

TOROA COLLEGE



HANDBOOK AND CONDITIONS OF RESIDENCE **2010**

E RAKA TE MAUI, E RAKA TE KATAU

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INTRODUCTION TO TOROA COLLEGE

Welcome from the Head of Residence

Greetings, and Welcome to Toroa College the friendly supported student neighbourhood, that will be your home away from home. Whether you are a new resident or a returner, from within New Zealand or from overseas, I trust you will enjoy the unique living, social and cultural experiences backed up by all the quality support you can expect from a University College.

You have been selected as a resident of Toroa as I believe you have the outlook and approach required to contribute positively to our community. I also believe that you will benefit from the community environment we can offer you.

Toroa College is a residential college, and as such we offer support and services to provide you with pastoral care, academic, social and recreational programmes. Undoubtedly, the heart of Toroa is our people: our staff and residents who, in working together, create and maintain a vibrant living learning environment. While you are here we will work with you to introduce you to a wide variety of social, cultural and sporting activities; encourage and support you to achieve positive interactions with other residents and those in the wider University community, and we will respect and work with you as an individual whilst fostering a connectedness within the community. As Toroa staff we are committed to working with you to ensure that we all have a comfortable, enjoyable and enriching year.

If you are new to residential college and/or University life you will discover many benefits to living in a collegial environment. You should bear in mind that living in such an environment does have some boundaries. Our ethos, consideration for others, is entwined in our commitment to respecting individuality and difference whilst acknowledging a commonality of goals within the Toroa community. Accordingly, we expect all our residents to act in a manner that upholds our ethos.

The information contained in this handbook will help you settle in and give you some insight into life at Toroa. Also outlined are our systems, regulations and guidelines, which ensure we can provide you with a comfortable, well maintained and secure environment - where courtesy and respect are a matter of course. When you sign and return your contract you are agreeing that you have read, understood and agree to the conditions in both the contract and this handbook.

We pride ourselves on providing a friendly and positive atmosphere so please feel free to approach any member of staff if you want to chat, have any questions or if we can help with problems that may arise during the year.

I hope your time at Toroa is steeped with rich experiences and that your year is one of the most fulfilling and enjoyable periods of your life. I wish you safe travels as you begin your journey to Toroa and I look forward to meeting you when you arrive.

Christina Watson-Mills
Head of Residence

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Ethos

We are proud of our ethos and our commitment to helping residents achieve academic success and personal growth.

Based on respect and consideration for others we ask that residents foster a sense of community whilst enjoying the opportunities to warmly embrace difference and the commonality of our community goals. As such, we expect that our residents will have consideration and respect for themselves and each other - especially in matters of acceptance, noise and safe behaviours.

History of Toroa College

'Toroa' is the Māori name for the Royal Albatross, the magnificent long-distance sea bird that nests at the tip of the Otago Peninsula. The albatross journeys far across the oceans of the world returning to Otago each year. 'Dare To Soar' is Toroa's motto and if you look closely at our albatross you will notice that he has a full belly and a twinkle in his eye, indicating a sense of fun and appreciation for all that Toroa represents.



Our University owned residential college opened its doors in February 1996. Originally built to meet the growing demand of students, Toroa was (and still is) the only University of Otago College to offer self-catered managed accommodation in a residential setting. 'Manawa', the Maori word for Heart, was given to our community and administration building and has radiated warmth ever since.

Over the past fourteen years Toroa has established an enviable reputation for being a welcoming and friendly college. In recent years it has also opened its doors to a greater number of kiwi students, embracing a truly cosmopolitan community where many national and lifelong friendships are forged.

Your arrival

When you arrive at Toroa staff will be waiting to greet you. At this time you will be shown to your room and introduced to others who are already in residence. Staff will also help you to make an appointment to meet with the Head of College within a few days of your arrival. This meeting is a chance for you to meet with Christina for an informal chat, and you are welcome to bring a friend or whānau member with you.

We understand the unsettled feelings that can arise when residents first arrive, and so we have a variety of activities planned during the day and in the evening to help you meet others and feel a little more comfortable.

For most residents the University of Otago is a new environment, with that in mind, our returning residents are available in the afternoons during the Orientation period to show new Toroa residents around campus.

SECTION 2

LIFE AT TOROA

Academic Support

Staff at Toroa are committed to your academic success. We will support and assist you to achieve your academic goals.

Our tutorial system is designed to enhance your group learning skills, and provide you with an interactive environment where you can share ideas with others and reflect on your own learning. Tutorials will be made available in subjects where five or more residents request assistance. Attendance at Toroa tutorials is entirely voluntary but highly recommended.

If you need academic assistance please speak with a staff member so we can help you gain access to the services available within the University community.

It is expected that residents at Toroa will have academic success as their main goal, and whilst we endeavour to have fun within the community, Toroa may not be suitable for people who do not wish to focus on academic progress.

Study Areas

Your room is well equipped for study. In addition, you may study in your dining/lounge area, our tutorial room, downstairs or upstairs in Manawa (main building.) Group study can also be conducted in any of the communal areas, and we encourage you to support each other with your academic programme.

Please note: A condition of residence at Toroa requires residents to authorise the University of Otago to release their academic grades to the Head of Residence for the time they are living at Toroa. Receiving this information enables Toroa to adequately assist you in your academic progress.

College Staff

The College is staffed by Christina Watson-Mills (Head of Residence), Brigit Coleman (Deputy Head of Residence), Suse Kearns (Clerical Assistant), Mark Robertson (Maintenance Supervisor), six Residential Assistants (RAs) and one Senior Residential Assistant (Senior RA).

