

Conditions, Community Standards and Student Management Policy

If you are under 18, when accepting your accommodation offer, please ensure that your parent/ guardian has read and understood this document. By you agreeing to this document you agree to this term.

The terms of this contract are for the period of your application, for 1 semester or the full academic year.

Lincoln University Accommodation Services agrees to provide a safe and supportive environment that facilitates learning. We will also provide a programme of social and community activity, as well as a grievance procedure to assist in the resolution of any disputes.

General

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

Our underlying principle is consideration for others, particularly with regard to noise levels. Most other rules stem from this. Activities or behaviour that disrupt other residents and prevent them from studying, sleeping or socialising in a positive manner will not be tolerated. Similarly, harassment, discrimination and activities that endanger residents, staff or guests (or University property) will not be tolerated.

The Accommodation Services Manager (ASM) and Accommodation Staff are empowered to discipline students and have the right (acting reasonably and in accordance with the Accommodation misconduct process) to determine whether any behaviour breaches the Accommodation Community Standards and Student Management Policy, which is to be adhered to at all times. This could entail a single serious breach or repetitive breaches of a lesser nature. They have the discretion to impose consequences or take action as they consider reasonably appropriate given the breach and taking into account the

rights of other residents. Anyone who is party to a breach of the University Discipline Regulations, Residential Contract and Community Standards shall be held liable.

The Conditions, Community Standards and Student Management Policy applies to all fully-catered and self-catered residential students. All Accommodation Residents are subject to all Lincoln University Policies. These can be found on the Lincoln University Website: <https://www.lincoln.ac.nz/about-us/policies-and-procedures/>

Pastoral Care

All first year students are required to attend a First Meeting with a member of the Accommodation staff. This meeting is mandatory and will occur in the first term.

All students that are under 18 years of age are required to attend a weekly meeting with an Accommodation staff member. These meetings are mandatory for the entire period a student is under 18 years of age.

Accommodation staff will monitor the swipe/ID card access of residential students as part of our pastoral care procedures.

Halls meetings are called to keep residents up to date and must be attended. If you are unable to make the meeting you must tell your Residential Assistant prior to the meeting, or at the very earliest convenience after the meeting, so as to be updated.

For the safety and wellbeing of all students, Accommodation has a number of security cameras operating in high traffic areas. Security camera footage is only accessed by authorised personnel and only for the defined purpose of security and safety. These are not to be covered or tampered with under any circumstances.

All Halls Students require a Student ID Card and must use it to swipe into their own hall or dining hall at a minimum once every 24hrs. If a student is away they must provide accommodation with notice of their absence.

Students must have the ability to be contacted via phone at anytime by Accommodation Staff and reply as soon as possible to contact.

All students must attend meetings as requested.

Behaviour

Any inappropriate behaviour that is exhibited will result in a Misconduct Process being initiated. Such behaviour may include, but is not limited to:

- Being noisy and/or abusive.
- Being obstructive to staff or others in the carrying out of their duties.
- Being obstructive to any other student.
- Placing themselves or others at risk in some way through their actions.
- Damaging or being likely to damage (because of their actions or condition), the property of others, Lincoln University or the Halls of Residence.
- Being in such a condition that they will not, or cannot, respond to the instructions they are being given by staff.
- Causing a mess that needs to be cleaned up by the resident or by others.
- Posting anything on social media that is rude, offensive, gossip or rumour-spreading, racist, sexist, homophobic, belittling, bullying or harassing, threatening or unwanted by the recipient is not okay to share, 'like' or tag other people in posts.
- You and or your guests are not permitted to obstruct any accommodation staff member or authorised trades people in the performance of their duties.

Note: This is not an exhaustive list; staff will use their discretion to determine inappropriate behaviour.

Residents who are party to infringing these standards can expect disciplinary action.

Alcohol

The Halls facilitates a quiet, social drinking environment where moderation is the key. The excessive consumption of alcohol can lead to disruptive and inappropriate behaviour. The University is determined to maintain an acceptable living environment for residents and the rules and guidelines below have been developed to maintain positive community standards. Infringement of the rules listed below may result in residents being subject to a Misconduct Process. Where there is concern with an individual, management may choose to involve other agencies and/or parents/guardians.

