someone consents to one sexual activity, that does not mean consent to all or repeated activities. As a community you are also responsible for each other. Please look after your friends and be pro-active in supporting anyone who is in potential danger or harm.

Helpful link
https://www.canterbury.ac.nz/life/support-and-wellbeing/uc-health-centre/health-centre-services/sexual-health-services

If you or someone you know has experienced harmful sexual behaviour, support is available through your UniLodge staff or UC's Harmful Sexual Behaviour support services (canterbury.ac.nz/life/support-and-wellbeing/harmful-sexual-behaviour). Safe to Talk | Kōrero mai ka ora (0800 044 334, safetotalk.nz) offers free, confidential support 24/7. You do not have to report to Police to get support, and what happens next is your choice. Sharing intimate images without consent is harmful sexual behaviour and will be treated very seriously.

International student support

The University of Canterbury is committed to providing bespoke support for our international students. The Student Care team have specialised trained advisors, that can assist you, ensure you are cared for and link you up with other services. For more information visit their website: https://www.canterbury.ac.nz/life/support-and-wellbeing/uc-support-services/international-student-support



WAIPIRO, TARUKINO, MOMI TŪPEKA, MOMI MAMAOA | ALCOHOL, DRUGS, SMOKING AND VAPING

Alcohol

We respect your right to drink, however we ask you follow our rules and guidelines. Drinking in the Hall must be in a safe, responsible, civilized manner so the rights of others are not compromised, and personal health and safety is ensured. The sensible use of alcohol using the Health NZ | Te Whatu Ora standard drink guidelines (alcohol.org.nz) is officially accepted at UniLodge Waitaha.

No glass bottles (excluding wine bottles*) these will be removed from site. This ban is strictly upheld across UC campus.

- Self-regulatory behaviour is expected around consumption and quantities purchased.
- Laws relating to underage drinking pertain to all aspects of on campus living.
- Host responsibility is important, and hosts will be held liable for guest damages to the flat/hall.
- The consumption of alcohol is NOT allowed in hallways, kitchens, TV lounges or on the grounds of UniLodge Waitaha. Alcohol can only be consumed in your own bedroom, or in areas this handbook says are allowed.
- Spirits, kegs, crates, funnels, drinking games, casks, home-brewing kits, and liqueurs are not allowed anywhere onsite. The use of alcohol delivery services is strictly prohibited.
- Residents breaching the guidelines can expect to be brought to the attention of UniLodge Management who will then follow up.
- Empty vessels must be placed in recycling bins, not stored as trophies on your windowsill (kia kounga tō noho! We have more class than this).
- Being grossly intoxicated on site, or behaving in ways that disturb others because of alcohol, may lead to disciplinary action or referral to a support agency.
- Guests are not permitted to bring alcohol into UniLodge Waitaha.
- You must be over 18 to keep or drink alcohol in the Hall. You may keep a moderate amount in your own bedroom – never more than 2 litres, or one ten-pack of RTDs, at any one time. Permitted types are beer, cider, RTDs and wine.
- On Friday and Saturday nights you may have one canned drink (beer, wine, cider or a canned RTD) with you at the dining table for dinner meals.
- Alcohol-free periods apply in the lead-up to and during exams, and at other times we post on noticeboards or other channels. During these times you cannot have or drink alcohol anywhere in the Hall.
- You must never pressure or force anyone to drink alcohol.

** Soju is not considered wine in this instance.*

If you have a pattern of excessive drinking we may refer you to the UC Health Centre, or contact your parents or guardians if we are worried about your safety. If you are concerned about your own drinking or a friend's, please talk to UniLodge staff or submit a care report – we are here to help. Health NZ | Te Whatu Ora (alcohol.org.nz) also has support resources.

Host responsibility

First year residents (those who have just completed year 13) will be required to complete a flat function application form if they wish to have more than 6 individuals over at their apartment. This form needs to be completed at least one business day before the event and then approved by a member of the UniLodge management team. To complete the form, **click here.** Or scan the QR code.

Being a responsible host means:

- You have food and non-alcoholic beverages available.
- You have consulted and gotten permission from your flatmates to have people over.
- You take responsibility for your guest(s) and their behaviours.
- You let your guest(s) know that the event must be over by 10:00pm.
- You do not encourage risky behaviours that could put you or others at risk.

Smoking and Vaping

Smoking and/or vaping are strictly prohibited on UniLodge Waitaha and University of Canterbury grounds.
A breach of this will result in follow up from UniLodge Kaimahi | Staff.