The Head of Residence, Christina lives on site with her husband Craig. She is responsible for the day to day running of the College and has a duty of care for all residents and the community. She works closely with Brigit, Deputy Head of Residence, and together with the RAs they manage the pastoral care and welfare and academic support of the residents. Christina is available to meet and talk with residents to discuss all manner of topics including academic, financial, health and other general concerns.

The Deputy Head of Residence, Brigit, is involved in all aspects of day to day life at Toroa. You can talk with her about your fees, your course, health matters or any other issue you might need some help with. Brigit primarily works office hours during weekdays.

Suse, our Clerical Assistant, is here during the week. You will find her in the main office, in upstairs Manawa. Here you can make your fees payments by EFTPOS/cheque, send a fax or collect your parcels. You can talk with Suse about your fees or any other general queries you may have. Suse can assist you to find the appropriate staff member to help you with any problems you may have.

Our Maintenance Supervisor, Mark, works hard to ensure that all Toroa buildings and grounds are well maintained and that they meet Health and Safety requirements. Our system for reporting maintenance issues ensures that problems in your flat or bedroom are fixed in a timely manner. All you need to do is fill out a maintenance request form which you can find in your flat or in the main foyer (near the letter boxes) If the work requires urgent attention you can tell a staff member and we will assess what action needs to be taken.

Senior Residential Assistant and Residential Assistants (Senior RA and RAs) are members of Toroa staff who are also students studying at the University of Otago. They live on site and assist in managing the Toroa community. Toroa RAs foster community spirit by getting to know all residents, as well as helping find solutions to academic, social and welfare issues.

Our RAs help to ensure we have an environment conducive to study, where everyone lives responsibly and shows consideration for others. They are tasked with confronting behaviour that breaches Toroa and/or University regulations and if they need or ask for your co-operation we anticipate that you will respond to their requests.

RAs are interested in you and as such want your experience at Toroa to be a positive one. They are supportive of your academic success and personal development and we recommend you take the time to get to know the RAs and utilise their wealth of knowledge and support.

There is an RA rostered on duty every evening and at the weekend – so help is always at hand if you need it.

Confidentiality

We endeavour to treat all residents with respect and to maintain confidentiality when discussing personal issues. Residents should be aware that study, behaviour, and health matters are not confidential to individual staff members, but to the staff team. Please do not embarrass individual staff members, and yourself, by asking them to keep such matters confidential. As the Head of College has concern and responsibility for the entire community, staff members may need to consult with her. The Head of College, however, only shares such information on a 'need to know' basis.

Toroa staff members may also need to discuss issues with University support staff if it is believed that there is clear and/or imminent danger to the resident or other

residents. In this instance the Head of Residence may also contact your nominated person (as specified by you on the acceptance forms).

Discipline

Toroa staff work towards providing a safe and comfortable environment that encourages healthy social interactions and successful academic pursuits. The welfare of each and every resident is paramount, and we have developed a number of guidelines and policies, detailed in this handbook, to help us achieve this. Any resident who breaches the guidelines and expectations detailed in this handbook may face disciplinary action that includes:

- A verbal warning
- A fine
- Immediate monetary restitution for damages or expenses incurred
- Confiscation of goods or belongings that are not allowed within the community
- Requirement to undertake support through a counselling or an education programme
- Requirement for written apology
- Community service within the Toroa community
- A written warning
- Being placed on a good behaviour contract
- Being placed on an alcohol ban
- Being placed on a curfew
- Being moved to another room within Toroa College
- Parents/guardians/next of kin being contacted
- Referral to the Proctor of the University of Otago where disciplinary action under the University guidelines may occur
<http://www.otago.ac.nz/study/regulations/discipline.html>
- Suspension from Toroa College
- Being excluded (residency terminated) from Toroa College.

The Head and Deputy Head have the discretion to pass down any one or a combination of these actions as they see fit.

The Residential Assistants (including the Senior Residential Assistant) are also responsible for maintaining the community and will help in ensuring residents meet their obligations within the College, especially during the evening and weekends. Generally these will be the first people you come into contact with regarding your behaviour. For minor issues this contact will often take the form of helping you to correct your behaviour and become a more responsible member of the community.

Although RAs and Senior RAs do not have the discretion to follow any of the more serious actions detailed above, it is expected that residents will respect their authority and follow any instructions given. Failure to comply with these instructions may result in the resident being referred to the Head or Deputy Head where a discussion will take place, and any of the consequences outlined above may occur. In all instances due process is used when dealing with residents and an appeals process is available.

Appeals and Grievance Procedure

If a resident has a dispute with the action of any RA then it is expected that the resident will discuss this with the Head or Deputy Head rather than confronting the RA directly.

If any resident wishes to raise a grievance with the action of an RA or other staff member then that resident may submit a letter to the Head of Residence (within seven days of the event) and the Head will review the submission accordingly.

If a resident has a grievance with a discipline decision made by the Head and/or Deputy Head then that resident can submit a letter (within seven days) outlining the grievance to the Toroa College Advisory Council via the main office or directly to the chairperson. The Advisory Council, upon consideration, can make recommendations to the Head regarding the discipline measure imposed.

If a resident is not satisfied with the outcome, after the recommendation has been made by the Advisory Council, then a further appeal can be made directly, in writing, to the Director of the Accommodation Division office (within 7 days) outlining the grievance. *An appeal to the Director can only be made where the decision has a substantial effect on the residential or academic life of the resident, such as:*

- A single fine over \$250
- Exclusion
- Any other decision which the resident believes 'has a substantial effect on their residential or academic life'.

If a resident is still not happy with a decision based on their appeal then they may go through the grievance process of the University of Otago, which can be found on the University of Otago web site (www.otago.ac.nz). Residents can, at any time, seek support with an appeal through the Otago University Students Association.