Please note: Mrs O's and Waimarie Cafe are licenced venues for alcohol consumption and falls under the Sale and Supply of Alcohol Act 2012, as such it remains outside of the following rules.

The following rules apply to alcohol within on-campus accommodation and unless specifically stated apply to both fully-catered and self-catered residents:

- The consumption of alcohol in fully-catered accommodation is permitted in the communal lounge and kitchen areas only. Alcohol is NOT to be consumed in bedrooms and hallways. Any open vessels in bedrooms will be considered as drinking in a room. The consumption of alcohol in Stevens is prohibited as it is a designated alcohol free Hall.
- Consumption of alcohol is strictly prohibited in all other parts of the University, such as the University grounds, including areas around the Halls, Library, Lecture Theatres etc., except when the relevant authority has granted permission.
- Students under 18 years of age are not to consume or be in possession of alcohol.
- Supplying Alcohol to under 18's – unless you are their parent or guardian, is illegal. You could be fined \$2000 (Sale and Supply of Alcohol Act 2012).
- Sunday and Monday nights are alcohol free in the fully-catered accommodation.
- Drinking of alcohol is restricted to between 5.00pm and 9.00pm, except Sundays and Mondays which are alcohol free.
- Accommodation Services reserves the right to ban/restrict the drinking of alcohol on any night, including evenings where a Halls or University

social function is being held.

- Drinking games of any type are not permitted.
- The storage of more than the equivalent of one-dozen cans of beer, RTD's or a cask of wine in a student's room is not permitted.
- Breaches of these Conditions and Standards may result in alcohol being confiscated or residents being asked to leave an area or room. Confiscation of alcohol does not guarantee right of return.
- Glass alcohol bottles are not allowed in the fully-catered Halls at any time.
- Kegs, crates, home-brewing equipment and drinking apparatus are banned.
- Social functions/parties are not permitted in residents' rooms/areas at any time of the day or night.
- Bottles of spirits are not permitted in the fully-catered Halls at any time.
- Self-catered accommodation residents are allowed glass bottles.
- Self-catered accommodation residents require approval from Accommodation Services when the number of people at an event are double the number of occupant rooms within a flat (e.g. a four bedroom flat requires approval for an event where nine guests attend). Events are defined as, but not limited to, gatherings, dinner parties and parties.
- Self-catered students are required to adhere to host responsibility practices for events which include being responsible for their guests and/or any damage resulting from the event, providing food and nonalcoholic beverages, registering the event at Accommodation Services, providing safe transport options as necessary.

The consumption of alcohol within the Halls environment is a privilege and must be treated as such. A disregard for the general rules and Community Standards may result in the loss of this privilege. Maturity and moderation is the key to having positive social experiences that include the consumption of alcohol. We request that respect is shown to all fellow residents.

Students are not permitted to consume alcohol in any bedrooms. Any open vessels of alcohol in a bedroom will be deemed as drinking in a room and disciplinary action will be taken.

Smoking and Vaping

Lincoln University has a Clean Air Policy, which embraces a vision of integrating health and wellbeing into the culture and processes of our campus to eliminate exposure to tobacco smoke for all staff, students, contractors and visitors. This policy also applies to but is not limited to, the use of any smoking device, electronic cigarettes (e-cigarettes), personal vaporizers, and electronic nicotine delivery systems. For the purposes of this policy, inhalation of vapour created by electronic cigarettes or vaping devices is considered smoking.

All areas of the Lincoln University campus are deemed as smoke-free, with the exception of designated outdoor smoking concession spaces. For Accommodation this is outside Stevens Hall in the designated area.

- Smoking or vaping is not permitted in any buildings, including student accommodation.
- Smoking or vaping is not permitted outside the main entry gates to the university.
- Breaches of these Conditions and Standards may result in smokes or vapes being confiscated or residents being asked to leave an area or room. Confiscation of smokes or vapes does not guarantee right of return.

This policy applies to all staff, students, contractors and visitors.

Anyone found to be breaking these rules will face disciplinary action.