If you find yourself struggling with a nicotine addiction, you can find support through:

UC Health:
Phone: +64 3 369 4444
Mail: admin-healthcentre@canterbury.ac.nz

Te Hā- Waitaha
https://www.tehawaitaha.nz/

Drugs/Drug Paraphernalia

Except in the case of medical prescriptions, the use of drugs and the storage of equipment to consume drugs is banned at UniLodge Waitaha and Te Whare Wānanga o Waitaha | University of Canterbury. Everyday over-the-counter medicines used as directed, such as paracetamol, are fine. A breach of this policy may result in immediate action to terminate your Residential Agreement, confiscation of drug paraphernalia until the end of your agreement, and a report to Police. Decisions can be appealed to the General Manager Portfolio within 5 calendar days (see Conduct process).

If you are worried about your own or someone else's drug or alcohol use, you can talk to UniLodge staff or submit a care report. The Level (thelevel.org.nz), run by the NZ Drug Foundation, has information and support for people who use alcohol and other drugs, and their friends and whānau.

Legal Substances

At any given time, a substance can be classed as legal and yet it can have serious effects on your mental and physical health, some of which are not yet known. The legality of substances is something that can change suddenly because of the government passing laws. The fact that a substance has become illegal after you purchased it will not be accepted as an excuse by the law or by UniLodge or UC. While we recognise that some readily available substances are classed as legal, we cannot condone the use of these substances due to the unknown or potentially negative health effects they will have. Should any changes be made to current legislation relating to alcohol purchase and/or use, these will naturally apply automatically.

Cannabis is not permitted on site in any form.



MAHERE OHOTATA | EMERGENCY PLANS

Safety, Security and Fire

Please ensure external doors are shut behind you after you come in. This is for the safety of you and your peers.

- To protect your belongings, it is crucial that you lock your door and windows whenever you are away from your room (even if just for a short time). It is also advisable that you lock your bedroom when you go to bed at night.
- Fire safety requirements prohibit the burning of candles or incense in the hall buildings. All rooms are fitted with sensitive smoke alarms that can be easily set off by deodorant spray, hair straighteners and burnt toast, for example.
- Any fire callout caused through resident carelessness will be charged to the resident responsible.
- Fire Exits MUST NOT be used unless in an emergency. Any use will sound an alarm.
- Students must not cover smoke detectors or sprinklers in their rooms/communal areas.

Tampering with fire equipment/lifesaving systems in UniLodge Waitaha may result in cancellation of your residential contract.

Fire Alarms

It is a requirement that all students residing at UniLodge Waitaha know the fire evacuation protocol. Kaimahi will Every resident must know the fire evacuation procedure, their nearest emergency exit and the designated assembly point. Procedures will be explained at the beginning of the year, but knowing what to do is your responsibility.

Treat every alarm as a real emergency. Never assume it is a drill or false alarm.

When the alarm sounds:

- evacuate immediately through the nearest safe emergency exit
- close the window if it is safe to do so
- leave the door unlocked but closed behind you
- do not use lifts or stop to collect belongings
- go directly to the assembly point and join your Kāhui
- remain there until the all-clear is given.

Tell a staff member immediately if someone may still be inside, needs help evacuating or is known to be away from the Hall. Do not re-enter the building while the alarm is sounding.

Preventing Unnecessary Fire Alarms

Smoke detectors are highly sensitive and can be activated by smoke, steam, vapour and aerosols.
Vaping is not permitted inside any UniLodge building. Vape aerosol can activate a smoke detector, even when the vapour appears light or disappears quickly. Opening a window or blowing vapour away from a detector does not prevent this risk.

Hair straighteners can also activate alarms. Using straighteners on wet or damp hair can create steam, while steam straighteners release steam during use. Hairspray and heat-protection aerosols may also trigger nearby detectors. Dry your hair first, use sprays sparingly and keep heated equipment away from detectors.

Other common causes include:

- burnt food or unattended cooking
- excessive shower steam
- aerosol deodorants, hairsprays and cleaning products
- candles, incense or other prohibited flames
- touching, covering or interfering with a detector.

Never cover, remove, strike or tamper with a smoke detector or other fire-safety equipment. This is dangerous and is a serious breach of the Residential Agreement and Residential Rules.

Every alarm disrupts the community and may require Fire and Emergency New Zealand to attend. Residents responsible for alarms caused by prohibited, reckless or deliberate behaviour may face disciplinary action and associated charges.

Earthquakes

In the event of an earthquake, you should seek cover away from glass and brace yourself (drop, cover, hold). Remain in this position until shaking stops and it is safe to exit the building. Assemble in our emergency evacuation point. A roll call will be taken promptly. Please do not leave the site without informing a staff member.

