

Massey Halls Wellington Accommodation Handbook 2025



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



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WELCOME

Wellington city lies between a magnificent harbour and rolling green hills.

Wellington is New Zealand's capital city, as well as being the centre of government; it is renowned for its active arts and cultural focus. There is always something going on, from international shows and festivals to sporting events. For a big city, it has a remarkably compact downtown area with a village atmosphere, where everything is within easy walking distance. Wellington contains many shops, exciting galleries as well as great restaurants and cafés.

Our Halls in Wellington are located a 5 minute walk from campus and within walking distance to all the city's attractions.

We have two types of Halls of Residences to choose from:

- Kāinga Rua
- The Cube

We work towards building a diverse and strong community within our halls and offer an enriching student life experience by providing high quality and safe accommodation, and fun along the way.



MASSEY HALLS NATIONAL STRUCTURE

STUDENT ACCOMMODATION | TE TARI WHAKANOHU

ASSOCIATE DIRECTOR, STUDENT WELLBEING – Leanne Radovanovich						
NATIONAL MANAGER, ACCOMMODATION SERVICES Kelly Manning National marketing plan development and implementation. Liaison with Future Students, Global Engagement, International Student Recruitment, Marketing, Advertising, Social Media, Events and Open Day. National group bookings and short stays.				NATIONAL FACILITIES MANAGER, ACCOMMODATION Paul Compton		
RESIDENTIAL LIFE		BUSINESS SUPPORT		RESIDENTIAL SERVICES		AUCKLAND
AUCKLAND Residential Manager Emily Maynard	MANAWATŪ Residential Life Manager Brooke Fane	WELLINGTON Residential Life Manager Jashu Reddy	NATIONAL Business Support Manager Gery Anderson WNI	NATIONAL Residential Services Manager Arelia Tanihi PN	AUCKLAND Facilities Supervisor Kobus Mains	WELLINGTON Facilities Supervisor Adrian Brown
Residential Life Coordinator Jasmine Rae	Assistant Manager Residential Life Adam Searle	Assistant Manager Residential Life Marcus Aberstone	Financial Administrator Mailing Shen WNI	Customer Services Administrator - Finance Rhiannon Bennett PN Mansel Bennett WNI Customer Service Administrator - Bookings Erin McGarr AK Georgia Kirkov PN Mignolite Corner-lives WNI Customer Service Administrator Haymon Carr PN Tahira Brockwell PN	Facilities Coordinator Vacancy	Facilities Coordinator Matthew Shannon
Evening Duty Supervisor Kerry Gordon	Residential Life Coordinator Paris Tait	Residential Life Coordinator Ella Allen			Housekeeping Supervisor Dianne Murphy	
Residential Assistants	Residential Assistants	Residential Assistants			Housekeeping / Cleaners	

WELLINGTON TEAM

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

BUSINESS SUPPORT MANAGER

Cory Anderson

Responsible for leading the student accommodation team in Wellington and overseeing accommodation support functions for Massey University. This includes managing financial and administrative processes across campuses, ensuring compliance with contractual and legal obligations to residents, and maintaining relationships with property owners and management entities in Wellington.

RESIDENTIAL LIFE MANAGER

Jashil Reddy

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

ASSISTANT MANAGER

RESIDENTIAL LIFE

Marcus Atherstone

Responsible for supporting the Residential Life Manager with the Residential Life Team and Residential Life Programme. Supports resident needs, welfare and behaviour. Incident and urgent support responder on an on call duty roster and lives on site.

RESIDENTIAL LIFE COORDINATOR

Elle Aitken

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

FINANCE ADMINISTRATOR

Meiling Shen

Responsible for providing financial support to the accommodation team. Support the CSA Finance as required with accommodation payments and accommodation arrears follow up.

CUSTOMER SERVICE ADMINISTRATORS

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

Magnolia Connor-Ives – Bookings Portfolio

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

Manav Bansal – Finance Portfolio

Responsible for accommodation payments, accommodation arrears follow up and general accommodation enquiries.

FACILITIES SUPERVISOR

Adrian Brown

Responsible for organising the day to day maintenance including lighting, appliances and furniture as well as fire and security systems.

RESIDENTIAL ASSISTANTS

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



YOUR ARRIVAL



SEMESTER ONE ARRIVAL DAY - SUNDAY 16 FEBRUARY 2025
SEMESTER TWO ARRIVAL DAY - SUNDAY 6 JULY 2025

YOUR LIVING ENVIRONMENT

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

KĀINGA RUA HALL

BEDROOM	BATHROOMS	COMMUNAL KITCHENS	KITCHENETTES	COMMON ROOM
Double Bed	Lockable door	5 stations within each kitchen	Sink	Sofa
Mattress / Protector	Shower	Sink / Bench tops	Instant hot water	TV and remote
Desk	Toilet	Fridge / Freezer	Microwave	Heater
Chair	Toilet roll holder	Microwave	Toaster	Recycle bin
Heater	Towel holder	Instant hot water		Waste bin
Wardrobe	Sink			Pool table
Noticeboard	Mirror			
Fridge				
Door / Locks				
Carpet				
Window				
Lighting – ceiling				
Electrical outlets				

All rooms have internet/wifi.

