UniLodge Auckland City

STUDENT HANDBOOK

(ALL YOU NEED TO KNOW)

2027



YOUR HELPFUL LINKS

Welcome Home

- Welcome message
- Reception and duty contact details
- How to use this guide

Before You Arrive

- What to bring
- What not to bring
- Medical requirements
- Insurance
- Parking

Your Room and Shared Spaces

- What is included
- Room condition report
- Cleaning expectations
- Room changes
- Staff access
- Laundry and kitchen etiquette

Life at UniLodge

- Residential Life events
- Living in a diverse community
- Guests, noise and shared-space expectations
- Photos at events

Safety and Emergencies

- Building security
- Keys and lockouts
- Fire safety
- Lockdowns
- Emergency kit
- Emergency contacts
- Health & Wellbeing Support

Paying your Rent

- How your rent works
- Keeping your rent up to date
- Need help

Maintenance

- Reporting Maintenance
- Response Times
- Planned Maintenance

Wellbeing and Support

- Looking after yourself
- Care reports
- Consent
- Confidentiality

Community Standards

- Alcohol, smoking and vaping
- Drugs
- Damage and misconduct
- Possible consequences

Complaints and Moving Out

- Complaint pathway
- Ending a tenancy early
- Departure checklist

Environmental Sustainability

- Waste & Recycling
- Energy
- Water
- Donate before you Depart

Resident Handbook Acknowledgement Form

How to

Use the links to quickly jump to each section of this guide.

WELCOME HOME

Welcome to your new home in Auckland!

You are joining a diverse community of students from New Zealand and around the world. Moving away from home can feel like a big step, so our team is here to help you settle in, feel supported and make the most of your student experience.

This guide covers the essentials of living at UniLodge Auckland City, including:

- What to bring
- Looking after your room
- Using shared spaces
- Community events
- Safety and emergency procedures
- Wellbeing support
- Important resident responsibilities

Please take a few minutes to read through the guide and keep it handy throughout your stay. When you have a question or need support, visit Reception or contact the Duty Team.

We hope your time with us is filled with new experiences, great friendships and plenty of memorable moments.

Welcome home.



Reception and duty contact details

Our property consists of a Property Manager Operations, Customer service Manager and Customer service coordinators. We also have an in-house team of residential advisors.

unilodge.co.nz

- **Email:** aucklandcity@unilodge.co.nz
- **Reception:** +64 9 3204790
- **Duty Phone:** +64 27 536 2535

- **Address:** 5 Whitaker Place, Grafton, Auckland 1010 New Zealand

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How to use this guide

This guide has been designed to make finding the information you need quick and easy. Use the **linked contents page** and navigation buttons throughout the document to jump directly to each section.

You can move between topics at any time, return to the main menu, or revisit important information whenever you need it. Keep this guide handy throughout your stay as a useful reference for everything from moving in and maintaining your room to safety procedures, wellbeing support and moving out.

For the best experience, view the guide digitally and tap or click the links to navigate between pages.

BACK TO INDEX PAGE

BEFORE YOU ARRIVE

A little preparation can make moving in much easier. This section covers what to pack, what to leave at home, important medical information, personal belongings insurance and the limited parking available at the property.

- What to bring
- What NOT to bring
- Medical requirements
- Insurance
- Parking

What should you bring

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

You will also need:

- Duvet and duvet cover
- King single bed sheets
- Pillow and pillow slip
- University essentials
- Laptop
- Stationery, Coursebooks, etc.
- Crockery and cooking utensils
- Towels and Bathmat
- White Tac for posters and pins for pinboard
- ID, content insurance and community services card
- Coat hangers
- Personal first aid kits
- Cleaning supplies
- Washing basket

What you should NOT bring with you:

- Fridge, heater, rice cooker, electric jug, electric iron, electric blanket, or extra furniture
- Fireworks and any kind of weapon
- Bed
- Candles or incense
- Anything that can be consider offensive or pose undue risk
- Any kind of pet

Are Your Immunisations Up to Date?

We recommend that all residents are fully immunised before moving in. This includes vaccinations against:

- Measles, mumps and rubella (MMR)
- Meningococcal ACWY
- Meningococcal B
- Pertussis (whooping cough)

The varicella vaccination is also recommended for students who have not previously had chickenpox or completed a course of the vaccine.

