

Otautahi House Handbook 2011

Student Accommodation

Please ensure you read this information thoroughly.



Welcome to Otautahi House

Welcome to 'Otautahi House', a Christchurch Polytechnic Institute of Technology (CPIT) Student Hostel.

Otautahi House offers the opportunity for living as part of a student community and for establishing friendships with others who have varied interests and backgrounds and who may be from another culture. Naturally this requires consideration and understanding towards others and a commitment to maintaining the community life within the accommodation for each resident. We hope you will enjoy living at Otautahi House and have a successful year with your studies.

This handbook provides details about Otautahi House and explains the terms and conditions for living at Otautahi House. If you are unsure of anything please ask as we expect all residents to live by the regulations and standards of conduct shown in this handbook. You should note that a firm stance is taken on behaviour that disrupts the community life in the accommodation.

Otautahi House houses 72 residents. Rooms are allocated, where possible, to residents with a preferable ratio of three boys/three girls. Room allocations are not negotiable. The key to having an enjoyable time in the accommodation is to make a big effort early on to get to know fellow residents.

We wish you well and look forward to your participation in the community life of the Otautahi House accommodation.

Otautahi House is a student complex catering for CPIT students. As such it is excluded from coverage by the Residential Tenancies Act 1986. Refer Section 5 (h) (i) of the Act.



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Accommodation Services Personnel

Property Management Team

Reference is made throughout this handbook to the Property Management Team. This is the group of people who are responsible for the Otautahi House Accommodation Unit and the pastoral care and support of its residents.

This team consists of:

CPIT Facilities Manager – overall responsibility for the Otautahi House Facility

CPIT Registry Manager – overall responsibility for the Otautahi House residents pastoral care

CPIT Student Support Officer – day to day responsibility for the Otautahi House residents pastoral care

CPIT Security Personnel – day to day responsibility for the security of the Otautahi House complex and its residents

Property Manager – responsible for occupancy, financial and maintenance (breakages and repairs) issues.

Property Manager

The Property Managers can be contacted at:

Brazier Property Investments Ltd. MREINZ
838 Colombo Street
(between Peterborough and Salisbury Streets)
PO Box 36052
Merivale
Christchurch 8146
New Zealand

Hours: Monday - Friday 8.30am - 5pm; Saturday 9am - 1pm

Phone: +64-3-377 7477

Fax: +64-3-377 120

Email: glad@braziers.co.nz

After hours emergency phone: 03-377 7477. This call will be diverted to the staff member on call.

CPIT Student Support Officer

The Student Support Officer has the best interests of the residents in mind and is there to support students through personal and study issues throughout the year. The Student Support Officer is located in X128A the Rakaia Centre at CPIT's main campus and can be contacted by:

Cellphone: 027-540 8702

Email: noonand@cpit.ac.nz

Office phone: 940 8238

CPIT Security Personnel

CPIT's Security Personnel are located in the Security Office in the Rakaia Centre at CPIT opposite the Learning Resource Centre. They are available 24 hours a day and can be contacted on 940-8076. Regular patrols of the accommodation are made nightly for the safety of all residents. Security Personnel are available to stop noisy and disruptive social functions and issue Trespass Notices to non-residents if considered necessary. Any person issued a Trespass Notice is not permitted to return to Otautahi House for a period of two years from the date of issue.

Members of the Property Management Team have the right of access to rooms at any time should they be concerned with any aspects of a resident's behaviour.

Christchurch Polytechnic Students Association (CPSA)

The CPSA assists in organising social events and student orientation. The CPSA is there to help build the community life at Otautahi House. They are located at CPIT at the north end of C Block. They offer many services to students including a recreation centre, post shop, dry cleaning, phone cards, and more.

Postal Address

Your address while you are at Otautahi House is:

Otautahi House
Flat #
279 St Asaph Street
CHRISTCHURCH 8011

Large parcels can be couriered to:

Christchurch Polytechnic
18 Williams Street
CHRISTCHURCH 8011
Otautahi House
ATTN: Residents name

Collecting your Mail

Our Student Support Officer will text you when there is mail or a parcel to collect. You can collect these from X128A (behind the Welcome Desk) between 9am and 4pm daily.