THE CUBE

	3/5 BEDROOM APARTMENT	STUDIO UNIT
BEDROOM	Double Bed	Double Bed
	Mattress / Protector	Mattress / Protector
	Desk	Desk
	Chair	Chair
	Wardrobe/Drawers	Wardrobe/Drawers
	Noticeboard	Noticeboard
	Door / Locks	Door / Locks
	Carpet	Carpet
	Blinds	Blinds
	Lighting – ceiling	Lighting – ceiling
Electrical outlets	Electrical outlets	
KITCHEN	Sink	Sink
	Bench	Bench
	Cupboards	Cupboards
	Drawers	Drawers
	Fridge/Freezer	Fridge/Freezer
	Oven & Hob Top	Oven & Hob Top
	Kitchen Utensils	Kitchen Utensils
	Dining Table & Chairs	Dining Table & Chairs
Microwave, Toaster, Jug	Microwave, Toaster, Jug	
LOUNGE	Sofa	Sofa
	Heater	Heater
	Coffee table	
	Blinds	
BATHROOM	Lockable door	Lockable door
	Shower	Shower
	Toilet	Toilet
	Toilet roll holder	Toilet roll holder
	Sink	Sink
	Mirror	Mirror
Towel Rail / Hook	Towel Rail / Hook	

All rooms have internet/wifi

PERSONAL ITEMS TO BRING

Residents are advised to bring the following items:

Kāinga RUA	THE CUBE
Bed linen, including pillows, comforter/duvet (you can order a bedding pack when you accept your offer of place).	Bed linen, including pillows, comforter/duvet (you can order a bedding pack when you accept your offer of place).
Towels	Towels
Coat hangers	Coat hangers
Toiletries and toiletry bag	Toiletries and toiletry bag
Laundry basket	Laundry basket
Laundry powder/liquid	Laundry powder/liquid
Cleaning products	Cleaning products
An electric fan for the summer time	An electric fan for the summer time
Shower curtain	
Toilet brush	
Cooking utensils	
Pots and pans	
Crockery and cutlery	

DECORATING YOUR ROOM

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

MOVING IN

ARRIVAL DAY

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



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



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



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



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

YOUR NEW HOME – KĀINGA RUA

YOUR ROOM NUMBER

These diagrams show the layout of the floors at Kāinga Rua.

0 indicates a ground floor room, 1 indicates first floor and 2 indicates second floor.



Kāinga Rua

Floor Plan – First Floor

- Room Type:**
- Access Rooms
 - Twin/Large Rooms
 - Single Rooms
 - Balcony Rooms



Kāinga Rua

Floor Plan – Second Floor

- Room Type:**
- Access Rooms
 - Twin/Large Rooms
 - Single Rooms
 - Balcony Rooms



YOUR NEW HOME – THE CUBE

YOUR ROOM NUMBER

These diagrams show the layout of the floors in The Cube. Your room number allows you to find your bedroom within the floor. For example, the room number 5D2 represents the following:

- 5 Floor number
- D Apartment letter
- 2 Bedroom number





Please note that all floors are identical, except for the 1st floor which has no 5 bedroom apartments.

LEGEND

- 3 Bedroom Apartment
- Studio Apartment
- 5 Bedroom Apartment

MOVING OUT

END OF CONTRACT

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

RELEASE OF CONTRACT

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

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

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

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

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

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

Please note: No applications will be considered after the 1 October 2025.



YOUR FACILITIES

BICYCLES

Bicycles are not permitted within the accommodation spaces. If you choose to bring these with you, they must be stored in the appropriate areas at each of the Halls:

Kāinga Rua

Bikes must go into the bike rack outside of Nui Kitchen.

The Cube

We have a designated bike shed. To purchase a key to use the bike shed, please contact the Customer Services Administrator. Key cost is \$5 bond and \$20 charge for your contract period.

Please ensure you bring along a lock to keep them secured.

Massey University is not responsible or liable for any theft or damage that occurs to your bicycle.

CAR PARKING & MOTORCYCLE

Due to being a city campus, we have very limited car parking available within our Halls (approximately 20 spaces) and these are only available at our Kāinga Rua Hall.

You can request a car park when you accept your offer of place, however, priority will be given to those students who require a car for placement purposes. We will notify residents at the end of December to confirm whether you have been allocated a car park or not.

The cost for the car park is \$30 per week.

Vehicles parked on Campus are at the vehicle owner's risk. Massey University is not responsible or liable for any theft or damage that occurs to your vehicle while it is parked in a Halls car park. Residents are encouraged

to insure and alarm their vehicles and not to leave any valuables inside.

We strongly recommend that you consider all options before a vehicle, as Wellington offers a comprehensive network of buses.