Medical Requirements

Please contact our team before you arrive if you need a refrigerator for medication, a sharps disposal bin or another practical medical arrangement.

You are also encouraged to tell us about any medical conditions that may affect you during your stay. This will not affect your application and will help our team provide appropriate support when needed.

Personal Belongings Insurance

We strongly recommend arranging insurance for your personal belongings before moving in. This may include your computer, bicycle, vehicle and other personal possessions.

Check whether you are already covered under a family or existing insurance policy, and never assume your belongings are automatically insured.

Parking

A limited number of paid car parks are available at UniLodge Auckland City. Please contact Reception for current availability and pricing.

Only registered vehicles may park at the property. Unauthorised vehicles may be towed.

BACK TO INDEX PAGE

YOUR ROOM AND SHARED SPACES

Get familiar with your new living space and the facilities available to you. Learn what is included in your furnished studio, how to complete your room condition report and what is expected when using your room, laundry and shared areas.

- What is included
- Room condition report
- Cleaning expectations
- Room changes
- Staff access
- Laundry and kitchen etiquette
- Living Together

What is included

Your room is fully furnished and ready for you to move in. It includes:

- Bed
- Desk and chair
- Wardrobe
- Drawers
- Heater
- Kitchenette with a cooktop, kettle, microwave, and small fridge/freezer

A large communal kitchen is also available on the ground floor if you'd like more space to cook or prepare meals with friends.

Reminder personal cooking appliances such as toasters, rice cookers, electric jugs, coffee machines, hot plates, and personal heaters are not permitted in bedrooms.

Room Condition Report

When you arrive, you will receive a Room Condition Report. This is your opportunity to let us know about any existing marks, damage, or maintenance items in your room.

Please complete and return the report within **48 hours** of moving in. Even small issues should be noted so we have an accurate record of your room's condition.

At the end of your stay, we ask that you leave your room in the same condition it was in when you arrived, allowing for normal wear and tear.

Cleaning Expectations

Looking after your room helps create a comfortable place to live and makes routine room inspections quick and easy.

We ask that you:

- Keep your room clean, tidy, and free from pests.
- Empty your rubbish regularly using the designated rubbish and recycling areas.
- Keep your bathroom clean and remove hair from the shower drain to help prevent blockages.
- Open your windows regularly to keep your room fresh and well ventilated.
- Only use White-Tac or the noticeboard provided when displaying photos or decorations.

Vacuum cleaners are available to borrow from Reception whenever you need one.

Throughout the year, we will carry out routine room inspections. If your room doesn't quite meet the expected standard, we will let you know what needs attention and give you the opportunity to tidy it up. In cases where a room still doesn't meet the required standard, professional cleaning may be arranged at the resident's expense.

Room Changes

We know choosing the right room is important, and we do our best to match residents with their preferred room wherever possible. However, due to availability, we can't always guarantee every request.

If you're finding it difficult to settle into your room, we encourage you to give it at least two weeks. Adding a few personal touches often helps make the space feel more like home.

If you would still like to request a room change, our team will be happy to discuss the options with you. Room changes are subject to availability and cannot be guaranteed.

Where a room change is approved, the following charges may apply:

- $150 room transfer fee
- Up to $185 cleaning fee, depending on the condition of the room being vacated

Please note that room swaps between residents are not permitted.

Staff Access

Your privacy is important to us, and we will always respect your personal space.

There may be times when UniLodge staff or authorised contractors need to enter your room, such as for routine inspections, maintenance, repairs, or to respond to an emergency.

Whenever possible, you will receive at least 48 hours' notice before we enter your room. If you've reported a maintenance issue, we'll arrange a suitable time for repairs or let you know when a contractor will be attending.

Laundry & Kitchen Etiquette

Laundry

Our laundry facilities are located in the basement and are available for all residents.

To help keep the laundry running smoothly for everyone:

- Laundry machines are user-pay.
- Each wash and dry cycle takes approximately **40 minutes**.
- Please collect your washing promptly once your cycle has finished.
- Clothing left behind may be moved to Lost Property.
- Residents provide their own laundry detergent.
- Please only use detergent suitable for front-loading washing machines.
- If you notice any faults or damage, please let Reception know as soon as possible.

