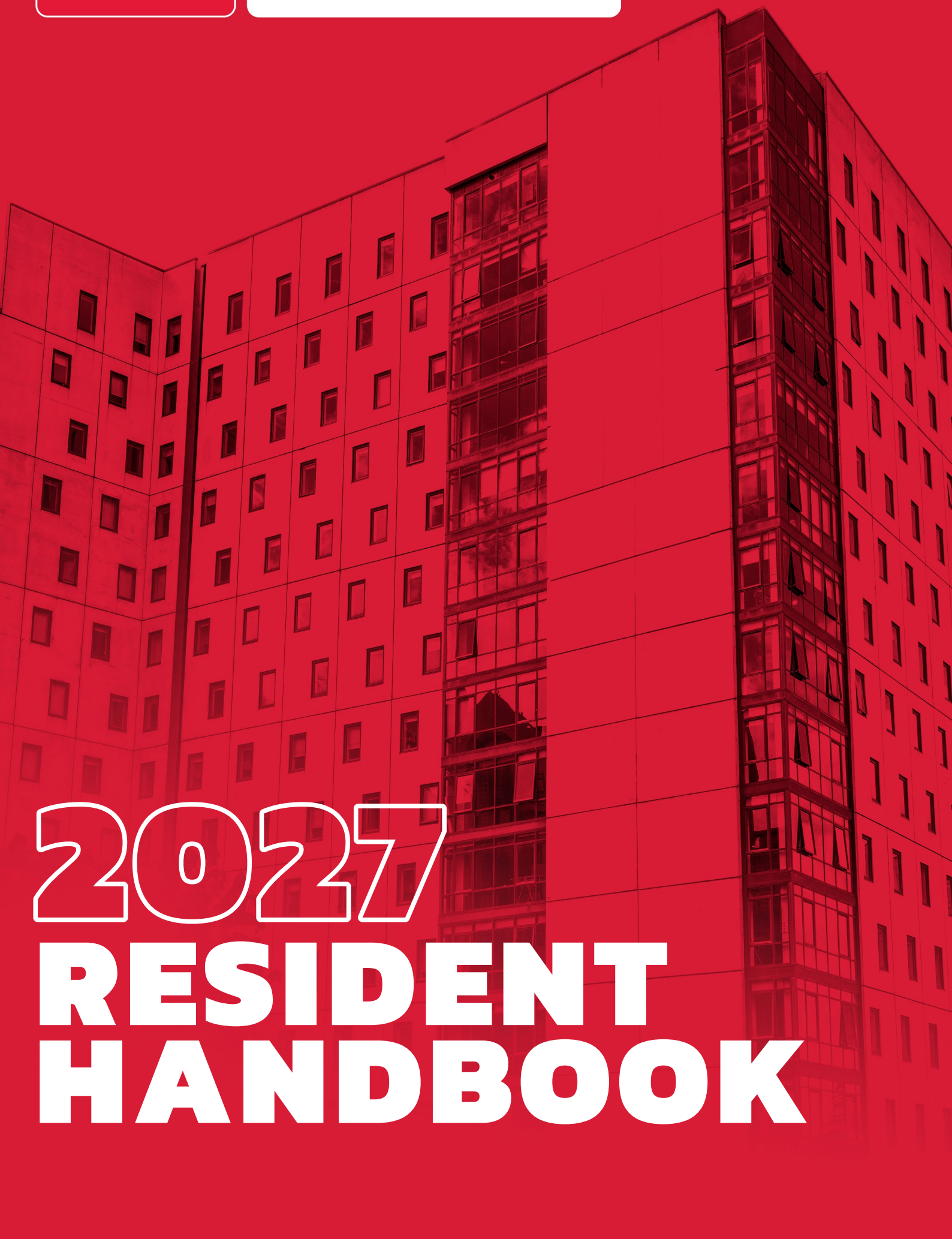
UniLodge

Wellesley Apartments



2027 RESIDENT HANDBOOK

Version Control

Version number:	1.5
Author:	Anna Guo, Brandyn Cronin & Mandy Pope
Key changes:	Operations updates
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Terms of Reference

Console/Reapit PM	Property management software used to manage the end-to-end Lifecycle of a student's residence
Property Manager (PMO)	Property Manager - Operations
RA	Residential Advisor
Residence	UniLodge Wellesley Apartments
Resident	A person residing at UniLodge Wellesley Apartments
Resident Handbook	The document that outlines the rules and obligations between UniLodge and a student who wishes to reside at UniLodge Wellesley Apartments
Residential Tenancy Agreement	Legally binding contract between UniLodge and a student who wishes to reside at UniLodge
Residential Tenancy Act 1986	Your contract abides by the New Zealand Residential Tenancy Act 1986.
RGM	Regional General Manager
GM STRATA	General Manager Strata
PMO	Property Manager Operations
CSM	Customer Service Manager
RLC	Residential Life Coordinator
RLP	Residential Life Program
Student	A resident of UniLodge Wellesley Apartments
Student profile	Residency records are maintained within Console for each student
UniLodge	The manager appointed by the building owner to oversee the day-to-day operations of UniLodge Wellesley Apartments Accommodation and instil the rules as outlined in this document
University	The Tertiary education facility that you attend

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Manager's Welcome

We would like to welcome you to our 2026/27 UniLodge family of academic scholars. We trust that your stay here will be both enjoyable and productive. The residence, UniLodge Wellesley Apartments, will be your home away from home along with more than 450 other students. Moving away from family and friends can be quite daunting. Rest assured we are here to facilitate a smooth transition and manage the rhythms of the academic year in a safe and supportive residential setting.