INTERNET

Internet access is through our service provider, "Liverton Networks" and is accessible throughout the Halls.

You will receive your login details via email as part of your pre-arrival information, allowing you to connect as soon as you arrive. Simply join the "Massey Halls" Wi-Fi network and log in with the provided credentials.

For assistance:

Telephone: 0800 847 824

Email: help@liverton.com

User Terms and Conditions

By using this service you agree to the standard terms and conditions. Full terms and conditions available here <https://liverton.com/terms-and-conditions>

Fair Use Policy

It is important to Liverton that all customers are able to access the service and get the best possible experience. For this reason, and to ensure a quality service, a Fair Use Policy applies to our plans where your usage can affect that of other customers.

Your use of the Services is subject to this policy, your use must be reasonable and not excessive, as reasonably determined by us by reference to average and/or estimated typical customer usage of the Service.

Liverton may take action if they become aware that you have breached this Fair Use Policy by engaging in Improper Use or Excessive Use of Services. Full terms are

defined here <https://liverton.com/fair-use>.

LAUNDRY

We have laundry services at each of our Halls:

Kāinga Rua

Washing machines and dryers are available in Whare and Nui on the ground and on the first floor.

Washing machines	\$3.00
Dryers	\$3.00

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

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

The Cube

Washing machines and dryers are available on the ground floor.

Washing machines	\$3.00
Dryers	\$3.00

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

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

LOCK OUT ASSISTANCE AND CHARGES

Office Hours (Mon-Fri 9am - 4pm)	Call 04 979 3355
Out of Office Hours	
Kāinga Rua Hall	0800 574 255
Cube Hall	0800 722 823

Lock Out Charges

Monday - Friday 9am - 4pm	\$10.00
Monday - Friday 4pm - 9am	\$25.00
Saturday & Sunday	\$25.00

MAIL

All mail and parcels are delivered to Reception, general mail is placed in the mail boxes. You will be notified via email to come and collect any parcels that arrive for you. Please see your postal address [on page 56](#).

MASSEY GYM

As part of your accommodation package, you have full membership at our Massey Gym for the term of your contract. See [here](#) for further information on our campus fitness facilities.

RUBBISH AND RECYCLING

Rubbish and recycling facilities are available:

Kāinga Rua

In the carpark area.

The Cube

On the ground floor

All rubbish and recycling must be disposed of appropriately in each of the bins provided. Please leave the rubbish and recycling room clean and tidy.

SMOKING AND VAPING

Massey University Campuses and Halls are smoke free, so smoking and vaping is not permitted within the accommodation buildings nor the grounds.

VACUUM CLEANERS

Each Hall have vacuums for residents to use, to borrow a vacuum, please see the accommodation office/reception, you will be asked to sign it out and in via Vistab.

SUSTAINABILITY

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



LIGHTS OUT

Please do your best to reduce your electricity usage, turn lights out when you are not in the rooms.



THRIFT RACK

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



WATER USAGE

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

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

- Keep your showers to 4 minutes or less
- Turn off the tap when you brush your teeth
- Use the half flush on toilets (where possible)
- When rinsing or doing dishes in the sink, fill it up rather than running the tap
- Use the ECO setting on the washing machines



MEAL PACKAGES

Our Wellington halls are all self-catered, however, we do have a meal package that you can purchase via Tussock Café on the Massey campus if you wish.

Yearly and semester packages are available for pre-purchase.

These packages are not supposed to offer catering, but a chance for residents to use their weekly credit for breakfast or lunch sometimes.

For information and to purchase these packages, visit [this page](#):



YOUR COMMUNITY

YOUR NEW HOME

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

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

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

YOU WILL PLAY AN IMPORTANT ROLE IN YOUR COMMUNITY THROUGH:

RESPECT

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

TOLERANCE

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

We encourage a tolerant community where differences are valued.

SUPPORT

We have a support network to assist you in your journey. We highly recommend that you utilise this service.

INVOLVEMENT

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

TEAMWORK

In our communal areas, you will be sharing these spaces with others. This requires you to be considerate of each other, share the facilities and tidying up after yourselves.



LIVING TOGETHER

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



Learn people's names,
it makes them feel special



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



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



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



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

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

LIVING AGREEMENTS

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

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

Community Living expectations will include:

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



YOUR SAFETY AND WELLBEING

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

Your wellbeing is important to us so please do let us know if you become ill or have an accident or any medical issues so that we can put the support in place. This relates just as much to your mental health or any other circumstances that arise which cause you stress or trigger pre-existing life episodes. Halls staff are trained to listen to, support, and refer our residents to appropriate services depending on the situation. Most importantly, we care and want to ensure that you have what you need to get through. You can expect that any concerns you bring to us will be treated with respect and confidentiality, and wish to work with you not for you as we look for solutions together.

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

your cooperation and understanding in return.