Irons, ironing boards, and a hand-washing tub are also available for your convenience.

Shared Kitchen

Our communal kitchen is a great place to cook, meet other residents, and enjoy time together.

To help keep it clean and welcoming for everyone, please remember to:

- Wash your hands before preparing food.
- Keep personal belongings off food preparation benches.
- Clean up any spills straight away.
- Wash, dry, and put away your dishes after use.
- Dispose of food scraps and rubbish in the appropriate bins.
- Leave the kitchen clean and ready for the next person.

A little consideration goes a long way in making shared spaces enjoyable for everyone.

Living Together

Being part of the UniLodge community means looking out for one another and helping create a respectful, welcoming environment.

A few simple ways you can contribute include:

- Be mindful of your noise levels, especially during quiet hours.
- You're responsible for your room and any visitors you invite into the building. Visitors must remain with you at all times.
- Please don't move furniture from bedrooms or communal areas.

- Help us care for the environment by using the recycling facilities whenever possible. If you have large recyclable items, your Resident Assistant or Reception team will be happy to help.
- If you have any questions about your room or furnishings, your Resident Assistant or Reception team is always here to help.
- For everyone's safety, all personal electrical appliances must comply with New Zealand electrical safety requirements.

Together, we can create a community where everyone feels welcome, respected, and at home.

BACK TO INDEX PAGE

LIFE AT UNILODGE

Living at UniLodge is about more than having a place to stay - it is about being part of a welcoming and inclusive community. Discover resident events, meet new people and learn how we can all help create a respectful and enjoyable place to live.

- Residential Life events
- Living in a diverse community
- Guests, noise and shared-space expectations
- Photos at events

Residential Life events

At UniLodge, we believe your accommodation experience is about more than just having a place to live, it's about feeling connected, building friendships, and making the most of your time in Auckland.

Our Residential Life Programme offers a variety of events and activities throughout the year, giving you opportunities to meet new people, learn new skills, and have fun outside of your studies.

You can look forward to events such as:

- Welcome and community events
- Cultural celebrations
- Games and movie nights
- Sports and recreational activities
- Cooking and wellbeing workshops
- Life skills sessions, including budgeting and career development
- Volunteer and community engagement opportunities
- Seasonal and themed events

There's something for everyone, and we encourage you to get involved. Whether you attend one event or many, it's a great way to make friends, try something new, and become part of the UniLodge community.

Event information and registration details will be shared through the resident portal and other UniLodge communication channels.

Living in a Diverse Community

UniLodge Auckland City is home to students from many different countries, cultures, backgrounds, and experiences. We believe our diversity is one of our greatest strengths and helps create a welcoming, inclusive community where everyone can feel at home.

We encourage all residents to:

- Treat everyone with kindness, respect, and consideration.
- Be open to learning about different cultures, beliefs, and perspectives.
- Celebrate our differences and the experiences they bring.
- Help create an environment where everyone feels safe, valued, and included.
- Support one another and speak up if someone needs help.

Our community is built on the values of respect, inclusion, participation, and belonging. By showing consideration for those around you, you'll help create an environment where everyone can enjoy their UniLodge experience.

Guests, Noise & Shared Space Expectations

Living in a shared community means being mindful of the people around you. A little consideration goes a long way in helping everyone feel comfortable in their home.

When inviting guests:

- You are responsible for your guests and their behaviour while they are at UniLodge.
- Guests must remain with you at all times during their visit.
- Please ensure your guests respect our community and shared spaces.

To help everyone enjoy their home:

- Be mindful of your noise levels, particularly during the evenings and overnight.
- Respect residents who may be studying, sleeping, or relaxing.
- Leave shared kitchens, lounges, laundry facilities, and other communal areas clean and tidy after use.
- Treat shared facilities with care so they can be enjoyed by everyone.

If you're ever unsure whether your noise or activity may affect others, we encourage you to check in with your neighbours. Respect and communication are key to creating a positive community.

Photos at Events

We love celebrating the UniLodge community and sharing the great experiences our residents have throughout the year.

