

Kia ora! Welcome!



EIT Student Village Handbook

Your guide to living in the eit student village.

Location 470 Gloucester Street, Taradale, Napier

Phone 06 830 1536 or 027 447 9590

Email Accommodation@eit.ac.nz



TE AHO A MĀUI

Contents

Welcome to the EIT Student Village	2	Your Wellbeing	5
EIT Student Village Office	2	Support For You	5
Useful Information for Moving In and Getting Organised	3	Absence	6
You've Arrived, So Let's Get Orientated!	3	Chaplains	6
Getting Settled In	3	Younited Student Association	6
WiFi	3	Health Care	6
Mail	3	Emergency Illness or Accident	6
Making Friends	3	Non-emergency Illness or Accident	6
Public Transport	3	Staying Safe	6
Student Village Senior Residents	3	Burglaries	6
Car Parking	3	Pastoral Care Code Of Practice	7
Living In Shared Accommodation	4	When Something Goes Wrong	8
Cooking and Food	4	Maintenance Issues	8
Dishes	4	Fire Alarm Activations	8
Keep it Fresh	4	Who to Call When a Fire Alarm is Activated	8
Personal Items	4	After Hours Lockouts	8
Shared Spaces and Equipment	4	Earthquakes and Other Natural Disasters	8
Cleaning	4	What to do During an Earthquake	8
Laundry	4	Emergency Preparedness	8
Noise	4	Pandemic Safety	9
Resolving Issues	4	Moving Out	9
Parties and Special Events	5		
Guests	5		



Welcome to the EIT Student Village

The EIT Student Village, located across the road from our Hawke's Bay Campus, offers a wonderful opportunity for living as part of a student community and for establishing friendships with others who have varied interests and backgrounds.

The EIT Student Village is a flatting complex comprising 12 Villas housing six students in each, including New Zealand and International students.

The EIT Student Village accommodation adopts a co-educational, multi-cultural residential village concept and maintains a set of community standards that centre around your Student Accommodation Agreement, the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021, consideration for others, safety, welfare and the protection of property.

This handbook has been designed to help you make the most of your time here. In it you'll find lots of useful information on relevant services, policies and resources, so we encourage you to read it and keep it handy for future reference.

Please also familiarise yourself with the Student Village Rules and Conditions of Entry. These form part of your Student Accommodation Agreement and ensure that everyone is respectful of each other, and of the Student Village property.

We've included some key guidelines and regulations throughout this handbook - keep an eye out for them.

If you need any further information, please get in touch with a member of staff - we're here to help. We wish you a happy stay and look forward to helping you achieve a successful academic year.

EIT Student Village Office

The Student Village Office is nearby, and the Student Accommodation Team is available from 8am to 4pm to assist you. Outside of these office hours, Armourguard can help you with emergencies.

- Student Office
Phone: **06 830 1536** or **027 447 9590**
- Email: accommodation@eit.ac.nz



Useful Information for Moving In and Getting Organised

Nau mai haere mai! Welcome! The Student Accommodation Team are here to help you settle in and answer all your questions.

You've Arrived, So Let's Get Orientated!

On arrival at the Student Village, you will be greeted by someone from the Student Accommodation Team who will show you to your room in your Villa. They will introduce you to your Villa's Senior Resident and Villa flatmates (if available) before leaving you with your keys and a Welcome Pack for you to read. The Welcome Pack will contain your Student Accommodation Agreement, WiFi details, a snack to tide you over and the Student Village House Rules.

You may have travelled a long distance, so we will give you just a brief induction at first. This induction will point out information on what to do in an emergency and where to find the evacuation assembly point. We'll also answer any other questions you may have and arrange a time to complete your full induction the following day.

Getting Settled In

We will then leave you to check out your room, unpack and make the room your own.

We can provide you with a bedding pack if required at a cost of NZ\$200. Each bedding pack includes a sheet set, a duvet inner & cover, a pillow, a bath towel and a mattress protector.

WiFi

Free wireless is provided by EIT in your accommodation areas. Details will be in your welcome pack.

Mail

Friends, family and organisations like your bank and mobile phone company may wish to correspond with you by postal mail. You can collect mail from the Student Village Office.

Please always include your Villa and room number when sharing your address for mail, so that we can get it where it needs to go.