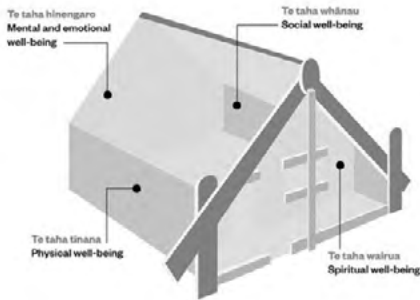
Below is a list of other things we encourage you to take some time to think about regarding your safety and wellbeing before moving into the Halls.

Additional Safety and Wellbeing Considerations

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

STUDENT WELLBEING AND SAFETY FRAMEWORK

Guiding and supporting you through every stage of your learning journey



TE WHARE TAPA WHĀ

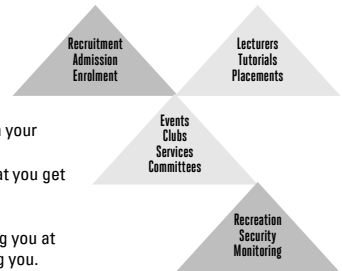
The four dimensions of the Māori model for wellbeing, Te Whare Tapa Whā, developed by Massey University researcher Professor Emeritus Sir Mason Durie (Rangitāne, Ngāti Kauwhata, Ngāti Raukawa) forms the basis for the student wellbeing and safety framework.

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

SUPPORTING YOU THROUGH YOUR STUDY JOURNEY

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

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



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

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

TIER 1

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

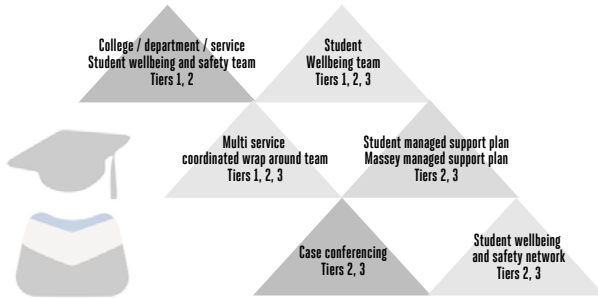
TIER 2

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

TIER 3

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

Coordinated wrap around wellbeing support



Student Wellbeing team

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



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KI PUREHURŌA | UNIVERSITY
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HOW WE HANDLE WELLBEING CONCERNS AND DISCLOSURES

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

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

YOUR RESPONSIBILITIES

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

ACCOMMODATION FEES

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

AWAY FROM HALLS

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

COMMUNAL SPACES

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

COMPLAINTS

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

DAMAGE AND MAINTENANCE

If you notice any damage or that something needs repairing, please report immediately through the accommodation portal and click on "fix it



request." This also enables you to track the progress of your request.

DOORS & ACCESSWAYS

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

ELECTRICAL SAFETY

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

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

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

Submit a fix it request if you have a large item that you can't bring to a drop in

session, so we can organise a room visit for you.

Due to Health and Safety Requirements, portable heaters are not permitted.

EVENTS

If you are attending events, please ensure you RSVP via instagram. This ensures we have enough food, resources and transport. Our events are for you to enjoy, so make sure you let us know what your suggestions are.

FRIDGES AND FREEZERS

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

HAZARDS

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

ISSUES

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

If you have a personal issue, are worried about someone, or aware of a behaviour breach, then please report it to us so that we can address it. We are contactable 24/7.

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

Please report issues to a staff member.



KEYS AND ACCESS FOBs

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

Please be very careful not to lose these, as you will need to pay to have them replaced. Replacement keys can cost up to \$500.

MEDICAL / WELLBEING

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

OFFSITE TRIPS

Our offsite trips are booked and paid at Customer Services. If you have booked

to attend an offsite trip and then wish to cancel, please inform reception by cancellation deadline required.