Drugs

The possession, cultivation, use or sale of any non-prescribed or illegal drugs in, or around the Halls and elsewhere on campus, is strictly forbidden. Residents found or suspected of using illegal drugs or being under the influence of illegal drugs on campus will be reported to the New Zealand Police immediately, and may be suspended or expelled from the Halls.

Bedrooms

Residents are personally responsible for the furniture and fittings in the room allocated to them. They must therefore lock their doors at all times when they are not in their room. Any damage that occurs must be reported to your Residential Assistant and the Accommodation Office at the earliest convenience, so that repairs can be undertaken quickly. All damage is repaired by the property management department (Property Services) of the

University and repair costs charged to the occupant of the room (unless it is fair wear and tear).

Residents are responsible for their areas and are held responsible for any gatherings that are held in or around their rooms. At the beginning of the year, all residents are given a damage report form on which to note any damage already existing in their room when they move in.

If a resident does not return the damage report form to the Accommodation Office within one week of taking up occupancy, it will be assumed that the room is in perfect order.

Residents are required to keep their room in a neat and tidy condition at all times. Vacuum cleaners and cloths are available from the student cleaning cupboards. Rooms are inspected on a regular basis. If a room is found to be excessively unclean or untidy, the resident/s concerned will be spoken to by staff and given 24 hours to rectify the state of the room. The room/Hall will be revisited to ensure that improvement has been made. Failure to do so may result in a cleaning fee being charged.

Common spaces in the self-catered flats are cleaned fortnightly. Residents are required to keep their unit in a neat and tidy condition at all times. This includes the kitchen and bathroom. If you are unsure of the standard of cleanliness that we require please speak to your Residential Assistant or housekeeper. Vacuum cleaners and cleaning cloths are available.

Common areas in the catered halls such as TV lounges and pods must be kept clean at all times. If an area is found to be excessively unclean or untidy the residents concerned will be given 24 hours to rectify the situation. If they do not there may be a deduction of hall points, a cleaning fee and/or removal of drinking privileges as appropriate.

Domestic staff may enter residents' rooms between 9.00am and 5.00pm daily. The Night team, Residential Assistants, Accommodation Manager, and Accommodation Staff have the right of access to rooms at any time if there is a concern that Community Standards are being compromised, or on the grounds of health and safety or if there are concerns about student welfare.

Residents are permitted to personalise their rooms to a limited extent by attaching posters to the pin boards

only. Do not attach any items directly to the walls or to the ceilings. Experience has shown that the walls are easily damaged – any such damage will result in the resident being subsequently charged for repainting the walls. In other words, the use of drawing pins (except in the pin board provided), nails, adhesive tape of any kind, or any other means of attachment, is forbidden. Attaching or screwing hooks into the wood is also forbidden.

Room maintenance inspections are carried out each semester. Residents will be advised when they are to occur. Residents are responsible for the safe-keeping of their room keys. To maintain security, locks are changed each time a key is lost – this costs in excess of \$180 and is payable by the resident. You should report your room key missing to the Accommodation Office.

Self-Catered student flats are given a power allowance for each Semester. Farm Road En-suited and Junction Flats are slightly higher as they have more bedrooms in the flat.

Any power usage over the power allowance will be charged to the students living in the flats. Power memos are given to all flats monthly.

Contact/personal Details

Students are required to keep all contact and personal details, medical information, vehicle registrations and any other information that is required by Lincoln University updated at the Accommodation Office and Lincoln University at all times.

If your enrolment status at the University changes you are required to advise Accommodation Services immediately.

Dining Hall

Students are required to maintain an acceptable standard of behaviour and dress while in the Te Kete Ika Dining Hall. As such the following rules apply:

- For health and safety reasons students must wear socks, jandals or shoes (gumboots, football boots or similar are not permitted).
- Noisy, disruptive or intoxicated behaviour is not tolerated in the dining hall.
- No food or crockery is to be removed from the dining hall without permission of the Catering Manager. This permission will only be given where meals are required for someone who is unwell.
- The dining hall has been designated

for the consumption of a moderate amount of alcohol – beer and wine only, with meals.

- Students must respect Te Kete Ika and its staff.