Note that we do accept mail and parcels from courier companies, but we do not accept liability if a courier item goes missing.

Your Student Village mailing address is:

Your full name
Your room number and villa number
EIT Student Village
470 Gloucester Street
Taradale
Napier 4112

Making Friends

It's easy to make friends in the Village. We suggest you start by getting to know your Villa flatmates and making the most of your shared communal areas, like the lounge and kitchen.

Public Transport

Hawke's Bay offers a comprehensive network of buses, with bus stops on either side of Gloucester Street, right outside the Student Village grounds. You can find details for bus services on the goBay website at:



gobay.co.nz

Student Village Senior Residents

Each Villa has one Senior Resident. The Senior Residents aid in creating a supportive student residential community by organising and managing events and assisting in the maintenance of Village standards and Student Village Rules.

Your Senior Resident is there to point you in the right direction if you need help. The Senior Resident enjoys a larger room or one with a balcony. Residents are expected to cooperate with the Senior Resident to enable the Villas to run harmoniously.

Car Parking

There is space for you to park your car at or near the Student Village. Please let the Student Village Office know your car registration number. We recommend you obtain insurance for your vehicle and not leave any valuables in them as the Student Village accepts no liability for loss of or damage to a vehicle or its contents parked in the Student Village car park.



Living In Shared Accommodation

Living at the Student Village is a wonderful opportunity to expand your horizons and get to know people from different cities, countries, and cultures.

Naturally, everyone is different. Most of the time this is a great thing, but from time to time it can lead to misunderstandings and awkward situations. We all have our own quirks and little things that irritate us - no one is perfect.

Whatever issues might arise, it's important to remember that with a bit of patience, understanding, respect and compromise, anything can be resolved. This section of the Handbook aims to help you and your new flatmates minimise problems so you can make the most of the benefits of living in shared accommodation.

Cooking and Food

Each Villa comes with a shared kitchen, equipped with cooking utensils, cutlery, crockery, and pots and pans. Please be considerate and don't take anyone else's food without asking - it can lead to misunderstandings and disharmony.

Dishes

Don't leave your dirty dishes lying around. No one wants to have to clean up after you just so they can have clean plates and cutlery to eat with. This is one of the most important pieces of advice we give residents!

Keep it Fresh

Don't let your unused food go rotten - either give it to someone who can use it or throw it out, so it doesn't smell and contaminate your flatmates' food. Use labelling to keep track of what is yours and when you bought it.

Personal Items

Be considerate of your flatmates' personal possessions. Don't use their air fryer or precious chef's knife without checking with them first.

Shared Spaces and Equipment

Don't take more than your fair share of space in the fridge and cupboards. If you have special dietary requirements or allergies, let your flatmates know so you can avoid any contamination issues.

Cleaning

Doing your bit to keep your Villa clean and tidy will help keep everyone happy. So, pick up after yourself, clean your room, do your dishes, don't leave the bathroom floor wet, and don't leave toenail clippings in the shower tray!!

One of the great things about living at the Student Village is that cleaners come through once a month to refresh your communal spaces. However, between their visits, you'll need to do this yourselves. Your Senior Resident will meet with you and your flatmates to draw up a roster so that you can share the load.

We are keen to recycle at EIT and we provide Student Village recycle bins as well as general waste bins.

Laundry

Washing machines and dryers are provided in each Villa. The dryers are coin-operated. There are drying lines in each Villa courtyard.

Take care not to overload the machines, as your clothes won't wash or dry properly and you may damage the machines.

Noise

The Student Village is a social place and some noise will be present. However, all residents should be able to live free from overly loud noise. Noise levels must be kept to a minimum between 9.00pm and 9.00am, including weekends.

Here are some ideas to help avoid noise problems with your flatmates and neighbours.

- Get to know your flatmates, their timetables and their tolerance for noise.
- Be considerate of your flatmates' need to study or prepare for exams and assessments.
- Be aware of how loud you and any guests are being.
- If you're on the phone or on video calls, keep the volume down, especially if you're making an international call during quiet hours.
- Don't impose your musical tastes on your flatmates or neighbours. Use headphones if you wish to listen to music at a high volume in your room.

Resolving Issues

We all have different personality traits. Here are some things to keep in mind if you have an issue with a friend, flatmate or neighbour.