Drugs

Should anyone be found using, storing or in possession of illegal drugs at Toroa College, the matter will be reported to the Proctor and/or the Police. Anyone found to be in possession of illegal drugs will face disciplinary action and may be excluded (have their residence terminated) from the Toroa Community. If, at any time, there is a suspicion that a person is in possession of illegal drugs at Toroa, Police and/or the Proctor may be informed.

We do not support the use of recreational drugs including, but not limited to, nitrous oxide, herbals, and/or party pills. Therefore we prohibit the storage and/or use of these substances on Toroa property. Any resident found to be in breach of this policy will face disciplinary action and may be excluded (have their residence terminated) from the Toroa community.

Environmental Conscience

We encourage our residents to have an Environmental Conscience and we actively recycle, compost, conserve water and save resources by turning off lights and

electrical equipment when not in use. EARTH (Environmental Action through Residents at Toroa College) is Toroa's environmental committee and residents are encouraged to join this group.

Members of EARTH (EcoReps) will encourage other residents to be aware of simple sustainable living practices conducive to community living.

Residents

Toroa is a mixed community, and residents come from within New Zealand and from around the world. Our residents study at different academic levels – from first year through to Post Graduate.

The Toroa community is vibrant and diverse and with residents coming from such varied backgrounds you have the chance to make many lifelong friends.

We realise that living in such a diverse communal environment takes some adjustment, and we also realise that some residents may need reminding of their responsibilities in these areas from time to time. If you do not object to being reminded of your obligations, and you have a community-minded spirit we believe that living at Toroa will greatly enhance your learning experience.

Residents' Association

The Toroa Residents' Association promotes the Toroa community spirit. All residents pay a subscription and are members of the Association. The Student President, assisted by a Student Executive that is formed at the beginning of the year, plans and organises some of Toroa's many events including the Ball and End of Semester Dinners.

Returning Residents

Whilst we encourage residents continuing their studies to move into independent flats after a year at Toroa, we do accept a small number of residents who wish to reside at Toroa for a second year. These residents are an important part of the community as they carry the Toroa community spirit through to the next year. Returners are chosen for the leadership and participation displayed through their interaction within the community. Returning residents assist new Toroans with their knowledge of community living procedures and their academic experience within the University.

Self Catering/Meal Plans

Toroa is the only College at the University of Otago offering residents the opportunity to self cater (cook their own meals.) We also offer meal plans for those who wish to take advantage of having some of their meals prepared for them.

All kitchens are fully equipped and no items may be taken from Toroa unless permission has been granted by staff.

Residents who wish to take part in the meal plan may do so by registering and paying in the office. Lunch and/or Dinner are available on Campus in the Union dining hall. Meal tickets may be purchased in the office on a calendar month basis. Residents who are not confident in the kitchen, and those who have busy schedules take advantage this opportunity to ensure they have a nutritious meal for lunch/dinner.

Please remember it is culturally insensitive to sit, or put clothing, on dining tables or kitchen benches.

Social Programme

Our primary purpose is to provide you with a living environment that supports your academic goals, balanced with an environment that allows you to have time to relax and have some fun. We run a diverse social programme throughout the year including annual events such as inter-flat pot luck dinners, the ball, ski trip, BBQs, and the Toroa carnival, to name a few.

As a resident at Toroa you will have many opportunities to participate in a variety of social and sporting activities. We encourage you to make the most of Toroa by getting involved.

SECTION 3

COMMUNAL LIVING

Communal Living

As everyone has individual needs and standards when it comes to study environments, tidiness and cleanliness, living harmoniously together at Toroa requires residents to show respect and consideration for each other.

As a resident of Toroa College we expect that you will

- show respect and consideration for other residents
- respect Toroa property and furnishings
- report any damage immediately it occurs

Evacuation Procedures

Evacuation notices are posted in your flat and in the community buildings. Please read these and take note of instructions given by RAs and/or staff at the beginning of

the year. In the event of a fire you will hear an alarm. You MUST leave the building thus:

- Shut window, turn off electrical equipment
- Put on shoes and jacket, leave your door unlocked but closed
- Leave the building using either the stairway or the fire exit
- Assemble in a safe area and await further instructions.

Staff are trained fire wardens and it is important that you follow their direction.

Flats and flatmates

When you accept a place at Toroa you will be asked to advise us of your living preferences. Anyone requesting to live in a same gender flat will always have this requirement met. While every effort is made to put you in a flat with compatible flatmates, we cannot guarantee to place you in a flat with people whose interests and lifestyle are similar to yours.

Each flat has an RA assigned to work with residents. Together they determine how each group will operate with regards to shopping, cooking, cleaning and maintaining an environment conducive to academic achievement.

You may be living with people from different countries, of different ages, with different needs and expectations and we realise that learning to live with others can be hard work. As such, the Senior RA, RAs, Deputy Head and Head of Residence are all available to assist with information and support to help your Toroa experience be a positive one.

Staff and RAs will visit the communal areas of your flats as a matter of course to ensure residents' ongoing wellbeing. While we have the utmost respect for your right to privacy at all times, please be aware that staff members reserve the right of entry to bedrooms if and when required.

Flat Inspections

You are required to clean your own room and together with your flatmates you are responsible for keeping shared areas of your flat clean, tidy and free from rubbish. A cleaner is employed to clean your bathrooms weekly.

There is a flat inspection (of communal areas) each month to ensure that living conditions are of an acceptable standard. Any flat that does not pass the inspection is given time to rectify the problem before commercial cleaners are employed. The cost of the cleaning plus all other costs incurred will be on-charged. Residents who fail to meet required standards will be given more regular inspections and/or face disciplinary action to assist them in maintaining a suitable living environment.