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

SUSTAINABILITY

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



OUR RESPONSIBILITIES

THE PASTORAL CARE CODE OF PRACTICE

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

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

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

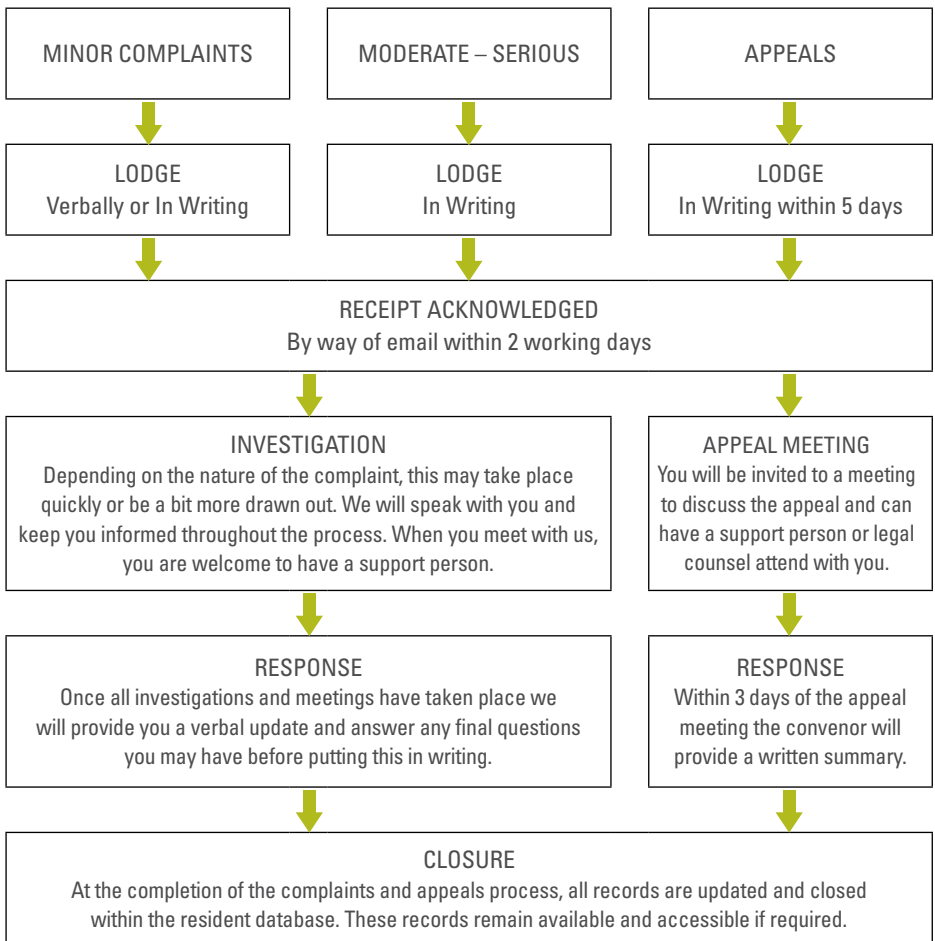
- Safety, security, and wellbeing
- Operational planning
- Buildings and facilities
- Grievances and appeals

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

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



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



BREACHES OF THE CODE

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

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

COMMUNITY STANDARDS

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

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

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

1. Community Standards

1.1 Abusive or Threatening Behaviour

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

1.2 Alcohol Consumption

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

- Alcohol can only be consumed in the following designated areas.

Kāinga Rua Hall

Alcohol can only be consumed in Whare Events Lounge and Nui Events Lounge during the permitted hours of Wednesday, Friday and Saturday 6pm – 11pm.

Cube Hall

Alcohol can only be consumed within the apartment living areas and studio units, during permitted hours of Wednesday, Friday and Saturday 6pm – 11pm.

All Halls

- Open vessels/drinks are not permitted outside of the designated areas as stated above for each hall.
- Alcohol can only be consumed during the permitted hours of Wednesday, Friday and Saturday 6pm – 11pm.
- The following alcohol is permitted; beer, cider, wine and Ready to Drink (“RTD”) and must be within original container unless decanting supports safe drinking (such as pouring wine bottle into glass)
- The following activities/items are not permitted:
 - Spirits including but not limited i.e., vodka, gin, whisky
 - Large volumes of alcohol such as casks, kegs, mini tankers and crates
 - Drinking games and related equipment, such as funnels
 - Home brew kits or other methods of producing alcohol
- Massey Halls staff reserve the right to confiscate and destroy any non-permitted items, or alcohol being consumed outside of the permitted hours and/or the designated areas.

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

1.3 Cleaning & Cleanliness

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

1.4 Community Expectations

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

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

1.5 Damage and Vandalism

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

1.6 Dangerous Items and Hazardous Substances

The possession or storage of firearms and weapons is not permitted at Massey Halls by residents or guests, including but not limited to knives, firearms, swords, air guns, pistols, BB guns and bow and arrows.

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

Residents are not permitted to have or use hazardous substances such as chemicals within Massey Halls. Any damage caused by paint, glue or varnish to carpets or floors will be charged to the resident concerned, or the entire Hall/Apartment.

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

We understand that you may have a passion for the arts, and excluding prop weapons may seem to restrict your ability to express yourself through recreational activities such as role-playing and/ or cosplay. Therefore, no sharp prop weapons and no projectile-firing replicas are allowed. All prop weapons must be declared by informing the Residential Life Team about them for safety purposes.

1.7 Discrimination, Harassment and Bullying

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

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

1.8 Fire Safety

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

Open pan cooking is not permitted in rooms, including (but not limited to) the use of hot plates and electric fry pans.

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

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

The use of bug bombs is not permitted inside Massey Halls buildings as these interfere with our fire detection system.

Residents are expected to practice safe fire prevention by:

- Ensuring when cooking that you are using the cooking appliances correctly
- Always attend to your cooking
- Cooking is not permitted in bedrooms
- Do not cover the heaters
- Ensure all personal electrical items are tested and tagged

Massey Halls reserve the right to

confiscate any non-permitted or non-compliant items.

