



Grafton Hall of Residence



Residents' Guidebook



2012

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Welcome To Grafton Hall

The Board and the staff of Grafton Hall extend to you a warm welcome to the Hall for the 2012 Academic Year. Over the forthcoming months Grafton Hall will not only become your place of residence, but also your home. It is with your co-operation and assistance that we will be able to maintain Grafton Hall's reputation as having a great family atmosphere.

Make the most of all of the opportunities that will present themselves during 2012, but please don't lose sight of the main reason for your being in Auckland - University study. You will quickly find that time management is one of the essential skills of a successful student. Allocate your time wisely to make the most of your year.

The experience of Hall living is one that you will remember for a long time, but like all good homes there are certain rules and expectations. This guidebook has been prepared to help you settle into the Hall and its way of life as easily as possible. It is written in addition to the document "Regulations Governing Residence" that you should have read prior to signing your acceptance contract. These guidelines do not repeat all the rules by which you are expected to abide.

It is essential that you read this Guidebook before you come to the Hall.

Introduction To Grafton Hall

Grafton Hall was built in 1968/69 by three churches and continues to be administered by the Presbyterian Methodist Congregational Foundation Inc. as a non-profit making trust. The Board of Trustees of Grafton Hall meet monthly at the hall and take an active interest in the Hall's facilities and residents' welfare. They attend functions such as the Whakatau and the formal dinner, and welcome the opportunity to meet and talk with residents. The resident body also has direct input to Board decisions, as the Chair of the Grafton Hall Resident's Committee (GHRC) is invited to attend Board Committee meetings. We aim to provide a caring and academically supportive community environment for student residents from The University of Auckland. We contract our services to The University of Auckland Accommodation & Conference Centre, who manage on our behalf offers of placement and other central administrative procedures.

Situated on the central city fringe of Auckland, Grafton Hall is located 11-12 minutes walking time from the City Campus of The University of Auckland and adjacent to the Medical and Health Science Campus. It is also within easy walking distance of the Central Business District, the Auckland Domain and the shopping & entertainment precincts of Parnell and Newmarket.

Grafton Hall accommodates 203 students and 8 residential staff, and offers a wide range of facilities on-site including; a computer room; games room with pool table and table tennis; television lounges with Sky TV; a basketball/ tennis court; full catering and laundry facilities; and a fax and colour photo-copier/printer for the residents' use. Our residents come from highly diverse backgrounds, and our community commonly encompasses as many as 40 different ethnicities with a wide range of ages and academic backgrounds from first year students to post graduate level. We are justifiably proud of the reputation we enjoy of being a warm, homely, and culturally sensitive and rich community. The staff at Grafton Hall and the Grafton Hall Residents' Committee (GHRC) help to provide a wide variety of programmes to assist in your social, cultural and academic development.

The places in the Hall are made up as follows

<u>Tower Block</u>	8 floors of 19 beds (3 twin rooms per floor) plus one room on the 9 th floor = 153 residents (including 3 Residential Assistant staff).
<u>50 Seafield View Rd</u>	6 residents in 3 twin rooms.
<u>62 Seafield View Rd</u>	7 residents (4 in twin rooms). This was known in the past as the "French House", but now houses general residents.
<u>Carlton Pine House</u>	34 residents (12 in twin rooms, 1 Residential Assistant staff member).

Whakatau

We start the year with a Whakatau, an informal Powhiri which is a traditional Maori welcome. We see this as a very appropriate way of welcoming all our residents to the Grafton whanau (family or community). The Whakatau is held within the Hall grounds, from 4pm on the Sunday before the start of lectures. Immediately afterwards we usually take the Hall photo, then have dinner. After dinner, we have a general hall meeting, followed by floor meetings where we introduce staff, GHRC members and discuss community issues. All residents are expected to attend the Whakatau and the following meetings.

Orientation Events

A variety of activities will be organised in the first week(s) of each semester to help you feel at home at Grafton Hall, and university, and get to know your fellow residents. The events are varied to appeal to everyone. They are not compulsory, but as with everything, the more you participate, the more you will get out of it. The activities are organised by GHRC, the Inter-Residence committee, and the University Students Association (AUSA) and will be advertised on notices around the hall, and in orientation packs you receive on arrival.

The Environment and Responsible Tourism

Grafton Hall is situated in beautiful grounds with many plants and trees, including a trail through our very own native nature plantation. We are proud of our green image, and have a commitment to practices which minimise harmful impacts on the environment. We encourage positive practices such as an active recycling programme, waste reduction, and energy conservation, including energy saving light-bulbs and timers in common areas, buying local produce to minimise transport costs, and recycling all our packaging. Please read the sections in this guide on recycling and energy conservation within the hall, consider joining our "Green Committee", which reviews our environmental practices, and feel free to make suggestions where you see an opportunity for us to improve what we do, or introduce new ideas.

Introduction To Residential Life At University

On behalf of Campus Life, welcome to the halls of residence, hostel and single/group occupancy complexes of The University of Auckland. Accommodation Services administers a variety of accommodation options, ranging from Halls of Residence to private sector accommodation. The office is located on campus in the Old Choral Hall, Room G15, 7 Symonds St. It is responsible for the administration and management of residents' applications for residency, and placements in Grafton Hall.

By living in our modern residential facilities, you have an exciting opportunity to grow through friendships, exploration of ideas, and involvement in the resident community and the university as a whole. We believe that residential facilities are more than just a place to eat and sleep - residential living is an experience in human relations.

Our residential staff teams strive to provide you with a safe, comfortable living environment, as well as an environment conducive to academic study. Halls of residence are administered in such a way as to facilitate the growth and development of each resident student. Thus, we believe a positive experience in-group living, decision-making, self-discipline and self-governance is being offered to you.

The success of your university experience however depends on you, and it is our hope and challenge that you will take an active role in determining that success. Your commitment, consideration, and co-operation will be significant in making your group living experience rewarding and satisfying.

Grafton Hall Staff

Head of Hall	Dr. Greg Oates JP
Deputy Head of Hall	Heather Kitching
Residential Supervisor	Sally Malcolm
Catering Supervisor	George Murray
Cooks	Kevin Marino, Irvinder Kaur
Kitchen Staff	Kerry Hanford, Tony Volpicelli, Lily Satuala, Lipea Vilisoni-Leona and Romeil Trugilo
Maintenance Supervisor	Laurie Shaw
Assistant Grounds/Handymen	Martin O'Flaherty, Graham Younger
Cleaning Supervisor	Therese Williams
Cleaning Team	Tonga Lauaki, Taimi Feao, Mohammed Imtiaz and Romeil Trugilo
Senior Residential Assistant	Michael Klingenberg (Carlton Pine House)
Residential Assistants	Hugh Benson, Ryan Borthwick, Trisha Spies and James Stolten

Student welfare in Grafton Hall is the priority of the Head of Hall (Greg), and Deputy Head of Hall (Heather) who are supported by the Residential Supervisor (Sally), the Senior Residential Assistant (Michael) and the Residential Assistants (Hugh, Ryan, Trisha and James).

Residential staff live and work within the Hall throughout the year. They oversee the general programming of academic, social, cultural, health and welfare related events and activities to ensure the Hall remains a safe, secure and comfortable environment, and assist with conference operations during the academic vacations. To this end there will always be one member of the team on duty, whose name is displayed in the window of the office. An emergency phone that connects to the duty staff person is located by the entrance to the office. In the evenings and weekends, residents should approach the member of the residential staff team who is on duty, for any problems that may arise.

In the event of a serious problem arising when you are away from the Hall, call the office number (09) 373 3994. The call will be diverted to the duty person in the evenings.

All members of the residential staff team are trained in First Aid, listening skills and issues of cultural sensitivity. They are also given a thorough briefing on the function and whereabouts of campus facilities. Members have been appointed on the basis of their familiarity with the requirements of university study and the operations of the campus, coupled with their enthusiasm to assist in the development of the social and academic well being of others.

Office

The office is located on ground level and is open 8:30am-4:30pm, and 6.30pm-7.30pm Monday to Friday, and 6:30pm-7:00pm Saturday, Sunday and public holidays. Staff are available during these times to assist with any queries that you may have regarding maintenance, board fees etc. and for stamps, photocopying, faxing and so on. Please do not expect staff to fulfill simple administrative tasks for you outside of office hours. A good time to contact the duty staff outside of office hours, especially in weekends, is at mealtimes when they will most likely be on duty in the dining room.

Housekeeping

Grafton Hall employs our own housekeeping team. Therese, Tonga, Taimi, Imtiaz and Romiel are jointly responsible for the day-to-day cleaning services of communal areas. Residents are expected to clean their own rooms.

Please be mindful that running a hall is no easy task and we ask that you assist in taking care of communal areas and the equipment, furniture and fittings contained within, reporting any damage that occurs immediately.