- Try to resolve the issue before you get too overwhelmed.
- Start by talking it over face-to-face.
- Tell them how their actions are affecting you and be specific.
- Remember, it's the behaviour you don't like, not necessarily the person.
- Avoid accusations.
- Use 'I' statements and try to avoid saying 'you', 'never' and 'always'.
- Focus on solutions; explain how you think things can work better for both of you.

- Be open to feedback and to making changes yourself.

Always remember that staff are here to support you. If you feel out of your depth trying to resolve an issue and/or if the issue is of a serious nature, contact the Student Accommodation Team or EIT Student Support Services.

Parties and Special Events

Student Village Management understand that many residents will celebrate special events such as birthdays and exam results.

The maximum number of guests at any time in each Villa is six, due to noise and space issues. Residents should consider using alternative venues if they wish to have more than six guests.

Remember that you are required to ensure that the noise level is kept to a minimum after 9.00pm, including at weekends.

Guests

You're welcome to have guests between 9.00am and 9.00pm. Guests should stay in the communal areas.

Overnight stays are not permitted.

Please remember that you are responsible for your guests' behaviour.

Your Wellbeing

The EIT Student Accommodation Team and Student Support Team are here to help you feel good and function well.

Support For You

Being a student and living away from home is exciting, rewarding and often challenging. The Student Accommodation Team will check in with you from time to time to see how you're doing and if you need any support.

The EIT Student Support Team is across the road on campus - the Student Accommodation Team can tell you where to find them.

The Student Support Team offer a comprehensive range of support services. You can go to them if you have academic, personal, financial or health concerns, or if you simply need someone to talk to.

If you have difficulties that impact on your studies, please talk to someone at Student Support before you make any final decisions, including withdrawing from a course. Getting the right advice can make all the difference!

If an issue is affecting you or you're worried about another resident, you have the right and responsibility to seek help, both for yourself and the other person. Your action could prevent the situation getting worse, and could make life a lot better for everyone concerned.

The Student Support Team on campus can help you with:

- Cultural support
- Scholarship support



- Filling out forms
- Pouwhirinaki (support for Māori and Pasifika students)
- Library loan scheme
- Pastoral care
- Programme support
- Tutor liaison
- Wellbeing
- Academic writing support
- Disability learning support

Absence

Your safety and wellbeing are our priority. To help us with this, please ensure you let the Student Village Office and your flatmates know if you are going to be away from the Village overnight, and for how long. You can just send a quick email.

- Scan your QR code in your villa to link to the absence form

If we notice that your room has been unoccupied for an unexplained length of time and we haven't heard from you, we will investigate. If you haven't seen one of your flatmates and they haven't told you they will be away, please let the Student Village Office know immediately.

Chaplains

For many students, their religious and spiritual community is critical to their identity, their motivation and their success. We have multi-denominational Chaplains at EIT to support you. You can get in touch with them by email.

- Email: chaplain@eit.ac.nz

Younited Student Association

Younited Student Association serves students by acting as the voice of the student body, advocating student issues, and promoting the social, cultural, recreational and educational interests of students. Look out for their many fun events throughout the academic year. You can find information on their website or email them.

- Email: info@younited.ac.nz
- Website: younited.ac.nz

Health Care

Emergency Illness or Accident

If the illness or accident is serious, and urgent treatment is required, call **111** for an ambulance and notify the Student Accommodation Team during office hours, 8.00am to 4.00pm, or Armourguard outside office hours (see the section **When Something Goes Wrong** on page 8).

- Phone St John's Ambulance on **111**.
- Phone the Accommodation Team on 06 830 1536 or 027 447 9590

Non-emergency Illness or Accident

If the illness or accident is not an emergency, but you would like to seek medical attention, contact one of the following:

- Your General Practitioner (Doctor)
- The 24-hour City Medical Service in Napier on **06 835 4999**

You can also contact the Student Accommodation Team or Student Support Team as needed, or use one of the services below.

Healthline 0800 611 116

Healthline is a free service that provides advice from specially-trained registered nurses. If you need to talk to someone in a language other than English, this can usually be arranged.

Call Healthline if:

- You're feeling unwell but you're not sure if you need to see a doctor.
- You're concerned about a friend or family member who is sick.
- You want to know where the nearest doctor or pharmacy is.