All of our team are 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. The Resident Handbook (this document) is designed to ensure that everybody understands and observes the requirements and rules so that all students can enjoy their stay.
As a cohort, you may not only be from New Zealand 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 already been explained during your initial sign-up process. Our requirements and rules ensure the COMFORT, SAFETY 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 call 24 hours a day. Should you not find the answer you're looking for then please do give us a call.

This handbook is applicable to all residents regardless of your Tertiary education provider, and it is important to note that all residents are applicable to this guide.
The UniLodge Wellesley Apartments team wants to develop an atmosphere that provides students with the greatest opportunity to maximise their success, enjoyment and experience from their time studying in Auckland.

This property is formally recognised under the Residential Tenancy Act (RTA) 1986.

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.

Our Staff

General Manager - NZ Strata	Susan Shen
Property Manager – Operations	Anna Guo
Customer Service Manager	Brandyn Cronin & Manisha Deshar
Residential Life Coordinator	Mandy Pope
Customer Service Coordinator	Polly Wei
Facilities Manager	Michael Williams

Contacts

General Email: wellesleyapartments@unilodge.co.nz
Reception Phone (Landline):09 888 5038
Duty Phone (Mobile): 022 105 6793
ResLife Phone (Mobile): 027 280 4253

Pre-Arrival

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:

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

What you should not bring with you:

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

Immunisation

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

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

Medical

Please let us know of any medical conditions that may affect you while you stay with us. It will not affect your application.

If you require a fridge for medication, or a sharps bin, please let us know before you arrive.

Insurance

Before you arrive at UniLodge Wellesley Apartments Accommodation, 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 Wellesley Apartments Student Accommodation does not carry insurance for resident's belongings. Parents household insurance may cover their children's personal belongings, please check with your parents, never assume with insurance. The UniLodge Wellesley Apartments Accommodation holds no responsibility for loss, or theft of students belongings or possessions.

Car Parking

There is no parking for rent at the UniLodge Wellesley Apartments Accommodation.

Your Living Space

Flat mate Allocation

When you move in, we take your preferences into account and try to place you with flatmates who we think you will live well with. However, we cannot guarantee that the flatmates you are placed with, or any future flatmates, will match specific preferences, including gender, nationality, ethnicity, or any other personal characteristic. Similarly, the room you are placed in may not always meet your stated preferences. As the room you are placed in sits within these parameters.

We do not discriminate based on personal characteristics, and differences may still occur. In some cases, placements that do not fully align with your preferences may result from limited availability, as we must maintain occupancy within the building, along with other extenuating factors.

Having flatmates or a room that do not meet your stated preferences is not a valid reason to request a move or early lease termination outside of the standard process, and it will not result in any form of compensation. Residents are expected to respect each other and work together to create a positive living environment.

Changes to Room & Contract

When you accepted your fixed-term residential agreement, you agreed to remain in your allocated room and pay for the entire residential period.

If you choose to break your lease by moving rooms or terminating your lease early, you must notify the Customer Service team, and you will be responsible for finding a replacement tenant for your current lease. The replacement tenant must meet all eligibility criteria, complete the application process, and be approved by us. Until a replacement is approved, you remain responsible for rent. A $150 break-lease fee will apply, all necessary paperwork must be completed, and the room must be vacated and returned to the state it you received it in.

A room change or early lease termination may be considered without a replacement tenant only in exceptional circumstances, at management's discretion, where there is a genuine risk to your health or safety within the building. We assess these requests based on the specific circumstances and any supporting information you can reasonably provide, and a decision to depart from the standard process is not automatic. Raising a concern of this kind does not, on its own, change your obligations under your agreement, including your rent, while the matter is being assessed. Termination without a replacement may be sought where permissible via the Residential Tenancies Act.

Room Inventory

Prior to your move-in, UniLodge staff will conduct an entry inspection of your room and apartment to document its condition and any maintenance issues that may be present. We expect that when you move out at the end of your stay, your room and apartment will be in a similar condition to how they were at the start.

A similar exit inspection will be conducted by UniLodge staff to confirm this. Any maintenance issues or missing chattels that are found on the exit inspection will incur deductions to your bond equal to the cost of replacement/repair. You can report any maintenance issues that may arise during your stay through the Console Tenant App.

What is Provided

A bed, a desk, a wardrobe, a TV, a table, chairs, couches, silverware, whiteware. Apartments have a kitchen

and lounge area and there is also a large communal space on the ground floor often utilised for community events.

Room Cleanliness

You are required to keep your room clean, tidy, and pest-free. Vacuums are included in your apartment but can also be borrowed from reception to assist you if you need. Please work with your roommates to keep the common areas clean. Ensure you keep your shower drain clear of hair to avoid flooding your bathroom. There are regular room inspections which you are required to pass.

If you do not pass your inspection, you will be asked to reclean your room within the advised time. If you still do not pass a re-inspection, you may be asked to order a cleaning service at your cost or allow for UniLodge to arrange for a cleaning service at your cost to return the room to its expected standard. The payment for a contractor cleaner may be deducted from your bond if similar cleanliness issues are found in your exit inspection. Entry into Rooms.

Pests & Treatment

You must report any signs of pests within 24 hours of first noticing them, as required under your Tenancy Agreement.

Where an infestation is caused or worsened by the condition of your room, or by something you have done or failed to do, you may be reasonably required to cover the cost of treatment.

Common causes include food waste, unwashed dishes, and rubbish left for an extended period. These are considered failures to keep your room reasonably clean and tidy. Room inspection records may be used to help determine responsibility, and we will discuss the matter with you before requesting any payment.