Lockdown

In the rare event of a lockdown at UniLodge Waitaha:
Remain indoors, draw curtains if you can, keep away from windows, out of sight and low to ground, turn off lights, lock, and barricade door, stay quiet but alert, put cell phone on silent, calm breathing, and await instructions. If possible, all key access will be suspended until lockdown has been cleared. Please make sure you download the UCGO app. https://www.canterbury.ac.nz/ucgo/

Emergency Preparedness

Kia rite, kia mataara - you should be prepared for an emergency. It is recommended that all residents have a small personal emergency kit that is kept in their room, containing the following.

- Emergency contact details
- Torch and spare batteries
- Sturdy pair of shoes
- Medications
- Hand sanitiser gel
- Bottles of water
- Snacks
- Jacket or something warm
- Cell phone
- Mask

For more information you can refer to the New Zealand Civil Defence website here:
https://www.civildefence.govt.nz/



PŪRONGO TIAKI | CARE REPORTS

We are a community that cares!

Living in a Hall of Residence means you are surrounded by others on a similar journey to you. We look out for one another, respect one another, and call out concerning behaviour. UniLodge will work with you to ensure our community is safe and foster a sense of mahitahi, togetherness.

MATES LOOK OUT FOR THEIR MATES!

Our Pūrongo Tiaki | CARE reports are an online form. You will see posters of QR codes linking you to this form around the Hall. This form is for reporting a concern about a current resident in UniLodge Waitaha. CARE reports should only include objective, observable, and accurate information. We ask that you avoid labels, stereotypes, and reporting based on hearsay or mere assumptions. A staff member will review the information within two (2) business day and take appropriate action, which may or may not include contacting the student, and any witnesses identified. If you have questions about a report you filed, please call us. CARE reports are not reviewed outside of business hours or on university holidays.

Please note that in most cases we are UNABLE to provide an update to the person/s lodging this report due to several reasons.

All CARE reports are routed to the UniLodge management team and residential life staff.

Does the person you are creating a report pose a threat of harm to self or others? If yes, please call emergency services (111) and then the on-duty staff member.

If no, please proceed with the report below.

Resident Care Report

Are you worried or concerned about a fellow resident?

There are times where you might be worried or concerned about a fellow resident, friend, or community member. We encourage you to start a conversation. You don't need to be an expert to reach out - just a good friend and a great listener.

Start a conversation with these four steps:

1. Ask R U OK?
2. Listen
3. Encourage action
4. Check in*

*Taken from https://www.ruok.org.au/

Supporting you through health issues

UniLodge cares deeply about your health and wellbeing. If you present with health issues while you are living on campus, UniLodge will support you in assessing the issue and determining the best way forward in partnership with you and assist you in making those appropriate connections you need to get well.

The support we can offer ranges from ensuring that you have meals in your room to connecting you with external support or calling an ambulance. There are times where it is not possible for UniLodge staff to join you on your way to a health provider, but where possible we will contact a nominated person and see if they will support you.

Flat agreements

We encourage you to work with your flatmates on creating a flat sharing agreement for the semester/year. This will lay out your expectations for each other for the year. Your Taurima will work with you on this and check in early in the term to see how you and your flat are adjusting.


UNIVERSITY OF CANTERBURY
UC
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CANTERBURY
Te Whare Wānanga o Waitaha
CHRISTCHURCH NEW ZEALAND
2022

TE NOHO KI ŌTAUTAHI | LIVING IN CHRISTCHURCH

Finding work

Finding work might be needed to support your time at university and build up your CV for that awesome graduate job. The Careers Internships and Employment team at UC can help you look for a job. CDES manage NZUniTalent, a great resource for finding work, and they can help you with CV writing, and working on interview skills. We encourage all students to become familiar with this great university service. You can find them at:
https://www.canterbury.ac.nz/careers/

Student Job Search is also a good way to find jobs during the semester and over the summer. To register with them you need your current student ID card and your passport. Find out more at www.sjs.co.nz

International students may be able to work up to 20 hours a week during the academic year. To work, you must have a 'Variation of Conditions' on your Student Visa or Permit. You can ask more about your Student Permit at the International Relations Office at UC. Some Study Abroad or Scholarship students are not allowed to work during their time here so please remember to check before you apply for any jobs.

Keeping active

University Recreation Centre

The University of Canterbury has a full programme of sports opportunities and gym. The University gym is located at 22 Kirkwood Avenue, and offers an expansive gym floor with modern and functional equipment, group fitness classes, climbing wall and a handy app. There is no charge for students to attend the gym.