Alcohol must be purchased from Mrs O's bar, or another bar operated by Catering Services on these premises. Residents and their guests consuming alcohol in this area must be 18 years of age or over. The Catering Manager and/or any duly authorised agent of Catering Services reserves the right to ask for verification of age. This designated area and the amount of alcohol available/consumed will be monitored by the duly authorised agents of Catering Services so as to ensure that acceptable standards of behaviour are met. They reserve the right to:

- Preclude specific individuals (including guests) from purchasing and/or consuming alcohol
- Suspend temporarily, for whatever time period deemed appropriate, the use of this designated area for this purpose.

Students are required to swipe their ID card at meals. Students without their ID card may be refused service.

Note: Students breaking the above rules may be asked to leave the dining hall, do dining hall duties, community service and/or pay a fine. Any damage or mess left in the dining hall will be charged collectively to all present in the dining hall for that meal unless the student(s) involved can be identified.

Notices

Notices, posters or advertisements must not be put up in the Halls unless Accommodation Services has given permission.

Exam Periods

Up to two weeks prior to the University exam periods the Accommodation Manager reserves the right to vary these conditions to enhance the ability for students to study and sit examinations. These additional conditions may include noise and alcohol restrictions/bans and a 'no visitor' policy until the end of the exam period. If a Resident breaks these restrictions the Resident may be suspended for the period of the study break and the exam period.

Firearms and Weapons

The storage of firearms, ammunition or other weapons (including rifles, spear guns, crossbows, bows, air rifles,

knives, BB guns, paintball guns, etc.) in on-campus accommodation, or in any motor vehicle on-campus, or in any part of the University is strictly prohibited. Please be aware there is no armoury on campus so there is nowhere on campus to store firearms or ammunition.

No firearm or weapon may be discharged on the property owned/occupied by Lincoln University, except with the express permission of the Vice-Chancellor (this includes BB guns and air rifles, paintball guns or rifles).

The discovery of illegal or unregistered firearms on the University campus will be reported to the Police immediately.

Fire Alarms

The burning of candles and/or incense is not permitted within the Fully-Catered or Self-Catered accommodation.

Emergency evacuation procedures are detailed on the back of each bedroom door. Please read this notice and be familiar with the instructions. If the fire alarm sounds, the building must be evacuated immediately and all people must proceed to the appropriate assembly area.

If a student discovers a fire, they must shout 'FIRE' loudly and continuously, break the nearest alarm switch and evacuate the building.

The local Fire Brigade is a voluntary organisation, so any person who maliciously sets off a false alarm will be charged in excess of NZD\$1150.00 to cover their cost, plus a fine levied by the Fire and Emergency Services. Fines or community service may be levied against anyone who does not exit a building when the fire alarm sounds or who, through negligence, activates the fire alarms (e.g. burning food, not turning equipment off after use, not ensuring sufficient ventilation or opening windows while cooking). The alarms need to be reset after all activations and this charge will be forwarded to the Residents/Hall, unless the alarm is found to be faulty.

Each bedroom/common area has a smoke detector that will be activated if tampered with. The smoke detectors are very sensitive and care is required. These must be kept clear at all times.

Lincoln University is a smoke and vape free environment. If you wish to smoke or vape you must do so in a Designated Smoking Area. If a student is found smoking or vaping in any University Hall property, smoking materials will be confiscated and disciplinary measures will follow.

Fireworks are strictly forbidden to be stored or used on campus.

Students are not to use any other cooking appliances in the Stevens kitchenettes in the pods.

Electrical/ Smoke Detectors

The power points in bedrooms are only wired to carry light loadings for electrical devices such as radios, electrical shavers, or laptop computers. The use of televisions, private electrical apparatus for heating, cooking or toasting, or the use of electric blankets is prohibited. If any of these items are found in rooms they may be confiscated and the resident may be fined. Confiscated items of this nature will be returned.

Small stereos may be used provided the volume is always sufficiently low that it cannot be heard from outside the room or in neighbouring rooms.

The smoke/heat detectors are very sensitive and hair straighteners/deodorant etc. can set them off. If you are seen to set these off intentionally, you may be faced with a large fine.

Residents may not:

- Interfere with, extend or alter in any way, University electrical circuits, fittings or apparatus
- Use any electrical heater
- Install any outside radio aerial
- Interfere with fuses.

