



Welcome to the

# EIT | Te Pūkenga Student Village Handbook

The EIT | Te Pūkenga Student Village is a flatting complex on the Hawke's Bay campus of twelve villas housing six students in each, including New Zealand and international students.

**Location** 470 Gloucester Street, Taradale

**Phone** 06 830 1949 or 027 288 3708

**Email** [eitsv@eit.ac.nz](mailto:eitsv@eit.ac.nz)



TE AHO A MĀUI



TePūkenga





# Contents

<b>Introduction</b>	<b>2</b>		<b>8</b>
<b>Eligibility</b>	<b>2</b>		
<b>Contact information</b>	<b>2</b>		
EIT   Te Pūkenga student village office	2		
<b>EIT   Te Pūkenga student village manager</b>	<b>2</b>		
<b>After-hours lock outs and fire alarms</b>	<b>2</b>		
<b>EIT   Te Pūkenga student village senior residents</b>	<b>3</b>		
<b>Rights and responsibilities</b>	<b>3</b>		
<b>Rates</b>	<b>3</b>		
Bond	3		
Rent	3		
Contract period	3		
Room allocation	3		
<b>Villa entry</b>	<b>4</b>		
Right to enter	4		
Cleaning and safety	4		
Maintenance or repair work	4		
Wellbeing checks	4		
<b>EIT   Te Pūkenga student village rules</b>	<b>4</b>		
Alcohol	4		
Chattels	4		
Damage or tampering with the smoke detectors or fire alarms	4		
Drugs	4		
Electrical appliances	4		
Gang patches and insignia	4		
Health, safety and wellbeing	4		
Noise	4		
Parties and special events	4		
Pets	4		
Renovations	4		
Smoking/vaping	4		
Subletting	4		
Villa keys and lock-outs	4		
Visitors and guests	4		
Weapons/firearms/dangerous goods	4		
<b>Resident wellbeing</b>	<b>7</b>		
Absences	7		
Conflict resolution	7		
Harassment and bullying	7		
Homesickness and personal issues	7		
Illness or accident	7		
Insurance	7		
Privacy and confidentiality	7		
<b>Emergency procedures</b>	<b>8</b>		
Earthquake	8		
Fire	8		
		Fire alarm activated	8
		Fire wardens	8
		Medical emergency	8
		<b>General information</b>	<b>8</b>
		Bicycle / summer storage	8
		Holiday accommodation	8
		Internet and power	8
		Mail and parcels	8
		Chattels provided in each villa	9
		Chattels not provided	9
		Bedding packs	9
		Meals and food	9
		Public transport	9
		Student feedback	9
		Vehicles	9
		<b>Arrival and vacating</b>	<b>9</b>
		Arrival	9
		Vacating	10
		<b>Important numbers</b>	<b>10</b>
		Ambulance / Police / Fire	10
		Chaplains	10
		Disability and wellbeing support	10
		Health centre	10
		International student support	10
		Students' association - Younited	10
		<b>Addendums</b>	<b>13</b>
		EIT   Te Pūkenga student village application form	
		EIT   Te Pūkenga student village rules and conditions of entry	





# EIT | Te Pūkenga student village

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

## Introduction

This handbook includes rules, requirements, conditions and policies for the proper management of the EIT | Te Pūkenga Student Village. Rules apply to all residents who are enrolled at EIT | Te Pūkenga and living in the EIT | Te Pūkenga Student Village situated at 470 Gloucester Street, Taradale 4112, Napier. The purpose of these rules is to ensure residents know their rights and understand their responsibilities while living in the EIT | Te Pūkenga Student Village and the consequences of breaching those responsibilities.

EIT | Te Pūkenga may reissue and update this handbook from time to time. You will be notified of any updates made in the handbook. If there is any inconsistency between this handbook and the EIT | Te Pūkenga Student Village Residency Agreement, the Residency Agreement takes precedence.

## Eligibility

EIT | Te Pūkenga Student Village is available to EIT | Te Pūkenga students enrolled in a full-time programme. Applications for residency are normally only considered from students aged 18 years or older. The minimum length of residency is 20 weeks unless agreed by the EIT | Te Pūkenga Student Village Manager prior to your acceptance. If you apply for a longer period, e.g. an academic year, and you are accepted this becomes your minimum contract period.

## Contact information

### EIT | Te Pūkenga student village office

The EIT | Te Pūkenga Student Village office is located in the student village grounds.

The EIT | Te Pūkenga Student Village Office hours are:

- 8.00am-5.00pm, Monday to Friday,
- By appointment, Saturday and Sunday
- The office is closed on public holidays and Easter Tuesday.
- For enquiries outside of these hours please email [eitsv@eit.ac.nz](mailto:eitsv@eit.ac.nz).

## EIT | Te Pūkenga student village manager

The EIT | Te Pūkenga Student Village Manager is responsible for the management of the EIT | Te Pūkenga Student Village and holiday accommodation. This includes creating a supportive residential community, maintaining a safe and secure living environment and providing support and advice to residents.

The EIT | Te Pūkenga Student Village Manager is based in the EIT | Te Pūkenga Student Village office and can be contacted by:

- Phone: **06 830 1949** or **027 288 3708**
- Email: [eitsv@eit.ac.nz](mailto:eitsv@eit.ac.nz)

The EIT | Te Pūkenga Student Village Manager can be contacted for general information, account queries, mail and parcel delivery, lost keys, fire alarm activations, complaints, resident arrival and vacating, maintenance, security, illness, absences and personal safety.

For emergencies residents must call **111** and the office number **06 830 1949**. An emergency is an urgent, unexpected, and usually dangerous situation that poses an immediate risk to health, life, property, or environment and requires immediate action.

## After-hours lock outs and fire alarms

For after hours lock outs and fire alarms during the following hours:

- 5.00pm-8.00am, Monday to Friday
- Weekends from 5.00pm Friday to 8.00am Monday
- All public holidays including Easter Tuesday

Call the following Armourguard after-hours call out number:

- **06 353 0604**

For all after hours lockouts and fire alarm activations an Armourguard officer will meet residents in the EIT | Te Pūkenga Student Village carpark. Residents will be required to provide proof of identity and will be required to complete a service agreement. Costs apply for after-hours call outs (\$95 plus GST per call out). An invoice will be raised and emailed to residents.

## EIT | Te Pūkenga student village senior residents

The senior residents assist in creating a supportive student residential community by organising and managing events and assisting in the maintenance of the village standards and discipline throughout the EIT | Te Pūkenga Student Village. There is one senior resident in each villa. The senior resident enjoys a larger double or balcony room. Residents must cooperate with the senior resident to enable the villas to run harmoniously.

### Rights and responsibilities

Residents of the EIT | Te Pūkenga Student Village agree to comply with all EIT | Te Pūkenga policies on student rights and responsibilities, and conduct and behaviour. It is the responsibility of each resident to make themselves familiar with these.