Accidents

Any accidents that occur either at Grafton Hall or on the Universities campuses, and which involve a resident of the Hall, must be reported to the duty person under the Occupational Health and Safety Rules. Accident report forms, obtainable from the office, must be completed. First Aid Kits are also located in the office and the kitchen.

Achievement Awards

Grafton Hall presents five awards at the end of year dinner in recognition of outstanding achievement by our residents. The awards all have cups or trophies that will be engraved with the recipient's name, and displayed in the trophy cabinet in the main entrance foyer. Each award is accompanied by a prize donated by the award sponsors. The awards are presented in the following categories with respective sponsors:

Academic Achievement	A cup donated by Astra Zenica Ltd, accompanied by a prize to the value of \$200 donated by the National Research Centre for Growth and Development.
Performing Arts	A trophy donated by Piano Traders Ltd in Mt Eden, and a prize of prime tickets for two to any selected performance at the university donated by the Maidment Theatre.
Sport	A cup and a prize of recreation classes/goods to the value of \$200, donated by The University of Auckland Campus Recreation.

Contribution to Hall	The Master's Shield, donated by former Head of Hall (Master) Dr. Brian McKay. A prize of book tokens to the value of \$200, donated by the University Bookshop.
Best Resident Award	A cup and an annual cash prize of \$500 are donated by the Hall.

Nominations for the awards will be sought in late September, after the mid-semester two break. Applicants may nominate themselves or be nominated by other residents on the prescribed application forms. You will need to provide supporting evidence for the nomination. We wish to express our warm appreciation to all our Award sponsors, and ask that our residents show their appreciation by supporting the sponsor's respective activities.

Alcohol

Residents are encouraged to follow sensible guidelines when drinking alcohol. Many residents have personal, cultural and/or religious beliefs that don't include alcohol, and you are expected to respect differing beliefs. It is for this reason that alcohol is not usually permitted in public areas (including lounges, dining room and games room) except with express permission. Moderation is the key, and excessive drinking is actively discouraged, especially if it results in loud or inconsiderate behaviour, or it is believed to be affecting a resident's academic progress. Residents are also referred to the sections under **Noise** and **Parties** with regard to gathering in rooms to drink. In addition to preventing adverse affects of a resident's alcohol consumption on other residents, we believe we also have a responsibility to an individual resident's own health and academic progress. If we become overly concerned that you are suffering personally from excessive drinking, we may put restrictions on your drinking, or refer you to outside help or counselling as a condition of continued residency.

Please take care if drinking in public in particular (e.g. Bars, nightclubs). Make sure that you keep with friends, and keep an eye on your drinks. Don't accept drinks from strangers. There is the danger that the drink maybe "spiked" (i.e. have a drug of some kind added) that will put you at risk of being assaulted or otherwise taken advantage of. We provide pamphlets at the Hall that offer advice from the Alcoholic Liquor Advisory Council with respect to all alcohol issues (see the entry **Notice-boards and Information**). If you have concerns about a friend or other resident's excessive drinking, please talk confidentially to one of the staff.

During the Examination period, any use of alcohol is strictly limited and individual use may be prohibited at any time. Wherever possible, please celebrate outside the hall to avoid disruption to other residents.

Bicycle & Motorcycle Storage

Secure storage area is available at a cost of \$20 for a bicycle and \$30 for a motorcycle, per semester. Bicycles may not be stored in the tower block or houses. You should obtain a bike-shed key from the office. If you wish to leave your cycle over a vacation period you must be recorded as doing so with the office. Cycles left over the summer vacation without authorisation will be deemed abandoned property and will be disposed of accordingly.

Grafton Hall assumes no responsibility for your bicycle/motorcycle while parked at Grafton Hall. It is recommended that you insure your cycle and keep it securely locked at all times.

Board Payments

Board fees are payable to the Hall Office. Fees are payable as per the regulations unless a varied payment schedule has been specifically requested and approved. Invoices are issued the week before fees payments are due, and include any sundry charges incurred such as photocopying, guest meals etc. The 2012 fees are \$6270 per 19 week semester for a single room (\$12,540 full year, 38 weeks) and \$5320 per semester for a twin-share room (\$10,640 full year).

A 10 percent penalty will be added to residents' accounts at the start of a new fees paying period (see the dates on this page) where money is owed from the previous period. Please retain all receipts issued to you. If you are experiencing difficulty in making a payment you should discuss the matter with the Head of Hall or Deputy Head of Hall **prior to the due date**.

For further information regarding board payments refer to Regulations Governing Residence 2012: <http://www.graftonhall.co.nz/documents/currentrules.pdf>

Full Year Residents: The scheduled dates for direct payment of fees for 2012 are set out below:
 Semester One Only: Students pay Fees 1, 2 and 3 as per full-year schedule.
 Semester Two Only: See separate schedule.

	Fees 1 Arrival	Fees 2 28 March	Fees 3 25 April	Fees 4 30 May	Fees 5 18 July	Fees 6 15 Aug	Fees 7 19 Sept
Single Room	\$2270	\$2000	\$2000	\$1600	\$1600	\$1600	\$1470
Twin Share	\$2270	\$1525	\$1525	\$1330	\$1330	\$1330	\$1330

Second Semester Only Residents: The scheduled dates for payment of fees for students arriving in semester 2 is as follows:

	Fees 1 Arrival or 2 July	Fees 2 15 Aug	Fees 3 19 Sept
Single Room	\$2270	\$2000	\$2000
Twin Share	\$2270	\$1525	\$1525

NB Credit card payments for all fees other than vacation periods will incur a 3.5 percent surcharge.

Method of Payment

Fees can be paid in the following way: (a) in advance per semester, (b) as per the above fees schedule, or (c) automatic payments via your bank. *Payments for (a) and (b) may be made by cheque, cash, eftpos or direct credit into our account. We do accept credit cards, but these will incur an additional 3.5% on the quoted rates. Anyone choosing option (c) must set this up and bring us confirmation from your bank as proof that this has been done.*

Our Bank Details

Account number: 02 0100 0115921 02
 Account Name: Presbyterian Methodist Congregational Foundation Inc. T/A Grafton Hall
 Bank of New Zealand
 Auckland Branch
 Swift code: BKNZLN22

Cars

Parking is allocated by the Senior Residential Assistant. Inner-city parking is an expensive and sought after commodity. Parking at Grafton Hall costs \$380 per vehicle, per semester (\$20.00 per week) and is by application only. In the event that there are more applications than space available, priority will be assessed on needs and commitments. Residents must park in the space allocated to them. Guests staying longer than 1 hour must obtain parking permit from the office.

Residents with a car for a temporary period must advise the office. If a car park is available to be allocated, you will be expected to make payment at the rate of \$3.00 per day. If there are no available car parks, you will have to seek an alternative. Cars which have not been registered with the office will be clamped or towed away, entirely at the owners expense and risk.

To apply for a car park, download the application for from the Residents section of the Grafton Hall website and post it back to us. Or apply on line: <http://www.graftonhall.co.nz/students.html>

Parking Notes:

1. The \$20.00 per week allows you to park at Grafton Hall. However, it does not cover the cost of policing or monitoring the car park 24 hours per day. DO NOT park in the space in front of the jumbo bins on the rubbish collection days shown on the bin (usually Tuesday and Friday mornings).
2. We recommend you do not leave expensive items on open display in your car as this may encourage thieves. We also recommend that you purchase insurance for your car to at least cover theft and possible damage to another vehicle (commonly known as third party, fire and theft cover). If purchasing a car, seek advice from the various agencies that exist to establish the quality of the car and legality of the sale.

Catering

The catering service is provided by staff employed by Grafton Hall. Grafton Hall is justifiably proud of the high standard of catering provided. All meals are served in the Dining Hall at the following times.

Breakfast:	Monday to Friday	7:00am – 8:30am
	Saturday/Sunday	8:00am – 9:00am*
Lunch**:	12:30pm – 1:20pm ('seconds' served between 1:20pm – 1:30pm) Bring your plate back if you want 'seconds'.	
Dinner:	5:45pm – 6:45pm ('seconds' served between 6:45pm – 7:00pm) Bring your plate back if you want 'seconds'.	

*On Sundays, cereals only will be available until 10:30am.

**Cut Lunches may be made Monday to Friday during breakfast time. Residents may choose between a cut lunch OR Lunch in Hall on any weekday, but may NOT have both. Residents observed by staff to be taking both a cut lunch and returning for lunch later will be charged for an extra meal. Taking any food item from the cut lunch table is regarded as having made a cut lunch - this includes single items of fruit or baking. The Hall does not provide food for snacks.