You may also be responsible for treatment costs if you knew or suspected there was a pest issue, failed to report it within the required timeframe, and the delay allowed the infestation to spread.

Common Area Cleanliness

We kindly ask that you and your flatmates work together to keep all shared spaces clean and tidy throughout your tenancy. If your apartment fails an inspection due to the condition of the common areas and professional cleaning services are required, the cost will be shared equally among all tenants in the apartment. Common areas are shared by all tenants and their condition falls to the responsibility of all tenants.

Entry into the Apartment

UniLodge staff will provide 48 hours' written notice before entering your apartment; however we 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 urgent maintenance of UniLodge Wellesley Apartment property. For non-urgent requirements, we will arrange suitable times with you directly, providing a minimum of 48 hours' notice. Should you advise us of a maintenance issue in your room, we will contact you regarding timing and a contractor can attend to fix this.

Miscellaneous

- A guest/visitor is defined as anyone who is not assigned to your apartment.
- Please take care when putting items on the wall. Only use the noticeboard or white/blue tac.
- You will be responsible for any damage costs found to not be general wear and tear .
- Any questions about room furnishing should be directed to the CSCs at reception.
- You are fully responsible for your room and the behaviours of visitors and happenings within, whether you are present or not, and visitors must always be with you.
- Be always noise aware and respect your community
- You are allowed up to 4 guests at a time that all must be signed in and out in the visitor log at reception.
- There will be no room swaps.
- Please do not move furniture out of your bedroom or communal spaces.
- To ensure that your room is adequately ventilated, please open the windows daily. Please remember to close them upon leaving to avoid birds entering the apartment.
- You are responsible for removing the rubbish from your room to the designated rubbish area.

Laundry

Commercial laundry facilities are available on the ground floor. A hand-washing tub is also provided.

- **Washing machines:** Each wash cycle costs **$3.00-$4.00** and runs for approximately **30 minutes**.
- **Dryers:** Each drying cycle costs **$3.00, and** runs for approximately **60 minutes**.
- **Payment:** Washing machines accept card payments.
- **Collect your laundry:** Remove your clothes promptly once the washing or drying cycle has finished. Do not leave clothes unattended in the machines.
- **Unclaimed laundry:** Clothes left in the laundry may be moved to Lost Property and disposed of after **48 hours** if unclaimed.
- **Laundry detergent:** Residents must provide their own detergent. Only detergent suitable for **front-loading washing machines** should be used.
- **Damage:** Any damage to the laundry facilities should be reported to Reception as soon as possible

Staff Kitchen

The communal kitchen on Level 1 is for staff use only. Entry is prohibited unless approved by a staff member.

Apartment Common Area Use

Shared apartment areas must be kept clean, tidy, and accessible for all residents.

- **Clean up after yourself:** Clean up any mess you make and return shared items to their proper place after use.
- **Keep belongings in your room:** Personal belongings must be kept in your bedroom and should not be left in shared areas.
- **Keep shared spaces clear:** Do not leave items, rubbish or other belongings in common areas where they may obstruct or inconvenience others.
- **Respect shared spaces:** Keep common areas in a condition that allows all flatmates to use and enjoy them.

Apartment Kitchen Use

Shared kitchens must be kept clean, hygienic and accessible for all residents.

- **Shared storage:** Coordinate shared fridge, freezer and cupboard space with your flatmates. Do not use more than your fair share of shared storage.
- **Food and dietary requirements:** Be mindful of your flatmates' dietary requirements when preparing and storing food.
- **Clean up after use:** Wash dishes, clean surfaces and return shared items to their proper place after using the kitchen. Do not leave dishes or mess for others to clean.
- **Clean spills immediately:** Clean up any spills as soon as they occur to prevent stains, pests and damage.

Electric Scooters Rules and Regulations

Storage

- E-scooters must be stored inside your apartment only.
- Do not store in hallways, stairwells, or common areas.

Charging

- Only charge inside your apartment using the original charger.
- No third-party chargers allowed (fire hazard).
- Do not charge overnight.

Registration

- All scooters must be NZ rules certified.
- Notify reception immediately if you own an e-scooter.

Questions?

- Visit or ask reception for help or clarification.

Quiet Hours

Quiet hours at UniLodge Wellesley Apartments are **10:00pm to 6:00am**. During these hours, residents must keep noise to a level that will not unreasonably disturb others. Quiet hours apply to all areas of the property.

- **Limit loud activities:** avoid all activities that create excessive noise.
- **Use headphones:** wherever possible, use headphones or earbuds for music, videos, and other media. If using headphones / earbuds is not possible, keep the volume low enough that it cannot be clearly heard outside of the room.
- **Keep conversations quiet:** keep your voice low, and avoid loud talking and laughing.
- **Take calls in private:** take phone calls in a place where they will not be heard by others, and keep your voice low.
- **Close doors quietly:** close all doors slowly and gently.
- **No parties or large gatherings:** parties and large gatherings are not permitted during quiet hours and

may result in fines and further conduct action. See the "Overnight Guest Policy“ section for more information.

- **Respect noise concerns:** if a staff member or another resident asks you to reduce your noise during quiet hours, please respect their request and reduce your noise, even if the noise does not seem excessive to you.
- **Noise complaints and breach notices:** all noise complaints are logged and followed up by staff. If you are asked to reduce your noise and the behaviour continues, or if repeated complaints are received about your room, you may be issued a formal breach notice under your tenancy agreement. Continued breaches may result in further action, including an application to the Tenancy Tribunal.

If noise during Quiet Hours is causing an issue, please contact Reception while it is happening so that staff can respond at the time.