They can all be accessed from:

- [www.eit.ac.nz/students/current-students/important-policies-and-procedures/](http://www.eit.ac.nz/students/current-students/important-policies-and-procedures/)
- [myeit.eit.ac.nz](http://myeit.eit.ac.nz)
- [www.eit.ac.nz/students/current-students/student-handbook/](http://www.eit.ac.nz/students/current-students/student-handbook/)

### Rates

#### Bond

A \$400 bond is payable on application. This is refundable in part or full under the following circumstances:

- If you do not gain a place in an EIT | Te Pūkenga programme or the EIT | Te Pūkenga Student Village, \$250 of your bond will be refunded.
- If you gain a place on an EIT | Te Pūkenga programme and the EIT | Te Pūkenga Student Village but elect not take your offered place, \$250 of your bond will be refunded.

Bonds will be refunded in full, within one month of vacating the EIT | Te Pūkenga Student Village, as long as there is no damage done to the villa/room you are in.

Any cost for repairs or excessive cleaning will be shared amongst all residents unless responsibility is accepted by a specific person or persons.

#### Rent

The rent is \$210 per week.

Rent is to be paid a minimum of ten weeks in advance.

Payments are due prior to arrival and prior to the commencement of each term.

Rent can also be paid by semester or academic year in advance. Invoices are raised after arrival for twenty weeks per invoice and emailed to residents.

The EIT | Te Pūkenga Student Village bank details are:

- Account number: 03-0631-0007233-84
- Bank: Westpac
- Account name: Eastern Institute of Technology

- Reference: EIT | Te Pūkenga Student Village Rent
- Code: Your Surname and Initials

New Zealand students will not receive StudyLink assistance in time to pay the first instalment. StudyLink payments will not cover the full cost of subsequent instalments.

### Contract period

The contract period will be the full duration of the accommodation agreed between EIT | Te Pūkenga and the resident on the EIT | Te Pūkenga Student Village application.

Residents who wish to leave the EIT | Te Pūkenga Student Village will remain liable for their rent for the agreed contract period.

Residents must be full-time students to be eligible to live in the student village.

The resident is responsible for advising the EIT | Te Pūkenga Student Village Manager if they are not enrolled in a full-time programme.

### Room allocation

The resident will be allocated a villa/room by the EIT | Te Pūkenga Student Village Manager.

EIT | Te Pūkenga has the discretion to move the resident to a different room.

If residents wish to move villa/rooms they must apply in writing and state their reasons for wanting to move.



## Villa entry

### Right to enter

EIT | Te Pūkenga will give a minimum 24 hours' notice of inspection of rooms. This will not apply in cases of emergency. For inspection and cleaning of common areas EIT | Te Pūkenga retains the right to enter with reasonable notice to the residents.

### Cleaning and safety

Residents are required to maintain the cleanliness of the common areas and their own rooms.

EIT | Te Pūkenga will carry out regular inspections of the villas including cleaning, safety and maintenance. Rubbish build up in common areas and rooms is considered to be a fire and health risk. Skip bins in the car park area are provided for disposal of household rubbish.

### Maintenance or repair work

EIT | Te Pūkenga may enter a resident's room to carry out maintenance or repair work. They will always knock on the resident's door several times and introduce themselves and if no answer is given, will then enter the room to carry out the work required. EIT | Te Pūkenga will always lock the resident's bedroom door when they leave the room.

### Wellbeing checks

EIT | Te Pūkenga will enter a resident's room, without permission, to carry out pastoral care responsibilities and/or to prevent serious harm and/or to ensure student wellbeing.

EIT | Te Pūkenga will perform wellness checks, manage health and safety and enforce EIT | Te Pūkenga rules relating to noise or prevent any illegal act affecting the wellbeing of any individual or other(s) in the EIT | Te Pūkenga Student Village community, pursuant to the purposes of Part 5, 27, Process 4 (1) c of the *Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021*.

## EIT | Te Pūkenga student village rules

### Alcohol

We respect your decision as an adult to drink alcohol. The EIT | Te Pūkenga Student Village rules and guidelines around individual alcohol use are intended to promote personal responsibility and a balanced lifestyle that will help you effectively manage your wellbeing. It is expected that these decisions will be based on personal values and social responsibility, conform to the laws of New Zealand and support the health and welfare of yourself and others. Anyone who chooses to consume alcohol will be held fully responsible for their behaviour while under the influence of alcohol.

Residents whose drinking behaviour is causing concern within the EIT | Te Pūkenga Student Village may face disciplinary action and will be supported to seek advice and guidance around their drinking.

Refer to section 11, **page 18**, for all rules around the use of alcohol in the EIT | Te Pūkenga Student Village. These rules may change during the currency of the

contract to reflect any applicable changes to alcohol related legislation and Te Pūkenga national policy.

An individual may face disciplinary action if they:

- Are being noisy and/or abusive to any person.
- Are being obstructive or non-compliant to any staff member carrying out their duties.
- Place themselves or others at risk through their actions.
- Damage, or are likely to damage the property of others including EIT | Te Pūkenga Student Village property.
- Cannot respond to instructions given by staff.
- Cause a mess that needs to be cleaned by another person.

All alcohol related incidents requiring additional cleaning of a room, or area of the EIT | Te Pūkenga Student Village, will result in the individual responsible being fined \$75 plus additional necessary cleaning costs. If the individual responsible cannot be identified then the charges will be made to all residents in each villa.

### Chattels

The resident shall not remove any chattels from the premises.

### Damage or tampering with the smoke detectors or fire alarms

It is against the law to tamper with fire equipment, including exit signs, disabling or covering smoke detectors. Violators will be subject to disciplinary action which may result in residents being vacated from the EIT | Te Pūkenga Student Village.

Any fire equipment repair or replacement resulting from misuse will be invoiced to the resident(s) responsible.

False alarm fire service call outs will also be charged to the resident(s) responsible. Please note the cost of a fire service call out is \$1,500 approximately.

### Drugs

The use, possession or cultivation of prohibited substances by any resident or visitor is strictly prohibited and in breach of the resident's agreement.

Any breach of this will result in disciplinary action and termination of the residency agreement.

If drugs are suspected within the EIT | Te Pūkenga Student Village the police will be called without exception.

### Electrical appliances

Only the electrical appliances supplied are to be used in the EIT | Te Pūkenga Student Village. On **page 10** you will find a list of these.

Approval for other electrical items (i.e. hair-dryer, electric toothbrush, etc.) must be obtained from the EIT | Te Pūkenga Student Village office and if approved, must be tested and tagged for electrical safety at the residents expense. Refer to section 14, **page 19**, in



the rules and conditions of entry for all rules around electrical safety.

### Gang patches and insignia

Gang patches and insignia are prohibited on all EIT | Te Pūkenga grounds and property.

This includes colours or any other items considered to be gang affiliated.