All residential arrangements in Grafton Hall are for full board, i.e. 21 meals per week. There is no refund or reduced board rate for meals not taken. If there is a serious medical or personal problem that necessitates leaving the Hall for a period longer than a week, the board may be reduced by the food component at the discretion of the Head of Hall.

The Hall aims to provide a balanced diet and provides a non-meat alternative each lunch and dinner meal session. Students with particular dietary requirements are advised that they may need to make their own arrangements to supplement their diet, if their needs are not met in the usual daily meal cycle. If students have any dietary concerns they may discuss them with a staff member. Vegans are NOT specifically catered for at Grafton Hall.

Please remember that the catering staff is here to provide a necessary service and courteous behaviour towards them is expected at all times. Any complaints regarding the food or service should be made ONLY to the Head of Hall or Deputy Head of Hall.

Please do not take food, crockery, or cutlery from the ground floor dining area. (The ground floor includes the picnic tables and the ground floor TV lounge, BUT not the houses or the games room and your bedrooms in the tower).

Late Dinners

Students can order late dinners any day of the week by recording their name on the stickers provided BEFORE the start of dinner up until 5:45pm. You may also phone the kitchen (377 8364) up until 5:30pm if you are going to be unexpectedly late. Late lunches are not an option as there is a provision for cut lunches

Guest Meals

Guest meals are available - please sign the sheet at the servery before taking a guest meal. The cost of guest meals are:

Breakfast \$6.00	Lunch \$10.00	Dinner \$15.00
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You may not opt to give your meal to a guest instead of paying for a guest meal, nor may you share your meal with a guest. Doing so will still incur the guest meal charge.

Guests are welcome to complimentary beverages (tea, coffee, etc.) as available. As a courtesy, parents who visit occasionally may have a guest meal without payment.

Special Occasions

During the year several special meals are held including dinners for First Year Residents, Returning Residents and International residents; Brunches, the Formal Dinner; and the Farewell Dinner. International theme dinners are also held featuring the cuisine of other countries and students are welcome to make suggestions or help in the cooking of these meals.

Supper

This is traditionally held on most Sunday evenings at 9:00pm, giving residents the chance to relax and socialise over a hot drink and biscuits. You should bring your own mug for this. During exam periods, supper is provided at 9pm every Sunday to Friday evening.

Cooking for Yourself

All of the houses have their own kitchens and cooking equipment provided if you wish to e.g. cook yourself a snack. Residents in the tower block may use the kitchenette on the ground floor, between the dining room and ground floor lounge. You are expected to clean up after yourself!

Communal fridges are provided on each floor of the tower block and in the houses. Please label your goods. Taking other people's items is THEFT, and will be treated seriously.

Note: You must not cook in the tower block utility rooms. Fumes from cooking may set off the fire alarms, and the smell of cooking can annoy other residents. Please only boil water in the utility rooms using the jug provided.

Common Rooms

Grafton Hall has three common rooms available for general use in the various buildings (Games room; Ground floor lounge; Carlton Pine lounge). All have a television for your use and entertainment. Please be mindful of the need for co-operation over channel selection in a community. SKY Digital is available in the Ground Floor Lounge and Games Room. There is also a lounge in 50 House (for residents of the house and guests). There is a DVD player in the ground floor lounge, and a portable player available to borrow during office hours for a refundable deposit of \$20.00.

These common rooms are provided for the use of all the students of Grafton Hall, therefore no outside groups or interest groups shall be permitted to use these areas without the permission of the Head of Hall/Deputy Head of Hall.

Occasionally, the rooms are let to outside groups during semester time. Please be tolerant on such occasions, as income from such events does help keep your fees down! Lack of study and communal space is a bit of a problem in Grafton Hall. There is study space on the 9th floor and two smaller spaces on the ground and first floors of Carlton Pine House.

Residents are responsible for keeping all communal areas in a reasonable state of tidiness. Items left behind may be placed into the rubbish inadvertently by cleaners - if you leave it behind, staff may assume it is unwanted! Residents and their guests are also expected to treat the furniture with the respect that they would give their lounge furniture at home. The consumption of alcohol in ALL public places in the hall, including the lounges is not allowed, except by permission of the Head of Hall or Deputy Head of Hall.

Community Service and Charities

There are several opportunities for residents to assist in community service within Grafton Hall, and the wider Auckland community. We support the Cancer Society (the head office is just around the corner), each year providing a team of residents to help sell daffodils on the annual **fund-raising** day. Other local options include helping to transport cancer patients from the local area to the hospital, the hospital's patient visiting programme, and Radio Lollipop in the Starship Children's Hospital.

We also have a relationship with the Methodist Church's Inner City Mission which provides assistance to some of the more needy people in the Auckland and Far North communities.

There are of course several chances through the year to assist our own community here at Grafton, for example serving on the Residents Committee (GHRC), or being a floor rep, or helping to show prospective students/parents around our facilities on open days.

Keep an eye on the notice boards for advertisements regarding charity collections etc. See Greg or one of the office staff if you are interested in becoming involved in community service, or have some good ideas for other areas of involvement.

Complaints

1 Complaints over Hall administration, food, cleaning etc.

You should discuss these with either the Head of the Hall, or the Deputy Head of Hall. If you do not feel comfortable with this, please put your complaint in writing, or discuss first with a floor rep, or another staff member. You may also place anonymous complaints in the Suggestion Box outside the office, or online at www.graftonhall.co.nz/students.html

2 Another Student. (Refer also to the section under Harassment)

Please discuss your problem with any member of staff with whom you feel comfortable.

3 A Staff Member.

These should be discussed (or put in writing immediately) with the Head or Deputy Head of Hall.

4 Independent Complaints

These may be addressed in writing to the Chairman of the Grafton Hall Board, c/- The Secretary PMC Foundation, Sothertons Auckland, PO Box 37-447, Auckland.

Computer Room

The computer room on the ground floor of the tower block is available for all Grafton Hall residents to use. Access is with your room key. It is intended that this facility will supplement the various facilities available on campus. The room has 5 PC's mainly intended for word processing. Some of the common software packages used in courses at University may be installed. The computers in this room are available for the residents to use at no charge. You will need a USB drive to save your work on.

Please read and observe the Notices in the Computer Room regarding computer use. DO NOT alter settings or install any software without permission. If there are applications that you require the use of and that you think would be beneficial for the Hall, please contact the office.

Printing and Photocopying

The photocopier and attached computer Print-Station outside the office is available for residents' use to print, photocopy, scan documents, and send faxes. We encourage you to scan documents and email wherever possible, as opposed to printing off and/or faxing them. The print options also include the ability for double-sided and "two-up" printing, where two pages are printed in A5 size next to each other on one A4 page. We encourage you to use these options to lessen paper and energy usage.

An access code can be requested and the value of copying and printing is periodically added to residents' accounts. Single sided photocopying and printing charges are currently:

	A5	A4	A3
Black and White	10c per page	10c per page	20c per page
Colour	\$1 per page	\$1 per page	\$2 per page

Emergency Evacuation

Emergency evacuation procedures are detailed on the back of the bedroom door in the building, and outside the lift on each level. Please read this notice and be familiar with the procedures. The evacuation alarm is the continuous sounding of the fire sirens. Throughout the course of the year, a number of alarm tests and trial evacuations will take place. Always treat the sounding of an emergency alarm as a real emergency and follow prescribed evacuation procedures. In case of fire, the Fire Wardens (identified by red helmets) will ensure the building has been evacuated and that the people are in the correct assembly points.

Interference with emergency alarm equipment and/or malicious activation of the fire alarm system is a serious offence, incurring stiff penalties, which will be billed to the person(s) concerned. With regard to the sprinkler and smoke detector systems; please note that once activated these can only be deactivated by the NZ Fire Service, at considerable expense (A minimum of \$1500 in the case of malicious call outs). The Hall's insurance company may opt to recover costs from any person(s) who deliberately activates the sprinkler system in non-appropriate circumstances. Do not tamper with these systems in any way - they are installed to save lives. For these reasons, the use of **candles** or **incense** in all rooms is prohibited, as is Smoking (see **Smoking** policy). Do not hang anything on the sprinkler systems either. You should have a **torch** in case of a power failure.

Energy Conservation

Grafton Hall has a commitment to minimising our energy usage. We have solar panels installed to assist in water heating, use energy-saving light bulbs throughout the hall, and have timers installed in all bathrooms, toilets and utility rooms. Energy costs for a building the size of Grafton Hall are considerable and any savings in the energy bill will be of direct benefit to the resident body. Residents can help conserve energy by:

- turning lights/stereos/computers off when you leave a room;
- not spending excessive time in the shower;
- using the laundry facilities for full loads only;
- turning the television and lights off when you are the last to leave a common room.