More information is available on their website.

- Phone: **0800 611 116**
- Website: healthy.org.nz

1737 - Need to Talk?

This is a free national counselling service you can call or text at any time of the day or night.

Simply call or text **1737**.

Staying Safe

We take every care to look after your safety at the Student Village. However, it's important not to be complacent about your own personal security.

If you ever feel that your personal safety is at risk while you're at the Student Village, contact the Student Village Office during office hours, 8.00am to 4.00pm, or Armourguard outside office hours.

In an emergency always call **111** first.

Burglaries

To help prevent burglaries, please follow these guidelines:

- Always keep external doors locked.
- Always lock your bedroom and Villa doors when you go out.

Pastoral Care Code Of Practice

EIT is required to comply with the Education (Pastoral Care of Tertiary Learners) Code of Practice 2021.

The code sets out the things EIT must do to ensure learners' safety and wellbeing, including those living in student accommodation.

You can find out more about the Code at nzqa.govt.nz/tertiary/the-code/

As a signatory to the Pastoral Care Code of Practice, EIT must be able to gather and communicate relevant information across the wider organisation (including student accommodation) to accurately identify emerging concerns about learners' wellbeing and safety or behaviour, so that learners can be connected quickly to the appropriate services.

Staff will treat all student concerns and private details with respect and confidentiality.

However, there are occasions when it may be necessary for members of the EIT Management Team to contact or disclose information to relevant parties (e.g. parents/caregivers, health professionals, academic or support colleagues, financial guarantors).

This may occur when:

- There are concerns regarding the health or wellbeing of a resident.
- There is a clear or imminent danger to a resident or staff member.
- There have been serious breaches of EIT and/or Student Village rules, regulations or policies.
- Payment of accommodation fees are in arrears.



When Something Goes Wrong

Maintenance Issues

Maintenance issues may arise in your Villa from time to time. Please call the Student Village Office as soon as you find a problem and let us know.

- Scan your QR code in your villa to link to the maintenance request form

We aim to get things sorted out as quickly as possible, but sometimes it can take time to get a tradesman or replacement. Please check in with the Office for an update if you are worried nothing is happening.

Fire Alarm Activations

In the event of a fire alarm activation, Villa residents **MUST EVACUATE** the building and meet at the evacuation assembly point in the main carpark.

Who to Call When a Fire Alarm is Activated	
During office hours (8.00am to 4.00pm)	Student Village Office 027 447 9590
After office hours Monday to Friday (8.00pm to 6.00am) After office hours Saturday and Sunday (8.00pm to 8.00am)	Armourguard 027 700 4960
Any time that the above are unavailable	Armourguard during the day (6.00am to 6.00pm) 027 700 0098 during the night (6.00pm to 6.00am) 027 700 0095
If you see or smell smoke, call 111	

After Hours Lockouts

Should you lock yourself out of your Villa or room outside of office hours (8.00am to 4.00pm), please contact Armourguard on one of the numbers listed in the table.

Inform Armourguard of your address and meet the Guard in the car park at the evacuation assembly point.

The Guard will need to establish your identity (they will sight and photograph your student ID or other valid photo ID). If you cannot provide ID, you will need to confirm you are able to provide this once access is given to the Villa or room. Alternatively, a fellow resident may confirm your identity.

You will be asked to complete and sign the After-Hours Lock-Out Service Agreement prior to access.

Out of hours call outs may incur a fee of \$95+GST, which will be invoiced to you.

Please be advised that the Guard will be recording interactions on his video badge. If a Guard identifies a resident with welfare concerns that need to be addressed immediately, they will contact the Student Accommodation Team.

Earthquakes and Other Natural Disasters

In New Zealand, we have a range of natural hazards.

Be prepared and find out what to do before, during and after each type of emergency by visiting the Get Ready website.

GET READY

getready.govt.nz

What to do During an Earthquake

Drop, Cover and Hold is the right action to take in an earthquake. If you Drop, Cover and Hold it will:

- prevent you from being knocked over,
- make you a smaller target for falling and flying objects, and
- protect your head, neck and vital organs.

Do not run outside, as this may risk you getting hit by falling bricks and glass.

Drop, Cover and Hold until the shaking is over.