The University also has an amazing sports programme, featuring social sports, tertiary sports, and support for high performance athletes. Please see the Sport and Recreation website for further information.
https://www.canterbury.ac.nz/ucreccentre/

Recreation in Waitaha | Canterbury

From beaches to alps, there is plenty to do in Canterbury. Within two hours from UniLodge, you can ski, play golf, bungy jump, go rafting, mountain biking, wind surfing, whale watching, and visit world-class walking tracks and gardens.

You can see what Ōtautahi | Christchurch has on offer by looking at the City Council website here:
https://www.ccc.govt.nz/rec-and-sport



Shopping in Christchurch

Retail shopping

Ōtautahi | Christchurch has everything you need, from high-end and international clothing brands to vintage and thrifted finds. Find the perfect fit and use the streets of Christchurch as your personal runway!

You will find the nearest Mall to the Hall at Westfield Riccarton. This is a short bus ride away and has a lot of staple stores for you to buy homewares, clothing, and other items.

The inner-city retail scene is absolutely buzzing these days. You will find a range of stores down Cashel, High and Colombo Streets, or you could visit the Crossing or Five Lanes. These areas range from your main retail stores through to boutique finds.

You will need to carry around your passport or other forms of legal ID as proof of age if you want to enter bars or buy alcohol. Alternatively (and a lot more safely), you can also get Kiwi Access Card (18+) ID cards by applying through the Post Office. They cost $60 and you will need to get your signature witnessed by a Justice of the Peace.

Grocery shopping

Ōtautahi | Christchurch has a wide range of supermarkets such as New World, Woolworths and Pak'n'Save that stock everyday groceries.

There are two supermarkets near Ilam Student Accommodation. Ilam New World is on Peer Street. New World is open 7:30am – 10:00pm Monday to Sunday. Woolworths on Church Corner is open 6:00am – 10:00pm Monday to Sunday. These supermarkets are within walking distance. There is also Pak n Save at Westfield Riccarton which is also close by. Bus stops are well within range also, with one on Ilam Road.

The tap water in Christchurch is safe to drink, which eliminates the need to buy bottled water.

Eateries in Christchurch

In addition to Shirley's Kitchen located onsite, Ilam Student Accommodation is located within walking distance of the UC food court and the Foundry Bar. These are wonderful places to grab a bite to eat during the day at the University. There are a range of other local restaurants and eateries in the Ilam/Riccarton area. Bush Inn Shopping Centre has a range of popular chain restaurants for you to enjoy as well.

If you make it into the CBD, Riverside Market is a foodie hub, stacked with local producers, quality shops and dining options. Located at the corner of Cashel Street and Oxford Terrace, the market has become a staple for central city lunches, and a bustling evening destination.

Check out https://www.christchurchnz.com/ to see more of Christchurch's offerings.

Transport

Public Transport is provided by Metro. There are bus routes located nearby the hall and the UC campus. You will be able to get a MetroCard and load student concessions. Busing is the easiest way to get around Canterbury. Check out more information at https://www.metroinfo.co.nz/

Cycling is popular in Canterbury. We have a range of storage facilities for your bike. UC also has cycling facilities on campus, with free weekly services available.

Public e-bicycle and e-scooter sharing services are very popular and used widely around Christchurch. If you choose to use these services, please follow all health and safety guidelines outlined in the app and ensure that you leave any bikes or scooters outside of UniLodge grounds so that they remain accessible to non-residents using the service. Only registered, personal bicycles and scooters can be stored in UniLodge designated bicycle storage areas.
At no time can battery operated transport be inside any UniLodge Waitaha or University buildings as this poses a safety and security risk.

Places of worship

Need someone to talk to about what's going on for you? Looking for people to connect with? Keen for some quiet, meditative space on campus? Want to explore your spiritual journey with someone? Or maybe you just want someone to shout you a coffee?

UC Chaplaincy offers pastoral and practical support regardless of background or beliefs. They see themselves as 'The Department of Spiritual Engineering' on campus - and exist to nurture spirituality, offer pastoral care, and facilitate dialogue amongst the students and staff at Canterbury.

Read more about their services here: https://www.canterbury.ac.nz/support/health/chaplains/

UC Muslim Prayer Rooms

The University has a Musalla (prayer room) at 37 Creyke Rd (for the brothers) and a prayer room for the sisters at Thesis House (37a Creyke Rd). UC students can access this space 7 days a week by swiping their student ID card. This space is monitored by security. There are strict protocols to abide by when using this space. For more information, please contact the UCMUSA secretary ucmusa.chch@gmail.com

You can read more about Faith groups on campus here:
https://www.canterbury.ac.nz/support/health/chaplains/faithgroups/

Sustainability

We are committed to being a sustainable Hall and supporting you in being environmentally friendly. UniLodge is working hard to ensure our buildings are as efficient as possible, and you have a living environment that supports responsible environmental and sustainable practices. This requires everyone to work in partnership, so we need your help.