From time to time, photos may be taken during Residential Life events and used in UniLodge newsletters, social media, promotional material, or other communications.

If you would prefer not to be photographed, or if you would like a photo of yourself removed from our communications, simply let a member of the UniLodge team know or contact Reception.

BACK TO INDEX PAGE

SAFETY AND EMERGENCIES

Your safety and security are always important. This section explains building access, keys and lockouts, fire procedures, lockdowns, emergency preparation and who to contact when you need urgent assistance.

- Building security
- Keys and lockouts
- Fire safety
- Lockdowns
- Emergency kit
- Emergency contacts
- Health & Wellbeing Support

Building Security

- Always ensure external doors close securely behind you.
- Never allow unknown people to follow you into the building (tailgating).
- Always lock your vehicle.
- Report any suspicious or unusual behaviour to Reception or the Duty RA
- If you ever feel unsafe or uncomfortable, contact the Duty RA or a member of the UniLodge Team.

Keys & Lockouts

Your room key or swipe card provides secure access to your home, so please take good care of it.

Please remember:

- Do not lend your swipe card to anyone.
- Report lost or damaged swipe cards to Reception as soon as possible.
- Replacement swipe cards incur a $50 replacement fee.
- If you are locked out of your room, our team is here to help. Your first three lockouts are complimentary. After that, a $25 lockout fee will apply.

For security reasons, please only provide building access to your registered guests.

Fire Safety

To help keep yourself and others safe:

- Familiarise yourself with your nearest emergency exit when you move in.
- Keep hallways, exits, and fire doors clear at all times.

- Never tamper with smoke detectors, sprinklers, fire alarms, or other fire safety equipment.
- Candles, incense, fireworks, and open flames are not permitted anywhere in the residence.
- Be mindful when cooking, as burnt food is one of the most common causes of false fire alarms.

If the fire alarm sounds:

- Leave your room immediately if it is safe to do so.
- Close your room door behind you.
- Use the nearest emergency exit.
- Do not use lifts during an evacuation.
- Proceed directly to the designated assembly point.
- Do not re-enter the building until emergency services or UniLodge staff advise it is safe.

False fire alarms caused by resident negligence may result in the resident being charged any associated call-out costs.

Lockdowns

Although lockdowns are rare, it's important to know what to do should one occur.

If a lockdown is initiated:

- Stay inside the nearest safe room.
- Lock or barricade the door if possible.
- Keep away from windows and remain out of sight.
- Turn off lights and silence your mobile phone.
- Stay calm and remain quiet.
- Follow instructions from emergency services or UniLodge staff.
- Do not leave the room until the official "all clear" has been given.

Your safety is our priority, and staff will provide updates whenever possible.

Personal Emergency Kit

New Zealand is prone to natural disasters, so we encourage every resident to keep a small emergency kit in their room.

We recommend including:

- Emergency contact information
- Torch and spare batteries
- Mobile phone and charging cable or power bank
- Any essential medications
- Reusable water bottle or bottled water
- Non-perishable snacks
- Warm clothing or a blanket
- Sturdy shoes

- Personal hygiene items, including hand sanitiser
- Face masks if required

Having these items prepared can make a significant difference during an emergency.

Emergency Contacts

Whether you have a maintenance issue, feel unwell, or need urgent assistance, help is always available. Please save these numbers in your phone when you move in.

UniLodge Contacts

Reception
📞 **09 320 4790**
For general enquiries, maintenance requests, parcels, and day-to-day support during office hours.

Duty Manager / Residential Advisor
📞 **027 536 2535**
Available after hours for emergencies, urgent maintenance, welfare concerns, or if you need assistance and Reception is closed.

Emergency Services
📞 **111**
If there is an immediate risk to life, a fire, medical emergency, or crime in progress.

Health & Wellbeing Support

If you are feeling overwhelmed, worried about yourself, or concerned about another resident, please speak with a member of the UniLodge team. We are here to support you and can help connect you with additional services.

You can also access the following free support services:

- **Need to Talk?** – Free call or text **1737** to speak with a trained counsellor anytime.
- **Healthline** – **0800 611 116** for free health advice from registered nurses.
- **Lifeline** – **0800 543 354** or text **4357** for confidential support.
- **Youthline** – **0800 376 633** or text **234** for support and advice.