Faxes

We generally advise that you scan documents and email them instead of faxing, using your sign-on account for the photocopier. However, you can still send a fax yourself using the same system, or we can send on your behalf during office hours. Charges will be added to your account at the same time as photocopying charges, usually at the end of each semester. The charge will be equivalent to the calling charge from the hall's telephone account, + \$1.00 administration charge (local calls are free, so \$1.00 admin fee only will be charged).

There is no charge to receive faxes. All faxes received will be put into a used envelope and placed in the alphabetical mail rack.

Floor Reps

Each floor in the tower block and Carlton Pine House, and each of the three houses, have a floor rep responsible for the general community atmosphere in your immediate environment. They are volunteer senior residents, who have a commitment to enriching your hall experience, and ensuring that your living environment is conducive to sleeping and academic study. They form a vital link in the student support network, liaising between the staff and residents. During the year, they will organise floor events, maintain the floor notice board, and co-ordinate floor contributions to the hall magazine. They are also the appointed fire wardens for their respective floors. You should consult your floor rep in the first instance if you have a concern about your floor. Serious concerns should be directed to a staff member. Floor reps rooms will be advertised on notice boards on your floor or on the notice board in your house.

Goodwill Awards

We like to reward acts of special community helpfulness, and encourage residents to be friendly and kind-spirited towards their fellow residents. You should let GHRC or a staff person know if you think another resident is worthy of a goodwill award. Winners usually a movie pass. GHRC will often remind you to nominate people in the minutes of their meetings.

Examples of acts which have earned rewards in the past include looking after someone who is ill (e.g. bringing them meals, taking them to the doctors), helping when a car has broken down, and giving good advice and help when a resident was stressing out over exams.

Green Committee

This committee operates to oversee Grafton Hall's commitment to positive environmental practices, and responsible tourism. It has members drawn from the staff and residents, and volunteers are welcome, as are general suggestions from any resident. Meetings are scheduled twice each semester, but may be held more often if a specific issue arises. Current initiatives operating in the hall are discussed elsewhere in these Guidelines, see under *Environment and Responsible Tourism; Energy; Printing & Photocopying; and Rubbish & Recycling*.

Community Garden

The local Grafton Residents' Association operates a Community Garden on the rear of our house at 50-Seafield View Rd. We welcome interested residents to join this group in tending this cooperative venture. Contact the office to express your interest and find out the contact person and schedule for the garden's meetings.

Grounds

Grafton Hall is fortunate in the amount of outdoor space available, and the grounds and gardens are features of the hall which many people comment favourably on. Please feel free to use the lawns for games etc. Some sports equipment is available from the office, or see your GHRC sports representative. Please respect the "Grounds Closed" sign during wet weather.

Guests

If you wish to have a friend to stay for up to 3 nights, permission may be assumed. You should record the name of your guest in the book in the office to satisfy fire regulations. A mattress may be obtained during office hours upon payment of a \$20 deposit, of which \$15 will be refunded when the mattress is promptly returned in good order. The \$5 charge is to cover the cost of routine cleaning and replacement of the mattress covers. If you wish to borrow a set of bedding there is an additional charge of \$5 that will be deducted from the deposit. Meals are available to guests under the terms specified under **Catering** in this booklet.

Residents are fully and financially responsible for the behaviour of their guests at all times. Guests may be asked to leave the premises immediately in the case of unacceptable behaviour.

Harassment

Although Grafton Hall does not intrude into the personal relationships freely entered into by students, it does have a responsibility to ensure that proper standards of conduct are maintained at all times within the Hall. Harassment has no place within Grafton Hall and the residential staff has a proper concern where the behaviour of students towards other students may constitute harassment. Harassment is defined as any behaviour that:

- creates an ongoing intimidating, hostile, offensive or distressing environment;
- adversely affects the academic work performance of residents;
- undermines residents' morale or causes distress;
- leads to physical or emotional distress which may force a resident to take leave to cope with the behaviour or to leave the Hall;
- reflects adversely on the integrity and standing of the Hall.

Such behaviour may take the following forms (but is not limited to)

- sexually coercive behaviour;
- offensive jokes, suggestions or derogatory comments about another person;
- expressing stereotyping (assumptions about an individual's behaviour, values or culture based on a group they belong to);
- derogatory or offensive material sent through the mail including electronic mail systems;
- physical contact;
- intimidation, abuse or assault of any nature be it physical, sexual, or verbal.
- unwanted sexual advances.
- Offensive or personally insulting remarks on social network sites such as Facebook, or sent electronically, for example via email or Twitter.

Harassment cannot be tolerated or condoned because it is a denial of equality.

According to standards of Human Rights legislation in matters of harassment, confidentiality is essential. The principle of "need to know" operates. Complaints made in good faith to those who, given duty to receive, "need to know" do not constitute defamation. "Good faith" for this purpose means that the complainant is not motivated by ill-will or malice towards the person against whom the complaint is made.

What should you do if you believe that you are being harassed within Grafton Hall?

Do: seek advice immediately.

Do Not: do nothing or immediately seek a move within the building or leave the Hall.

Residential Staff (see **Staff**) are available to assist you and have a duty to receive complaints. They are equipped to advise and they have a duty to maintain confidentiality. As a member of the University you also have access to the following range of services:

- Harassment Contact Network Co-ordinator 373 7599 ext 87478
- University Counselling Service 351 2228

The University also has a number of identified Harassment officers that are prominently advertised around the university, and on our noticeboards.

Health

Illness

Any student who is ill needs to inform a member of the residential staff promptly. Meals can be arranged to be taken to the sick person in their room. It is important to seek assistance for medical conditions before they become too serious, as illness can spread very quickly in a group living situation.

Student Health

In the Kate Edgar Commons, and also on the Grafton campus. Best for advice and general sickness during normal hours, 8:00am – 7:00pm, Monday to Friday. An after-hours phone-line is operated by registered nurses, for advice and assistance. Phone 373 7599, extension 87861.

Auckland Hospital

For accidents and emergency treatment, especially after hours.

Dental

Student Health, Kate Edgar Commons, or Thomas Kool who offers student discounts, and competitive rates. His clinic is in High St, just below Albert Park below the University. Phone 309 1963.

Sexual Health and Personal Hygiene

A condom dispensing machine is located in the men's and women's toilets on the ground floor of the tower block. Condoms are also available cheaply on prescription from student health.

A tampon-dispensing machine is located in the women's toilet, ground floor of the tower block.

Heating

Rooms in the tower block and Carlton Pine House are heated by a centrally controlled radiator system. The operating hours vary through the year, and are increased as the weather gets colder. Please talk to the duty staff if you have a problem with the heating. You can turn the heater off yourself if you wish. You MUST not use your own heater. We can provide extra blankets if you are feeling cold at night, ask at the office or the laundry (A \$50 deposit will be added to your account, repayable on return).

Hours:

	Tower Block	Carlton Pine
Summer: November through to March	6.30-7.30am	5.30am – 8.30am 6.00-11pm 1-2am
Spring/Autumn: September/October; April/May	6am – 9am 12-2pm 5-8pm 9-10pm 11-12pm 1-2am	5.30am – 9.30am 12-2pm 4-8pm 9-10pm 11-12pm 1-2am
Winter: approx Late May through to end of August	5am – 10am 12-2pm 4-12pm 1-2am	5am – 10am 11.30-2pm 4-12pm 1-2am

Note: An override will operate 24-hours in cold snaps. Please ask the office if you believe changes to the above hours are needed.

Justice of the Peace

The Head of Hall, Greg Oates, is a Justice of the Peace. He is available to witness signatures and certify copies of documents if you need this.

Laundry and Utility Rooms

All laundering, apart from your bed linen, is your own responsibility. Laundry facilities are in the utility room on each floor, or centrally located in the houses. They are for your use only and may not be extended to friends living outside of the Hall. Please observe the correct manner of usage for all equipment - breakdowns inconvenience a lot of people. It is recommended that you mark all your clothing and personal possessions clearly. As the utility room is for use by everyone living on your floor, it is not an appropriate place to store your personal possessions. The cleaners regularly remove items that have been left unattended in this room for several days. You should not operate the machines during quiet hours as it disturbs residents close to the laundry.

We encourage you to use environmentally-safe laundry products, such as biodegradable cleaners, and refillable bottles to minimise packaging.

Lift

Grafton Hall's lift is functional but not a mechanical marvel. Please treat it with respect. Jumping and kicking tend to result in problems and breakdowns. These are particularly annoying to residents on the higher floors. The Hall has a service contract with ThyssenKrupp Elevators but damage deemed to be deliberately caused is billed to the resident body as a whole, or the individual if identified. The emergency phone in the lift connects directly to the ThyssenKrupp service, and every call is a cost listed on the Hall's phone account. All malfunctions should be reported to the duty person without delay. If you have the misfortune to be trapped in the lift - stay calm and alert someone to your plight by calling out and/or using the emergency phone in the lift car. ThyssenKrupp responds to those call-outs very promptly.