### Health, safety and wellbeing

Students of EIT | Te Pūkenga and residents of EIT | Te Pūkenga Student Village are expected to:

- Take reasonable care that their acts do not adversely affect the health, safety and wellbeing of others.
- Take reasonable care of their own health, safety and wellbeing.
- Report any incident, risk or hazard as soon as possible to the EIT | Te Pūkenga Student Village Manager and/or via the online reporting forms available from:
  - [www.eit.ac.nz/working-at-EIT/health-safety-wellbeing/](http://www.eit.ac.nz/working-at-EIT/health-safety-wellbeing/)
- Co-operate with notified policies and procedures of EIT | Te Pūkenga and any other organisation they are visiting.
- Inform others of any known risks or hazards.

### Noise

The EIT | Te Pūkenga Student Village is a social place and some noise will be present, however all residents should be able to live free from unsanctioned loud noise.

It is the responsibility of each resident and their visitors to show regard and consideration for others at all times and ensure that the EIT | Te Pūkenga Student Village is conducive to study, sleep and relaxation.

The use of amplified musical instruments is forbidden in the EIT | Te Pūkenga Student Village. Be particularly mindful of the noise generated from normal activities such as holding small gatherings, watching movies, playing computer games, returning late at night or gathering in a common area.

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

Keep in mind that not all students have assignments and breaks at the same time during the year, therefore if you're asked by a fellow resident to lower your noise level you must respect their request.

Excessive noise will not be tolerated and will result in disciplinary action. If you are unsure of what constitutes unreasonable noise please contact the EIT | Te Pūkenga Student Village Manager or senior resident for advice. The level of noise that is acceptable is at the discretion of the EIT | Te Pūkenga Student Village Manager.

Tips for keeping your noise to a minimum:

- Keep room doors closed if you have visitors.
- Do not slam doors.
- Do not have the stereo, radio or television at a high volume.
- Use headphones if you wish to listen to your stereo/ radio at a high volume in your room.

Should a resident feel that they are being affected by unreasonable noise they should follow the procedures as outlined below:

- Approach the resident making the noise and discuss the effect it is having on you and request they lower their level of noise.
- If you are unable to approach the resident or they appear to be irresponsible, discuss with your senior resident.





- If a request by the senior resident to lower the noise is not adhered to contact the EIT | Te Pūkenga Student Village Manager.

Students making the noise may be subject to disciplinary action.

### Parties and special events

EIT | Te Pūkenga Student Village management understands that many residents will celebrate special events such as birthdays and exam results.

Parties that cause disruption to other residents or create any damage or additional cleaning to the property are not permitted and will be shut down immediately. The maximum number of guests at any time in each villa is six (6).

Residents should consider using alternative venues if they wish to have more than six (6) guests as noise generated by more than six (6) guests generally exceeds acceptable levels.

### Pets

Pets, including fish, are not permitted on the property.

### Renovations

The resident shall not make any renovations, alterations or additions to the premises.

### Smoking/vaping

All EIT | Te Pūkenga facilities and grounds, including the student village, are smoke and vape free.

A designated smoking/vaping area is provided outside the grounds of the EIT | Te Pūkenga Student Village in the Napier City Council reserve area. Please ensure that you keep this area clean and tidy after use. Smokers must dispose of their cigarette butts in the receptacles provided.

Smoking/vaping within EIT | Te Pūkenga facilities and grounds, including the EIT | Te Pūkenga Student Village, will result in disciplinary action. A fee for any required cleaning will be applied.

### Subletting

Residents may not sublet, share or transfer their room to anyone else.

### Villa keys and lock-outs

Residents are responsible for the security of their villa keys. Lost keys must be reported to the EIT | Te Pūkenga Student Village office immediately.

The cost of key replacement is \$50. If all the locks in the villa need to be replaced that cost is the responsibility of the resident.

At the end of the resident's contract, keys must be returned. Failure to do so will result in the resident incurring the liability for the full replacement of the key.

After hours lock-outs will incur a fee of \$95 plus GST per call out.

### Visitors and guests

EIT | Te Pūkenga Student Village residents are only permitted to have visitors and guests for short periods of time between 9.00am-9.00pm.

Visitors and guests must leave the EIT | Te Pūkenga Student Village by 9.00pm. Visitors and guests are not permitted outside of these times, or overnight, and this will result in disciplinary action if allowed. Any resident allowing an overnight visitor or guest will be charged \$50 per each night stayed.

To ensure compliance with fire and safety regulations and in consideration of the rights of the other residents in the villa please ensure:

- Visitors and guests are shown the emergency action plan, and evacuation procedures in the event of any emergency.
- They are accompanied at all times and must not be given a key.
- They are not to park in any area reserved for EIT | Te Pūkenga Student Village residents.

Residents are liable for their visitors and guests, and any damage they may cause.



A visitor or guest must leave the property immediately if they are requested to do so by the EIT | Te Pūkenga Student Village Manager or senior resident.

### Weapons/firearms/dangerous goods

The possession of weapons, firearms, fireworks, explosives, flammable liquids, or other flammable goods such as candles, incense and oil burners, is not permitted in the EIT | Te Pūkenga Student Village.

If a resident is found to be in possession of any of these items disciplinary action will be taken.

This action could include termination of residency, confiscation of the item and the reporting of the incident to the police. If any guests are found in possession of weapons or firearms the Police will be called immediately.

## Resident wellbeing

### Absences

If you are planning to be away please advise the senior resident and/or EIT | Te Pūkenga Student Village office.

This is particularly important if you are going hiking, mountain biking or tramping. During the term breaks the EIT | Te Pūkenga Student Village Manager may enquire about your plans.

### Conflict resolution

It is very important to raise issues as they occur before they become a problem.

Talk about the actions, not the person, and if you have any concerns speak with your senior resident or the EIT | Te Pūkenga Student Village Manager.

### Harassment and bullying

Bullying is deliberate, hurtful behaviour that is usually repeated. It occurs when one person tries to use power inappropriately over others.

EIT | Te Pūkenga takes any hostility or aggression toward a person seriously, and harassment, bullying and/or intimidating behaviour is not tolerated on the property. Complaints will be given prompt and serious attention.

If you feel that you or someone else has been treated inappropriately, contact the EIT | Te Pūkenga Student Village Manager immediately.

You can find the details for the EIT | Te Pūkenga Harassment Contact Network and the EIT | Te Pūkenga policy on unacceptable behaviour at [www.eit.ac.nz/students/harassment-contact-network-2/](http://www.eit.ac.nz/students/harassment-contact-network-2/).

Tips on communal living:

- Be considerate of others.
- Get to know each other.
- Clean up after yourself.
- Be aware of the noise you make and the effect it can have on other people.
- Think about the pressures of other people's courses and study load.

- Limit your time in the shower and share the television remote.
- Take out the rubbish when it starts to get full.

### Homesickness and personal issues

Homesickness can affect many residents. You may have moved from a town, city or country that is very different to Hawke's Bay or New Zealand.

Making an effort to meet others and getting involved in campus life will ease your transition.

The EIT | Te Pūkenga Student Village Manager can support you to find the right support. Alternatively, you can choose to see a member of the Students' Association, Health Centre, your lecturer or Support Services. Please remember that there is always someone to help and listen to you.