If you're ever unsure who to contact, start by calling Reception or the Duty RA - we will help you get the support you need.

BACK TO INDEX PAGE

PAYING YOUR RENT

Understand how your rent payments work, when your payments are due, and the different ways you can pay. This section also explains how paying rent in advance works and what to do if you need a hand with your payments.

- How your rent works
- Keeping your rent up to date
- Need help

How your rent works

Your rent is paid fortnightly (every two weeks) in advance, with payments due every second Wednesday.

On each Wednesday that your rent is due, you will receive an email with a payment link. You can use this link to make your payment online.

Alternatively, you can make your payment in person at Reception.

Each payment covers the upcoming two weeks of your accommodation.

Think of it like a parking meter

Rent in advance can be a little confusing at first, so think of it like a parking meter.

When you park, you pay for the time you are going to use the space. When that time runs out, you pay again for the next period.

Your rent works in the same way - you pay for your accommodation before the two-week period begins.

Your First Rent Payment

Your deposit helps cover your rent from the day you move in until your first scheduled rent charge. Because of this, your first rent payment may be slightly different from your usual fortnightly payment leaving a small balance remaining on your account.

Keeping your rent up to date

Please make sure your rent is paid by the due date every second Wednesday so that your account remains up to date.

If you are experiencing an issue that may affect your ability to make a payment, please contact our team as soon as possible and before the payment is due. This allows us to understand the situation and discuss the next steps with you.

If rent remains unpaid, further action may be taken in accordance with your Residential Tenancy Agreement and applicable New Zealand requirements.

Need help?

If you are unsure about your:

- Next payment date
- Amount owing
- Account balance
- Payment link
- Rent or bond

Please contact Reception or speak with a member of the team.

BACK TO INDEX PAGE

MAINTENANCE

We want your accommodation experience to be as comfortable as possible. This section explains how to report maintenance issues, how quickly you can expect a response, and what to expect during planned maintenance.

- Reporting Maintenance
- Response Times
- Planned Maintenance

Reporting Maintenance

If you notice a maintenance issue in your room or a shared space, please report it through the StarRez Portal as soon as possible.

Examples of maintenance requests include:

- Leaking taps, toilets, or pipes
- Heating, hot water, or ventilation issues
- Faulty lights, power outlets, or electrical fittings
- Broken furniture or appliances
- Damaged doors, windows, or locks
- Plumbing or drainage problems
- Maintenance required in shared areas
- Pest concerns

When submitting a request, please provide as much information as possible, including the location of the issue and photos where appropriate. This helps our team respond more efficiently.

If you experience an urgent or emergency maintenance issue, such as a major water leak, loss of power, or a safety concern, please contact Reception during office hours or the Duty RA after hours immediately rather than relying only on the online request.

Response Times

Our maintenance team aims to respond to requests as quickly as possible. Response times may vary depending on the nature and urgency of the issue.

As a guide, our target response times are:

- Emergency maintenance: Within 4 hours
- Urgent maintenance: Within 24 hours
- Routine maintenance: Within 5 business days

Some repairs may take longer depending on the nature of the issue, contractor availability and circumstances. If this happens, we'll keep you informed of any delays and provide updates where possible.

Planned Maintenance

To keep the residence safe, comfortable, and operating at its best, we regularly carry out planned maintenance and routine servicing throughout the building.

This may include servicing building systems, testing safety equipment, preventative maintenance, and improvements to shared facilities.

If we need access to your room for planned maintenance, we'll provide at least 48 hours' notice, unless the work is required urgently or in an emergency.

We appreciate your cooperation during planned maintenance. These works help ensure the residence remains a safe, comfortable, and enjoyable place for everyone to live.

BACK TO INDEX PAGE

WELLBEING AND SUPPORT

Support is available whether you are looking after yourself or concerned about another resident. Learn about wellbeing resources, Care Reports, confidentiality and the importance of respect and consent within our community.

- Looking after yourself
- Care reports
- Consent
- Confidentiality

Looking After Yourself

Moving away from home and adjusting to university life can be exciting, but it can also be challenging. It's important to make time to care for your physical and mental wellbeing throughout the year.