Linen

Bed linen (sheets and pillowslip) may be exchanged (on an item for item basis only) every Wednesday morning between 7:30am and 8:45am. Please bring your dirty linen to the Linen Room located on the ground floor of the tower block.

Mail

Your incoming mail should be addressed to you as follows:

Your Name
C/- Grafton Hall of Residence
40 Seafield View Road
Grafton
AUCKLAND 1023

Mail (simple envelopes) is delivered to the alphabetical boxes on the ground floor, under the stairs. Registered mail, personal deliveries and courier parcels will be held at the office for you to collect (your name will appear on the electronic notice board in the dining room). Outward mail can be deposited in the post-box that is situated on the ground level, opposite the stairs. We sell stamps at the office. Internal mail for any part of the University does not require a stamp but should be clearly marked 'Internal Mail' and left at the office.

Maintenance

Any item of maintenance needs to be reported as soon as possible so that it can be dealt with quickly and help prevent small problems escalating into larger ones. You may report problems either in the Maintenance book located on the shelf just outside the office (by the emergency phone), or through the Grafton Hall webpage at www.graftonhall.co.nz/students.html Any urgent matters that risk serious injury to persons or immediate damage to Hall property should be reported to the Duty Person immediately. General maintenance matters and grounds-work is done by our handyman (Laurie) and trades-people are called for more specialised or difficult maintenance matters. Please do not try to change light bulbs outside of your room. We will assume your permission to enter your room to carry out the necessary repairs unless you tell us otherwise.

Accidental Damage

The Hall respects those who admit accidental damage and as a tribute to their honesty shall endeavour to keep any costs to a minimum. Damage not reported and for which ownership is not admitted may make individuals or floors liable to extra charges.

Room Checks

Your room will be inspected at the start of semester, and any significant damages, marks to walls or furniture etc. will be noted on your room check sheet. You should check this and sign it, confirming that it is an accurate record of the condition of your room. The room will be inspected again whenever you vacate the room and you will be charged at trade rates against your account for any additional damage/losses which are not attributable to fair wear and tear. From past experience, things which you should be particularly careful about include:

- broken drawers (from kicking them shut)
- marks on desk top (from cutting or painting)
- holes in the chair
- holes or marks on walls/doors (using pins/sellotape instead of blue tack)
- stains on the carpet

Noise Control Guidelines

In recognition of the communal nature of residential university halls and the different study and sleep patterns of individual students, students are required to avoid making excessive or disruptive noise **at any time**. What is excessive noise? A simple test is that if you can hear noise from your room outside of it when the door is closed, the noise is too loud. Residents are required to exercise extra restraint after 10:00pm when other students may wish to sleep.

Residents are also expected to take some responsibility for the noise around them, by asking others to be quiet when they are being unreasonably noisy or unintentionally disruptive. Residents are expected to lower their noise level when requested by other students. If problems are experienced with the volume of noise, that cannot be solved by the resident or the help of the floor rep, he or she should see their Residential Assistant. If a Residential Assistant experiences ongoing noise problems from an individual or group, the Head of Hall will be informed. Repeated violations of the noise regulations could lead to the offender(s) residency being terminated.

What to do if you are being disturbed (in order)

- firstly inform the person(s) who is disturbing you, and ask them politely to moderate their noise
- notify your floor rep
- notify the duty staff member
- see the Head of Hall or Deputy Head of Hall for prolonged annoyances

Quiet Hours

These are times when residents are expected to be especially quiet and considerate in the sleeping areas of the Hall (i.e. Tower Block, communal areas in the houses). During these times you should avoid talking in the corridor, and make every effort not to disturb others on your floor. If you want to socialise as a group, please do so in one of the lounges, dining room or the games room.

The Quiet Hours times are:

Sunday - Thursday:	10:00pm – 7:00am the next morning
Weekends:	11:00pm – 7:00am the next morning.

Examination Period

During the examination period, **Quiet Hours** are extended to 24 hours per day, to allow people to study and sleep without distraction, and help reduce the stress of examinations. Notices will be posted to inform you that "Examination Quiet Hours" are in operation.

Having stereos, televisions and computers in your room is a privilege that may be revoked if their use is continually disturbing other people.

Any breach of noise curfews (or alcohol prohibitions) during examination periods will be viewed seriously. Any resident who has completed his/her exams must show consideration to residents who are studying for exams; failure to do so may result in a disciplinary fine and the immediate termination of residency. Serious offences will be referred to the University Disciplinary Committee. The offender(s) will remain liable for fees until the end of the term of their contract.

Noticeboards And Information

The Electronic Noticeboard in the dining room is updated regularly with information about activities and administrative matters.

There is another glass-faced notice board in the foyer of the tower block. The board displays information concerning such matters as student welfare, health, study, and religious notices. More information about welfare and study may be found in the pamphlet displays in the foyer and the computer room. We also commonly display notices advertising hall and university events and dates on the Pin Boards on each floor, and on the glass doors of the link, foyer and pinboards in the dining room. Matters of some urgency or importance are usually displayed on white boards in the entrance foyer and by the lift. Please do not interfere with notices; they are there for all residents' benefit.

Overnight or Weekend Absence

In order to establish your whereabouts in the event of an emergency, we ask you to record your absence in the book outside the office (next to the duty phone and maintenance book) whenever you are going to be away from the Hall overnight.

Parties

There will be several officially sanctioned parties organised during the year, usually two per semester. These are generally organised by the GHRC, or the Inter-Residence Association. They are usually held in the ground floor lounge with a theme which residents are encouraged to dress up for. Admission is limited to residents only, except by permission. On occasion, residents may be given permission to organise parties of a more personal or private nature, e.g. for birthdays or other special occasion.

For all parties, there are certain guidelines:

- Permission must be sought at least one week prior to the party, to ensure the availability of duty staff on the day/night of the party.
- There must be at least one resident (usually the GHRC committee for official parties) who will take responsibility for meeting the guidelines and taking the role of responsible host.
- The total number of people expected at the party must be given. Special permission must be sought for outside guests (i.e. non-residents), and the numbers of such guests detailed.
- The party will be held in an area designated by the duty staff, usually the games room, or one of the lounges. Party guests must not roam around the hall with alcohol or cause noise outside of the designated area.
- A conclusion time will be designated when approval for the party is given. You must adhere to this time when requested by the duty staff person.
- Party guests must respect the usual hall noise and conduct guidelines, e.g. keeping down noise when returning to rooms.
- The party guests must respect the hall's alcohol policy.
- Food at least in the form of snacks must be provided where alcohol is to be consumed.
- Any rubbish (e.g. bottles, food etc.) must be cleaned up after the party by placing in clean-sacks or bins provided.
- The designated host must notify the duty staff person immediately if they have any concerns over the behaviour of guests.
- Any damage must be reported to the duty staff person. Party guests are jointly responsible for the costs of any repairs/industrial cleaning required.
- Noise complaints from outside (e.g. Auckland City Noise Control Officers) must be referred to the duty staff person.

Personal Items

You may well wish to bring some personal items besides essentials such as clothing etc. with you, and many students wish to personalise their rooms. Please observe the following guidelines:

What You May NOT Have In Your Room

- animals
- fridges, heaters, electrical or gas cooking equipment
- candles or incense

What You May Wish To Bring (These are only possibilities)

- spare bedding, e.g. your own pillow
- towels (We do not provide towels)
- cups, glasses
- plants
- a stereo, TV, or computer. You should also bring earphones.
- containers for tea/coffee/sugar etc. Milk may be provided for the utility room fridges on request.
- a torch (this is a good idea in case of lengthy power-failures).

Take care when trying to add personal touches to your room. Use BluTac for affixing any pictures, notices etc. to walls or doors. Moving fixed furniture is likely to result in charges against your account for damages. (See notes on room checks under **Maintenance**)

Pianos & Music Practice Room

There is a Grand piano in the dining room and another upright piano in the music room by the laundry of Carlton Pine House. Please make sure you replace the covers after use. Use of drums and band practices are not allowed after 9pm.

Privacy

All staff accommodation is deemed to be private and no resident may have access unless invited. Areas such as the handyman's workshop, the linen and cleaners' rooms, and the kitchen are not accessible to residents unless invited by an appropriate member of staff.

Please respect the privacy of your fellow residents by knocking before entering rooms and by not disclosing information to strangers on the telephone asking unusual questions. Residents will not generally be given a key to another resident's room to uplift personal belongings, which may have been lent. Any resident who has an exceptional need for personal privacy should discuss their situation with the Head of Hall.

Hall Policy

The Privacy Act forbids the Hall from giving out any information regarding residents unless permitted. If you want staff to give your phone or room number, or even just confirm your residency, you must sign a privacy form on arrival giving us this permission.