UC is also committed to sustainable practices; you can read more about what they are up to here:
https://www.canterbury.ac.nz/life/sustainability/

Sustainability tips:

Below are some tips on how you can work with us to be environmentally responsible:

- Think before you print and print only if it is essential.
- Use electronic rather than paper-based filing systems for all projects.
- Collect single-sided paper and re-use it for notes and drafts.
- You're living on campus! Take the opportunity to get some exercise by walking, jogging, or cycling to and from the University.
- Support public transport by catching a bus wherever possible.
- Turn off the lights that aren't needed in your room and flat, especially when you leave.
- Turn off computer screens that are not in use, make sure that energy-saving modes are operating on all types of electronic equipment.
- Try showering for four minutes or less.
- Turn the tap off when you brush your teeth.
- Make sure you do full loads of laundry in the washing machine.
- If there is a leaky tap – tell a UniLodge staff member who will organise for maintenance to fix it.
- Think before you buy, use and re-use whatever you can, avoid unnecessary consumption.
- Choose products that are more durable, have recyclable or compostable packaging, and have fewer environmental impacts.
- Think about your everyday habits, can you carry a keep cup, drink bottle or other reusable items with you?
- Repair, rather than replace, repairable items.
- Reduce your food waste, compost where you can and don't make, ask catering staff for, or purchase more than you can finish.
- Ensure you recycle effectively – do not contaminate the recycling bins with incorrect items.

If you have other tips and tricks, please let your Accommodation team know, otherwise you can learn more about what the University is doing on our website.

United Nations Sustainability Development Goals

The University of Canterbury supports the United Nations Sustainability Development Goals (SDGs). Throughout the year UniLodge Waitaha and the wider UC will be providing further information and programmes on how you can support and get involved with the SDGs. This is in conjunction with our Residential Life framework. If you would like to get involved and organize opportunities for your fellow Kainoho to learn more about the SDGs, please let us know

For more information on the SDGs, click here: https://sdgs.un.org/goals



PĀNGA WHAKAHIRAHIRA | IMPORANT CONTACTS

UniLodge Ilam Student Accommodation Team
2 Homestead Lane, Ilam, Christchurch, 8041
Phone: 0508 864 425
Email: ilam@unilodge.co.nz

Te Pātaka | Student Services Hub
Front Desk of Te Pātaka (Level 2 of the Puaka-James Hight building)

Kaitoko | Student Advisors
Front Desk of Te Pātaka (Level 2 of the Puaka-James Hight building)
Phone: 03 36 90409 or Ext 90409
Email: firstyearadvice@canterbury.ac.nz

Whare Hauora | UC Health Centre
Monday to Thursday 8.30 am–5 pm Friday 9 am-5 pm
Exam hours: Monday to Thursday 8.30 am-5.15 pm and Friday 9 am – 5.15 pm Located at the far right of the carpark at 90 Ilam Road
Phone: 03 369 4444

Te Pokapū Mātai Hinengaro | The Psychology Centre
Clinical Psychology Training and Research Centre Reception, Geography Building, Level 1
Phone: 03 369 3777
Email: psychclinic@canterbury.ac.nz

Māori Student Support
Te Ao Mārama, Level 1
Phone: 03 369 3868
Email: maoridevelopment@canterbury.ac.nz

Pacific Student Support
Logie, Level 4
Phone: +64 3 369 3554
Email: pasifika@canterbury.ac.nz

Rainbow Support
Undercroft, Puaka James Hight
Email: rainbow@canterbury.ac.nz

Atawhai Ākonga | Student Care
Undercroft, Puaka James Hight (Central Library)
Phone: 03 369 3388
Email: studentcare@canterbury.ac.nz

Tiaki Paenga | Campus Security
Phone: 0800 823 637

Community Resources:

- Need to talk? – Free call or text **1737**
- Lifeline – 0800 543 354 (0800 LIFELINE) or free text 4357 (HELP)
- Crisis Resolution on 0800 920 092
- Suicide Crisis Helpline – 0508 828 865 (0508 TAUTOKO)
- Healthline – 0800 611 116
- Samaritans – 0800 726 666
- Youthline – Free call 0800 376 633, free text 234, email talk@youthline.co.nz or Web chat from 7pm– 10pm
- thelowdown.co.nz – or email team@thelowdown.co.nz or free text 5626

IN AN EMERGENCY CALL 111

UniLodge

Where I want to be

WAITAHA | CANTERBURY