Some simple ways to look after yourself include:

- Stay connected with friends, family, and your support network.
- Eat well, stay hydrated, and get enough sleep.
- Make time for regular exercise and activities you enjoy.
- Take breaks from studying and maintain a healthy balance between work and relaxation.
- Reach out for support early if you're feeling overwhelmed, stressed, or anxious.

If you're finding things difficult, please don't hesitate to speak with a member of the UniLodge team. We can help connect you with wellbeing services, your education provider, or other support available in the community.

CARE Reports

Living in a community means looking out for one another. A CARE Report is a confidential way to let us know if you are concerned about the wellbeing of another resident.

You might submit a CARE Report if you notice someone who is:

- Appearing unusually withdrawn or isolated.
- Showing signs of significant stress or emotional distress.
- Experiencing changes in behaviour that concern you.
- Struggling to cope or who may benefit from additional support.

Please include only factual, observable information rather than assumptions or rumours.

Our team will review the report and determine the most appropriate way to support the resident. Please understand that, due to privacy and confidentiality requirements, we may not be able to provide you with information about any actions taken or the outcome of your report.

Scan the QR code below or one of the CARE Report QR codes displayed around the building to submit a report.



If you believe someone is in immediate danger or at risk of harming themselves or others, call 111 immediately and then notify the Reception or Duty RA as soon as possible.

Consent

UniLodge is committed to providing a safe, respectful, and inclusive community where everyone feels comfortable and respected.

Consent is an essential part of all relationships and interactions. Consent means that everyone involved freely and clearly agrees to what is happening.

Consent must always be:

- Clear – Silence or the absence of "no" does not mean "yes."
- Freely given – It must never be obtained through pressure, manipulation, intimidation, or coercion.
- Informed – A person must understand what they are agreeing to.
- Ongoing – Consent can be withdrawn at any time, even if it was given previously.
- Capable – A person who is asleep, unconscious, or significantly affected by alcohol or drugs cannot give consent.

All residents are expected to treat one another with dignity, respect, and kindness. Behaviour that breaches these expectations may result in disciplinary action and may also be referred to New Zealand Police where appropriate.

All residents are required to complete the UniLodge online Consent Training before moving into the residence.

Confidentiality

UniLodge staff treat residents' personal information and wellbeing concerns with care and respect. Information shared with staff will be handled confidentially wherever possible.

There may be situations where we need to share information with appropriate people or organisations to protect the health, safety, or wellbeing of a resident or others. This may include circumstances where:

- There is an immediate risk of harm to yourself or someone else.
- Serious misconduct or criminal activity has occurred.
- We are required to do so by law.
- It is necessary to provide appropriate support or emergency assistance.

Wherever possible, we will handle these situations sensitively and only share information with those who need to know.

BACK TO INDEX PAGE

COMMUNITY STANDARDS

Our community standards help keep UniLodge Auckland City safe, comfortable and respectful for everyone. This section outlines the expectations around alcohol, smoking, vaping, drugs, property damage and behaviour, as well as the possible consequences of not following the rules.

- Alcohol, smoking and vaping
- Drugs
- Damage and misconduct
- Possible consequences

Alcohol, Smoking & Vaping

Residents who choose to consume alcohol are expected to do so responsibly and in a way that does not impact the comfort or safety of others.

To help maintain a respectful community:

- Alcohol must be consumed responsibly and in accordance with New Zealand law.
- Residents under the legal drinking age must not consume alcohol.
- Excessive intoxication or behaviour that disrupts other residents is not acceptable.
- Residents are responsible for the behaviour of any guests they invite into the residence.
- Alcohol is not permitted in shared public areas, including hallways, communal kitchens, lounges, stairwells, or outdoor common spaces.
- Drinking games, kegs, crates, funnels, home-brewing equipment, and alcohol delivery services are not permitted within the residence.
- Alcohol must not be stored in communal refrigerators.
- Empty bottles and cans should be recycled promptly and not displayed in rooms or on windowsills.

UniLodge Auckland City is a smoke-free and vape-free residence. Smoking and vaping are not permitted anywhere inside the building, including bedrooms, bathrooms, balconies, windows, or shared spaces. Please use only the designated outdoor smoking area and dispose of cigarette butts and vaping waste appropriately.