Recreational Facilities

There are good recreational facilities available at Grafton Hall. Most of these are run in conjunction with the GHRC.

Tennis/Basketball

Please feel free to use the court. Whilst neighbours will occasionally use the facility, it is appropriate that our residents have priority. If you wish to use the court, please ask neighbours **POLITELY** to vacate it.

Games Room

Situated in the lower level of the Dining Block is the games room. The room features a pool table, a table tennis table, a Foosball table, and a TV & video. Please use these facilities for their intended purpose. Note that under the Alcohol policy, no liquor is to be consumed in the games room without the permission of a staff member. No food is to be taken into the games room from the dining room.

Indoor Board Games and Sports Equipment

GHRC and/or Grafton Hall owns a range of indoor board games (e.g. Monopoly, Cluedo, chess set, Trivial Pursuit) and sports equipment (cricket bats, volleyball & net, table tennis bats). We also sell table tennis and tennis balls. These are mostly available from the office during office hours by signing the "Borrowing" book, although some of the general sports equipment is freely available in the Sports Equipment box in the foyer outside the office.

University Recreation Centre, Maidment Theatre and Clubs

There is a well equipped recreation centre at the university which offers a wide range of activities including squash, badminton, indoor soccer and basketball leagues, and of course the gym. All residents of Grafton Hall receive free membership at the Campus Recreation Centre. However, residents will still need to complete usual enrolment procedures to use the facilities as part of this arrangement. They may be asked for proof of residency.

The Maidment theatre produces regular dramas and plays, and there are numerous clubs and societies which you can join e.g. Christian fellowship, kayak club, tramping club, Cook Island students etc. The clubs and societies usually advertise and recruit during orientation week.

Religious Beliefs

Grafton Hall is home to residents with a wide diversity of faiths and religious beliefs, including a significant number of Christian and Muslim students. You are expected to respect the rights of all students to observe their particular beliefs.

A non-denominational Christian Fellowship group, the Grafton Christian Group (GCG) operates within the Hall, and the Hall maintains close links with the University Chaplaincy.

Details of places of worship for most denominations and faiths are displayed on the foyer notice-board, or available on a handout from the office.

Residents' Committee

The Grafton Hall Residents' Committee (GHRC) is a volunteer group which organises social and sporting activities on behalf of residents and hall management, in conjunction with other halls, hostels and residential facilities. The GHRC offers you a chance to be actively involved in the way your community operates. It is chaired by one of the Residential Assistants, and members of the committee are elected at the start of each year (usually in week 2 of semester one) for the following positions: Secretary, Treasurer, Social Reps (2), Sports Reps(3), Cultural Rep, International Students' Rep, and the Magazine Editor.

Each year, the Hall makes available funds to facilitate the organisation of appropriate events. This has included hall t-shirts; orientation events at the start of each semester; theme parties; assassins & secret admirers' weeks; the second semester cocktail party; and the hall magazine. The GHRC should prepare a budget for its planned programme and associated expenditure, and apply to the hall for funding. Certain guidelines apply to funding for all events involving the purchase of alcohol, and the committee is expected to follow a balance programme of events in this respect. GHRC is also responsible for organising trials and teams for Inter-Residence Competition events.

Notes:

1. An informal committee of selected returning residents and the Residential Assistants operates over the summer vacation period to organise the semester one orientation programme;
2. The GHRC is responsible for event programming and has no control over the administration and/or management of the Hall, except through liaison through the Chairperson.

Position Descriptions

The following positions will be open for election each year, selected by a secret ballot of all residents present at the selection meeting at the start of the year. The election will be overseen by an election committee consisting of the committee chair and nominated members of the orientation committee and/or Residential Staff. A summary of the typical responsibilities of committee members follows.

Officers

Chairperson (Hall appointment, not open for election)

Is responsible for setting agendas and chairing meetings, and following up with committee members with respect to meeting decisions and actions. Also responsible for liaison between the Management and Student body for any activities that are held on the property. Provides guidance to the committee with respect to hall and management expectations.

Treasurer

Is responsible for the preparation of the year's budget, and keeping such books as may be necessary to constitute a record of the committee's expenditure. S/he shall prepare statements of income and expenditure of the Committee each semester (year) to be posted on the Official Notice Board.

Secretary

Is responsible for keeping the minutes of all meetings and the general correspondence of the Committee, including meeting agendas (in consultation with the Chair). Posts the weekly minutes, on student notice boards, for all members to read, and forwards copies to management staff of the hall.

Committee Members

Social Reps (2)

Are responsible for the organisation, promotion and co-ordination of social functions organised by the Residents' Committee. This includes parties and formal dinners. Their role is basically to make the hall a fun and inclusive place to live in.

Sports Reps

Responsible for the organisation, promotion and co-ordination of sporting events within the Hall, including sports events for the Inter-Residence and Recreation Centre Competitions. It is expected that one rep will take responsibility for the Wednesday Recreation Centre competition, and the other two reps will coordinate Inter-Residence Sports events and internal sporting competitions (e.g. Inter-Residence Touch Rugby; Grafton Hall Pool Challenge).

Cultural Rep(s)

Responsible for encouraging cultural activities within the hall (e.g. performances for dinners), and Inter-Residence Competition cultural events such as Debating, Quiz, and Talent Quest.

International Rep

Responsible for organising events that celebrate our diverse cultural and ethnic community. The premier event in this respect is the International Students dinner, with assistance from the cultural reps, and in recent years, the highly popular International Cook-Off evening.

Magazine Editor

Coordinates a committee to organise the publication of the hall magazine, including articles such as floor comments, and collecting stories and photos from the year's events.

General Principles For The Committee To Follow

1. The Committee has no formal authority or control with regard to the management of the property. This is the domain of Residential Staff, and the PMC Foundation.
2. Efforts must be made to provide a balance of events, which cater for all of the students in a property, when organising a calendar of events.
3. When a function has been organised by the Residents' Committee, on or off the property, the Committee is responsible for the control of the entire event. This includes the supervision of the event and cleaning up afterwards. To carry out these responsibilities, the committee members, who are responsible for the function, must remain in a sober state at all times.
4. The Committee needs to be aware of the particular problems that arise when organising events that involve the consumption of alcohol. They have host responsibilities to ensure that adequate supplies of food and non-alcoholic drinks are available and that intoxicated people are not supplied with more alcohol. Guidelines are available for these responsibilities.
5. The Residents' Committee shall foster an awareness of tradition and nurture, in conjunction with the residential staff team, the ethos of the property.

Inter-Residence Committee

This committee was established to organise competition events between the various residential facilities. Events include various team sports (e.g. touch rugby, volleyball, basketball), and more cerebral activities such as debating, quiz night, and the talent quest. There are handsome trophies for each event, some of which are displayed in our Trophy Cabinet in the foyer entrance from our glorious past victories! The trophies are presented to the winners of the various competitions with a supreme trophy going to the winner of the overall competition. One of the Residential Assistants acts as our liaison on this committee, while Grafton teams for competition events are organised by the Residents' Committee.

Internet: ResNet

The Grafton Hall of Residence Network (ResNet) allows residents to access the Internet via a cable only, and connect with other computers on the network from their rooms. **WIRELESS ADAPTORS OR MINI-HUBS ARE NOT PERMITTED IN ROOMS**, as these disrupt the whole network. Resnet is included within the weekly fees and is aimed primarily at supporting resident's educational needs. While some entertainment functions are supported, programmes which may be used for illicit activities are not allowed, e.g. peer-to peer (P2P) file sharing applications are prohibited, and their use will result in your computer being disconnected from the network.

Residents receiving a disconnection notice should phone the university's computer-help desk (ITSS) on 3737599, extension 85100. Other help is available from the hall's in-house computer technician, contact the office.

Minimum Hardware and Software Requirements

Residents are responsible for their own computers, we provide basic assistance to get connected to ResNet at the beginning of each semester. We will only provide support for computers that meet these minimum requirements.

Software

- Microsoft Windows 2000, Windows XP, Windows Vista
- Mac OS X
- Linux

An effective virus checker must be installed and running on all computers running Microsoft Windows, and is recommended for OS X and Linux. You must have all operating system and virus checker updates installed, and frequently check for new updates.

Hardware

- You will need a long connection cable to reach the desk from the internet port. We sell 5 metre cables in the office for \$20.
- You will need an Ethernet card installed in your computer, and it must work reliably at 100Mbps. Most new computers will have one installed already. If you do not have one, we recommend you have one professionally installed before arriving at the Hall.

Connection Problems

We employ two "help-technicians" from our current residents who can advise you if you have problems connecting to the network. There is a notebook outside the office where you may record problems, or contact the duty person in the office.