Personal fridges are not permitted in residents rooms – unless for medical reasons and must be authorised by Accommodation Services before being installed.

The wireless routers and roof radios in all Lincoln University accommodation, be it a flat, student house and/or family house must remain on even if the LUHallsNet Wireless isn't being used.

Furniture

Student rooms and foyer areas are fully furnished, so students are not permitted to bring additional items into these areas of the Halls. However, small items, such as bean bags, may be brought to help personalise rooms.

Residents wishing to decorate and furnish communal TV lounges and make them more homely should meet their Residential Assistant with their suggestions. Failure to request permission to decorate common areas, or furnishings deemed inappropriate by management may be removed. Pods and hallways are to be kept clear of furniture at all times.

University furniture removed from communal areas for use outside the buildings needs to be returned that day/night. Any costs associated with furniture damaged as a result of misuse will be attributed to the students/Hall(s) concerned. Self Catered flats are to supply their own kitchen wear. A Flatters pack can be purchased from the Accommodation team. Please email accomm@lincoln.ac.nz for pricing.

Harassment and Bullying

Although Accommodation Services staff will not intrude into the personal relationships freely entered into by students, we do have a responsibility to ensure that proper standards of conduct are maintained and that residents feel safe. Harassment or bullying behaviour has no place within our campus accommodation and residential management will take action when these behaviours are reported. Harassment and bullying includes, but is not limited to:

- Creating an on-going intimidating, hostile, offensive or distressing environment.
- Adversely affecting the academic work performance of individuals, or groups of students.
- Undermining residents' morale or causing distress which may force a student to take leave to cope with the behaviour or to leave their accommodation.
- Coercive (pressuring others) behaviour.
- Offensive jokes and/or suggestions.
- 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.
- The posting, tagging or sharing of inappropriate social media content.

Harassment and bullying will not be tolerated or condoned.

What should you do if you believe that you are being harassed within the Halls?

Seek advice immediately. Support and advice can be sought from the Accommodation Services staff, Residential Assistants or LUSA.

Sexual Misconduct and Policy Procedure

Lincoln University is committed to combating sexual harm in all forms within its community. The Lincoln University Sexual Harm Procedure and Sexual Harm Policy can be found on the Lincoln University Website: <https://www.lincoln.ac.nz/about-us/policies-and-procedures/>

Noise

The Halls are a place for study, so excessive noise which disturbs residents and prevents them from sleeping or studying must be avoided at all times. In particular, unreasonable or excessive noise from residents' bedrooms or common areas from amplified sound such as radios, speakers, instruments, stereos, ipods or laptops is not permitted. Any excessive noise will result in the item being confiscated and disciplinary measures will follow. You must exercise extra restraint between 10.00pm and 7.00am when most other residents are likely to be sleeping. This includes weekends and Public Holidays.

Activities such as skate boarding, touch rugby, and kicking/throwing sports balls are not permitted in the Halls due to the potential to disturb residents who are studying or sleeping.

Large speakers are not allowed. Small speakers may be used provided the volume is always sufficiently low that it cannot be heard from outside the room or in neighbouring rooms.

Personal Property

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

When leaving your room ensure that you lock your bedroom door. If your door isn't locked and damage or anything else occurs it is charged to the room owner, if we cannot find who did it.

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

Lincoln University accepts no responsibility for any items left in bedrooms during vacations.

Pets

Health Regulations prevent pets of all descriptions from being allowed in or around Halls and flats. Any pets found will be removed and taken to the SPCA.

Vehicles

Residents bringing motor vehicles to the University must register them at the Accommodation Office when they arrive and when ownership changes. They are then issued with a parking permit for their car so they may park in residential car parks. All cars are solely the responsibility of the owners. Cars, motorcycles and bicycles must be left in areas approved for student vehicle parking. Failure to comply with restrictions on parking may result in the owners having their vehicles removed or being fined.

The speed limit anywhere on campus roads is 20km/h and this must be adhered to at all times of the day/night.

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

No motor vehicle or bicycle may be driven, ridden or parked inside any University buildings or in any other part of the University grounds other than roadways or officially recognised parking areas.

The driving of vehicles on University paths, lawns and playing fields is prohibited.