Living Together at Otautahi House

Activities

Activities are arranged throughout the year by CPIT. Your activities fee of \$100 covers these events. The types of activities are barbeques, pizza nights and end of year function. These are good opportunities to socialise with other members of the Otautahi House community.

Barbeques

The Otautahi House barbeques and outdoor furniture are available for the use of all residents. Any damage that occurs must be reported to the property manager so that repairs can be undertaken quickly.

Cleaning

Cleaners vacuum and clean all the communal areas of each flat twice a week. Residents are responsible for cleaning their rooms and keeping them tidy. The cleaners are instructed not to clean flats which are in an unacceptable state of cleanliness or tidiness. The residents concerned will be spoken to by the Property Manager.

Cultural Differences

You may have a student from another country in your flat. It is important to be aware that cultural differences do exist and be mindful that what you as an individual consider “normal” ways of living may be entirely foreign to others. Cultures differ in the ways people eat, sleep, wash, work and play. Please be considerate of others and see your experience in the accommodation as an opportunity to observe the customs of different cultures and to establish international friendships.

Electrical

Residents may not interfere with, extend or alter in any way, Otautahi House electrical circuits or fittings. Supplies of replacement light bulbs are stored in each flat. Please report any faults to the Property Manager.

Electricity Conservation

As residents pay for electricity costs any saving is of direct benefit. Conserve electricity by turning lights/stereos off when you leave the room, not spending excessive time in the shower, using the microwave instead of the oven, turning the television off when you are last to leave the lounge and only using the heaters in rooms sparingly.

Electricity Supply

Electricity is supplied through Meridian Energy on a Power Manager System. This is a pay as you go option where each unit has a card which they can top up as they require more power. Cards can be topped up from various kiosks in Christchurch, the closest locations to Otautahi House are at 686 Colombo Street Star Mart and 268 Ferry Road Buns Bakery. These kiosks are open 24 hours a day 7 days a week except for Public Holidays. Please contact Meridian on 0800 769 374 for more information about your PowerManager.

Fire Evacuation

Emergency evacuation procedures are detailed on the notice on each flat exit door. Please read this notice and be familiar with the instructions. If the fire alarm sounds, the building must be evacuated immediately and all people must proceed to the assembly area in the car park. If there is no immediate danger, all windows and doors should be closed to inhibit the spread of the fire. If a resident discovers a fire, break the nearest alarm switch and evacuate the building. Only if there is no danger to life should anyone attempt to fight the fire with extinguishers.

Flat Meeting

It is important as soon as you all arrive to have a flat meeting in which such things as cleaning rosters, cost sharing, cooking, overnight guests, visitors etc are discussed. The earlier these things are discussed and agreed the quicker you can settle down to a happy and harmonious flat.

We expect that residents will communicate and learn ways of living harmoniously together, whilst recognizing that in a large group environment, there will sometimes be frustrations and these need to be talked about openly and calmly.

Harassment

CPIT has a policy and process for dealing with complaints about any kind of harassment. If you are being subject to any form of harassment (racial harassment, sexual harassment or intimidation) talk to the Student Support Officer or one of the contact people listed in the CPIT harassment brochure, a copy of which can be obtained from the Student Support Office.

Illness or Accident

If you are ill or have had an accident the Student Support Officer is able to help you by advising where to go for the appropriate treatment and care.

The Student Health Centre is located in HS Block, cnr Ferry Road & Williams Street, and is open from 9am - 4pm Monday to Thursday and 9am - 3pm Friday during term time and is available to all students. Health services include nursing, medical and counselling services. Please inform the Health Centre if you have an ongoing medical problem. **The Health Centre phone number is 940 7566.**

Rubbish

Once your rubbish bag is full please remove it from the flat and place it in the skip provided in the car park. This will avoid unpleasant smells and the attraction of mice and flies. Rubbish bags are provided free of charge and the cleaners will restock these for each flat. Recycling bins are located in the courtyard and we encourage you to use these whenever possible.