If the earthquake lasts longer than a minute, or is strong enough to make it difficult to stand, move quickly to the nearest high ground or as far inland as you can out of tsunami evacuation zones.

If you are near the coast, remember the tsunami warning: Long or Strong, Get Gone.

Emergency Preparedness

You should keep a small personal emergency kit ('grab bag') in your room. Minimum requirements are:

- Emergency contact details (a written copy as well as next of kin listed on your mobile phone)
- Torch and spare batteries
- Strong outdoor shoes
- Supply of personal medications and hand gel or antiseptic wipes
- Survival blanket
- Large bottle of water
- Energy bars

Have nearby and bring with you in case of an evacuation:

- Warm clothing (jacket or similar)
- Your mobile phone and charger if you have one

Additional items which may be useful:

- Personal toiletry items
- Small plastic bags
- Whistle and light sticks
- Copies of important documents

Pandemic Safety

In the event of a pandemic all students are expected to be prepared and adhere to New Zealand Ministry of Health directives and guidelines. When the time comes to move out of the Student Village, there are a number of things you must do.

Let the Student Village Office know two weeks in advance which day you plan to move out.

Ensure you have paid all your fees and charges, as per your Student Accommodation Agreement.

Complete and return all the required vacating paperwork supplied by the Accommodation Team.

Leave your room clean, including skirting boards, walls, window frames and windows, inside and outside of drawers and cupboards, and around your bed. An inspection will be done after you have left. If the room is not clean enough for the next resident to move into, you will be charged a cleaning fee of \$60, which will be taken out of your bond.

Please remove all of your belongings by the vacating date and return your keys to the Student Village Office

Your bond will be returned in full within one month of vacating the Student Village, providing your room is clean and there is no damage to your Room or Villa.

Moving Out

When the time comes to move out of the Student Village, there are a number of things you must do.

Let the Student Accommodation Team know two weeks in advance which day you plan to move out.

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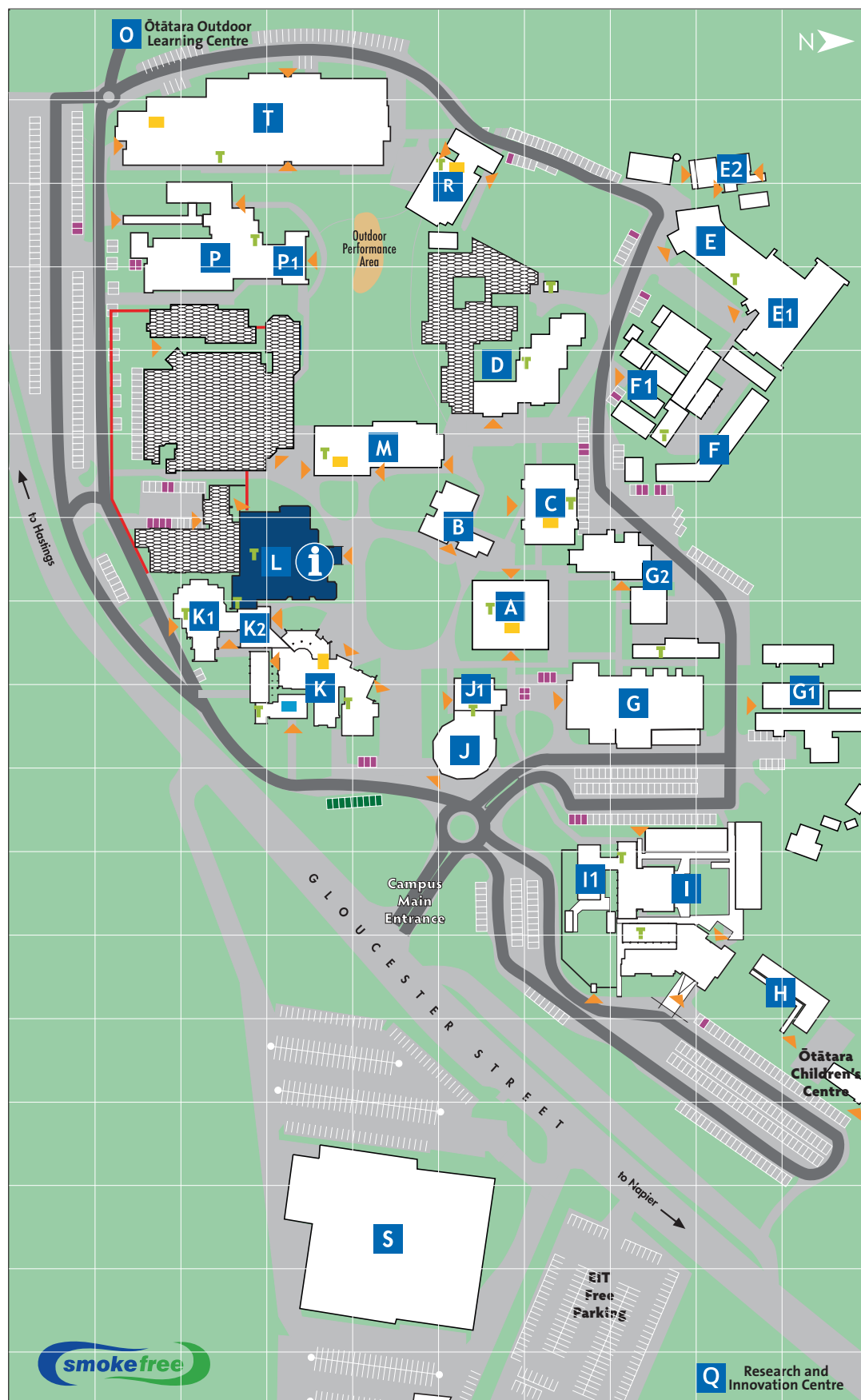