1.9 Graffiti, Tagging, Posters & Flyers

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

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

1.10 Guests and Visitors

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

We allow residents to have one overnight guest for a maximum of 2 nights a week. Residents must ensure that their guests are signed in via the tablet in the entrance of each hall, wear their visitor badge at all times and sign out when they leave.

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

A guest must leave the residence if requested to do so by Massey Halls Staff or Security.

1.11 Health & Safety

To ensure we meet health and safety standards, we require residents to adhere to the following space, access and storage requirements.

Residents are not permitted on any roof/ ledges and must not use any windows for entering/exiting the accommodation.

You will not be permitted to sit or climb on any balustrades or enter any plant/ electrical or cleaning cupboards.



Residents are not permitted to store any personal belongings in shared hallways or obstruct accessways.

Bikes and scooters are not permitted within the Massey Halls buildings. We have a locked bike storage at Cube hall that residents can store and charge their bikes/scooters.

1.12 Illegal Substances

The possession or use of illegal substances is not permitted at Massey Halls by residents or guests and may result in Massey Halls disciplinary action or be referred to the NZ Police.

1.13 Initiation Ceremonies, Hazing and Pranks

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

1.14 Noise

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

All residents should be particularly mindful of the noise generated from normal activity such as holding small gatherings, watching movies, playing computer games, returning late at night. Residents are also responsible for the noise that guests make.

Noise should be kept to a minimum between 11.00pm and 7.00am. Excessive noise at any time may result in disciplinary action.

Residents are not permitted to use anything larger than a Bluetooth, handheld speaker within Massey Halls. Large speakers can be stored on the premises but will be subject to confiscation if found to be in use on the premises.

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

1.15 Operating a Business

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

1.16 Pest Control

Residents are expected to maintain a level of cleanliness in their living areas and shared social spaces to minimize pest issues such as ensuring food is not left out. Where a resident/s is found responsible for the requirement of pest control measures beyond standard work, resident/s will be charged for the cost of remediation.

1.17 Pets

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

1.18 Pornography

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

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

1.19 Right of Entry

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

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

1.20 Sexual Harm

Incidents of sexual harm are not tolerated within Massey Halls.

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

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

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

1.21 Smoking and Vaping

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

1.22 Social Gatherings

Private parties are not permitted at Massey Halls. Residents are not permitted to blocking off any communal space for exclusive use.

1.23 Solicitation

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

1.24 The Law

Any offences that are criminal in nature may be referred to the NZ Police.

If you are a victim of a crime, please seek help from the team. We take crime seriously and will do all we can to assist you.

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

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



DISCIPLINARY

DISCIPLINARY PROCEDURES

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

Residents involved will be contacted for a meeting.

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

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

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

DISCIPLINARY PROCESS

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

The discipline systems include:

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

SANCTIONS

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

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

EVICITION

Eviction occurs in rare circumstances, and as a last resort. Residents are normally given 24 hours to vacate the premises; however, in extreme circumstances removal from the Massey Halls may be immediate.

Evicted residents must return their keys to staff and they may be trespassed,

depending on the circumstances. Evicted residents remain liable for their accommodation fees up to the termination date, to a maximum of 10 weeks.

URGENCY PROVISIONS

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

COLLECTIVE RESPONSIBILITY

Collective responsibility means that where there is a cost of damage outside of fair wear and tear, or where excessive

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

APPEALS

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



COMMUNICATIONS

EMAIL

We also use your email address so it's worth checking regularly too. This is how we communicate financial reminders and other facilities related issues.

TELEPHONE

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

INSTAGRAM

We have all the information about hall life, events and the social side of your hall on Instagram:

@Masseyhallswellington

@Kāingaruahall2025

@Cubehall2025



MASSEY APP

Download the Massey App for access to things like

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

EVENTS AND ACTIVITIES

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

GETTING INVOLVED

We encourage you to get involved as much as possible. One of the best way to make friends is to attend and participate in events and activities. Getting to know other residents on your floor and the floors above and below you is key to having a great experience while living at the halls and in the coming years.

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

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

All our events are advertised on our our TV screens, event board, weekly comms newsletter and social media.

We are always looking for ideas when it comes to events and activities, so do let your Resident Representative or RA know if there is anything in particular that you would like us to organise.

ACTIVITY FEE

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



CAMPUS SERVICES

Our Wellington Campus has many facilities and services that will make your Uni experience richer and easier. Please, use the map search function on the Massey App to locate the services while on campus:

CAFÉ

Tussock Café is centrally located on campus. Residents are able to purchase meal credits for a semester or the full year. This may be a good option for those who do not wish to cook all their meals. Look at the Tussock Café webpage for details tussockcafe.co.nz

CAMPUS INFORMATION SERVICES – MŌHIOHIO

Assist students with a range of enquiries such as:

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

CAREERS – ARAHI UMANGA

Our service can assist you with:

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

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

CENTRE FOR LEARNER SUCCESS

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

- Academic writing
- Referencing
- Study skills
- Exam preparation

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

CHAPLAINCY – MINITA WHAKAPONO

Our chaplaincy team can assist you with:

- Connecting you to other students
- Connecting you with faith communities
- Exploring faiths
- Prayer and Meditation

DISABILITY SERVICES

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

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

HEALTH AND COUNSELLING CENTRE – TE WHARE HAUORA AND ĀWHINA

Whilst living in Massey Halls we recommend that you register at Massey's Health and Counselling Centre. The team consists of nurses, doctors, counsellors and psychologists. Services consist of:

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

INTERNATIONAL STUDENT SUPPORT – TAUTOKO TAUIRA MANENE

ADMIN SUPPORT

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

OTHER QUERIES

If you have questions about enrolments, fees, graduation, academic records, student portal, stream or anything else, please contact Te Paepoto (National Contact Centre) directly
0800 MASSEY or contact@massey.ac.nz.

PASTORAL CARE

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

MASSEY GYM – TE WHARE TAPERE

Our on campus gym provides:

- Gym Induction Sessions
- Group training
- Yoga

Social Sport:

massey.ac.nz/socialsport

Elite Sport:

massey.ac.nz/UTSNZ

STUDENT ASSOCIATION TE TIRA AHU PAE

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

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

EMERGENCY PROCEDURES

KNOW WHAT TO DO BEFORE AN EMERGENCY HAPPENS

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

IF YOU HAVE SECURITY CONCERNS ON CAMPUS:

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

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

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



[masseyuniversity](https://www.facebook.com/masseyuniversity)



[@MasseyUni](https://twitter.com/MasseyUni)

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

SCAN QR CODE TO GO TO MASSEY APP WEB PAGE



EXIT

BUILDING EVACUATION

EXIT

UPON HEARING THE EVACUATION ALARM OR ON INSTRUCTION:

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

AFTER HOURS ALL BUILDING OCCUPANTS MUST:

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

ALL CLEAR

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

EVACUATION PROCEDURE

EXIT

FIRE

EXIT

IF YOU SEE, SMELL SMOKE OR SUSPECT A FIRE

If safe rescue/
remove persons
in immediate
danger.

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

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

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

DURING A FIRE

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

FIRE



EARTHQUAKE



DURING AN EARTHQUAKE

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

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

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

HOLD on until shaking stops

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

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

DURING AN EARTHQUAKE IF YOU:

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

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

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

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

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

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

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

EARTHQUAKE



SEVERE STORM / TORNADO / FLOOD

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

WHEN A STORM WARNING IS ISSUED AND DURING A STORM

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

TORNADOES

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

DURING A FLOOD OR IF A FLOOD IS IMMINENT

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

SEVERE STORM / TORNADO / FLOOD



TSUNAMI

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

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

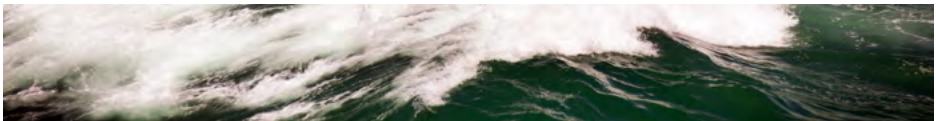


A tsunami consists of a series of waves; the danger may last several hours.

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

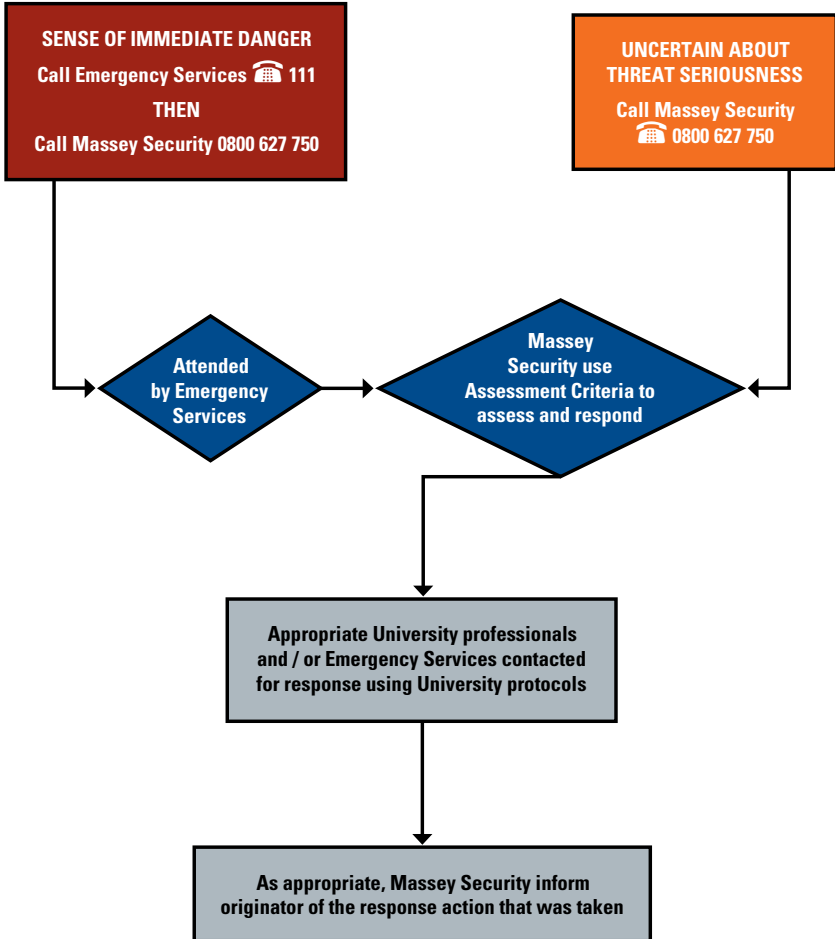
- Move immediately to the nearest high ground or as far inland as possible (Go at least 2km inland, or 35 meters above sea level). Do not wait for an official tsunami warning.
- Our entire coastline is at risk of tsunami. Knowing the right immediate action to take can prevent injury and save lives.
-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

