



# Waterview Apartments

Premium Accommodation Village

## “The Handbook”

### A-Z Information, Rules, Regulations, Terms and Conditions

*Welcome to our Residential Village*

**Campus@Waterview Limited trading as “Waterview Apartments”  
Operators of Apartments in:**



**Waterview Apartment Village**

1510 Great North Road, Waterview, Auckland

#### **Office Hours**

The Office is open generally, Monday to Friday, 9am to 5.00pm, but please check the office hours on the front door as this may change during each season.

For enquiries outside these hours, please email [barbara@campusw.co.nz](mailto:barbara@campusw.co.nz) or contact your on-duty Residential Assistant. Details of who are on duty each day and their contact numbers are displayed on the Office door.

**COVID-19 – STAY SAFE**  
**See page 12 for important information**

### **Absence from Village**

There is no need for permission to be away, however please advise the Village Office if you intend to be away overnight or on holiday from the Village, so that if there is an incident, we know that you are absent.

There are no refunds of Rent, Internet or Utilities Fees while you are away.

### **Alcohol, Drugs and Parties**

Alcohol in moderation may be consumed in your apartments, and on the condition that it does not cause a nuisance to other Occupants or staff at the Village. Drinking to excess is not welcomed anywhere at our Village, and intoxicated Occupants and guests must leave the premises when directed to do so by management. As our apartments are shared spaces, please adhere to the following guidelines below:

- For Occupants and guests under the age of 18 years, the consumption, possession or supply of alcohol is strictly prohibited.
- Please respect other Occupants right to a good night sleep. Drinking with friends after 10pm is not acceptable, so please move off site to a local bar or other location if necessary.

The possession, selling and/or use of illegal drugs, synthetic drugs, legal/herbal highs, or the abuse of prescription drugs will not be tolerated anywhere at either Village. It will result in Police involvement and the risk of being evicted from the Village with no possibility of a refund.

### **Bedroom Description**

Each apartment is laid out differently, but your bedroom will contain:

- A single bed with a mattress and mattress protector
- A study desk and chair
- A wardrobe
- A shelf
- A heater
- A pin-board
- Powerpoints
- Curtains and windows that can be opened.

### **Bicycles**

There are a number of bike racks available for you to store and lock your bike.

Village management accepts no responsibility for loss or damage to any bicycle while stored on the premises. Bicycles may not be stored in the apartments as they are road vehicles and do not belong indoors.

## **Cancellation**

Your Licence to Occupy Agreement is for a minimum of 12 weeks. You will be required to pay rent for this full period even if you leave prior to the end of the 12 week period. There is also no refund of Internet or Utilities fees. Special exceptions to this rule are detailed below:

- We will consider a refund in the event that the Occupant withdraws from their course and wishes to vacate within the first two weeks of the semester.
- We will also consider a refund in the event of a medical emergency.
- You shall remain liable for fees until such time as another applicant/s, takes up residence in your allocated room.

## **Carparking**

There are a number of car parking spaces available for Occupants staying at either Village. Carparking at Waterview Village is available for a fee of \$299 per semester, and each car must be insured.

## **Check In**

Check In date is the Arrival Date stated in your Licence to Occupy Agreement.

Please notify us of your approximate time of arrival, especially if after hours, thus ensuring there will be someone here to meet you. Our staff will check you into your room and give you your keys. They will point out safety features and answer any queries you may have.

Our staff will give you the Inventory List to complete. Please see "Inventory List" for further details.

## **Check Out**

Check Out date is the Termination Date stated in your Licence to Occupy. If your actual departure date is less than your Check Out date, you will still be liable for rental payments for the full contracted period.

Upon leaving the Village, the condition of your room and apartment must be left in the same clean and tidy state as when the occupancy was commencing.

You can check out of the Village at any time, but you will need to advise the Village Office prior to this date to arrange an apartment inspection. If you check out before the end of your contract date you will still be charged to the completion of that date, as detailed on your License to Occupy Agreement.