TE AHO A MĀUI

Hawke's Bay Campus Map

Information Centre Main entry point Lifts Visitor parking Mobility parking Accessible toilets Health Centre Construction Zone



BUILDINGS AND SERVICES	BLDG L CODE
Information Centre	L
Tim Twist Building	L
Te Pārongo - Reception, Information, Library and IT Support	L
Te Kūhanga - Registry and Enrolment (Domestic and International)	L
EIT Executive Office	J
Faculty Administration	
Business	P
Computing	C 2
Education and Social Science	M 2
English Language Centre	P
Hair and Beauty	A 2
Health and Sport Science	A 2
Ideaschool	D
Massage	A 2
Nursing	D
PG Nursing and Health Science	A 2
Primary Industries	R 2
Sport and Exercise	A 2
Te Ūranga Waka	I
Tourism and Hospitality	P
Trades and Technology	T
Veterinary Nursing	M 2
Viticulture and Wine Science	R 2
A Block - Hetley Building	A
Academic Student Support	M
B Block - Te Pae Hono	B
Business	P
Business Liaison	A 2
C Block	C
Café and Coffee Connect	K
Careers Counselling	A 1
Computing	C
D Block	D
David Pearson Atrium	K2
Educational Development	A 2
English Language Centre	A 3
Facilities Management	
(Maintenance and Fleet Car Park)	G1
Fashion	G1
Finance	J
Food and Fibre COVE	R
G Block - John Harre Building	G
Glasshouses	F1
Ideaschool	D
Ideaschool Studios	F
International Office	A 3
IT	C
IT Support	L
K Block - Chris Collins Building	K
Ko Ngā Ara Tūmanako	
Te Whare Matoro	I
Lecture Theaters	K1
Library	L
M Block - John Rose Building	M
Māori, Pacific, Disabilities and Student Learning Support	B
Music	H
NOA Village of Learning	K
Ōtātara Children's Centre	H
Ōtātara Outdoor Learning Centre	O
Pettigrew Green Arena	S
Plumbing	G2
Primary Industries	R
Reprographic	K
Research and Innovation Centre	Q
Revive Massage Clinic	S
Science Laboratories	E1
Screen Production Studios	G2
Sport Science Laboratories	S
Stockyards and Woolshed	O
Strive Rehabilitation @ Hawke's Bay	S
Student Amenities	K
Te Ara o Tāwhaki Marae	I1
Te Kura i Awarua Rangahau	
Research Centre	Q
Te Ūranga Waka - Māori Studies	I
Tourism and Hospitality	P
Trades Academy	G
Trades and Technology	T
Veterinary Nursing Clinic	E2
Winery	E
Younited - Student Association Office	K