Harassment/Discrimination

The Toroa community is an inclusive community and any discrimination against another resident on the basis of gender, age, disability, nationality, sexual orientation,

religious affiliation or any other reason is considered as unacceptable behaviour. Similarly we will not tolerate any form of harassment.

Both Toroa College and the University of Otago view harassment very seriously. A case of harassment may be reported to the University Proctor and/or University Mediator through the University Ethical Behaviour Policy (<http://www.otago.ac.nz/humanresources/policies/EthicalBehaviour/>). Any proven incident of harassment may result in the offending resident being excluded (termination of residency) from the Toroa community.

Health

Your health is our concern, however you must realise that unless you let us know you are unwell we have no way of caring for you.

Living in a community requires an awareness of the health issues which can arise from living in this environment. If you (or your flatmate) are ill or if you have had an accident, you must notify a member of staff. If you have not seen your neighbour/flatmate for a while let staff know as this resident may be ill and not willing/able to leave his or her room.

To minimise the spread of infectious diseases, we advise that you do not share drink bottles, cigarettes and/or unwashed eating utensils. We also advise that you are aware of and practice healthy hand washing hygiene and cough/sneeze etiquette.

If you are unwell we can help you to make an appointment and/or arrange transport to see a health professional. Please note that in the event an ambulance is called, the cost of this service will be on charged.

A dedicated, comprehensive and holistic Student Health service is available for University of Otago students. You can check out their services at www.otago.ac.nz/studenthealth

Healthy Alcohol Management

At Toroa we promote a sensible and healthy attitude to alcohol and we hold the view that excessive use of alcohol is not acceptable as it can lead to self harm, the harm of others and can even be life threatening.

A moderate amount of alcohol may be kept by a resident and consumed, by them and/or their guests, in the privacy of their residence in a responsible manner, provided that noise and damage are not a problem and all other Toroa guidelines are adhered to.

Kegs, home-brewing equipment and drinking apparatus (including funnels) are not consistent with the requirement of a moderate amount of alcohol, or responsible drinking and are therefore not permitted. Any such items located within the College property will be confiscated.

No alcohol may be consumed in any area outside your flat – including the grounds of the property – unless there is a special event organized and/or with the permission of the Head or Deputy Head of Residence.

As a general guideline, a healthy and reasonable amount would be up to six small cans/bottles per person for beer and spirit mixers, and no more than 1 bottle of wine per person.

Due to the diverse backgrounds of our residents, upon sufficient request, we may have alcohol-free flats in which you may not store, carry or consume alcohol. These flats will be clearly marked.

If you choose to consume alcohol, you are expected to do so in a responsible way. Being under the influence of alcohol does not justify nor excuse irresponsible behaviour. At Toroa alcohol is not considered a mitigating factor in alcohol related behaviour.

Your welfare and safety are our concern and excessive use of alcohol will impact on each of the facets of your life. As there are many harms associated with excessive drinking, any resident exhibiting regular signs of intoxication may be called to meet with the Head and/or Deputy Head of Residence for the purpose of education and/or pastoral care intervention.

Not permitted at Toroa College:

- Drinking Games
- Kegs
- Home brewing including beer/wine/spirit making
- Drinking in car parks, foyers and Toroa common areas (except in flats)
- Apparatus and paraphernalia associated with drinking games and/or binge drinking
- Storage of alcohol bottles (full or empty) on window ledges or in view of windows
- Guests bringing alcohol to Toroa
- Alcohol deliveries

Toroa does not sanction any of the above practices and will not give permission for any event to be held on site that promotes alcohol as the main feature. Residents who breach the healthy alcohol management guidelines will face disciplinary action.

Your guests are your responsibility. Staff may ask any guest whom they believe is not behaving appropriately to leave Toroa property immediately.

If you are planning on being a heavy drinker (i.e. binge drinking or constant drinking) Toroa may not be a suitable home for you.

If you believe you may have an alcohol or drug problem we encourage you to talk with us so we can assist you in seeking help.

Loss and/or Damage of Toroa Items

We accept that within the community there will be normal wear and tear to Toroa property. You are responsible for the costs incurred through any loss or damage you deliberately, or through negligence, cause to Toroa equipment. Vandalism, persistent or wilful damage is not acceptable at Toroa College. While every effort will be made to find those responsible for any damage, unreported and/or any damage that cannot

be attributed to an individual will be repaired and charged against everyone's Bond on a pro rata basis. Therefore, if you see another resident damaging Toroa property you should ask them to stop, or you should talk with a staff member – as someone else's unacceptable actions may end up costing you money.

We expect that there will be some accidental damage to crockery/cutlery within your flat. Any such damage must be reported immediately. Your flat has been equipped with furniture and kitchen equipment to ensure your stay is a comfortable one. During the monthly flat inspections we will check to ensure that costly equipment is still present. In the event that items are missing, and we are not able to identify who is responsible for the loss, replacement costs will be on charged to those in the flat on a pro-rata basis.

Your room has been checked prior to your arrival and you are therefore responsible for any damage, other than normal wear and tear, to that room over the duration of your residence (this includes carpet stains.) When you arrive you will be given an inventory form to complete and sign. Make sure you check this and complete it to represent the condition of your room. When you leave Toroa we will use this form to assess any individual charges we may associate with your room.

We recommend our residents have adequate insurance cover.

Noise

At Toroa, we bring together a large number of residents to live in one defined space and it is to be expected that there will be a certain level of noise within the community. We expect our residents to show consideration to each other so that other residents can enjoy a private quiet environment in which to sleep, study and relax comfortably.