- Check Out Appointments. The Occupant will need to schedule a check-out appointment for the last day of their contracted term. You must be present when this check out is being conducted.
- If you hired a Linen Pack from us, then this must be returned to the office, washed and clean before departure. If it is not returned, then a charge of \$160 will be charged to your account.
- The staff member will inspect the room for damage or cleaning required and missing items. Please ensure that you have thoroughly cleaned the bedroom, bathroom, kitchen (all utensils, crockery and appliances must be cleaned) and common areas before inspection. Please also remove all rubbish and personal belongings from the apartment including items that are no longer wanted.
- If the apartments are still dirty and/or there is damage and/or personal rubbish and belongings left behind, the manager will notify you to rectify this before the check out can be completed. If you choose not to rectify the issues, then we will deduct an appropriate fee from your Security Deposit.
- Deductions from your Security Deposit will include charges to your shared living space, if you are in a 2-5 bedroom apartment, as well as charges deducted for damage to common areas for which no individual was found or owned up to. Any fines will also be deducted.
- Once the inspection has been completed, then you must return all keys to the staff member, remove your luggage, and vacate the apartment immediately.
- If you have time to wait before leaving for the airport, then you are most welcome to leave your luggage at the office for a few hours.

## **Cleaning**

It is your responsibility that your apartment and bedroom are kept in a clean, tidy, safe and hygienic manner. This is a weekly duty (at least). As you are sharing living areas, its essential to be respectful of your housemates rights to a clean and enjoyable living space.

We suggest a roster be put in place to keep your apartment clean and tidy. Cleaning of the common areas, bathrooms, kitchen and toilet is a shared responsibility. You/and or you and your flatmates, may wish engage one of our cleaners to clean the apartment, at a fee of \$50 p/h.

Please do not store any food or do any cooking in your bedrooms.

Each apartment is supplied with a bucket, mop, oven cleaner, scrubbing brush and vacuum cleaner. All other cleaning equipment and supplies are your responsibility.

Inspection of the apartments takes place monthly by Village staff and a member of the body corporate (an organisation that represents the various owners of the apartments) and upon vacating.

If an apartment or room is found to be in an unsatisfactory condition, then a specific time will be given to rectify the problem. If the required standard is still not met, then the room at issue may be cleaned by commercial cleaners at the Occupant's expense.

## **Common Areas**

Tenants using common areas are to ensure that they are left in a clean and tidy condition after use. All rubbish associated with tenant's use is to be disposed of in the bins provided, that is inside the bins and not on the lids.

## **Complaints and Suggestions**

If you have any problems or suggestions with/for the management, staff or running of the Village, please contact [barbara@campusw.co.nz](mailto:barbara@campusw.co.nz) with your comments. We aim to respond to within 24 - 48 hours during office hours.

## **Confidentiality and Privacy**

Staff and Occupants endeavor to treat everyone with the utmost respect and confidentiality. In accordance with the Privacy Act, personal information collected in the application process, may be disclosed to, financial Guarantors and relevant staff at Campus@Waterview Ltd.

If we are required by law, then we will release information to government agencies such as the New Zealand Police, Department of Justice, Inland Revenue and the Accident Compensation Corporation.

## **Contact Details**

It is very important that you keep us updated on your current contact details, especially email addresses, as most of our communications to you are via email. You must also advise us of a forwarding address once you leave. These details are kept in the strictest confidence.

## **Disciplinary Procedures**

Occupants of Waterview Village, as part of the Village community, are bound by these Rules and Regulations. Such rules are to be posted in a prominent place in the Office. An Occupant means any person who for the time resides in the Village

We aim to resolve most incidents via positive face-to-face discussion, however sometimes a more formal process is required. The Village Manager may apply these rules as they think fit and in accordance with these Regulations where:

If the Village manager believes on reasonable grounds that an Occupant has committed or is committing a breach of these rules, or any rules governing behavior at either Village, and that action is required to ensure

that the peace and good order is maintained, they may instruct the person to cease the misconduct and/or vacate the area where the misconduct has occurred. Action of the Village management might include but are not limited to:

- If the person is not an Occupant of either Village:
  - Cause a trespass order to be placed on that person and ban that person from the Apartment and/or Village and any part thereof for any specified period, which they think fit.
- If the person is an Occupant of either Village:
  - Give the person an oral or written warning
  - Impose a written list of revised conditions of residency
  - Impose a fine not exceeding the single room weekly full board rate.
  - Order compensation be paid for any loss or damage caused by or arising from the misconduct
  - Assign a particular community service project within the Village grounds
  - Exclude the person from the Village for any specified period which they think fit (suspend).
  - Give the person not less than 24 hours' notice of eviction from the Village, unless in extreme cases, where the continued safety of other Occupants or their property is at risk.
  - A decision of the Village Manager shall take effect as soon as the person is advised of it.
  - The Village manager shall within two working days of making a decision shall advise the Guarantor of the decision and provide both the Guarantor and the person with a written statement of the reasons for it.

No action will be taken until an Occupant has had a reasonable opportunity to hear any allegations that have been made against them and has had a reasonable opportunity to respond to these allegations. In serious or complex situations and any situation which raise issues of suspension or eviction, this will require allegations to be put in writing, and for the Occupant to have an opportunity to respond in writing.

Misconduct is defined as any breach of the Rules of Campus@Waterview Limited's Village.

The Residential Assistants are authorized to exercise the disciplinary powers of the Village manager, except that the RA's may not suspend or evict any Occupant.

An Occupant will be liable for the cost of making good any damage or deficiency for which they are responsible and pay or reimburse the full cost of meeting any charges incurred for actions for which they are responsible within seven days of being informed of the cost.

Where damage to or within the Village is caused by an Occupant(s), and the person(s) concerned is/are not disclosed, a levy or pro-rata fine or pro-rata deduction from Security Deposit may be made on all Occupants in the apartment or common area where the incident took place.

The terms of eviction are as follows:

- The Occupant will be informed in writing of the rules broken and behavior that has led to the eviction and the date of departure.
- The Occupant will leave their room in a clean and tidy state on or before the specified date.
- The Occupant will forfeit the Security Deposit and be charged **in addition** for the cost of any cleaning, laundry, damage, and repairs to return the room or apartment to a habitable state for the next Occupant.
- The evicted Occupant and any guests involved in the incidents leading the eviction are not to enter the apartment or either Village for any purpose or reason whatsoever for the next three months after the date of eviction.
- After that date the person evicted may enter only when expressly invited by current Occupants or Village management.
- Village management will be unable to provide a reference to any future accommodation provider.

## Disputes

Occupants are responsible for co-operating with one another and reaching agreement with one another, however sometimes conflicts happen.

Your first action should be to communicate with each other in a kind and calm manner. Sometimes the other person has no idea that there is a problem and positively communicating this may resolve the issue.

If this doesn't work, then you can ask the RA's to organize a meeting to discuss the issues.

If it still isn't resolved after this, then you can seek guidance or intervention from the Village management for a resolution. Failing resolution with Village management, please contact the director of Campus@Waterview Ltd.

## **Disruptive Behaviour**

All Occupants shall ensure that their behaviour does not interfere with the peace, quiet and enjoyment of other tenants.

Behaviour such as, but not limited to, is listed below, and will not be permitted or tolerated and may result in police involvement and eviction from the Village.

- Abusive language, written or spoken,
- The creation of excessive noise,
- Expressing hostility against, or brings into contempt or ridicule, any person.
- Racial harassment on the grounds of colour, religion, race, ethnic or national origins of that person. Racial harassment may carry a police penalty of up to two years imprisonment and any complaints will be treated with the utmost seriousness.
- Publishing or distributing written, visual or electronic material, or using words which are threatening, abusive or insulting to people.
- Offensive jokes
- Unwanted physical contact (see also Sexual Harassment)
- Engaging in physical fights, bullying, assault, intimidation, abuse, harassment or other acts of violence against people or property.

## **Drugs**

Drugs are not allowed on the premises, unless they are prescription.

In this country the use of drugs is still illegal. Any resident found using drugs such as marijuana, cannabis or cocaine will immediately be asked to leave. You will be given no more than 12 hours to pack and leave.