Visitors

Although visitors are welcome, residents are **totally responsible** for the behaviour of guests in their flats and **will be held accountable** if their visitors cause problems or breach the rules and regulations in this Handbook. This will include the cost of any false fire alarms.



House Rules and Regulations

Regulations

The regulations that apply in the accommodation handbook or agreement are based on many years of experience managing students in residence. They are designed to ensure that the community life in the accommodation is maintained and an environment exists that is conducive to study, sleep and positive social experiences.

All residents have been issued with the Accommodation Agreement and Otautahi House Handbook when offered a room at Otautahi House and have signed the Accommodation Agreement as agreeing to abide by them.

All residents are expected to behave in a considerate manner towards other residents. This is particularly important with regard to noise levels and alcohol consumption. Activities or behaviour that disrupts other residents and prevents them from studying, sleeping or socialising in a positive manner, are not tolerated. Similarly, harassment, discrimination and activities that endanger residents (or Institute property) are not tolerated.

All Residents are to abide by CPIT policies and procedures and these will be enforced if breached by residents.

Student Rights and Responsibilities

See CPIT Student Handbook, or CPIT Website: Academic Policies & Procedures Manual, Section 3: General Student Rights and Responsibilities

All students enrolled at or attending/using services of CPIT are expected to accept certain responsibilities, respect the rights of others and behave in an acceptable manner. CPIT undertakes to uphold these rights and responsibilities for all students, including adherence to the principles of academic freedom (Education Act 1989) and other relevant legislation. The specific rights and responsibilities have been defined in consultation with Christchurch Polytechnic Students' Association (CPSA) and reflect the educational purpose, values and goals as set out in CPIT's Guiding Philosophy / Kaupapa.

Misconduct

Misconduct is the breach of any provision of the Otautahi House Handbook and includes:

Willful obstruction of any staff member of the Institute or any person employed at the Institute in the due performance of the functions of their work.

Failing to comply with any direction given by Property Manager and/or Student Support Officer.

Failing to comply with rules outlined in this Handbook.

Willful or malicious damage to any fixtures and fittings (internal or external) in the Otautahi House complex

Verbal, written or physical harassment of fellow residents or any CPIT employees or contractors.

Where a member or members of the Property Management team consider there has been a **case of misconduct**, the resident or residents' involved will be issued with a **warning letter**. **A subsequent case of misconduct will result in eviction.**

Eviction

In the event of a **serious breach of the rules** of Otautahi House by a resident or residents', CPIT or The Property Manager has the right to terminate the Accommodation Agreement on a specified date of departure as they see fit. In the event of an eviction, there will be no refund of fees.

Alcohol and Parties

While it is acknowledged that the use of alcohol is an accepted part of socialising for many New Zealanders, overindulgence in alcohol is recognised as the main social problem facing young adults in New Zealand.

Excessive drinking by a small minority of residents can disrupt the study community at Otautahi House. It can lead to physical risk to all residents, excessive noise, damage to CPIT property and poor exam results for some residents. While you may have alcohol and consume it in your room or the communal lounge area, you must at all times be aware of the well being and the right to privacy of other individuals.

We appreciate that from time to time you may wish to have a social gathering in your apartment and this is acceptable unless you are generating a noise level that is excessive and disturbing other residents in the complex. Parties are **prohibited** between Sunday and Thursday. **Any parties held on Friday or Saturday nights must cease by midnight.**

Alcohol is prohibited to those residents under the age of 18 years of age

Noisy activities of any sort that may disturb the peace or individual privacy will not be tolerated and will be stopped by the Institute's Security Personnel and non residents removed from the premises.

Kegs, crates, home brewing apparatus, drinking apparatus (including funnels) are not consistent with the requirements of a moderate amount of alcohol and will not be permitted.

Balconies

As Otautahi House is situated on the corner of two very busy roads and is well known as CPIT student accommodation, residents need to be aware of their behaviour on the road side balconies. Drunken behaviour on balconies or yelling abuse at passersby reflects badly on CPIT and will not be tolerated.