Alternatively, you can phone the computer-help service at the university, 923 5100, email: servicedesk@auckland.ac.nz

Alternative Connections

See also **Telephones**. You can have a phone line installed into your room and use this for your own Internet Access if you are not satisfied with the Hall's Resnet network. You will need to contact Telecom for pricing. Residents have also reported that Woosh Wireless connections work on the upper floors, we do not guarantee this and suggest you contact Woosh for coverage and pricing options. The installation of external aerials of any type is not permitted.

Returning To Grafton In 2013 Or Going Flatting

We are keen for students to return to the hall for another year. Senior residents help to create an appropriate atmosphere for academic study. Returning residents are offered places because we feel that they can benefit from another year, and/or that their contributions are such that the hall will also benefit from their residency. Factors that may be taken into account include:

- academic progress
- past participation in hall activities
- community responsibility
- responsible financial management

Flatting

Information is available later in the year about applying for the range of flatting options administered by the Accommodation & Conference Centre. Further options (e.g. private advertisers) include the online database at <http://www.flatmatesnz.com> or <http://www.trademe.co.nz/flathunt>

Rubbish / Recycling

Grafton Hall has an active, easy-to-use colour-coded recycling programme, designed to minimise waste disposal. All rubbish/recycling should be put into the appropriate coloured containers provided in the Utility Rooms in the Tower Block, and in central areas for each of the houses.

Yellow Bins: For all clean, recyclable Plastic bottles and containers, glass bottles and jars, and aluminium cans. Alternatively, you can help us and the cleaners by taking these recyclables directly to the yellow bins located outside the kitchen.

Blue Bins: For all clean, recyclable paper and cardboard. Alternatively, you can help us and the cleaners by taking these directly to the paper-recycling cupboard under the balcony, next to the exit by the Games Room.

Red Bins: For non-recyclable waste only.

PLEASE NOTE

The cleaners are not here to remove your personal rubbish from your room/public areas. This is your responsibility and no liability will be accepted for personal items left unattended and inadvertently disposed of as rubbish. In particular, please remove large amounts of rubbish yourself, e.g. take boxes of bottles directly to the recycling centre, don't just fill up the utility room bin for the cleaners to remove.

Scholarships (Hardship Awards)

Accommodation Scholarship funds have been established to assist selected students, who otherwise may be precluded or seriously inhibited on financial grounds to live in the Hall. The number and value of scholarships offered annually are dependent on profits generated from conference income. Application forms are available from the office, or www.graftonhall.co.nz/students.html.

The University has many scholarships available for a wide number of subject areas and targeted groups. For example the Access Awards for students experiencing financial hardship (you can apply late in Semester 2), and scholarships for Maori students. Further information is available on the University's website, under scholarships and awards.

Security

Inner-city living imposes certain security requirements that you may not have previously experienced. Every effort has been made to make Grafton Hall a safe and secure environment. 24 hour video surveillance is maintained in the main ground floor corridor and the main entries to the Tower Block and Carlton Pine House. Do not let strangers into the building. The exterior of the building, including the path across the field to 62 Seafield View Rd and Park Rd, and the car parks, is lit by security lights. Please report any lighting failures in the maintenance book. Security gates have been installed at both of the pedestrian entrances from Park Rd and Grafton Road to prevent unwanted outsiders from entering Grafton's grounds via these entrances. The gates are opened using your room key. Please make sure they shut behind you. DO NOT jam them open as this may endanger the safety of all residents.

External entry doors in the Tower Block are locked and electronically monitored between 10:30pm and 6:30am. Carlton Pine House has alarms operating 24 hours on all the main entry doors. Holding or propping open doors during activated hours will set off an alarm.

Repeated deliberate offences of activating the door alarms (which will be recorded on video) may result in termination of residence. The smaller houses require the residents to respect each others' security. Please keep external doors closed at all times, especially when leaving the house!

NEVER PROP/HOLD DOORS OPEN AT NIGHT

Window Safety Stays - Houses Only

Every bedroom window has safety stays fitted. These are not to be removed or altered.

Insurance

New Zealand residents, you may have cover for your personal possessions under your parent's home insurance. Grafton Hall's insurance does not cover resident's personal property. You may well like to get your own personal effects insurance. Make sure any expensive items (e.g. computers, jewellery) are covered or specified if necessary.

Keys

Your room key gives you access to all of the following: The after-hours front and side doors, the external staircase door by the games room and the west foyer door of the Tower Block, as well as the computer room and the security gates. Please do not loan your key to anyone.

Report lost or stolen keys to the duty person immediately. There will be a charge of \$15 for the replacement of any room/door key, and \$10 for any bike shed key. Keys must be returned prior to your departure for vacation periods outside the standard board fee periods (i.e. summer vacation). If you do not return your keys, you will be charged board for this period, as you will be deemed to occupy the room as long as the keys are not secured in the office.

Personal Safety

Residents should take care when crossing Grafton Bridge, or entering the Domain at night. It is advisable not to do this on your own. Wearing pyjamas around the ground floor, including the dining room, is not advisable as it may encourage inappropriate behaviour.

Valuables

Unfortunately we do have occurrences where items are stolen (usually money) from residents rooms when they leave their rooms unlocked! You should ALWAYS lock your room whenever you leave it, including just going to the showers/toilet. Do not keep large amounts of cash in your room; we have a safe in which we can keep it secure for you! A lockable cupboard is in each room for you to store valuables in if you wish (provide your own padlock).

Smoking

Grafton Hall has a "Smoke-Free" Policy. To this end, smoking is not permitted anywhere inside any buildings or the general grounds of Grafton Hall. Residents may ONLY smoke outside, at the sign-posted area at the end of the northern balcony of the main building (outside the ground floor lounge). Note this does not include the front entranceway, or the BBQ table area outside the front entrance. Residents should be mindful that noise and chatter travels in the evening air, and that consideration for other residents and neighbours should be a regard, always. The use of marijuana or other illegal drugs on Hall property is prohibited and will result in termination of residence. Smoking does trigger the alarm system, and it is usually easy to identify the offending smoke detector. The minimum charge for a false alarm is \$1500, which will be levied against the individual if possible, or charged to the general resident body if the guilty person cannot be identified. Attempting to remove, or cover smoke detectors with plastic bags, will also trigger a "system defect" which will result in a call-out charge.

Staff Appointments

Residential Assistants' positions are advertised around the time of mid-semester break in Semester 2. You may wish to consider applying for these positions, as it provides a great opportunity to contribute to Hall life, as well as assisting in the financial burdens of university study. Much consideration is given in these appointments to the contributions to the hall community that you have made during the year.

Storage

Limited storage is available in the 9th floor box-room in the Tower Block on an "all due-care but no responsibility basis". Out of fairness to all residents, a MAXIMUM of two items per person is allowed. (e.g. 2 suitcases, or 1 box and a suitcase). Obtain the key from the office and ensure the room is locked when you leave it. During vacations, items may be stored in the top cupboards of your wardrobe at your own risk. You should lock this cupboard if storing valuables in there. We sell padlocks at the office. The Hall's insurance policy does not cover any property belonging to residents, and you are advised to take out your own insurance policy.

Items left unclaimed or unnamed in storerooms at the conclusion of the academic year, or left in laundries or bathrooms during vacations will be deemed abandoned property and disposed of.

Belongings stored in the Hall shall remain the students' responsibility at all times. Management will take all care but shall accept no responsibility (see also the entry under **Security**).

Study

Grafton Hall has limited space available for study. Residents may choose to study in their rooms, or make use of the various libraries on campus. There is a study room available to all residents on the ground floor of Carlton Pine House, and the 9th floor of the Tower Block has permanent study desks. During the year, the 9th Floor is dedicated solely to study. There is also a small study room upstairs in Carlton Pine House, which is only for the use of residents of the House. Some residents have also chosen to study in the dining room on occasions in the past.

Student Learning Centre

All residents of Grafton Hall have automatic membership of the Student Learning Centre (SLC) at the University (for non-residents, there is a joining fee of \$10.00). The SLC offers many courses on such aspects as study skills, writing essays, examination technique etc. We can organise courses at Grafton if there is sufficient interest from residents.

Examinations

Make sure you check your examination timetable properly. Every year, we have students who miss exams because they got the time wrong (true!). If you are feeling stressed by exams, or need help with any issue such as applying for aegrotat because of illness, please see one of the duty staff who can advise you about correct procedures.

Suggestion Box

We welcome constructive suggestions as to ways in which we can improve the services and facilities here at Grafton Hall. You may discuss these with a staff member, or put written suggestions in the suggestions box by the office, or on line at www.graftonhall.co.nz/students.html. All suggestions will be seriously considered and will receive a response if you give your identity.