## **Financial Payments**

The Occupants payments are due as follows:

- Application Fee -\$99, which is due before the Application can be processed.
- A fee of 2 weeks rent, (which shall be credited to your first two weeks of rent), Utilities Fee, Internet Fee, is payable by either Direct Deposit to our bank account (with your name as the reference), cash, or Eftpos/Visa/Mastercard. International students may pay their fees in full at this time.
- Fees for the Security Deposit are due before or upon arrival for Check In.

Thereafter, subsequent payments are payable on an ongoing fortnightly basis, in advance, commencing 1 week after arrival, by automatic payment (AP). AP forms are to be completed and lodged with the Occupants bank before the first payment is due.

If an Occupant is in breach of the Licence to Occupy Agreement, a one weeks notice of termination of residency may be given, and all fees due under this License to Occupy shall become immediately payable.

A surcharge fee of 3.24% will be charged for any payments made by Visa or Mastercard.

A fee of \$30 may be charged for late rental payment. We also reserve the right to charge overdue fees, interest and collection costs on all accounts not paid by the due date.

If you wish to extend your stay with us at either Village, please advise us as least two weeks prior to your contract ending. Unfortunately we cannot guarantee a room will be available.

## **Fines**

For the harmony and enjoyment of all Village Occupants, please find below a list of fines payable, but not limited to, for breach of the Rules:

- Keys – Lock out fee between 10pm-8.30am - \$25
- Keys – Lost keys - \$25 per key
- Smoke Alarms – If found during any routine or random inspection by management, a smoke detector is found to be disabled or damaged, a fine of up to \$250 will be imposed. This charge will be shared by all the Occupants of that apartment, should no one person admit liability.
- Fire – Non emergency Fire Department call out (approx.)\$2000.
- Smoking – A fine of \$100 will be imposed on anyone smoking anywhere at the Village (excepting the designated smoking area).
- Noise – A fine of \$50 will be imposed before any impounded equipment is uplifted.
- Noise – A fine \$25 for any RA call out fee.
- Alcohol – Alcohol breaches requiring RA or Security attendances - \$100-\$500

## **Fire**

If you see smoke or flames, Ring **111** for the Fire Department immediately. Use the fire stairs at designated EXITS.

Please refer to the Fire Safety Poster pinned to the board in the common areas.

Smoke Alarms must have a live battery in it at all times. Please check regularly that the little green light on the detector is glowing. Please let us know immediately if it is not glowing and we will replace the battery for you.

Smoke and fire alarms in apartment and/or passageways must NOT be covered for any reason.

Smoke alarms are very sensitive, so please be very careful with burning toast, cooking (never leave this unattended), candles etc, that could set the alarm off.

Open flames, or incense in your rooms or common areas are not permitted due to the fire risk.

If the fire alarm rings continuously all Occupants must evacuate the building and go to the nearest designated assembly point (as found on your Fire Safety Poster). You must not return to the building until the all clear has been given.

It is your responsibility to ensure your guests and/or visitors know where the fire exits are.

## **Firearms, Weapons and Fireworks**

Firearms and weapons of any sort are not permitted on the premises of either Village at any time. Violation of this policy will lead to immediate eviction. This includes the possession and/or use of fireworks.

## **Furniture**

No furniture is to be removed from your bedroom, apartment or common areas unless written authority is given by management.

If you wish to bring your own furniture, this must be removed upon your departure or you will be liable for its removal and disposal.

## **Guarantor**

All Occupants under the age of 25 must provide details of a guarantor. A guarantor agrees to take responsibility for any debts or damages that you may incur while living at the Village, if you cannot make the payments yourself.

## Guests

Guests are most welcome to enter either of our Village as long as they are sober, well mannered and adhere to the Rules. The Occupant must be with the guest at all times while on site. The Occupant is fully responsible for the guest's actions while they are in the buildings (eg: fire safety, harassment, noise and damage), and any fines and costs incurred by them will be charged to the Occupant.

All guests are required to leave by 11pm.

Guests are welcome to stay overnight with you in your room, for a maximum of two nights per month, upon condition that:

- The other Occupants in your apartment must be informed and approve of it.
- For safety reasons, please email the office [barbara@campusw.co.nz](mailto:barbara@campusw.co.nz) to advise us of any overnight guests, as we need to know who is on site should there be an emergency.