Smoking, drinking, yelling abuse to passersby, urinating or vomiting (from or on the balcony) is prohibited.

Drain Pipes

Drain Pipes are not to be used as a means of gaining entry to flats.

Security

It is extremely important that the entrance doors and car gate to Otautahi House are **locked at all times** in order that undesirable persons do not gain access to flats or rooms.

If you open these it is your responsibility to close after use. Do not wedge them open to prevent them locking.

Phone intercoms are provided at the rear doors to enable residents to be contacted by visitors.

For your own security it is strongly advised that all windows and doors are locked when you leave your room. Do not lend your keys to anyone.

If you lose your keys you must contact the Property Manager to replace immediately – this is for the security of the whole complex.

If you see any person acting suspiciously around Otautahi House please inform Security immediately.

Smoking and Drugs

The whole interior of each flat is a totally non-smoking area. Covering the smoke detectors in any area of the Accommodation complex is considered a serious safety breach and will be dealt with by eviction without warning.

The use of illegal drugs in or around the accommodation and elsewhere on campus is strictly forbidden. Residents found using illegal drugs will be evicted from the accommodation without warning.

Storage Of Flammable Goods

The storage of petrol or related fuels in any of the residential buildings constitutes a fire risk and is absolutely prohibited.

Fire Arms

No firearms of any description may be kept at Otautahi House.

Fire Alarms

Anyone who sets off a false alarm will be charged \$1500.00 to cover the cost of the Fire Brigade attending the call. This includes any alarm call caused by a resident burning candles or incense or illegally smoking in their room or interfering with a smoke detector in any area of the accommodation.

Noise

Excessive noise that disturbs residents and prevents them from sleeping or study is not permitted. In particular, unreasonable or excessive noise from social gatherings in residents' rooms or from amplified sound from sources such as radios and stereos is not permitted. If you wish to use an amplified musical instrument please show consideration for others.

Noise complaints can be made to the following:

The Property Manager: 377 7477 between the hours of 8.30am and 5pm weekdays or 3777 477 after hours and the call will be diverted to the staff member on call.

CPIT's Security Personnel: 940 8076

Noise Control: 941 8823

Pets

Pets, except goldfish in bowls, are not permitted in Otautahi House.

Bedrooms – personal responsibility for your room

Residents are personally responsible for the furniture and fittings in the room allocated to them. Any damage that occurs must be reported to the Property Manager so that repairs can be undertaken quickly. **All damage is repaired and charged to the occupant of the room** (unless it is reasonable wear and tear). Occasionally, maintenance staff may need to enter your flat or room without prior notice.

At the beginning of the year, an initial inspection will be undertaken of your room and the condition of your room will be photographed as evidence for your bond refund at the end of your tenancy.

Residents are permitted to personalise their rooms to a limited extent by attaching posters to the walls. Experience has shown that unless such posters are attached with Command Adhesive Strips, the paintwork on the walls is damaged and the resident will subsequently be charged for repainting the walls. In other words, the use of drawing pins (except on the pinboards provided), nails, cellotape of any kind, or any other means of attachment to walls, is expressly forbidden.

Residents are responsible for the safe-keeping of their room keys. There is a cost of between \$20.00 - \$350.00 to the resident, to replace the keys if the keys are lost.

In the event that a resident locks himself/herself out of their room or the building and the Property Manager is required to visit the property to gain access for the resident, there will be a charge of \$50.00 to the resident to cover the Property Manager's time and travel.

Double beds are not permitted in residents' rooms.



Accommodation Costs

Deposit

A deposit of \$535.00 is payable on acceptance of the offer of a place in the Otautahi Complex. This deposit is made up of:

\$435.00 bond (refundable)

\$100.00 activity fee (non refundable)

The \$435.00 bond is a form of security to ensure that residents will leave their room and the flat in a satisfactory condition at the end of their residence. The bond is held for the duration of the academic year and is only refundable if a resident remains in the accommodation for the entire academic year (or other specified period as negotiated with the Property Manager).