If you wish to socialise with friends late at night, please use the common areas in Manawa. Please remember that you may not bring alcohol into Manawa unless authorised by the Head or Deputy Head of Residence.

Quiet times are from 10.00pm – 8.00am daily. During these hours we ask that you use headphones if listening to music or a television in your room, and that you keep all other noise to a minimum. Please also be mindful of the noise that can be generated when returning home late at night, or when talking with groups of friends inside or outside flats.

As per Toroa's philosophy of self-responsibility, it is expected that a resident will attempt to deal with any noise issue themselves before calling an RA. If your neighbour is noisy and you are not able to study or sleep, politely ask them to be quiet. If this is unsuccessful contact the duty RA (ext 5500) and ask for assistance. *If you do not report unacceptable behaviour you are reinforcing that behaviour as being acceptable.*

Additional noise restrictions may be put in place prior to and during exam time. You will be advised of these by way of notices.

Pets

Cats, dogs, birds, or other animals are not to be kept by residents as pets, nor may they be encouraged or taken into resident flats.

Reporting Hazards

Report non-emergency hazards to the front office. The information will be passed to the appropriate staff member for correction.

The duty staff member can be contacted on 5500 or if calling from a non-Toroa phone on 479 5500.

In extreme emergency situations, dial (1)111.

Always remain on the line until the emergency dispatcher has adequate information and tells you that it is okay to hang up (if your safety is threatened at the location of the telephone you are using, evacuate the area). Notify a staff member immediately.

Safety Measures

We aim to provide you with a secure environment that is conducive to study and peaceful living for each resident.

Security is a shared responsibility and we encourage you to help us keep Toroa a secure environment.

To help us achieve a secure environment we have put extensive safety and security measures into place.

Toroa's safety and security features include

- Swipe card access to main door and a pedestrian gate at night.
- Access after hours is via closed gates.
- Smoke detection systems in all areas.
- Staff who are trained as fire wardens and first aiders
- Security patrols after hours at specific times of the year.
- Surveillance camera's at various locations around the College.
- Room checks by fire and safety Officers.
- Simple guest procedure.

Emergency services are on duty 24 hours per day, seven days per week. Dial (1) 111 for emergency services or 5000 for Campus Security.

General safety

Furniture other than that provided by Toroa may not be used in flats due to space restrictions.

Water-filled furniture is not permitted in rooms because of weight restrictions and possible damage from accidental puncture.

Security and Keys

Upon arrival you will be issued with a key that will open your flat and bedroom. We insist that you lock your flat and recommend that you close and lock your bedroom at all times when you are not present. Please take good care of your keys at all times (this includes not giving your key to another resident or non-resident of Toroa).

If you lose your student id/key it is important for College security that you notify us so we can cancel your card access immediately.

Your student id card will give you access to Manawa (our community building) and some of our gates. Access to other gates is by way of code access. You are not permitted to give other residents your student id card/keys. Access codes must not be given to non-Toroa residents.

- We recommend that residents lock their bedroom doors when out of their room.
- Propping front doors open and leaving your key in your front door lock do not assist in promoting a secure environment.
- Room keys and student id cards should be kept in a secure place at all times.
- Keys/student id cards/gate codes must never be given to someone else.
- Toroa operates CCTV security system 24/7 for the safety of all residents.
- Replacement cost of lost keys is \$30.00.

If you are locked out of your room a member of staff is able to let you into your room. It is our policy to not let another resident into your room without your verbal permission.

Electrical Fittings

Electrical light fixtures may not be modified in any way. Homemade light fixtures, paper lampshades, combustible decorations on light fixtures, are all fire hazards. Exceeding the maximum wattage acceptable to your ceiling fixture is also a serious fire hazard and therefore is not permitted. Replacement light bulbs are available from the office.

Electrical extension cords should be maintained and in good repair. Under no circumstances are frayed or spliced extension cords permitted. Extension cords should be of heavy enough wire to handle the appliance and distance desired. If a cord becomes warm during use, then it is not the correct weight. Cords must not be nailed or pinned in place and must not be covered. If additional outlets are needed, check with a staff member first, special multiple-outlet boxes with built-in circuit breakers can be purchased at a hardware store.

Fire Safety

Tampering with fire extinguishers and fire equipment can leave residents unprotected in case of a fire. False alarms negate the legitimacy of fire alarms and residents may

find themselves trapped by a fire in a real emergency. Any resident who tampers with or otherwise abuses fire equipment, smoke detectors or fire alarms, including false alarms, and/or anyone who causes any activation by a careless or malicious act, including but not limited to hairspray, hair straighteners, incense, candles will be liable for any costs incurred, including the fire call out which is at least \$1200.

We take resident safety seriously and as such any resident who maliciously or carelessly causes an alarm activation may be referred to the Proctor and/or the Police and may be excluded (have their residency terminated) from the Toroa community.

General fire precautions at Toroa

- Due to the risk of fire, candles and incense are not allowed.
- Residents should be very cautious in using hairspray, deodorant sprays, popcorn makers etc. because these can set off the smoke detector alarm if used indiscriminately. Hair straighteners and hair tongs must only be used in bathrooms.
- Flammable liquids (eg. kerosene, gasoline etc.) are not permitted to be stored in the College.
- Room personalisation is encouraged, and supported, within common sense limits and fire hazard prevention regulations. Any combustible items (e.g. posters and pictures etc) should not be affixed to the doors, ceilings, light fittings or woodwork.
- Refrigerators, cooking appliances, electric blankets, electric jugs, and heaters (other than heaters provided by Toroa) are not permitted in bedrooms.
- Main controls for heating must not be tampered with. Clothes and/or other items should never be left to dry on a heater, nor should the heaters be sat upon.
- Bicycles/drying racks etc. are not allowed in hallways or stairwells as these create a fire hazard by blocking fire escape routes.
- Fireworks of any sort are strictly prohibited on Toroa property.