On **page 11** of this Handbook you can find helpful contact details.

### Illness or accident

If the illness or accident is serious and urgent treatment is required please call for an ambulance on 111 and notify the EIT | Te Pūkenga Student Village office.

For health advice you can contact Healthline on **0800 611 116**. This is a 24-hour health advisory service operated by a range of health clinicians. They will make a professional phone assessment based on the information you provide.

On **page 11** of this handbook, under Health Centre, information is provided on how to access local medical centres.

Please ensure that the EIT | Te Pūkenga Student Village Manager is advised should you fall ill or have an accident. The EIT | Te Pūkenga Student Village Manager is trained in first aid and has basic first aid equipment available.

A written report of any accident and incidents involving students must be completed with your assistance by the EIT | Te Pūkenga Student Village Manager.

### Insurance

All residents are responsible for their own insurance coverage of their personal belongings.

This can be arranged together with insurance that includes a legal liability clause. This type of insurance is generally not expensive and is worthwhile. Another option is for eligible students to obtain a 'young person's extension cover' on their parents' or guardians' insurance. It is recommended that any insurance coverage is arranged prior to arrival to ensure peace of mind.

### Privacy and confidentiality

It is expected that the EIT | Te Pūkenga Student Village Manager and residents will endeavour to treat each other with respect and confidentiality.

All personal information relating to a resident will be managed in accordance with the Privacy Act 2020.

If you enter into a residency agreement with the EIT | Te Pūkenga Student Village the information

you have provided may be made available to a debt collection agency to assist in any outstanding debt.

The EIT | Te Pūkenga Student Village Manager reserves the right to contact concerned adults (normally parents, guardians or next of kin) if the occasion warrants it. Examples include, but are not limited to; when there is clear or imminent danger to the resident or others, when there have been two or more breaches of rules, when rent payment is overdue, when there has been a significant health event. In all cases, where there are wellbeing concerns or if practicable, the resident will be informed prior to parents, guardians or next of kin being contacted by the EIT | Te Pūkenga Student Village Manager.

## Emergency procedures

### Earthquake

If you feel an earthquake:

- Drop-Cover-Hold
- Evacuate the building once it is safe to do so.
- Stay out, expect aftershocks, move away from the buildings.
- If it is long and strong get gone! Move to your Tsunami Evacuation Zone.
- Follow instructions provided by the local Civil Defence Emergency Management group.
- Phone Emergency Services on 111 if there is fire or injury.
- Phone the EIT | Te Pūkenga Student Village office if there is fire, injury or damage.

### Fire

All EIT | Te Pūkenga Student Village villas have smoke detectors and fire alarms and information detailing evacuation procedures and assembly points.

It is essential that all residents familiarise themselves with these procedures and note nearest exits and assembly areas.

On discovering a fire:

- Immediately activate the nearest fire alarm.
- Evacuate the building and go to the designated assembly area.
- Phone the New Zealand Fire Service on 111.
- Follow the instructions of the Fire Warden.
- Phone the EIT | Te Pūkenga Student Village office.

### Fire alarm activated

On hearing a smoke detector or fire alarm residents are required to leave their villa immediately, ensuring that the windows and doors are closed, but not locked. Take your room key with you but leave all other belongings behind.

Residents should not attempt to turn off alarms at any time.

If an alarm is activated:

- Proceed in an orderly manner to the nearest exit.

- Walk, don't run.
- Go to the designated assembly area.
- Do not re-enter the building until the all clear is given.

If an evacuation occurs at night it is recommended that the residents take a blanket or some warm clothing if possible. Do not run and if there is smoke keep low to the ground.

### Fire wardens

Your senior resident will act as your Fire Warden in the event of a fire.

### Medical emergency

If the medical emergency is of a serious nature:

- Isolate the victim and others from harm and apply first aid to the victim if needed.
- Phone St John's Ambulance on 111.
- Phone the EIT | Te Pūkenga Student Village office.

If you are unsure of what action to take contact the EIT | Te Pūkenga Student Village office immediately so that the situation can be assessed.

## General information

### Bicycle / summer storage

Each villa has a lockable storage shed for bikes. Returning residents can store their belongings in the storage sheds (or bedroom if available) over the December / January period. The cost for this is \$100.

### Holiday accommodation

During December and January the EIT | Te Pūkenga Student Village is rented to holiday makers. There are limited places available to residents during this period. If available, places are only available to residents who are enrolled to study the following year. Normal weekly rent applies. If your application is accepted during this time you may be required to move rooms.

### Internet and power

The EIT | Te Pūkenga Student Village offers unlimited fibre internet which is provided and supported by the EIT | Te Pūkenga IT Services. All residents will be given a password and a copy of the internet policy on arrival. Power is provided and is reasonable use only. If residents use excessive power they will be liable for the cost.

### Mail and parcels

The EIT | Te Pūkenga Student Village mailing address is:

- 470 Gloucester Street, Taradale, Napier, 4112

NZ Post delivers on Monday, Wednesday and Friday. Please ensure all mail and parcels are addressed to the above with your name clearly identified above the address.

All delivered parcels will be placed in the mail box outside the office. It is the resident's responsibility to collect their parcel during office hours.

All mail will be collected by the Manager from the letter



boxes at the entrance of the EIT | Te Pūkenga Student Village and placed in the mail box outside the office.

The EIT | Te Pūkenga Student Village Manager will take the greatest care with your parcel however, the Manager will not be held liable for any damage or loss incurred.

### Chattels provided in each villa

<b>Kitchen</b>	<b>Dining room / lounge</b>
<ul style="list-style-type: none"><li>• Microwave</li><li>• Toaster</li><li>• Electric jug</li><li>• Electric stove</li><li>• Fridge/freezer</li><li>• Two plastic cooking utensils</li><li>• Two cooking knives</li><li>• Chopping board</li><li>• Grater</li><li>• Can opener</li><li>• Dish rack</li></ul>	<ul style="list-style-type: none"><li>• Dining room table</li><li>• Dining room chairs</li><li>• TV</li><li>• TV remote</li><li>• TV cabinet</li><li>• Three seater couch</li><li>• Two seater couch</li></ul>
<b>Laundry</b>	<b>Bathrooms</b>
<ul style="list-style-type: none"><li>• Washing machine</li><li>• Coin operated dryer</li><li>• Iron and ironing board</li><li>• Vacuum cleaner</li><li>• Floor mop and bucket</li><li>• Broom, brush and shovel set</li></ul>	<ul style="list-style-type: none"><li>• Toilet brush set</li></ul>
<b>Single bedrooms</b>	<b>All bedrooms</b>
<ul style="list-style-type: none"><li>• Three drawer single divan bed (king single linen/bedding required)</li></ul>	<ul style="list-style-type: none"><li>• Heater with timer</li><li>• Notice board</li><li>• Double wardrobe</li><li>• Small chest drawers</li><li>• Small book shelf</li><li>• Study table and chair</li><li>• Desk lamp</li></ul>
	<b>Double bedrooms (senior residents)</b>
	<ul style="list-style-type: none"><li>• Three drawer queen divan bed (queen linen/bedding required)</li></ul>

### Chattels not provided

- Cutlery
- Crockery
- Pots for cooking
- Plastic food storage containers
- Tea towels
- Pillows
- Linen/bedding
- Bath towel/mat and face cloths

### Bedding packs

You can order a bedding pack for NZ \$200. Each bedding pack includes sheet set, duvet, pillow, bath towel and mattress protector.