The bond is refunded less:

- Costs incurred to repair any damage caused by a resident.
- Costs incurred to repair any loss or damage that cannot be attributed to a resident or group of residents (these costs of repairs or replacements are attributed equally to all those residents living in the flat at the time the loss or damage was reported).
- Charges for unreturned keys and any necessary re-keying costs.
- The replacement cost of any items missing from a resident's room.
- The cost of any special cleaning required in a residents room or flat.
- Any outstanding accommodation fees.

Please note that CPIT will withhold results if a student has any outstanding debts in association with CPIT, including Otautahi House.

Cost of Living at Otautahi House

The cost to live at Otautahi House in 2011 will be \$6,815.00 for the full academic year (excluding the \$535.00 deposit above). You will be charged for the full academic year regardless of when your course starts or finishes.

There are 3 options available to pay for these costs.

- Pay the full amount in full at the start of your studies via cheque, direct payment or bank cheque.
- Pay half of the fees at the start of your studies and the other half in June/July
- Monthly Automatic payments (this will require a guarantor)

Please note that the above price does not include electricity or food.

Laundries

Coin operated washing machines and tumble driers are provided in the laundries. These are \$2 per load each. Laundries are located between flats on the 2nd and 3rd levels.

Car Parking and Bicycles

As there is a limited amount of parking available at Otautahi House car parks are balloted. Successful residents will be issued a car park number and a parking authority sticker which must be shown on the window screen of the residents' car. Car parks cost \$50 per month and are assigned for the full academic year.

If you are unsuccessful in the car parking ballot you can secure a permanent car park in a CPIT car park on Southwark Street. This is about a 3 minute walk from Otautahi House. It is a secure car park and is electronically coded. The cost for these car parks per month is \$50.

One carpark is reserved for Service Vehicle parking. Any car parked in this park between 7am and 5pm Monday to Friday will be towed without warning. Unauthorised cars parked anywhere in the accommodation car park will be towed without warning.

A lockable bicycle shed is provided for the use of residents. Keys can be obtained from the Property Manager. Bikes are not to be stored in flats or stairwells.

Student Allowance Accommodation Benefit

Students living at Otautahi House who are receiving a Student Allowance are entitled to receive an Accommodation Benefit. Advise Studylink on the Student Allowance application form.

Chattels

Following is a list of what is included in each apartment. Please note that the apartments are not furnished with linen, dinnerware or kitchenware. It is our recommendation that you do one of two things:

The most preferable option is that you simply arrive at Otautahi House with your personal belongings and once you are here go shopping to get some of the basics. This way you can co-ordinate as best as possible with your other flatmates and you might all go shopping together to avoid double-ups. Remember that anything you buy you take with you at the end of the year when you are going into a normal flat!

If it is suitable for you to bring any spare kitchenware from home then please do so.

Telephones

Each flat is supplied with a land line telephone connection free of charge. These lines are toll barred as experience has shown that persons invited into flats and unfortunately fellow residents often take the opportunity to make toll calls knowing the cost will be the responsibility of someone else. Most residents ring home regularly and it is suggested that an 0800 home number is obtained, a calling card debiting the home number used or a Cell Phone or Yabaa Card purchased.

Bedroom Chattels:

- Single bed (there is no storage facility at Otautahi House, therefore you cannot bring a bigger bed into the complex)
- Mattress protector
- Student desk
- Student chair
- Bedside cabinet
- Double wardrobe
- Shelving unit
- It is strongly suggested that you bring a bedside lamp that can also be used at your desk.

Kitchen Chattels:

- Fridge
- Microwave
- Stove
- Dining table and chairs
- Rubbish bin
- Recycling bin

Lounge Chattels:

- Lounge suites
- Coffee table
- TV and TV cabinet
- Phone (landline included in rent)

Other Chattels:

- Vacuum cleaner
- Mop
- Broom
- Bucket
- Rubbish bags supplied

Inspections

Four monthly routine inspections will be carried out during the year. CPIT and the Property Managers reserve the right to access flats including bedrooms at times to complete maintenance and appropriate notification will be given depending on the circumstances.