Telephones

General Hall

Grafton Hall and University contacts (phone numbers, email and web addresses) are listed at the end of this booklet. Telephone numbers for each floor and house in Grafton are also displayed in phone booths.

Local calls can be made from the phones provided on every floor, and in the houses. These phones are toll barred and it is not possible to make operator assisted calls, although you can use call-cards which are available from the office. It is strictly forbidden to make or accept any collect or transfer charge calls on our telephone system. Students are requested to limit the length of their telephone calls particularly in the evenings. It is difficult for people to make contact during the evening, if a resident talks for a long period.

Residents may ask to use the office or staff phones in the case of emergency.

Rooms

All rooms in the Tower Block and Carlton House are cabled to allow for phone/data connections. Similar options may be available for the other houses on request. To get a phone installed in your room:

1. Contact Telecom or another provider (e.g. Vodafone) and request a connection. Charges vary, both for connection, and monthly rental. Find out when they will be coming to do the connection.
2. Contact the office to and let us know when to expect the technician, so we can arrange access to the building and your room.

You will be charged \$40 per semester by the Hall (A discounted rate of \$70 applies for a full year) which will be charged against your account, for the use of the facility.

Usage Policy

The following policy has been set after concerns from residents were raised regarding the use of the communal floor telephones for computers, and the long times that some residents were spending talking on the phones.

A. General Use

The primary purpose of the communal floor telephones is as means of communication for ALL residents. Out of fairness to others on your floor, calls should be kept to a reasonable length. Even though it may appear that no one else wishes to use the phone, people from outside the Hall may be trying to contact other people on your floor. Using the phone for up to an hour at a time is unfair. This is especially important in the late evening, when many long-distance calls are arranged. Outside callers, frustrated by not being able to get through, put unreasonable burdens on duty staff to convey messages. Connecting extension cords to the floor phone jack, and using a phone privately in your room is NOT permitted. Residents who wish this kind of privacy should get a phone connected to their room or use a mobile phone.

B. Extra Facilities

Residents on a floor may decide to get extra facilities such as call-minder, or call-waiting. This is a decision to be reached with the agreement of all floor members. Charges will be levied for such services against all floor members. It is a minimal charge; e.g. call-minder costs each member of the floor about \$4.50 per semester.

C. Computer Use

Connecting computers to the communal phone plugs is NOT permitted; see the entry under **Computer Room** for advice about computer connections.

Transport

Students enjoy discounts on the Auckland bus, train and ferry services. For timetable information, phone Maxx, 366 6400, or visit the website at <http://www.maxx.co.nz/>. Note that the Link bus (\$1.80 per trip) travels right past Grafton Hall to the University, and down to Newmarket and the city centre. There are also free buses to the Tamaki campus from outside the city campus library.

Taxis: phone 300 3000

Airport Supershuttle: phone 0800 748 885

Utility Rooms

There is a utility room on every floor of the tower block that contains laundry facilities, an ironing board, a fridge, an electric jug, and rubbish and recycling bins. The houses have similar facilities but not always in the same location. Please respect the community nature of these facilities by keeping this room tidy, e.g. clean up any mess you may cause, take your clothes away when finished, and do not use the rooms for cooking. There are three bins, red for trash, yellow for recycling bottles and cans, and blue for paper/cardboard. These bins are provided here for general daily rubbish. If you are doing a big clean-up of your room or emptying out large amounts of cans or bottles, please carry the rubbish to the jumbo bin or recycling area outside the kitchen yourself. It is unfair to expect the cleaners to carry out all your excessive waste.

Vacating Your Room At The End Of The Year

A form will be issued for completion prior to your departure. Please ensure that:

- your room is tidy and all personal belongings are removed.
- all bedding and Hall property is left in the room.
- a final room check is completed by a staff member and the door is locked when you leave.
- you call at the office and pay any moneys outstanding, hand in your keys, and your departure form.
- your friends know your forwarding address/phone number because the Hall office is not able to disclose it.

Vacation Residence

If you wish to stay in the Hall outside of the standard contract periods, i.e. before the start of Semester One, or during the summer vacation after Semester Two, you must apply to do so in advance. Grafton Hall offers full board to students and others outside of the academic year. Our own residents will continue to enjoy the same competitive rates they have paid during the academic year, as do visiting bona fide students from around New Zealand and abroad. Casual guests (non-students) and conference groups pay an increased amount with options for bed and breakfast, or all meals.

Grafton Hall reserves the right to use all rooms during vacation periods for the accommodation of conference and casual guests. It is an important source of income which helps keep board fees at a minimum level. We also sometimes require rooms for conference guests during the three-week inter-semester break (June/July). We ask for volunteers to make their rooms available, for a full rebate of fees for all the days for which their room is used. A minimum of two days rebate will be given for the inconvenience of making the room available.

It is a requirement that should a student wish to stay during any vacation period they need to make a formal request, to the Deputy Head of Hall prior to the commencement of the vacation. Keep an eye out for more information nearing such times. Note that on occasion, you may not necessarily remain in the room allocated to you for the semester time, although this is very rare.

Vending Machines

These are provided in the office foyer as a service to residents. They occasionally malfunction. Please contact the duty staff member if this happens. Do not try to shake the machine to loosen jammed goods.

Welfare

The University has many services to help students experiencing problems with health, or academic pressures. These include Student Health, Counselling services, and the Student Learning Centre. Seminars will be held during the year which may include discussions on such issues as setting up a study routine and examination revision, sexual health, and alcohol awareness.

You can also ask other students and staff of Grafton Hall for assistance. In particular, the hall records students' courses on its database, and you may find that a returning resident who has already done your paper, or another student who is currently doing it, are able to help you. The course of study for each student is displayed in the computer room, next to the photo board.

A number of pamphlets and posters advertising welfare services are available in the foyer, and the computer room.

See also the entries under **Harassment, and Health**.

Contact Details

Grafton Hall Administration

Office	64 9 373 3994
Fax	64 9 377 9134
Email	office@ graftonhall.co.nz
Website	www.graftonhall.co.nz
Kitchen (for late dinners, before 5:30pm)	377 8364

Head of Hall

Greg Oates	377 5877
Email	University Extension 88605 g.oates@auckland.ac.nz

Deputy Head of Hall

Heather Kitching	377 9272
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Residential Supervisor

Sally Malcolm	356 7077
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Senior Residential Assistant

Michael Klingenberg	377 9262
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Hall Numbers

50 House	302 2369
62 House	303 4720
Tower Block	
8 th Floor	377 1012
7 th Floor	377 1021
6 th Floor	302 2230
5 th Floor	377 0808
4 th Floor	357 0634
3 rd Floor	377 1015
2 nd Floor	302 2219
1 st Floor	377 8012
Carlton Pine	
Upstairs	377 4282
Downstairs	377 3103
Cottage	377 4828

Accommodation and Conference Centre

Reception	ext 87691
Fax	373 7552

Student Health

Student Commons	ext 87681
Grafton campus	ext 86962

Other Useful Numbers

Student Counselling	ext 87681
Youthline	376 6633
Chaplains	ext 87731
Finance Advisory Service	ext 87494
International Students Advisor	ext 88961
ITSS (computer help desk)	ext 85100
Job Search	309 7800
Recreation Centre	ext 87888
Student Learning Centre	ext 88850

All University extensions are reached by first dialling the phone robot 373 7599

2012 Academic Year Dates

Summer School 2012

Summer School begins	Wednesday 4 January
Auckland Anniversary Day	Monday 30 January
Waitangi Day	Monday 6 February
Lectures end	Friday 10 February
Study break	Saturday 11 February
Examinations	Monday 13 – Wednesday 15 February
Summer School ends	Wednesday 15 February

Semester One 2012

Semester One begins	Monday 27 February
Mid-semester break/Easter	Friday 6 – Saturday 21 April
ANZAC Day	Wednesday 25 April
Graduation	Monday 30 April, Wednesday 2 May, Friday 4 May
Lectures end	Friday 1 June
Study break	Saturday 2 – Wednesday 6 June
Queen's Birthday	Monday 4 June
Examinations	Thursday 7 – Monday 25 June
Semester One ends	Monday 25 June

Inter-semester break: Tuesday 26 June – Saturday 14 July

Semester Two 2012

Semester Two begins	Monday 16 July
Mid-semester break	Monday 27 August – Saturday 8 September
Graduation	Tuesday 2 October
Lectures end	Friday 19 October
Study break	Saturday 20 – Wednesday 24 October
Labour Day	Monday 22 October
Examinations	Thursday 25 October – Monday 12 November
Semester Two ends	Monday 12 November

Summer School 2013

Summer School begins	Friday 4 January
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Semester One 2013

Semester One begins	Monday 4 March
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Campus maps are available on the The University of Auckland website:
<http://www.calendar.auckland.ac.nz/about/campuses.html>