### Meals and food

Meals are not provided, nor is a cafeteria service available.

Residents purchase and cook their own food in the kitchen facilities provided. The EIT | Te Pūkenga Student Village is close to a number of food outlets and supermarkets.

### Public transport

Hawke's Bay offers a comprehensive network of buses and bus stops are located directly opposite the EIT | Te Pūkenga Student Village grounds.

- GoBay website: [www.gobay.co.nz](http://www.gobay.co.nz)

### Student feedback

EIT | Te Pūkenga values the student perspective and looks for opportunities to encourage student feedback. Informal feedback is welcomed through Have Your Say on the student portal MyEIT at <https://myeit.eit.ac.nz>.

If you need to raise a concern or lodge a formal complaint, our Student Association, Younited, can provide advice and guidance.

- Go to <https://younited.ac.nz/>

### Vehicles

The EIT | Te Pūkenga Student Village accepts no liability for loss of or damage to a vehicle or its contents parked in the EIT | Te Pūkenga Student Village car park.

Residents should obtain insurance cover for their vehicle and not leave any valuables in them.

### Arrival and vacating

#### Arrival

Residents will only be allowed to move into the EIT | Te Pūkenga Student Village on the agreed date in writing by EIT | Te Pūkenga, after the following forms have been signed and the bond and first 10 weeks of rent have been paid.

- The EIT | Te Pūkenga Student Village Application Form
- The EIT | Te Pūkenga Student Village Residency Agreement (signed acceptance of the terms and conditions of entry to the EIT | Te Pūkenga Student Village)

The resident is expected to check both the bedroom allocated to them and common area of their villa. The resident should contact the EIT | Te Pūkenga Student Village office if there are missing or damaged chattels. If the resident does not contact the EIT | Te Pūkenga Student Village office within 24 hours following arrival EIT | Te Pūkenga will deem that there are no missing or damaged chattels, no damage to the room and that the room was in a good state of repair, cleanliness and maintenance when occupied by the resident.

Any subsequent damage or loss will be charged to the resident(s).

Furniture and chattels in any room or common area are not to be removed.

## Vacating

Residents' villa and rooms will be inspected once all residents have vacated, or residents can arrange a vacating appointment with the EIT | Te Pūkenga Student Village Manager during office hours.

At the time of inspection your bedroom and villa common areas will be checked for any damages, cleanliness and to ensure that the chattels are all in place.

At the time of vacating, residents will be required to complete the refund form and pay any outstanding rent. The refund form will be emailed to residents with vacating information.

Prior to vacating, residents must ensure that their bedroom and the villa common areas are clean and that there is no damage. If the bedroom or the villa common areas are not in an acceptable condition, cleaning will be arranged and the resident(s) will have any costs deducted from their bond. If the cost is higher than the bond paid, resident(s) will be invoiced accordingly.

It is the residents' responsibility to ensure that the bedroom door and villa doors are locked when they vacate.

## Important numbers

### Ambulance / Police / Fire

- Phone: 111

### Chaplains

For many EIT | Te Pūkenga students, religious and spiritual community is critical to their identity, their motivation and their successes. We have multi-denominational Chaplains at EIT | Te Pūkenga to support you.

- Email: [chaplain@eit.ac.nz](mailto:chaplain@eit.ac.nz)

## Disability and wellbeing support

EIT | Te Pūkenga is committed to providing an environment that gives you opportunities to achieve your maximum academic and personal potential.

For disability advice and guidance you can contact our Disability Coordinator.

- Email: [disabilityhb@eit.ac.nz](mailto:disabilityhb@eit.ac.nz)

For wellbeing advice and support you can connect with our Wellbeing Advisor.

- Email: [wellbeinghb@eit.ac.nz](mailto:wellbeinghb@eit.ac.nz)

Wellbeing resources can be accessed on MyEIT.

- Website: <https://myeit.eit.ac.nz>

## Health centre

The Doctors are part of Green Cross Health and are located throughout Hawke's Bay in Napier, Ahuriri, Greenmeadows and Hastings. The closest clinic to the EIT | Te Pūkenga Student Village is Greenmeadows.

- Website: <https://thedoctors.co.nz/>

## International student support

Song Sim is your support person for any questions or concerns you have about studying and living in Napier, New Zealand.

- Phone: 06 830 1437 or 027 446 9840 (24/7)
- Email: [ssim@eit.ac.nz](mailto:ssim@eit.ac.nz)

## Students' association - Younited

Younited 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 on all EIT | Te Pūkenga campuses including online students.

- Email: [info@younited.ac.nz](mailto:info@younited.ac.nz)
- Website: <https://younited.ac.nz/>











# Apply now for 2024

**[eit.ac.nz](https://eit.ac.nz)**

**0800 22 55 348**

## **Hawke's Bay campus**

501 Gloucester Street  
Taradale, Napier 4112

## **Tairāwhiti campus**

290 Palmerston Road  
Gisborne 4010

## **EIT is now part of Te Pūkenga**

Te Pūkenga brings together New Zealand's Institutes of Technology, Polytechnics, and Industry Training Organisations to build a network of on job, on-campus and online learning. The services we offer not only remain, they are strengthened by being part of the extensive Te Pūkenga network around the country. Your enrolment for study in 2024 will see you enrolling with Te Pūkenga and becoming part of the extensive Te Pūkenga network around the country.



TE AHO A MĀUI



**TePūkenga**



# EIT | Te Pūkenga student village application form

Full legal name:

(First name/s)

(Surname)

Preferred name:

Female

Male

Other

Address:

Email:

Phone:

Date of birth:

Age (years):

Programme of study:

Have you been accepted? Yes

No

Start date:

End date:

Accommodation required:

Semester One

☐

Semester Two

☐

Academic Year

☐

Expected arrival date:

Emergency contact name:

(First name/s)

(Surname)

Relationship to you:

Email:

Phone:

Address:

Are there any health conditions which the EIT | Te Pūkenga Student Village Manager should be aware of?

Yes

No

If yes, please give details:

Are there any cultural considerations the EIT | Te Pūkenga Student Village Manager needs to consider?

Yes

No

If yes, please give details:



Do you wish to be considered for the role of Senior Resident?      Yes                      No

There is one Senior Resident in each accommodation unit of six residents. The Senior Resident enjoys a larger double room in return for some responsibility of the villa.