Daytime Guests

A daytime guest is any non-resident on the property, or any resident in an apartment other than their assigned apartment, between 6:00am and 10:00pm, regardless of how long they stay during these hours.

- **Host responsibility:** Every guest must have one clearly identified host resident. Hosts are responsible for the behaviour of external guests. Residents visiting from another apartment remain responsible for their own behaviour.
- **Host presence:** The host resident must remain present for the entire visit. Guests must not be left unattended.
- **Signing in and out:** all external guests must sign in and out at Reception upon arrival and departure.
- **Guest quantity:** Each resident may have a maximum of four guests at a time. During Quiet Hours, this limit is reduced to one guest per resident. See the “Overnight Guests" section for more information and additional requirements.
- **Consider your flatmates:** guest visits should be reasonable and considerate of your flatmates. Avoid having guests over so often that it significantly impacts your flatmates' use or enjoyment of the apartment.

Overnight Guests

An overnight guest is any non-resident on the property, or any resident in an apartment other than their assigned apartment, between 10:00pm and 6:00am (Quiet Hours), regardless of how long they stay during these hours.

All requirements in the "Guests” section (above) also apply to all overnight guests.

- **Frequency:** each resident may host up to two overnight visits per calendar month, with a maximum of one guest at a time.
- **Flatmate notification:** residents must inform their flatmates before hosting an overnight guest.
- **Online registration:** hosts must complete the online Overnight Guest Form before the visit, including when hosting a resident from another apartment.
- **Breaches:** overnight stays that exceed these limits are prohibited. Breaches may result in a $50 fee per person, per night, charged to the responsible resident, as well as further conduct of action. Payment of this fee does not authorise additional or extended stays.

Rubbish Room Disposal etiquette

General Rules

- Use only the designated bins for rubbish, recycling, and food scraps.
- Do not leave rubbish on the floor, beside full bins, or anywhere in the bin area outside of the bin itself with the lid able to close fully.
- All rubbish must be securely bagged, especially food waste.
- If a bin is full, use another or wait for collection.
- Hazardous waste, e-waste, and bulky items (furniture, mattresses, construction waste) must never go in general rubbish — arrange private disposal at an approved transfer station.

Recycling

- Only clean, rinsed recyclables: paper and flattened cardboard, plastic bottles and containers, glass bottles and jars, aluminium and steel cans.
- No soft plastics, polystyrene, plastic bags, or food-contaminated packaging as contamination can get the whole bin rejected by Auckland Council, so when in doubt, leave it out.

Food Scraps

- Fruit, vegetable, meat, fish, bread, rice, pasta, dairy, coffee grounds, tea leaves, eggshells, food-soiled paper towels, and seafood shells are all fine.
- Plastic bags, compostable packaging, disposable cutlery, garden waste, nappies, sanitary products, and waxed paper or foil are not.
- Only Auckland Council-approved compostable liners may be used in kitchen caddies.
- Put the bin out on collection day, keep the lid closed, don't overfill, and bring it back in promptly after collection.

Bin Area

- The bin area is a shared facility, monitored 24/7, and must be kept clean and clear at all times.
- Dumping loose waste, leaving rubbish outside bins, contaminating bins, or placing furniture or bulk items in the bin area is strictly prohibited.

Responsibility

You are responsible for separating your waste correctly and disposing of it in the right stream, and for not causing nuisance, odour, vermin, or health hazards through incorrect disposal. Where a resident is identified as responsible for dumping, contamination, or overflow, the actual cost of cleaning, waste removal, and any administrative costs incurred will be charged to that resident, and this may also be treated as a breach of your tenancy obligations.

- Full Auckland Council guidelines: aucklandcouncil.govt.nz/rubbish-recycling

Bathroom Use

Shared bathrooms must be kept clean, hygienic, and accessible for all tenants. Residents are expected to follow the requirements below when using shared bathrooms.

- **Keep the bathroom clean:** flush the toilet after use, rinse and wipe the basin, and dispose of rubbish appropriately.
- **Only flush toilet paper:** wipes, paper towels, sanitary products, and other rubbish must be placed in the bin, not the toilet.

- **Conserve water:** turn taps off fully after use.
- **Prevent water damage:** keep the shower door closed while showering, and wipe up any water on the floor immediately after use.
- **Report maintenance issues:** leaks, blockages or damage must be reported to Building Management via email or the Console Tenant app.
- **Take personal belongings with you:** personal towels, clothing, and toiletries should not be left in shared bathrooms.
- **Be considerate of others:** keep bathroom use to a reasonable length, particularly during busy periods, so that everyone has fair access to the shared facilities.

Residential Life Programme

Our Residential Life Programme supports your experience at UWA by helping you build connections, feel part of the community, and access support when you need it. Through events, wellbeing initiatives, pastoral care and regular resident engagement, our Residential Life team is here to help you settle in, connect with others, and make the most of your time at UniLodge Wellesley Apartments.

Events

We run events throughout the year, with a baseline of one event each week. Our programme covers a range of interests, including food, games, movies, music, sport, and creative activities. Most events are free to attend, with the cost fully included in your rent unless otherwise specified. Our events are guided by five key pillars, which help us to provide a varied programme throughout the year.

1. Academics
2. Social
3. Community
4. Cultural
5. Health & Wellbeing

Event details are shared through posters around the building, email, and our social media channels. Events are exclusively for current UWA residents under the UniLodge Rental Programme. We also welcome your ideas and suggestions for future events!

Photos and Videos at Events

Photos and videos are taken at Residential Life events and may be used on public social media and promotional materials. If you do not wish to be included, let the staff on shift know before the event starts and remind them at each event. We cannot guarantee that content can be removed once it has been published.