Social Gatherings

Social gatherings are an integral part of community life. In providing a living environment that meets the needs of all residents we must balance social activities with the issues of noise and security - whilst minimising the risks to those hosting guests, as well as the risks to others within the community.

Lounge areas in flats may have a small number of residents drinking in them, and drinking must be civilised, with all other Toroa policies adhered to.

If you wish to host a social gathering in your flat you must first gain permission from the Head or Deputy Head of Residence. A social gathering is deemed to be defined

as any gathering you arrange, of ten or more people, that is anticipated to include alcohol.

If you host a social gathering without permission then staff will end the gathering and the host may face disciplinary action. By agreeing to the terms given by the Head or Deputy Head, you are agreeing to the host responsibilities which reflect Toroa policies and philosophies. Therefore, if you host a social gathering and you fail to comply with Toroa regulations, staff will end the gathering and as the host you may face disciplinary action.

Toroa College supports Host Responsibility. At any social gathering in which alcoholic beverages are expected, you must

- refrain from advertising the event
- consult all flatmates and neighbouring flats as to suitability of the date
- not promote alcohol
- provide and promote non-alcoholic beverages, and substantial food, in adequate amounts
- limit your own alcohol intake, so you remain sober and responsible throughout the evening
- plan carefully who you invite
- limit numbers of invitations, and people present, to less than 20
- not allow drinking games or activities that promote binge drinking
- call for assistance if anyone becomes unwell or severely intoxicated
- ensure transport arrangements are adequate for those who have been drinking
- ensure that all people have left by 10.00pm
- clean up at the end of the evening
- adhere to all other Toroa policies and regulations

Smoking

We wish to promote and support healthy lifestyles and to further this aim Toroa College is a smoke free environment. Smoking inside any Toroa building, or on Toroa property is strictly prohibited. Anyone found smoking on Toroa property may incur an immediate fine of \$100. Continued failure to comply with Toroa's smoke free policy may result in further disciplinary action.

If you wish to quit smoking please speak to a staff member for assistance in finding support.

Visitors/Guests

Visitors and guests are welcome at Toroa. You are personally responsible for the behaviour of your guests, ensuring they are familiar with Toroa philosophies and policies. Please note that guests may not bring alcohol to Toroa.

Our facilities are designed to accommodate our residents comfortably and as such we are not able to accommodate others without impacting on resident comfort. Therefore, our facilities are primarily for residents. You may have one guest to stay in your flat on Friday and Saturday nights, for up to two nights. Please note that a guest is anyone staying in a flat who is not allocated to live in that particular flat.

If you wish to have a guest stay other than on a Friday or Saturday night you must have the consent of all flatmates and permission from the Head or Deputy Head. Guests may not stay more than three nights in a row. Should anyone be found to have unauthorised guests staying, they (the resident) will incur a charge of \$35 per night for the duration of the guest's stay.

Your visitor/guest may join you in the communal areas of Toroa, however this invitation does not extend to groups of non-residents who wish to use Toroa facilities. Please remember that all current residents must feel comfortable within the Toroa environment and must take precedence within the community.

To assist us in creating an environment that is conducive to communal living and academic achievement we do not allow

- overnight guests for the first three weeks of each semester.
- overnight guests from three weeks before exams until the end of the semester.
- overnight guests during large sporting events or other large events being held in Dunedin.
- parents to stay as overnight guests in a flat (we are happy to assist in finding nearby accommodation).
- guests at other times, as deemed necessary and advised by the Head of Residence.

The Head (or her delegate) reserves the right to ask any non-resident to leave the property and to withdraw permission for any visitor/guest to be on the premises or within Toroa property.

Weapons

Firearms weapons and replica weapons including (but not limited to) knives and swords may not be kept, stored, used or at Toroa under any circumstances. This includes any type of air rifle, including BB guns. Any resident (or guest) who brings any item deemed by the Head of Residence to fall under this category will be required to relinquish the item for the duration of residence, or to permanently remove the item from Toroa property.

Water pistols, if kept, must be brightly coloured plastic. These may not be used near or inside buildings and management reserve the right to remove permission for use at any time.

SECTION 4

SERVICES

General

We are here to support you and facilitate your stay at Toroa and at the University of Otago.

You will, generally, find a staff member available in the office throughout the day Monday to Friday. If staff are not in the office you can speak with one of them by phoning ext 5500 from the downstairs phone in Manawa. There is an RA on duty every evening and at the weekend who you can call on ext 5500. If you need any assistance outside office hours you can call the duty RA, or talk with any other RA or Senior RA who may be able to help you.

The Head and Deputy Head operate on an open door policy, but they may not always be present in the office. If they are not available you may make an appointment to see them .

Computers

Toroa has a computer suite with free access to the internet that is available 24 hours a day to residents. The computers are linked to the Student network, as is the printer, so any work you can do on campus you can do at Toroa.

Our main building and tutorial room are wireless, making it convenient for you to bring your laptop down to study with some friends.

For those wishing to have a computer connection in their bedroom, application can be made at the beginning of the year to have the network port activated.

Energy

We encourage practices that promote better use of our natural resources. We promote energy saving practices including:

- Turning appliances off at the wall - this includes not leaving microwaves, stereos, televisions, DVD players, computers on stand-by mode.
- Turning lights off if you will be out of the room for more than 5 minutes

Laundry

Toroa has two communal laundries, free for residents use. Bed sheets, tea towels and hand towels are laundered commercially and residents are able to collect fresh linen weekly.