Note: Reckless or dangerous driving is considered totally unacceptable and will lead to serious consequences and a referral to the Police.

Visitors/overnight Guests

The Accommodation Manager can implement guest bans at anytime at their discretion.

In the interests of safety and security, all residents must register details of their guest at the Accommodation Office. The host student must complete a declaration form, giving the guest's name and mobile number. Guests will be issued with a visitor's card entitling them to stay up to a maximum of two consecutive nights.

Guests under the age of 17 are not permitted.

You must be present in accommodation to have a guest stay. You cannot let someone stay in your room if you are not there.

If you live in a self-catered flat, you must also seek a signed agreement from all other flat occupants to have

a guest stay and hand a copy into the Accommodation Office prior to your guest staying overnight.

During weekends, public holidays and when the Accommodation Office is closed, guests can be registered with the Night Staff and Residential Assistants.

Residents are responsible for the behaviour of their guests and will be held accountable if their guests cause problems. Any infringement of accommodation rules may lead to a guest being evicted at any time.

Guests will be charged a small fee per night for their visit. Unreturned and/or damaged mattresses will be charged to the student concerned.

Guests are not permitted to stay for longer than two consecutive nights unless the Accommodation Manager gives an exemption.

No overnight guests will be permitted during the final week of lectures in each semester through until the end of the University exam period.

Any person that has been trespassed from the Halls of Residence or flats is forbidden from being a guest in the Halls at anytime, whether during the day or at night.

Safety

Your personal safety is paramount. We expect all students to support our efforts to keep all students safe by:

- Ensuring you keep your door locked when you are not in your room.
- Securely closing/ locking external doors including pods, flats and buildings. Wedging doors open in any way may result in a severe punishment.

Cameras are operating in the communal areas of the Halls. These cameras are used to help ensure the safety of everyone within the Halls, to protect the building and assets and to assist in investigating any student or staff related incidents. Lincoln University and the Accommodation staff will comply with the Privacy Act in accessing and using any footage.

If you are going to be off-campus overnight, you must inform Accommodation staff of your absence via Portal X.

Portal X is a booking system that the Accommodation Office use to book you into your room, you can also use it to check your account, make a payment and complete any of the following forms:

Room Change request form - Please fill in this form if you wish to change rooms. Your request will go to an Accommodation Staff member who will be in touch for a quick meeting prior to your request being considered.

Casual Stay Away form - Please use this form if you are going away or will not swipe into your hall or the Dining Hall for more than 24 hours or your three meals. This is a requirement for Pastoral Care purposes.

Vacation Form - You will need to complete this form for each Mid Term break / Mid Semester Break, even if you are staying on campus. This is a requirement for Health and Safety purposes and Catering.

Misconduct Process

The purpose of the Misconduct Process is to directly address resident misconduct in order to ensure other residents' rights to a safe and secure environment are met, and to modify the behaviour of residents whose conduct is unacceptable. Residents who breach the Community Standards will be subjected to a tiered response. Students are allowed one support person for these meetings.

The misconduct system allows for the consequences to be addressed along with addressing the behavioural modification process.

The full misconduct and appeals process is available from the Accommodation Office.

End of year flat references

Landlords or Flat References often ring the Accommodation Office to ask for information about the suitability of anyone applying for a flat or house. Accommodation Services will base the reference on:

- Any breaches of conduct.
- Fee payments.
- Room reports.
- Incident reports.

Complaint Procedures

Living in a residential community requires consideration and understanding towards others. There will be occasions when individuals are not considerate of others, and as such will disrupt the community environment. If a resident wishes to lodge a complaint about the actions (noise, harassment or other situation which causes them offence) of another resident, that person should bring their complaint to the attention of either a Residential Assistant or

Accommodation Services staff member.

Where a Resident wishes to lodge a complaint about a member of the catering or cleaning staff, a Residential Assistant or any other staff member, that person should bring their complaint to the Accommodation Services Manager.

When investigating a complaint, the Accommodation Services Manager will:

- Gather and analyse all relevant information, clarifying any confusion which may have occurred.
- Where possible discuss the issue with the member in an informal setting.
- Decide on appropriate action to resolve the complaint.
- When necessary regularly update the student on progress of an investigation until the matter is finalised/resolved.
- Report back/up to any related Government body or their delegated agency.