Social Media

Stay in the loop with upcoming events, updates, and a glimpse into life at UWA! Follow us on:

- Instagram: @unilodgewellesley
- Facebook: UniLodge Wellesley Apartments
- TikTok: @unilodge_wellesley
- Xiaohongshu (Rednote): UniLodge Wellesley Apartments

Wellbeing Checks

We check in with all residents approximately every two weeks. Wellbeing checks may take place through direct messages, conversations in person or other forms of resident engagement, so they may not always be obvious to residents as a wellbeing check. If a staff member reaches out to you about your wellbeing, please respond. It is important to us that we know how you are doing.

Please note that wellbeing checks are focused on your general wellbeing, and are separate from tenancy, rent and maintenance matters. For these enquiries, please contact the general email, phone line, or reception desk.

Pastoral Care

Our Residential Life team is available to provide basic support, guidance, and a listening ear. Your main contacts are the Residential Life Coordinator and Residential Advisors (RAs). We can support you with everyday wellbeing, social connections, and adjusting to life at university, and also help connect you with appropriate services or professional support when needed.

Please note that Residential Life staff are not counsellors or therapists, and our role is to provide pastoral support and guidance rather than replace professional or specialist services.

Care Report

The Care Report is an easy way to let us know if you are concerned about yourself or another resident. Anyone can submit a report - yourself, your flatmates, other residents, and even friends and family outside of the residence. You can access the Care Report form through the QR codes displayed on every floor, and via the links in our social media bios. Once a report is submitted, we will follow up within two business days.

Important: The Care Report is for non-urgent concerns only. If there is an emergency, or someone is at immediate risk, call 111

Residential Advisors

Our RAs are students who live at UWA, so they really understand what university and life in the hall are like! They are here to support you, whether it is running reception, organising events, doing wellbeing checks, or being someone that you can talk to. The RAs take turns on shift, covering evenings and weekends. If you would like to chat with a specific RA, please wait until their shift (they are busy students too!), otherwise, you are welcome to speak with whoever is on duty.

Sonder Wellbeing Support

UWA provides access to Sonder, a confidential 24/7 wellbeing support app. Sonder connects you with trained support staff who can assist with mental health, medical, personal safety and general wellbeing concerns. Support is available at any time, whether you are dealing with something serious or simply need someone to talk to.

Sonder also provides wellbeing resources and self-help tools through the app, so you can access support and information at your own pace.

Access Sonder:
Sonder Member Portal

To get started:

1. Enter the email address associated with your booking at UniLodge Wellesley Apartments.
2. Enter the registration code **ULGWEL** to activate your account.
3. Once registered, you can access Sonder's support and resources through the app.

Further Support

If you need further support, you can reach out to any of the services below. These services are independent of UniLodge, and their availability and services may vary.

- **111 (Emergency Services)**
  For emergencies where you or someone else is in immediate danger or needs urgent medical, police or fire assistance.
  Call: 111

- **1737 Need to Talk?**
  Free, confidential support available 24/7 by phone or text. A good place to start if you are feeling overwhelmed, anxious distressed, or simply need someone to talk to.
  Website: 1737.org.nz
  Call or text: 1737

- **Lifeline**
  A confidential listening service for emotional distress, loneliness, relationship difficulties and other personal challenges. Website: lifeline.org.nz
  Call: 0800 543 354
  Text: 4357

- **Youthline**
  Support specifically for young people and their whānau, including help with mental wellbeing, relationships, identity and other challenges. Available to young people up to age 24.
  Website: youthline.co.nz
  Call: 0800 376 633
  Text: 234

- **Samaritans Aotearoa NZ**
  A listening service for times when you may be feeling lonely, worried, overwhelmed or low, and would like someone to talk to.
  Call: 0800 726 666

- **Suicide Crisis Helpline / 0508 TAUTOKO**
  Specialist support for thoughts of suicide or self-harm, including support for people concerned about someone else.
  Website: suicidecrisishelpline.org.nz
  Call: 0508 828 865

- **Depression Helpline**
  Support and information relating to depression, low mood and emotional wellbeing.
  Call: 0800 111 757
  Text: 4202

- **Anxiety NZ Helpline**
  Specialist support for anxiety and panic, including help with managing anxiety and accessing further support.
  Call: 0800 269 4389

- **Safe to Talk**
  Free, confidential support for sexual harm, including advice for survivors and people supporting someone affected by sexual harm.

Website: safetotalk.nz
Call: 0800 044 334
Text: 4334

- **Alcohol & Drug Helpline**
  Confidential advice and support around alcohol and drug use, including concerns about your own or someone else's use.
  Call: 0800 787 797

- **Netsafe**
  Practical support for online safety concerns, including cyberbullying, online harassment, image-based abuse and other digital harm.
  Website: netsafe.org.nz
  Call: 0508 638 723

- **The Lowdown**
  Online tools and practical information for managing low mood, stress, anxiety and other wellbeing challenges.
  Website: thelowdown.co.nz

Maintenance

If anything in your room or another part of the residence needs repairing, please let us know via Reception/email or Console Tenant App. If anything needs urgent or emergency attention, please ring, come by reception or contact the on-duty staff.

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:

- Routine - 5 days
- Urgent - 24 hours
- Emergency - 4 hours

However, sometimes it may take a bit longer than expected, depending on the circumstances of the job. In these cases, we will always endeavour to keep you up to date. If you would like an update, you are always welcome to come to reception and ask.

Building-wide Maintenance

Throughout the year, UniLodge Wellesley Apartments Accommodation will undergo maintenance and checks to make sure our building is in safe and compliant. We will notify all residents at least 48 hours before any occurs.