Mail

Mail sent to our postal box will be collected and delivered during weekdays. Mail sent to our street address will be delivered Monday – Saturday.

The mail is sorted and placed into the appropriate flat mail box in the main foyer. Couriers deliver parcels throughout the day and these are held in the main office for you to collect. If a parcel is delivered for you we will post a note in your mail box in the main foyer. Please make every effort to collect your packages from the main office promptly.

Please note that parcels are not delivered on the weekend or on public holidays.

Parking and Bicycles

We have a limited number of resident car parks on site at a cost of \$13.50 per week. All resident vehicles that park on site must be registered in the office. Guests may not park within Toroa grounds and any vehicle found in an unauthorised park may be towed at the owner's expense.

We ask that all residents drive with extreme caution on our driveways.

We have a small bike shed and a bike rack. If you are bringing a bicycle, or if you purchase one when you arrive, please speak with a staff member regarding safe storage. Bikes may not be stored in flat hallways as this poses a fire hazard in preventing a safe exit.

Toroa has some community bicycles (and associated safety equipment) that we lend to residents for up to 24 hours, upon request.

Rubbish, Recycling and the Environment

Recycling, and careful waste disposal, is a good way of reducing the negative impact our community has on the environment. We believe in reusing and recycling as much as we can.

You will find a range of recycling and waste disposal initiatives at Toroa. We provide recycling bins for your flat waste, including compost buckets for appropriate food scraps. We also provide receptacles for the collection of appropriate food scraps.

We provide each flat with twenty City Council rubbish bags per semester. Residents are responsible for placing these bags, and their recycling bins, out on the kerbside for collection on a Monday morning.

We encourage and provide communal facilities for recycling of paper, cardboard, glass, cans, batteries, egg cartons and other products. All residents are expected to recycle appropriately.

No rubbish is to be left in kitchens or any common area of the College. Dumping rubbish in an area other than the appropriate bins or recycling bins is considered as inappropriate within the Toroa community.

Telephones

Each flat has its own telephone and telephone number. Telephone rental and local calls for this phone are free. Incoming collect calls are barred. A calling card must be used for outgoing cellular phone, national and calls.

Residents may apply to have a telephone connection in their bedroom. There is a connection fee and weekly cost for this service. The telephone connection is through the University of Otago telephone exchange. For this reason broadband is not available.

SECTION 5

FINANCIAL INFORMATION

When you accept a place in Toroa College you undertake to remain in residence for the period stated in the Contract Schedule and pay for the full term of this residence.

The fees and contracted period for 2010 are:

Length of Contract	From	To	Fees* (NZ\$)
Full Year	12 February 2010	18 November 2010	\$9,120

* Includes initial admission payment

Residents who are enrolled for the full academic year at the University of Otago must stay at Toroa College for both semesters.

Accommodation during all of the University holidays is included in the fees. There is no reduction in fees if residents go away during any of the period of residence.

The Admission Payment is made up of the following:

Administration Fee (non-refundable)	\$300
Bond * (refundable after end of residence)	\$250
Amenities Fee	\$150
Toroa Residents' Association fee	\$200
Total (due as indicated in the letter of offer)	\$900

* The Bond is held during the term of residence, but is liable to deductions for communal unreported damage to Toroa property and for unpaid accommodation fees or charges. The Bond or its remainder will be refunded after the period of residency. Please note: The costs for damage that is attributed to an individual are passed on to the resident at the time, with reparation expected at the time.

The Bond, Amenities and Residents' Association fees will be refunded for all withdrawals received prior to the commencement of the term of residency. Any withdrawal received after 31 January 2010 and prior to the commencement of the term of residency will incur a financial penalty equivalent to one week's fees. In both instances the Administration fee is non-refundable.

Withdrawal once the term of residency has commenced will be as per the liability stated within the contract.

Accommodation Fees payment

Payment option	Amount	Payment due dates
Lump Sum	\$8220.00	31 January 2010
Quarterly	\$2055.00 \$2055.00 \$2055.00 \$2055.00	31 January 2010 21 April 2010 14 July 2010 8 September 2010
Direct Debit See note re StudyLink below	\$2,460.00 \$5,760.00	31 January 2010 \$160/week from 24/02/10 to 27/10/10 inclusive

Payment information:

Cheques: should be made payable to the University of Otago and posted to Toroa College

Payment Information

Cheques should be made payable to the University of Otago and posted to Toroa College.

Internet banking: Please ensure that all three fields are completed as follows

Particulars field: Toroa College

Reference Field: "Resident's name"

Code Field: ZM I

Payments by Telegraphic Transfer: It is important that Toroa College and the name of the resident are listed in the reference. The University of Otago bank account details are:

Bank	ANZ National Bank Ltd
Account Number	06-0901-0001203-000
Branch	Dunedin Commercial, P O Box 883, Dunedin
SWIFT address	ANZBNZ22

Eftpos: payments can be made by Eftpos at the main Toroa office

Please note: Cash and Credit cards are NOT accepted.

Direct Debit Payment and StudyLink

The Direct Debit payment option is available for residents who will be paying their accommodation fees with a Student Loan or Allowance. As StudyLink payments do not cover the total College fee of \$205.50 per week, we ask for a first quarter instalment of \$2,460.00 by 31 January 2010 (in addition to the \$900 Admission Payment, which was due as indicated in the letter of offer).