During study and exam weeks please minimise visits from guests and overnight guests, to enable a quiet environment for all of our student Occupants.

## Inspection of Apartments

As with any shared living quarters, the cleanliness of each apartment contributes directly to the enjoyment of living with your housemates.

The Village management also has a duty of care to the various owners of apartments to ensure their property is well taken care of.

We therefore conduct an inspection of the apartments on a monthly basis by Village staff and a member of the body corporate (the organisation that represents the various owners of the apartments), and upon vacating.

We are happy to support you and show you how to meet the high standards of cleanliness we require, and what we look for during these inspections.

You will receive advance warning of upcoming inspections dates and times via email.

During inspection, we will knock and then enter the common areas of the apartment. We inspect the kitchen, lounge, bathroom/toilets first. We then knock on your bedroom door and wait before entering. Please ensure you are out of bed for inspection time. The bedroom is inspected for working smoke detectors, dampness, any damage or maintenance required, and general tidiness. The entire process only takes around 2 - 5 minutes.

You do not need to be present during these inspections, but you are most welcome to be so if you choose. If you have any maintenance or concerns then that may be a good time talk to us then.

For apartments that consistently have a high standard of cleanliness, then there will be a reduction of the number of inspections and other incentives.

For apartments that do not pass inspection, the following processes will apply:

- An increased number of inspections including spot checks.
- Specific guidelines and expectations to help you rectify the issues.
- Support to monitor the cleaning roster.
- As a final resort, financial penalties will be deducted equally from all the apartments Occupants' Security Deposit for the costs of commercial cleaners.
- You will be advised if the apartment is below standard and given the opportunity to rectify the situation without penalty.



## **Insurance**

All Occupants are responsible for the safety and security of their own property and possessions, including storage thereof in any storage areas, or items left in any part of the Village.

Campus@Waterview Limited takes no responsibility for damage or loss of your property. You are strongly advised to take out your own contents, personal, and travel insurance, including liability cover.

## **Internet**

All laws regarding unauthorized downloading and visiting illegal sites must be strictly adhered to.

## **Laundry**

We have two coin-operated laundries, one at each Village containing washing machines and dryers. The machines require 3xNZ\$1 coins to operate and you will need to provide your own washing powder.

## **Linen Packs**

You are most welcome to bring your own bedding, towels and tea-towels, OR if you prefer, you can lease these items from us for a fee. Please confirm at time of booking so we can provide these to you upon your arrival. All items in the Linen Packs must be returned to the office, washed and cleaned, upon departure.

## **Mail**

All Occupants mail is delivered to the Office. We shall advise you by email if a parcel has arrived for you, and our RA's will deliver any mail to your apartment after 5pm on the days collected. We are happy to sign for courier packages on your behalf, however we do not accept any responsibility for loss of any mail or packages.

The delivery address for all courier or postal packages is:

*Your name and apartment number*

c/- Waterview Apartments

PO Box 44453, Point Chevalier, Auckland 1246

## **Maintenance**

If anything in your apartment needs repairing, please contact the Office to report. If urgent repairs are required and the office is closed, please contact the RA on duty.

If the maintenance required is due to general wear and tear, you will not be responsible for the costs.

## **Medicines and Medical Problems**

It is important for management to know about any prescription medicines that you need to take for any medical condition. Management must be informed at time of Check In, or as soon as practically possible. All disclosures are treated with the utmost confidentiality.

## **Pest Control**

Please ensure that good housekeeping (rubbish properly disposed of/food not left out uncovered etc) is adhered to so to avoid any infestations of pests to the premises. If the actions of an Occupant are found to have caused a pest infestation, then you will be charged the cost of eradication of those pests.

## **Pets**

Sorry, no pets are permitted on the Village grounds or in any apartments, excepting Village Management approved temporarily visiting guide dogs.

## **Posters and Notice Boards**

From time to time you may have an event, workshop, notices or activity that may be of interest to other Occupants in the Village. Please contact the Village Office for approval if you wish to display any posters/notices.