Departing the Residence

At the end of your residential agreement, you will need to depart the residence. To prepare for departing, you must complete the following steps in order:

Confirm your departure date with Reception.
Fully clean and tidy your room, including removing all personal belongings and rubbish.
Request your exit inspection. Once your room is clean and empty, you must contact Reception to request your exit inspection, at least 2 working days before you depart.
Settle your account in full.
Return your keys and swipe card to Reception.

You will be given more information about this process at least 21 days prior to your departure.

If you depart without having requested and completed an exit inspection, your room will be inspected in your absence. You will be liable for any cleaning or damage charges identified, and you will not have the opportunity to remedy them beforehand.

Bond Refund

complete, your account is settled and your keys and swipe card have been returned, your bond can be released.

1. Reception will let you know whether any deductions apply (for example, cleaning, damage or unpaid rent). If there are none, your full bond will be refunded.
2. A refund request is lodged online through Tenancy Services**.** Either you or UniLodge can start the request. The other party will receive a notification to review and agree to it.

3. The link you receive is valid for 12 working days. Please action as soon as you can and check your bank account details are correct before you agree.
4. If the link expires, it can no longer be used and you will need to contact the Bond Centre directly to have your refund processed. Phone 0800 836 262 (0800 TENANCY), 8:00am to 5:30pm Monday to Friday excluding public holidays, or +64 4 238 4695 from overseas. Email bonds@tenancy.govt.nz or visit www.tenancy.govt.nz.

Once both parties have agreed, Tenancy Services releases the bond into your nominated New Zealand bank account, usually within a few working days.

If you don't agree with any deductions, please speak with Reception first. If it can't be resolved, either party can apply to the Tenancy Tribunal. Please also make sure Reception has your current email address and phone number before you leave, so we can contact you about your bond.

Misconduct

Damage and Consequences for Breaking Rules:

- Residents are responsible for any damage to their room.
- Any resident who causes damage to the UniLodge Wellesley Apartments Student Accommodation property will be expected to pay the full cost of repair or replacement, and this will be invoiced to you.
- Graffiti: The Decoration of walls or furniture with graffiti of any description is not permitted.
- If the damage is careless or intentional, then the Accommodation Contract may be terminated, via the residential Tenancy Tribunal, and the resident may be asked to leave the UniLodge Wellesley Apartments Accommodation, and if deemed appropriate New Zealand Police may be involved.
- Damage to common area property should be reported immediately to staff.
- Danger to other residents or self may be reported to the Police.

Possible Eviction

The UniLodge Wellesley Apartments Student Accommodation promotes 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. Residents who have received a warning and continue with unacceptable behaviour will be reported to the Tenancy Tribunal for eviction.

An application may be made to terminate your contract in the following circumstances:

- Carrying, using or distributing any controlled 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 the theft of another person's property.
- To continue to engage in unacceptable behaviour as described in the Tenancy Agreement or this handbook after management has issued a warning.
- Any action that threatens to cause harm to another resident.Any behaviour that is against the law may also lead to eviction and the police being contacted

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 complaint 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 Tenancy Agreement in response to your grievance.

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

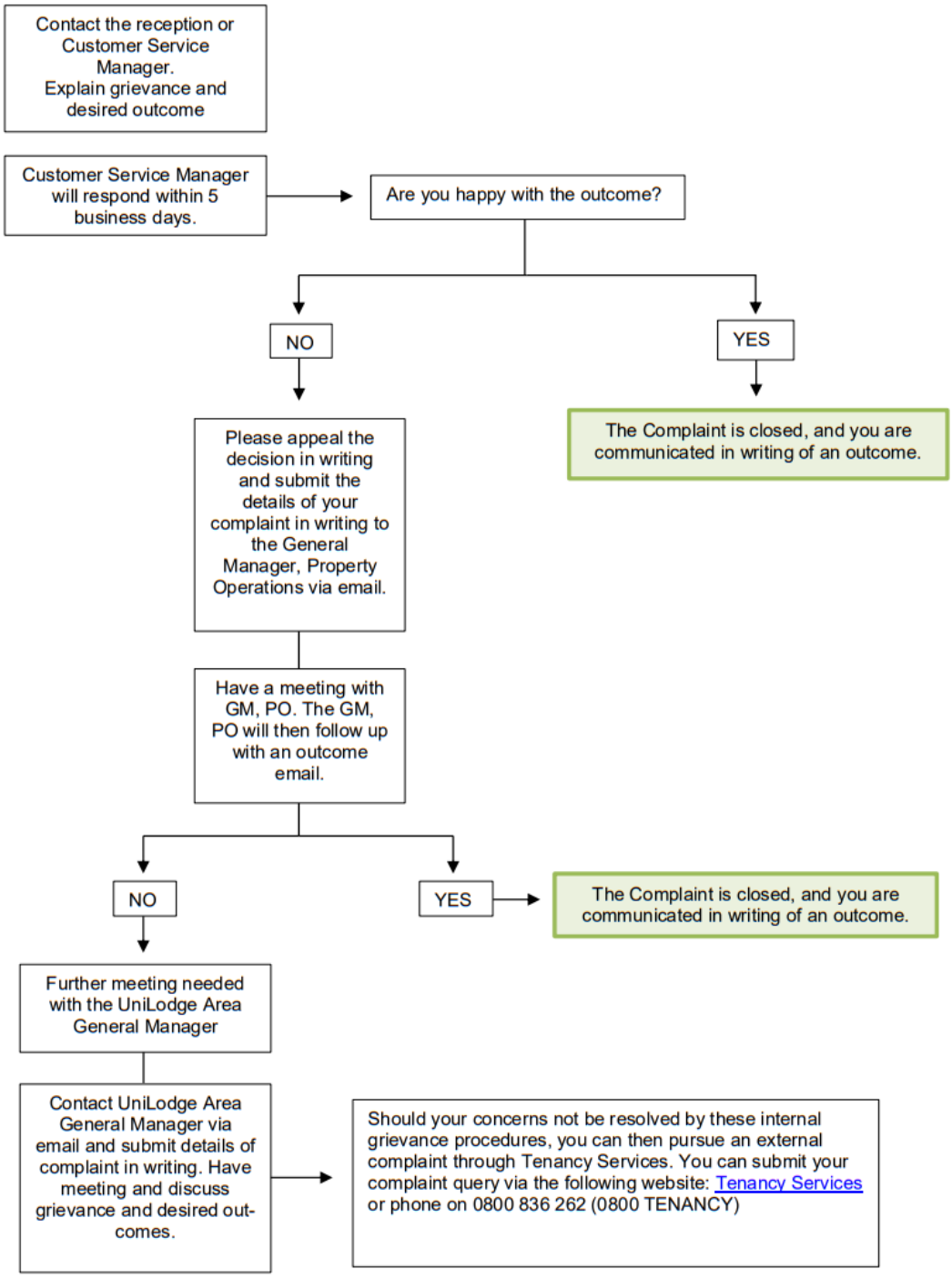
Step 1: Contact the RA or Residential Life Coordinator (RLC), or Customer Service Manager (CSM) at UniLodge Wellesley Apartments Accommodation. Explain your grievance and your desired outcome.