TSUNAMI



POTENTIAL THREATS OF HARM

RESPONSE TO POTENTIAL THREATS OF HARM



THREATS OF HARM / ACTIVE ARMED OFFENDER

ACTIVE ARMED OFFENDER

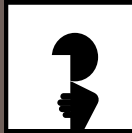
New Zealand has a low risk of Active Armed Offender attack. However if attacks involving firearms and other weapons occur it is important to react quickly.



RUN!

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

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



HIDE

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

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



TELL

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

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

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


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

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



ACTIVE ARMED OFFENDER

BOMB THREAT OR SUSPICIOUS PACKAGE

IF YOU DISCOVER A SUSPICIOUS PACKAGE

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


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

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

Note EXACT wording of the threat from the caller.

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

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

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

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

THERE IS BOMB THREAT CHECKLIST ON BACK OF THIS PAGE

BOMB THREAT / SUSPICIOUS PACKAGE

CONNECTING WITH PARENTS AND WHĀNAU

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

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

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

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

IF

THEN

You have not heard from your student and are concerned about them

Sometimes a simple text asking them to check in will do the job – often they just lose track of time. If this does not work, you are welcome to contact us and we can follow up on them. We will often encourage the student to contact you as we are restricted in what information we can share with you

There is an emergency involving your student

We will contact their next of kin as per their residential agreement (behaviour and welfare)

The student feels that they have been dealt with unfairly regarding an incident in the halls

They should send an email to the Residential Life Manager outlining their concern. Escalation from the Residential Life Manager is to the National Manager Accommodation Services.

The student wants a change of room

Email accommodation.wellington@massey.ac.nz and ask for a Change of Room Request Form. Once received, the form is to be completed and returned via email. You will receive an outcome within 7 working days as to whether the request has been approved or declined.

The student wishes to leave Massey Halls permanently

They must organise a meeting with the Residential Life Manager who will discuss the process and application with them (see release of contract section for detailed information).

KEY CONTACTS

USEFUL TELEPHONE NUMBERS/ KEY INFORMATION AND CONTACTS

OFFICE HOURS

Customer Services/Reception +64 4 979 3355
Residential Life Manager +64 4 979 3042
Business Support Manager +64 4 979 3408
Resident Services Manager +64 6 951 6292
National Manager
Accommodation Services +64 9 213 6450
National Facilities Manager +64 6 9516293

OUT OF OFFICE HOURS

Residential Assistants
Kāinga Rua Hall 0800 574 255
Cube Hall 0800 722 823

ADDRESS

Kāinga Rua
Your Room Number
217 Taranaki Street
Mount Cook
Wellington 6021

The Cube
Your Apt Number
242 Taranaki Street
Mount Cook
Wellington 6021

SUPPORT LINES

LIFE LINE

0800 543 354 (24 hours a day)

www.lifeline.org.nz

SUICIDE CRISIS HELPLINE

0508 828 865 (24 hours a day)

www.lifeline.org.nz

YOUTHLINE

0800 376 633

www.youthline.co.nz

WHATSUP

0800 942 87 87

www.whatsup.co.nz

DEPRESSION HELP LINE

0800 111 757 (24 hours a day)

www.depression.org.nz

RAINBOW YOUTH

09 376 4155

<https://ry.org.nz>

Student life can be challenging. We're here to help.



Brightside is a new free mental health research initiative to provide counselling support to students. Massey has partnered with the Brightside project which offers free online programmes to increase the accessibility and availability of counselling support to students.



SCAN TO SIGN UP



If you have any questions, please get in touch with the Brightside team or contact studentcare@massey.ac.nz. This is in addition to the normal assistance through Student Counselling and other resources such as TalkCampus and those on MyHub.



TE KUNENGA | MASSEY
KI PUREHUROA | UNIVERSITY
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This handbook was correct at time of publication September 2024,
however could be subject to change.