## Declaration

- I declare the above statements are true and complete to the best of my knowledge and belief.
- I agree to pay a bond of \$400 and rent of \$2,100 (ten weeks in advance) to confirm my application. The bond is refundable upon vacating subject to villa/ room inspection.
- I agree to stay for a minimum of 20 weeks unless a period is agreed by the EIT | Te Pūkenga Student Village Manager in writing prior to my acceptance.
- I agree to abide by the rules and conditions of entry of the EIT | Te Pūkenga Student Village Residency Agreement which I have read and signed on application.
- I agree that any damages caused by myself while staying at the EIT | Te Pūkenga Student Village (in excess of the bond) will be paid on request.
- I agree that one month before the conclusion of me vacating I will confirm my departure date or make arrangements to extend my stay subject to room availability.

Signature:

Date:

Please email this completed form to: [eitsv@eit.ac.nz](mailto:eitsv@eit.ac.nz)

Please contact the EIT | Te Pūkenga Student Village office if you have any further questions regarding your application and the process.

Please make payment to:

ACCOUNT NAME:            Eastern Institute of Technology, Hawke's Bay, New Zealand

ACCOUNT NUMBER:        03-0631-0007233-84

SWIFT CODE:              WPACNZ2W

BANK:                        Westpac Banking Corporation

ADDRESS:                  277 Gloucester Street, PO Box 7141, Taradale, New Zealand

REFERENCE:                Your full name and surname/SV fees

Please note that your accommodation is not confirmed at the EIT | Te Pūkenga Student Village until you receive a Residency Agreement directly from the EIT | Te Pūkenga Student Village Manager.

Personal Information and the Privacy Act 2020: All personal information collected and held by the EIT | Te Pūkenga Student Village is covered by the thirteen Information Privacy Principles. Further information is available from the EIT | Te Pūkenga Privacy Officer.

## 1. Introduction

- 1.1 EIT | Te Pūkenga is committed to ensuring all residents who reside in the EIT | Te Pūkenga Student Village have a positive experience while living here. To ensure EIT | Te Pūkenga can comply with this obligation, residents are required to make themselves familiar with these EIT | Te Pūkenga Student Village rules.

## 2. Scope

- 2.1 These rules apply to all residents who are enrolled at EIT | Te Pūkenga and living in the EIT | Te Pūkenga Student Village situated at 470 Gloucester Street, Taradale, Napier.

## 3. Purpose

- 3.1 The purpose of these rules is to ensure residents know their rights and understand their responsibilities while living in the EIT | Te Pūkenga Student Village, and the consequences of breaching those responsibilities.

## 4. Rent

- 4.1 The resident must pay their rent on time and in advance, \$210 per week. Payments must be made in advance per ten week term (\$2,100) and can be made by direct credit into Westpac bank account number 03-0631-0007233-84.
- 4.2 The resident must immediately contact the EIT | Te Pūkenga Student Village office where they may have missed a rent payment to discuss how they intend to remedy their rent arrears.
- 4.3 Where a resident's residency agreement is for a fixed term and the resident wishes to terminate their residency agreement during that fixed term the resident will be liable for the entire rent of their fixed term period.

## 5. Bond

- 5.1 A bond of \$400 will be paid on application from the resident.
- 5.2 EIT | Te Pūkenga Finance will refund the bond to the resident in full upon final inspection of their villa and room, subject to there being no outstanding repairs, replacement of broken chattels, or rent arrears.
- 5.3 Where there are repairs, replacement of broken chattels or rent arrears EIT | Te Pūkenga will notify the resident of the cost, deduct this sum from the bond and claim the balance (if any) from the resident.
- 5.4 The resident may not ask for their bond to cover any rent arrears.
- 5.5 Any bond to be refunded will be made by direct credit to the resident's bank account number within one month of the resident vacating or termination of their residency.

## 6. Rooms, inspections, access

- 6.1 EIT | Te Pūkenga may move a resident to a

different room where the room they are occupying is deemed more suitable for another resident.

- 6.2 Residents may not sublet, share or transfer their room to anyone else.
- 6.3 Resident's privacy will be respected at all times, however, EIT | Te Pūkenga may enter a resident's room at any time where there are reasonable grounds to believe:
  - a. That there is or has been illegal activity carried out by the resident; or
  - b. There may be a health and safety risk; or
  - c. There has been a significant breach of any of the EIT | Te Pūkenga Student Village rules; or
  - d. In the event of an emergency.
- 6.4 EIT | Te Pūkenga will give a minimum of 24 hours notice of inspections of rooms. This will not apply in cases of emergency or to effect repairs.
- 6.5 EIT | Te Pūkenga will undertake regular inspections of each villa communal areas.
- 6.6 Where a contractor is required to undertake repairs or maintenance in a resident's room, the resident will be given reasonable notice. EIT | Te Pūkenga cannot guarantee, however, the actual date and time of the contractor's arrival.

## 7. Keys and security

- 7.1 The resident will receive one key for their villa/room at the commencement of their residency and will be required to return this upon vacating or termination of their residency.
- 7.2 Residents must keep their villa secure at all times by ensuring that any lost keys are immediately reported to the EIT | Te Pūkenga Student Village office. Residents must ensure that all doors to the villa is shut and locked behind them.
- 7.3 Any resident who locks themselves out of their room or villa outside of normal office hours will be required to follow the after hours procedures. There is a fee for this service, \$95 plus GST. Residents are liable for this fee. During office hours call the office number **06 830 1949**.
- 7.4 If the villa key has been lost and locks are required to be changed residents will be charged for this. The cost for a replacement key is \$50.
- 7.5 Residents must not lend or give their key to anyone else.
- 7.6 The EIT | Te Pūkenga Student Village has security cameras in the outside areas, as well as security guards who patrol the outside areas.

## 8. Furniture and chattels

- 8.1 Residents may not change the decorative finish to any part of their room or the villa.
- 8.2 Residents may not remove furniture or any other chattels from the villa or their room either during the term of their residency agreement or after.
- 8.3 All furniture must be left in its original position upon the resident vacating their room and villa.

## 9. Conduct

- 9.1 Residents may only use the EIT | Te Pūkenga Student Village, their villa and rooms for residential student accommodation purposes.
- 9.2 Residents will dispose of all rubbish in the bins provided and not leave rubbish lying around in their room or in the villa.
- 9.3 Residents may not hang banners, flags or similar in any windows or on the outside of the EIT | Te Pūkenga Student Village.
- 9.4 Residents may not hold any parties in the EIT | Te Pūkenga Student Village or on the property surrounding the EIT | Te Pūkenga Student Village.
- 9.5 Residents will take care not to cause excessive or unnecessary noise, noting they are sharing the villa with other residents who may also have work and study responsibilities.
- 9.6 All noise will be kept to an absolute minimum between 9.00pm-9.00am.
- 9.7 Residents must not disturb, disrupt, distress, annoy, harass, inconvenience, use abusive language or cause any other form of nuisance to the other residents or staff in the EIT | Te Pūkenga Student Village.
- 9.8 Residents must not act in any way that would bring EIT | Te Pūkenga into disrepute.
- 9.9 Residents may not bring into the EIT | Te Pūkenga Student Village or onto the property surrounding the EIT | Te Pūkenga Student Village any pets or living animals.
- 9.10 Fireworks are strictly prohibited.
- 9.11 Theft of any kind will not be tolerated. This includes food and items belonging to other residents or to contractors.
- 9.12 Residents will ensure they raise all complaints and issues with the EIT | Te Pūkenga Student Village Manager in the first instance. If the complaint involves the EIT | Te Pūkenga Student Village Manager or the resident wishes to escalate the matter they must refer to the EIT | Te Pūkenga Student Concerns and Formal Complaints Policy and Procedure in the regulatory framework.