The ResLife Coordinator or the Customer Service Manager 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 Property Manager via email and submit the details of your complaint in writing. The Property Manager will request a meeting to discuss the matter further.
(Not resolved?)

Step 3: Contact the UniLodge General Manager Strata via email and submit the details of your complaint in writing. General Manager Strata will request a meeting to discuss the matter further.
(Not resolved?)

Step 4: Should your concerns not be resolved by these internal grievance procedures, you can then pursue an external complaint through the Tenancy Tribunal.


Contact the reception or Customer Service Manager. Explain grievance and desired outcome
Customer Service Manager will respond within 5 business days.
Are you happy with the outcome?
NO
YES
The Complaint is closed, and you are communicated in writing of an outcome.
Please appeal the decision in writing and submit the details of your complaint in writing to the General Manager, Property Operations via email.
Have a meeting with GM, PO. The GM, PO will then follow up with an outcome email.
NO
YES
The Complaint is closed, and you are communicated in writing of an outcome.
Further meeting needed with the UniLodge Area General Manager
Contact UniLodge Area General Manager via email and submit details of complaint in writing. Have meeting and discuss grievance and desired out-comes.
Should your concerns not be resolved by these internal grievance procedures, you can then pursue an external complaint through Tenancy Services. You can submit your complaint query via the following website: Tenancy Services or phone on 0800 836 262 (0800 TENANCY)

Advocacy and Welfare

Alcohol, Drugs, Smoking and Vaping

- Drinking in the residence must be in a controlled, civilised manner so the rights of others are not compromised, and personal health and safety is ensured. The sensible use of alcohol using ALACs standard drink guidelines is officially accepted at UniLodge Wellesley Apartments Accommodation.
- No smoking or vaping is allowed on the premises. If caught smoking or vaping, a fine of $100.00 will be incurred.
- Self-regulatory behaviour is expected around consumption and quantities purchased.
- Laws relating to underage drinking pertain to all aspects of Residential life.
- Host responsibility is key.
- Consuming alcohol is NOT allowed in any public area (e.g., hallways, kitchens, TV lounges, and on the grounds of UniLodge Wellesley Apartments Accommodation).
- Alcohol is not to be stored in communal refrigerators and will be confiscated if found.
- Residents breaching the guidelines can expect to be brought to the attention of the Property Manager and General Manager Strata and may be actioned.
- Empty vessels must be taken to the house recycling not stored as trophies on your windowsill (we have more class than this).
- Being grossly intoxicated on site is a breach of contract with severe consequences.
- Guests are not permitted to bring alcohol into the common area.
- Access to ground-floor communal kitchen is restricted to staff members only. This kitchen is to be used by staff members for residential life events.

Illicit Substances

Except in the case of medical prescriptions, the use of drugs, and the storage of equipment to drugs is banned at UniLodge Wellesley Apartments. Where a disciplinary process establishes that a resident has committed a breach of this policy, their contract will be terminated. This sanction may be reviewed through the appeals process outlined in the accommodation contract.

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 law or by UniLodge Wellesley Apartments.

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 may 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.

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.
- Cleaners will lock your room once they have cleaned it, regardless of whether it was locked when they entered it.
- Fire safety requirements strictly prohibit the burning of candles or incense in the buildings.

All rooms are fitted with sensitive smoke alarms that can be 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 trigger an alarm.
Students MUST NOT cover smoke detectors or sprinklers in their rooms.

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

Fire Alarms

It is a requirement that all students residing at UniLodge Wellesley Apartments Accommodation know the fire evacuation protocol. Staff will reinforce procedures at the start of the year. In the event of a fire alarm, leave the door of the room you are in unlocked but closed and close your window if safe to do so. Calmly exit the building through the nearest emergency exit (know where the nearest emergency exit is). Assemble point and congregate with the members of your floor. A rollcall will be taken promptly.

Do not re-enter the building with an active alarm once you have evacuated. Alert on duty staff if anyone is sick and room bound or needs assistance exiting the building. If you know that someone is out of Residence, tell your RA or a senior staff member. Please do not leave the evacuation area until the ‘all clear’’ has been given.