All approved posters/notices must only be attached to the Notice Boards or in approved areas by Blu-tack so they do not damage the paint when removed.

Village management reserves the right to remove anything posted that is objectionable or not previously approved.

## **Prohibited Activities**

No form of business is to be conducted on or from the Village.

No use of drugs.

## **Prohibited Items**

The following items are strictly forbidden to be brought into the Village by either Occupants or their guests:

- Resin, chemicals, spray paints, spray glue, flammable solvents, noxious, explosive, dangerous substances, illegal substances, materials or goods (including the storage of stolen goods).

A breach of any part of this rule will lead to disciplinary action being taken, fines and cost recovery for any damage made by using such substances.

## **Residential Assistants**

The Residential Assistance (RA) team, are made up of members of our Village community and are an essential part of the Village support network. RA's all live in the Village.

The RA team helps to make sure that the Village operates smoothly, carry the same powers as the Village Manager in maintaining order, help you with any queries you may have and lock outs, serve as peer advisors and ensure that a pleasant and friendly environment is maintained for all Occupants.

## **Right of Entry**

Occupants are not permitted to obstruct any Village management staff, the fire wardens, RA's or authorised trades people in performance of their duties and as outlined in the License to Occupy Agreement.

Village management cannot legally permit any other person, including relatives, access to your room without your prior verbal or written permission.

## **Rubbish Disposal and Recycling**

All Occupants are responsible for the disposal of rubbish from your apartments and common areas used by you. Rubbish must be placed inside the large bins provided in the carpark, not on top of the lids.

Rubbish should be removed several times every week as they are a big attraction for pests such as rats, mice, cockroaches, ants etc.

The Occupant must remove any rubbish that cannot be placed inside the bins from the premises.

## **Safety**

Our Residential Assistants, and Resident Manager are here to help ensure a safe and secure environment for all our Occupants, patrol each Village regularly.

When travelling to and from your apartment, especially at night, we recommend you stick to busy, well-lit streets and it's always best to walk or travel with someone else and not alone. Use common sense and stay away from isolated areas. Be aware of your surroundings and do not wear headphones that inhibit your sense of hearing.

## **Security Deposit**

Your Security Deposit is a one off fee that is payable, to cover any damage, breakages, cleaning, outstanding fines (refer to fines page 6) and rent.

Where the Security Deposit becomes depleted due to repeated fines or expenses, the Village Manager reserves the right to request a further addition of funds to top up to the original amount of the Security Deposit. This must be received within seven days of the request.

To receive the Security Deposit refund on completion of your tenancy, all responsibilities have to be met, including rent and all bills being paid in full. An exit inspection will be conducted to ensure that the rooms, as well as the shared areas of the apartment, are in the same condition/state as it was when it was originally signed over to you.

The Security Deposit will be refunded into a nominated bank or refunded to your credit card (if payment was made by that credit card), within ten working days of approval and completion of the Check Out form on departure. No cash refunds are available.

Please see "Check Out" for details on the requirements to be met before the Security Deposit can be released.

## **Security and Theft**

Occupants are responsible for the security of their apartment. Please remember to lock your bedroom and apartment when you leave. The front doors to each block are not to be left unlocked or jammed open.

Village management has a zero tolerance when dealing with theft, especially within apartments. If you are found to be stealing from anyone, eviction proceedings will be commenced and the Police will be notified.

Removal of any inventory items (linen, furniture, cutlery etc) from the Village without prior approval from management will be considered as theft, and dealt with accordingly.

Keys to the apartment or your bedroom are not to be given or lent to non-Occupants without prior approval from Village management.

## **Sexual Harassment**

Sexual harassment of Occupants or staff in any form is a serious offence and will result in disciplinary action being taken.

Sexual Harassment includes:

- Suggestive behavior with or without direct sexual connotations, which the person on the receiving end considers offensive or unwanted.
- Posters of a sexual nature displayed on walls within apartments can constitute sexual harassment.
- Sexual behavior between two consenting parties if carried out in the presence of others.
- Sharing a bed with another person, even where nothing of a sexual nature occurs, can sometimes lead to a complaint of sexual harassment at a later date.