Drugs

The possession, use, manufacture, or distribution of illegal drugs or drug-related equipment is strictly prohibited within the residence.

Any prescription medication must be used and stored responsibly and in accordance with medical advice.

Where there is evidence of illegal drug use or distribution, UniLodge may involve New Zealand Police and disciplinary action, including termination of your Residential Agreement, may occur.

If you are concerned about your own or someone else's substance use, please speak with a member of the UniLodge team or an appropriate support service.

Damage & Misconduct

Residents are expected to treat the residence, its facilities, and each other with respect.

You are responsible for:

- Looking after your room and any UniLodge property assigned to you.
- Reporting any accidental damage or maintenance issues as soon as possible.
- The behaviour of your guests while they are visiting the residence.

Examples of unacceptable behaviour include:

- Deliberate or reckless damage to property.
- Graffiti or vandalism.
- Harassment, bullying, discrimination, or threatening behaviour.
- Physical or verbal abuse.
- Theft or misuse of another person's belongings.
- Behaviour that places yourself or others at risk.
- Repeated breaches of the Residential Agreement or Resident Handbook.

Accidental damage should be reported promptly. Reporting an issue early allows us to repair it quickly and helps prevent further damage.

Possible Consequences

Our goal is always to work with residents to resolve issues wherever possible. Most situations can be addressed through open communication and support.

However, where community expectations are not met, UniLodge may take one or more of the following actions:

- Provide guidance or an informal reminder.
- Issue a verbal or written warning.
- Charge residents for the repair or replacement of damaged property.
- Recover costs for additional cleaning or repairs where required.
- Restrict guest privileges where appropriate.
- Refer serious matters to your education provider or relevant authorities.
- In cases of serious or repeated misconduct, terminate your Residential Agreement in accordance with the Residential Tenancy Act and your Residential Agreement.

Serious misconduct may include, but is not limited to:

- Illegal drug use or distribution.
- Physical or sexual assault.
- Serious harassment or discrimination.
- Theft.
- Behaviour that endangers the safety of others.
- Significant or deliberate property damage.
- Repeated breaches of UniLodge policies after previous warnings.

Our aim is always to address concerns fairly, consistently and in accordance with the applicable requirements.

BACK TO INDEX PAGE

COMPLAINTS AND MOVING OUT

We want residents to feel comfortable raising concerns and understand what to expect when their stay ends. Find the steps for making a complaint, ending your tenancy early, preparing to move out and confirming that you understand your responsibilities as a resident.

- Complaint pathway
- Ending a tenancy early
- Departure checklist

Complaint Pathway

We are committed to resolving concerns fairly, respectfully, and as quickly as possible. If you have a concern, we encourage you to raise it early so we can work together towards a solution.

Step 1 – Speak with Us

In most cases, concerns can be resolved by speaking with a member of our team. We recommend talking to:

- Your Residential Advisor (RA)
- Reception
- The Customer Service Manager

We will listen to your concerns and work with you to find a solution.

Step 2 – Property Manager

If your concern has not been resolved, you may submit your complaint in writing to the Property Manager. They may arrange a meeting with you to better understand the issue before providing a response.

Step 3 – Regional General Manager

If you are not satisfied with the outcome, you may request that your complaint be reviewed by the Regional General Manager.

External Resolution

If your complaint cannot be resolved through UniLodge's internal process, you may seek independent advice or refer the matter to the appropriate authority in accordance with the Residential Tenancy Act 1986.

Our aim is always to resolve concerns respectfully, fairly, and with as little disruption as possible.

Ending Your Tenancy Early

Your Residential Agreement is a fixed-term agreement, and by accepting your offer of accommodation you agree to remain for the full contract period.

If your circumstances change and you need to leave before the end of your agreement, please contact the Property Manager as soon as possible.

Our team will discuss your options, explain the required process, and outline any fees or financial obligations that may apply.

As outlined in your Residential Agreement, an early termination fee of four weeks' residence fees may apply.

Departure Checklist

As your departure date approaches, our team will provide you with information about the move-out process.