## 10. Visitors and guests

- 10.1 Residents are responsible for the behaviour and conduct of their visitors and guests including suspected theft by a visitor or guest.
- 10.2 Any breach of the EIT | Te Pūkenga Student Village rules by a resident's visitor or guest will be the responsibility of the resident and deemed to be a breach of the residency agreement by the resident.
- 10.3 Any costs incurred for damage caused by a visitor or guest will be the responsibility of the resident hosting the visitor or guest.
- 10.4 Visiting hours are between 9.00am-9.00pm.
- 10.5 Visitors and guests are not permitted to stay overnight in the EIT | Te Pūkenga Student Village.
- 10.6 Visitors and guests may be refused entry into the EIT | Te Pūkenga Student Village at the sole discretion of EIT | Te Pūkenga.
- 10.7 Unaccompanied visitors and guests will be refused entry into the EIT | Te Pūkenga Student Village.
- 10.8 Visitor and guest vehicles are not to be left in the carparks after 9.00pm.

## 11. Alcohol, smoking/vaping, drugs and illegal activity

- 11.1 Alcohol. The following rules apply to the use of alcohol in the EIT | Te Pūkenga Student Village:
  - a. Alcohol may only be consumed in the village by residents.
  - b. Residents must be quiet and give consideration to other residents in the villa.
  - c. Be considerate and only store small amounts of alcohol in refrigerators.
  - d. Residents may drink in communal areas as long as they are not disturbing other residents.
  - e. Residents can only possess or consume bottled wine (standard sized), canned beer, ciders and RTD's (ready to drink spirits and mixers) under 500 millilitres in volume.
  - f. All empty bottles and cans must be removed daily from each villa and rooms for disposing of.
  - g. You may not have, or use, any equipment that encourages excessive or unhealthy drinking, including but not limited to kegs, funnels, home brewing equipment or paraphernalia associated with drinking games, which are not permitted in the EIT | Te Pūkenga Student Village.
  - h. Visitors or guests are not permitted to consume alcohol while visiting the EIT | Te Pūkenga Student Village. Intoxicated guests or visitors are not permitted on the property and will be asked to leave.
  - i. A breach of the alcohol limits will lead to immediate removal and disposal of the alcohol.
  - j. Material (e.g. posters or advertising, etc.) that promotes alcohol or alcohol-related events may not be displayed or distributed and will be removed.
  - k. From time to time alcohol bans may be imposed on an individual, villa or a total EIT | Te Pūkenga Student Village ban.
- 11.2 Smoking/vaping
  - a. EIT | Te Pūkenga has a smoke/vape free policy for all of its facilities and grounds. Residents may not smoke/vape anywhere within the EIT | Te Pūkenga Student Village.
  - b. A designated area at the rear of the EIT | Te Pūkenga Student Village is available for smoking/vaping and residents must use the bins provided in this designated area for cigarette butts.
- 11.3 Residents may not carry out any illegal activity in the EIT | Te Pūkenga Student Village or on the property surrounding the EIT | Te Pūkenga Student Village.
- 11.4 Residents are prohibited from wearing gang patches and insignia in the EIT | Te Pūkenga Student Village. This includes colours or any other items considered to be gang affiliated.
- 11.5 Residents may not bring firearms, parts of firearms, or any other dangerous or offensive weapons including replica firearms or weapons into the EIT | Te Pūkenga Student Village or onto the property surrounding the EIT | Te Pūkenga Student Village.



## 12. Cleanliness

- 12.1 Residents must tidy up and clean up after themselves when using the shared facilities, e.g. the kitchen, the bathrooms, the communal areas, the corridors and the stairwells.
- 12.2 Residents must keep their room clean and tidy at all times.
- 12.3 Upon vacating or termination of their residency agreement residents must leave their villa/room in the condition that it was at the commencement of their residency agreement.
- 12.4 Residents will make their room available for cleaning, repairs and maintenance and inspections upon receiving the required notice from EIT | Te Pūkenga.
- 12.5 The resident will immediately notify the EIT | Te Pūkenga Student Village office when they become aware of any damage to the villa/room or any furniture or chattels.
- 12.6 Residents must not cause any damage to the EIT | Te Pūkenga Student Village or its furniture or chattels. Damage includes wilful acts or omissions as well as negligence. Any resident who causes damage, including damage caused by pins and tape on walls, will pay the costs of the damage.
- 12.7 Residents may not undertake any alterations or installations, including installing TV aerials or satellite dishes.

## 13. Health and safety

- 13.1 Residents may not allow their health to constitute a serious risk to themselves or to others.
- 13.2 Residents will declare all personal health matters that may constitute a risk to themselves or others to the EIT | Te Pūkenga Student Village Manager.
- 13.3 Residents may not cause or allow any obstruction to occur in the shared facilities, including the doorways.
- 13.4 Residents will not use clothes dryers in front of heaters or leave them in any areas that prevent residents from getting to exits.
- 13.5 Residents may not put anything harmful or which is likely to cause a blockage down any toilets, pipes or drains.
- 13.6 Residents may not throw or drop anything from the windows or doors in the EIT | Te Pūkenga Student Village.
- 13.7 When required all residents will immediately show proof of identification.
- 13.8 Residents will immediately advise the EIT | Te Pūkenga Student Village office if they see any pests or rodents or evidence of pests or rodents in their room or in a villa.

## 14. Electrical safety

- 14.1 Residents may not use or bring into the EIT | Te Pūkenga Student Village any electrical appliances that have been purchased outside of New Zealand as these appliances may not be compatible with New Zealand's voltage system and may not comply with New Zealand's electrical safety standards.
- 14.2 Residents may bring and use computers and mobile devices but only if they meet New Zealand's electrical safety standards.
- 14.3 Residents will not interfere with electrical wiring or electrical equipment in the EIT | Te Pūkenga

Student Village.

- 14.4 Residents will avoid overloading electrical circuits.
- 14.5 Residents may not use their own electric heaters, paraffin heaters, halogen heaters or gas heaters in the EIT | Te Pūkenga Student Village.
- 14.6 Residents may not use irons, kitchen appliances, or televisions in their rooms.
- 14.7 EIT | Te Pūkenga Student Village will not be responsible for any damage or injury caused by a residents own electrical equipment.