False Alarms

False fire alarms form the bulk of NZ Fire Service callouts. Each one has a cost to the taxpayer and UniLodge Wellesley Apartments Accommodation. Whether accidental or malicious, there are circumstances where this can be charged to the individual who set it off. Some common activators of false alarms include touching/tapping or knocking a detector in any way, steam from hair dryers and straighteners, excessive use of alcohol-based sprays and aerosols, smoke from overcooked food. It is recommended if you create smoke and set the alarm off in your room that you air it out of your windows, not into the hallway as it will trigger a building wide alarm.

Lockdown

In the rare event of a building lockdown, Remain indoors, draw curtains if 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, await instructions and all clear. If possible, all key access will be suspended until lockdown has been cleared.

Emergency Preparedness

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
- Bottles of water
- Snack
- Jacket or something warm
- Cell phone

Resident Behaviour and Community Standards

UniLodge Wellesley Apartments is a shared community. All residents are expected to treat other residents, staff, guests and the property with respect, and to contribute to a safe and welcoming environment.

The following standards apply to all residents:

- **Respect others:** Treat residents, staff and guests with courtesy and respect. Bullying, harassment, intimidation, threats or abusive behaviour are not permitted.
- **Respect personal boundaries:** Respect other people's privacy, belongings, personal space and boundaries.
- **Consent:** Sexual activity must always be consensual. Consent must be clear, freely given and ongoing, and can be withdrawn at any time. A person who is asleep, unconscious or significantly impaired by alcohol or other substances cannot consent.
- **Alcohol and substances:** Alcohol must be consumed responsibly and in accordance with New Zealand law and UniLodge policies. Behaviour that places others at risk, causes significant disruption or damages property is not acceptable.
- **Look out for others:** Residents are encouraged to support their friends and seek help if someone may be at risk of harm.
- **Take responsibility:** Residents are responsible for their own behaviour and for following UniLodge policies, including when they have guests
- **Support and Further Information:** All residents are required to complete the UniLodge online training before arrival, which includes further information about consent and respectful relationships.

Serious or repeated breaches of these standards may result in conduct action and, where appropriate, referral to external agencies or the New Zealand Police.

Important Regulations:

- Maximum number of tenants(s) is 1 per bedroom.
- All tenants must be attending a tertiary-level institution.
- Alcohol is not to be consumed in public areas
- No pets allowed.
- No smoking or vaping is allowed on the premises. If caught smoking or vaping, a fine of $100.00 will be incurred
- Body Corporate building rules and Resident Handbook rules need to be always followed for the full duration of the stay.
- Cancellation by Resident: If you give us written notice that you wish to cancel this agreement, the following will apply: (a) if we receive notice on or before moving in, first week or rent will be non-refundable and the Bond Paid will be refunded by the Tenancy Services only to a NZ bank account. (b) if received whilst in house, you are responsible for payment to the end of your fixed term contract. Notice to terminate tenancy* above.
- Repairs, Maintenance and Cleanliness – The Resident is liable for any damage or loss caused by negligence or misuse of the Room as set out in this agreement, and the Resident will be charged for labour, any associated costs of repairs, special cleaning and rubbish removal.
- Fixed-term tenancy cannot be renewed unless agreed by both tenant and UniLodge or otherwise it will end.
- Hot and cold-water connection and their usage are included in the rent.
- Lockout Fee – The first three lockouts are complimentary – following this, a charge of NZ$25.00 is payable by the Resident if the Resident locks them out of the Building or their Room during or after Hours.
- Replacement Swipe Card – a charge of NZ$50.00 is payable to provide a swipe card to the Resident if it is lost or misplaced.
- False Call Out Fee for Department of Fire and Emergency Services (FENZ) or contracted Fire Systems company – any charges incurred from a false fire alarm caused by the Resident or a guest of the Resident will be on-charged to the Resident.
- Debt Collection costs – any charges incurred as a result of UniLodge having to contract a debt collection agency to collect all or some of the Residence Fee or any other miscellaneous charges related to this contract will be charged to the resident.
- Rent and invoice payments are processed through Console Pay, while move-in costs are charged via the Stripe payment gateway through Levart when the offer is made. The property operates on a cashless payment system, and manual bank transfers or EFTPOS card payments are not accepted. A 2.48% surcharge (minimum $0.99) applies for Visa and Mastercard transactions and 0% for Direct Debit. A $14.80 fee applies to any failed payments. Rent is required every 2 weeks in advance - It is different from the bond (bond will be lodged to the Bond Centre within 23 working days from commencement of tenancy).
- The management/landlord can end the tenancy through the Tenancy Tribunal if: The resident has breached their contracts i.e., Overdue rent arrears or repeat offence of anti-social behaviour
- If rent is unpaid, we will revert through to the Tenancy Services to collect payment. If the use of a third-party debt collection agency, UniLodge will charge the debtor any associated costs for the collection of outstanding funds.

Resident Handbook
Acknowledgement Form

IMPORTANT

By signing this form, you acknowledge your responsibilities as a Resident of UniLodge Wellesley Apartments Accommodation, the standard of conduct expected of you as a member of the community, and that you agree to abide by these standards.

I,_____(Name/Names)

at UniLodge Wellesley Apartments Accommodation, I acknowledge that I have read, fully understood and accepted the contents of the **Resident Handbook.**

I acknowledge my responsibilities as a Resident at UniLodge Wellesley Apartments Accommodation, the community standards expected of me, and I will follow them according.

Signature(s): **Date:**