## **Smoking**

All of our apartments in the Village are smokefree, (which including vaping), for the benefit of all Occupants. This policy applies to all staff, students, Occupants and guests and includes all apartments, buildings, carpark (excepted the designated smoking area) and vehicles on any part of Village's grounds. The only exception is the designated smoking area. A fine of \$100 will be imposed for any breach of this rule.

If your bedroom has been contaminated or soiled by smoking, in addition to other possible penalties, a commercial cleaning charge for all furnishings such as the bed, bedding, linen, curtains, carpet and furniture fabric may apply.

## **Storage**

All belongings (except bicycles) must be stored inside your room/apartment. All belongings must be taken with you when you leave. If you leave belongings behind, you will be charged for the disposal.

## **Terms and Conditions**

Upon your acceptance of the License to Occupy Agreement, you also accept the terms and conditions of this Handbook.

## **Unitec Students-Privacy Authorisation**

Registered Unitec students are requested to sign an authorisation for Campus@Waterview Ltd (WaterviewApartments) to release all pertinent information, including but not limited to, the progress with their application, confirmation of their application and acceptance of accommodation, to Unitec, Te Pukenga – New Zealand Institute of Skills and Technology.

## **Utilities Fee**

The Utilities Fee is a compulsory non-refundable (the power is loaded at the beginning of each semester and cannot be refunded if you decide to leave early) fee to be made in advance, which contributes to the following costs:

- Electricity and water (hot and cold) supply to your apartments.

The amount of electricity provided in this fee is capped and any apartment exceeding this capped amount will be required to pay additional fees for more power. Power cards for top ups are available from the Office at \$20 each. So we have listed below some suggestions to ensure you stay within the capped amount:

- Having short showers (hot water is the biggest usage)
- Careful use of heaters, and turning them off when you leave the room.
- Open curtains to let the sun in during the day, and close them before sunset to retain the heat.
- Dress warmly to avoid using the heater.
- Turn off lights when not in the room or required.

Keep your apartment dry. Do this by keeping steam to a minimum – cover cooking pots, open windows when showering, do not wash or dry clothes in the apartment. If your windows are wet on the inside (condensation) then squeegee them and open them to dry, and let fresh air circulate for at least 30 minutes each day

## **Walls**

You are welcome to bring items to help personalize your room. We have pin boards in each room for pictures and posters. Please do not make holes or stick things that will cause damage to the walls or paint when removed. Marks or damage will be the responsibility of the tenant at Check Out time. "Command Hooks" and "Blu-tac" are the only acceptable form of adhesive allowed to hang/affix anything to your walls. These are available in a variety of sizes at supermarkets and department/hardware stores.

## Covid-19 – Stay Safe

The health and safety of our residents is of the utmost importance to us all at CampusW. Please find below information in regards to standard hygiene practices that we require from our residents, so we can all work together keeping everyone in our Village and community safe.

### Wash Your Hands

Washing your hands continues to be the one of the easiest ways to keep yourself safe. Please wash often. Use soap. 20 seconds. Then dry. This kills the virus by bursting its protective bubble.

### Cough or sneeze into your elbow

This will keep the virus off your hands and spread through the air, so you don't spread it to other people.

### Clean Surfaces

Please disinfect and clean surfaces regularly.

### Stay at home

If you are unwell with cold or flu symptoms- please stay in your apartment. Call Barbara 021 48 1510 or our RA's 021 054 1996 to advise us of your symptoms, and let your flatmates know you feel unwell so you can maintain physical distancing. Call your doctor or "Healthline" on 0800 358 5453.

If necessary, we can move you to another apartment for self-isolation.

Symptoms include:

- A cough
- A high temperature of at least 38
- Shortness of breath
- Sore throat
- Sneezing and runny nose
- Temporary loss of smell

Cough, fever and breathlessness are the major symptoms of Covid-19, all others are likely to be just the common cold or flu.

### Stay connected

We at CampusW are here for you 24/7. Please call or come to the office for a chat. Getting fresh air and sunshine is another great way to stay healthy. Your emotional and mental wellbeing is important to us.

More information is available from <https://uniteforrecovery.govt.nz/covid-19/>