## 15. Fire safety

- 15.1 Residents will immediately dial **111** and call for the New Zealand Fire Service where they witness a fire.
- 15.2 Residents will not cover any smoke or fire detectors.
- 15.3 Residents will not abuse the fire alarm or any safety systems or equipment.
- 15.4 Residents will not improperly activate a fire alarm.
- 15.5 Residents will comply with all fire training that they are asked to participate in at the EIT | Te Pūkenga Student Village.
- 15.6 Fireworks, candles, naked flames, decorative rope lights, joss sticks or anything else that may cause a fire hazard is prohibited in the EIT | Te Pūkenga Student Village.

## 16. Insurance

- 16.1 EIT | Te Pūkenga Student Village accepts no responsibility for loss or damage to property or vehicles belonging to residents.
- 16.2 Insurance cover for personal property and vehicles is the responsibility of individual residents.

## 17. Vehicles, bicycles, parking

- 17.1 Residents and their visitors and guests must comply with the speed limit imposed on EIT | Te Pūkenga Student Village grounds.
- 17.2 Residents may not keep a bicycle in their villa or room.
- 17.3 The EIT | Te Pūkenga Student Village will provide parking for cars, motorcycles, mopeds and scooters at the EIT | Te Pūkenga Student Village.

## 18. Termination

- 18.1 Where a resident's residency agreement is for a fixed term and the resident wishes to terminate their tenancy during that fixed term the resident will be liable for the entire rent of their fixed term period.
- 18.2 Upon termination and vacating residents will leave their room and all chattels provided in the same order and repair as at the commencement of their residency.
- 18.3 Residents must remove all their personal items and rubbish prior to vacating their room and the EIT | Te Pūkenga Student Village.
- 18.4 Vacating must be completed by 12.00pm (midday).
- 18.5 All personal items left behind after a resident has vacated or abandoned their room will be disposed of by EIT | Te Pūkenga and EIT | Te Pūkenga will not be responsible for any loss arising from such disposal.
- 18.6 The resident must return their room/villa key upon termination of their residency agreement.
- 18.7 When a resident completes their course or

*Continued over page*

withdraws or is withdrawn from their course with EIT | Te Pūkenga they must immediately vacate their room in the EIT | Te Pūkenga Student Village.

18.8 The EIT | Te Pūkenga Student Village is strictly for students of EIT | Te Pūkenga.

18.9 If EIT | Te Pūkenga terminates a resident's residency agreement during the fixed term for a breach of the residency agreement or a breach of these EIT | Te Pūkenga Student Village rules no refund of rent paid will be given.

## 19. Disciplinary procedures

The EIT | Te Pūkenga Student Village Manager has been instructed to maintain discipline and to manage breaches of the Rules at the EIT | Te Pūkenga Student Village on a day-to-day basis. More serious or repeated breaches will be handled in consultation with the relevant EIT | Te Pūkenga Executive Leadership Team member.

### Breach of EIT | Te Pūkenga student village rules procedure:

Breaches of the EIT | Te Pūkenga Student Village rules will result in disciplinary procedures as outlined below.

19.1 The EIT | Te Pūkenga Student Village Manager will notify the resident(s) in writing of the alleged breach of the EIT | Te Pūkenga Student Village rules.

19.2 The resident(s) will be provided with an opportunity to respond, either in writing or in a face-to-face meeting. A support person may accompany the resident(s) to this meeting so long as the support person has no involvement in the alleged breach of the rules or subject to any other discipline matter at EIT | Te Pūkenga.

19.3 The EIT | Te Pūkenga Student Village Manager will determine whether the resident(s) has breached any of the rules based on the evidence provided by all parties involved; and any other evidence, written or oral, that they may seek at their discretion provided that this evidence is disclosed to the resident(s) and that the resident(s) is given the opportunity to comment on it.

19.4 Penalties may include but are not limited to; suspension of residency; termination of residency; notice to remedy the breach with specific actions required within specified time frames; being asked to make an apology; fines; covering cost of repairs or replacement of broken chattels; or payment of rent arrears.

19.5 In some circumstances, a suitable payment arrangement may be agreed to by EIT | Te Pūkenga, however, failure to comply with the payment arrangement agreed with EIT | Te Pūkenga may result in more serious penalty action being taken as set out below.

19.6 Where a resident is unable, unwilling or fails to adequately remedy their breach within three (3) working days or within the time frame as may be agreed to under a payment arrangement, EIT | Te Pūkenga may impose one or more of the following penalties:

- a. A written warning notifying the resident(s) that any further breaches of the EIT | Te Pūkenga Student Village rules may result in more serious penalty action being taken as set out below.
- b. Termination of residency and eviction from the EIT | Te Pūkenga Student Village.

c. Confiscating prohibited items.

d. Referring the matter to another agency, e.g. the NZ Police, depending on the circumstances of the matter.

e. Any other penalty deemed reasonable and appropriate in the circumstances, e.g. internet being turned off.

f. Recovery of:

- i. Unpaid rent
- ii. Unpaid costs for replacing keys or chattels
- iii. Unpaid costs for damage repairs and/or cleaning
- iv. Unpaid costs for disposing of abandoned property or rubbish
- v. Unpaid costs incurred with recovering debt

19.7 Rent arrears and/or any outstanding costs or fines may prevent a resident from graduating or receiving a parchment.

19.8 EIT | Te Pūkenga has a Student Concerns and Formal Complaints Policy (available at <https://www.eit.ac.nz/ppgdocs/Student-Concerns-and-Formal-Complaints-Policy.pdf>) and Procedure (available at <https://www.eit.ac.nz/ppgdocs/Student-Concerns-and-Formal-Complaints-Procedure.pdf>) that can be referred to if a resident wishes to raise a concern, make a complaint or appeal a decision. Any disciplinary outcome imposed by the EIT | Te Pūkenga Student Village Manager or relevant EIT | Te Pūkenga Executive Leadership Team member may be appealed. In accordance with the EIT | Te Pūkenga Student Concerns and Formal Complaints Procedure allowable grounds for appeals are that:

- a. Additional information has become available which was not available and could not reasonably have been made available at the time the original decision was made; and/or
- b. There was a material irregularity in the investigation of the complaint; and/or
- c. In the opinion of the EIT | Te Pūkenga Executive Leadership Team member additional investigation is warranted.

If, after following the EIT | Te Pūkenga Student Concerns and Formal Complaints Procedure process, a resident remains unsatisfied with the result, further information about raising concerns about an education organisation can be found on the NZQA website [www.nzqa.govt.nz](http://www.nzqa.govt.nz).

## 20. Changes to EIT | Te Pūkenga student village rules and conditions of entry

20.1 EIT | Te Pūkenga reserves the right to amend or add to the EIT | Te Pūkenga Student Village rules and conditions of entry at the end of each calendar year.

20.2 In exceptional circumstances, if EIT | Te Pūkenga deems it necessary to amend or add to the EIT | Te Pūkenga Student Village rules and conditions of entry throughout the calendar year, then notification of the change(s) will be sent to all EIT | Te Pūkenga Student Village residents detailing the change and explaining the rationale for the update.