Before leaving, please ensure you:

- Advise Reception of your departure date.
- Arrange your final room inspection.
- Remove all personal belongings.
- Clean your room, bathroom, and kitchenette thoroughly.
- Dispose of all rubbish and recycling.
- Return all furniture to its original position.
- Report any damage or maintenance issues.
- Return your swipe card.
- Ensure all outstanding fees have been paid.
- Leave your room in the same condition it was in when you arrived, allowing for fair wear and tear.

Completing these steps will help ensure a smooth departure and timely processing of your bond, where applicable.

BACK TO INDEX PAGE

ENVIRONMENTAL SUSTAINABILITY

At UniLodge Auckland City, we are committed to creating a more sustainable future. Every small action makes a difference, and by working together we can reduce our environmental impact while creating a cleaner, healthier community.

- Waste & Recycling
- Energy
- Water
- Donate before you Depart

Waste & Recycling

Recycling is one of the easiest ways to reduce waste and protect our environment.

Please help us by:

- Using the correct bins for general waste and recycling.
- Recycling clean paper, cardboard, plastic, glass, and metal where possible.
- Avoiding contamination by keeping food waste and other non-recyclable items out of recycling bins.
- Never leaving rubbish or recycling in hallways, kitchens, or other shared spaces.
- Avoid unnecessary packaging where possible.
- Bringing a reusable shopping bag and reusable drink bottle to reduce single-use plastics.

If you're unsure whether an item can be recycled, please ask Reception.

Saving Energy

Small changes to your daily routine can significantly reduce energy use throughout the residence.

You can help by:

- Turning off lights, heaters, and appliances whenever you leave your room.
- Unplugging chargers and electronics when they're not in use, as many continue to draw power while on standby.
- Making the most of natural daylight before turning on lights.
- Opening windows to ventilate your room where appropriate.
- Using the correct-sized pots for your cooktop and keeping lids on while cooking to reduce energy consumption.

Together, these simple habits help reduce our environmental footprint and keep energy costs down.

Conserving Water

Water is a valuable resource, and a few small changes can make a big difference.

You can help conserve water by:

- Taking shorter showers.
- Turning off the tap while brushing your teeth.
- Running full loads in the laundry whenever possible.
- Keeping your shower drain free from hair to help prevent blockages.
- Reporting leaking taps, running toilets, or plumbing issues promptly through the Maintenance Portal.

By reporting leaks early, you help prevent unnecessary water waste and ensure repairs can be completed quickly.

Donate Before You Depart

At the end of each semester and academic year, many residents have items they no longer need. Rather than sending these to landfill, we encourage you to donate them so they can be reused by future residents or local community organisations.

Items suitable for donation may include:

- Kitchenware and utensils
- Small appliances in good working order
- Clothing and shoes
- Bedding and towels in good condition
- Unopened non-perishable food
- Stationery and study supplies
- Books and household items

Donation collection points may be available during the move-out period. If you're unsure what can be donated, speak with Reception or the Duty RA.

By donating unwanted items, you're helping reduce waste, supporting others, and giving your belongings a second life.

Sustainability Starts with Us

Creating a more sustainable community is a shared responsibility. Every small action whether it's recycling correctly, conserving water, reducing energy use, or donating unwanted items helps make a positive difference.

If you have ideas about how we can improve sustainability at UniLodge Auckland City, we'd love to hear from you. Together, we can create a greener, more sustainable place to live.

BACK TO INDEX PAGE

RESIDENT HANDBOOK ACKNOWLEDGEMENT FORM

Resident Acknowledgement

By signing your Residential Agreement, you acknowledge that you have:

- Read and understood the UniLodge Auckland City Resident Handbook.
- Agreed to comply with the expectations outlined in the Handbook and your Residential Agreement.
- Accepted your responsibilities as a member of the UniLodge community.
- Committed to treating fellow residents, staff, and visitors with respect and consideration.
- Understood the standards of behaviour expected while living at UniLodge Auckland City.

Date:

Full Name:

Signature:

Thank you for taking the time to read this handbook. We hope your time at UniLodge Auckland City is enjoyable, rewarding, and full of great experiences.

On behalf of the entire UniLodge team, welcome to your home away from home - we are excited to have you as part of our community.

BACK TO INDEX PAGE