If the complainant is not satisfied with the outcome they may escalate the complaint to the Director of Student Administration, Student Health and Accommodation.

Please note that we are required to keep a log of all complaints.

In the first instance, it is encouraged that you lodge a complaint internally. However If you have tried to resolve the issue using the internal process outlined above, but are not satisfied with the outcome, and believe we have breached the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021, then you may lodge a formal complaint with NZQA. NZQA handles all complaints about alleged non-compliance with the Code of Practice, other than financial and contractual disputes.

If you have a financial or contractual dispute with the University, there are free and independent services to help:

International students, contact iStudent Complaints: istudent.org.nz

Domestic students, contact Tertiary Education Dispute Resolution: tedr.org.nz

Where a Halls Resident wishes to forward suggestions for service improvement (related to accommodation or catering) they should forward the suggestions in writing, talk to a member of the Accommodation team including Residential Assistants or by email to Accomm@lincoln.ac.nz.

Withdrawal Policy

If, after agreeing to the Contract, a prospective resident withdraws, then the \$300 Processing Fee will automatically be forfeited. The bond of \$650 will be refunded. After 1 February 2026 the processing fee of \$300 and res life fee of \$360 will not be refunded. The prospective student will also be charged 6 weeks of their accommodation fee. This is determined by the hall that they have been roomed into and the Accommodation Fee schedule for 2026 used to determine the weekly costs. The Contingency fee of \$650 is refundable (bond). The \$300 Processing Fee will automatically be forfeit should a student withdraw their accepted application at any time.

Any resident wishing to leave their accommodation before the end of the contract period would be liable for the fees to the end of that semester plus an additional 25% of the fees due for the remainder of the contract period.

Upon deciding to leave the accommodation they will be required to complete a Departure Form explaining their circumstances. The Departure Form and any supporting evidence will go to the Manager who will consider any exemptions to the Policy.

Accommodation Fees

Accommodation Fees are to be paid within the option fee chosen. Please refer to the Lincoln University Accommodation Website for an updated fee schedule.

Lincoln University Accommodation reserves the right to use the debt collector to collect any outstanding debts, with any collection costs being added to the debt.

Photo Release Clause

Agreeing to this document means that you are allowing Lincoln University to use photographs taken of you at any of our Accommodation/University events. Appropriate photographs may be used for a range of different material, such as posters, newsletters, booklets, leaflets, flyers, exhibition or display material within the University and may appear on our website. You have the right to opt out of this clause by emailing the Accommodation Office advising them to not use or remove any photos of you. Email accomm@lincoln.ac.nz to require the University to cease using your image for the purposes described above, provided that the University may continue using your image for a reasonable period of time to allow for replacement material to be produced.

Health and Safety Clause

Students are not to tamper with fire hoses, fire alarms, smoke detectors, signage or window or door stays. Tampering with any of these things will result in disciplinary action.

Lincoln University Student Accommodation



LINCOLN
UNIVERSITY
TE WHARE WĀNAKA O AORAKI



The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

The Code sets out requirements for tertiary education providers to support learners in student accommodation.

As a provider under the code we ensure that our student accommodation promotes and fosters a supportive and inclusive community which support the wellbeing and safety of our residents. Student Accommodation is a special category of

accommodation in the Residential Tenancies Act 1986 (RTA). This type of accommodation is exempt from the requirements of the RTA. This means that the rules that apply to student accommodation are different to most other rental agreements.

Being student accommodation is an important legal distinction and not all accommodation for students qualifies for this exemption

What can you expect of your student accommodation provider?

Under the Code, you can expect your student accommodation to:

- Provide a safe and inclusive residential community
- Have facilities and services that meet your needs
- Be secure, clean, dry, warm, comfortable, accessible and conducive to study
- Conduct any building work in a timely manner that does not unduly disturb you
- Ensure staff are fit and proper persons and trained and supported to do their jobs
- Provide contracts, house rules, and policies that are fair and easy to understand
- Have appropriate ratios of live-in accommodation staff
- Have systems to regularly check on you in student accommodation
- Have plans to support you in a critical incident or emergency
- Disclose who owns and operates the student accommodation