The Property Manager's policy is to provide a week's notice in writing of scheduled routine inspections (as the inspection involves each bedroom), however in the event of an emergency or maintenance issue, the Property Manager reserves the right to visit the property without written notice. In any circumstances the property manager will knock on the door as a matter of courtesy.

As part of the reporting process for routine inspections, the Property Manager will take at least 4 photos per room and these are held on file by the property manager and a report including the photos is forwarded to CPIT. If the resident ever requires a copy of the photos, the property manager will make them available to the resident.

Insurance

Students are strongly advised to insure all the possessions which they bring to the accommodation, as the Institute does not accept any responsibility for loss or damage to personal property. Simple safeguards, such as naming all items of clothing, keeping bedroom doors and windows locked, and not having money and valuables lying around, can be very effective in acting as a deterrent to theft.

You should make sure that your insurance policy covers not only those possessions stored in your allocated room but also any possessions stored elsewhere on campus.

Internet

Students residing in Otautahi House can sign up for the SNAP Halls VPN (virtual private network) broadband connection. Students can visit Snap's online application form at <https://netsecure.co.nz/cpit/halls/>

Then complete login details, personal contact details, payment method and select the data plan they prefer. Plan choices are:

HALLS VPN - 1GB \$17.50 per month

HALLS VPN - 5GB \$27.50 per month

HALLS VPN - 10GB \$40.00 per month

Prices include GST.

NOTE: Speed will be limited to 64kb/s once data cap is reached. Additional data may be purchased online by logging into your account at <http://www.snap.net.nz/>

Once your application is completed your Snap broadband account will be created instantly and ready for you to configure your VPN connection. For information on setting up your computer for your broadband VPN connection, please visit <https://netsecure.co.nz/cpit/halls/instructions/>

Your broadband connection is invoiced from connection date. Snap accepts the following payment options: Direct Debit, Bill Payment (we are listed with all major banks and building societies); Automatic Payment; Credit Card; Cheque; Cash / Eftpos at the Sydenham Office (21 Durham Street South).

Please call **Snap's helpdesk on 03-348 8747 or 0800 500 638** for further information on any of the above plans or any queries regarding sign up.



Departure

At the end of your Contract

When vacating your room the resident is required to leave the room clean and tidy and all furniture that was in the room when you moved in, should be in the room when you move out. Please also make sure your room door and any external doors and windows are closed and locked before returning your keys to the offices of the Property Manager at the end of the academic year. The Property Manager will arrange an outgoing inspection as soon as practicable after this date with the view of processing the resident's bond as promptly as possible. In the event of repairs or cleaning, the processing is likely to take longer as the work needs to be completed and invoices received.

Moving out throughout the Year

Each resident is asked to sign an Accommodation Contract before they move into Otautahi House. This contract is for one academic year (January – December).

If a resident wishes to break the tenancy contract the procedure is as follows:

A resident must inform their Property Manager in writing of their intention to vacate the property and the reason why. The resident is also required to complete a Breaking Lease form.

Property Manager and CPIT will actively work to resolve any issue before the resident moves out.

The resident is liable for full rental costs until a suitable replacement resident can be found.

Bond will be refunded if the resident's room is in the condition it was when the resident moved in. The refund will take place when a suitable replacement resident is found and not before.

The Activity Fee and Parking Costs are non-refundable.

Complaint Procedures

In the event that you have a complaint about your Property Manager's performance or any other issue such as outlined above, we ask you to email noonand@cpit.ac.nz and the complaint will be forwarded to the appropriate person. We aim to acknowledge receipt of your email within 1 working day and then promptly gather the required information to answer your particular queries.

Our Property Manager's consider your feedback important as it allows them to discover any weaknesses that they have and put them right, so that the situation does not reoccur in the future – they also appreciate any positive feedback as it really makes a staff member's day when a compliment is received from a happy customer!

Notes