Please note: StudyLink do not pay living costs and allowances directly to Toroa College, they pay directly to the resident's bank account. We understand you may get living costs from Study Link of \$160.00 per week (over 36 weeks). As such the StudyLink payments will NOT be sufficient to cover the payment of \$2,460.00 due on 31 January 2010:

Total accommodation fees due to Toroa College:	\$8,220.00
Study Link Payments (36 weeks @ \$160.00/week)	<u>\$5,760.00</u>
Balance of funds needed for Toroa accommodation fees	<u>\$2,460.00</u>

If you are applying for a student loan or allowance it is important that you do so as soon as possible so that there are no delays in payments at the beginning of the academic year.

Other Charges:

Photocopying	\$0.10 per page
Laser printing	\$0.10 per page
Faxes	Free to receive \$1 for national \$2 for
Replacement key	\$30
Phone line (to bedroom) (local phone calls free, use a telephone calling card for other calls)	\$100 connection \$6 per week rental
University of Otago computer line (to bedroom)	Free connection \$6 per week rental
Toroa College fees late payment penalty (if payment is not made <i>or arranged for</i> by the due date)	\$50
Fee if there is no room inspection on leaving	\$50
Negligent or wilful damage	Full reinstatement cost
Damage to paintwork and walls (including marks from any fixing agent other than "white tack")	Full reinstatement cost

Any student who is in arrears with their fees, or fails to make a due payment, will be contacted (as will their guarantor). Should the problem persist, the Head of Deputy Head of Toroa will apply to the University Registry to withhold examination results until payment has been made to the satisfaction of the Head of Residence. The resident may also have their residency terminated *i.e* be asked to leave Toroa.

We are required to inform the University Otago of any unpaid accommodation fees. The University of Otago may:

- Charge additional fees

- Exclude a student from classes, and/or from re-enrolling
- Withhold graduation
- Withhold the official record of results

until the total debt has been paid. (see University of Otago Calendar “Fees regulations”)

In line with University of Otago policy, Toroa College uses a debt collection agency when necessary. Debt collection costs are on-charged to the resident concerned.

Any student who is in arrears with their fees, or fails to make a due payment, will be contacted (as will their guarantor). Should the problem persist, the Head or Deputy Head of Toroa will apply to the University Registry to withhold examination results until payment has been made to the satisfaction of the Head of Residence. The resident may also have their residency terminated i.e. be asked to leave the Toroa Community.

We are required to inform the University of Otago of any unpaid accommodation fees. The University of Otago may:

- *charge additional fees*
- *exclude a student from classes, and/or from re-enrolling*
- *withhold graduation*
- *withhold the official record of results*

until the debt has been paid (see University of Otago Calendar “Fees Regulations”)

In line with University of Otago policy, Toroa College uses a debt collection agency when necessary. Debt collection costs are on-charged to the resident concerned.

SECTION 6

TOROA FACILITIES

Your Room

All of the rooms at Toroa are single rooms. Flat and bedroom allocation is the responsibility of the Head of Residence, and room changes must have her explicit permission. Changes are not usually granted and there must be a very sound and extraordinary reason for this permission to be granted. In the instance of the reason being an issue of conflict between flat mates, staff will work with the residents in an attempt to resolve the issues. Room allocation is performed by the Head of Residence in early February. You will be informed of your room when you arrive at Toroa.

In the eventuality that several residents have left the College prior to the end of their contract, a replacement resident is deemed to have replaced the first person who vacated Toroa, *whether the replacement resident has moved into that particular room or not.*

Power points in your rooms are intended for personal reading lamps, radio, TV, computers and hair dryers only. Any other appliances are not allowed.

You may put posters on your walls using white tack only. The use of tacks, drawing pins, blu-tack and/or cellotape is prohibited. Any damage caused due to these items will be charged to the resident allocated to that particular room. Please do not affix anything to doors, ceilings, woodwork or light fittings as these pose a fire hazard.

Your fees cover the cost of your room during the academic year as per the contract period dates. Subletting your room is prohibited, as is having guests stay in your absence.

Staff reserve the right to enter any room at any time for any purpose reasonably connected with the welfare and/or safety of the resident, any other member of the College community, or any other person. This reserved right also extends to entering for any purpose reasonably connected to: the inspection, maintenance and repair of Toroa property including health and safety inspections and measures; and entry in case of any perceived emergency.

Music

Music is an integral part of our community. We have a music room that contains a piano and a guitar for residents to use. You are welcome to bring your own musical instruments to Toroa and we encourage you to share your musical talents with the community.

Study Room

We have a study room for residents to use for personal and group study as well as during tutorial times. You are also welcome to use the tables upstairs in Manawa for personal or group study purposes.

Please see a member of staff if you are having any study related issues. We are happy to help you find the support and resources you need to achieve your academic goals.

Recreation Equipment

We have a number of items available for residents to borrow including sports equipment, tramping gear and bikes. Lists of items you can borrow will be available when you arrive. If you borrow any Toroa equipment you are responsible for the safe return of this equipment.

SECTION 7

OTHER IMPORTANT INFORMATION

Preparation and Packing

Prior to coming to Toroa you will need to give some thought to what you need to bring. To assist you here is an outline of what we provide and some suggestions regarding what to bring.

At Toroa we provide:

- Room: *bed, desk, wardrobe, drawers, shelves, wall heater, duvets and cover sheets, pillow, pillowcase, laundry basket, bathmat, study lamp, bedside lamp*
- Flat : *Fridge-freezer, microwave, oven, crockery, cutlery, toaster, electric jug, pots and other cooking equipment, telephone, dining table and chairs, lounge chairs, coffee table*
- Laundry: *washing machines and dryers available for use 24 hours a day*

Other facilities:

- Computer suite with free network access to the internet (note: broadband is not available)
- Access to Sky TV, videos and DVDs
- Common room with pool table, foosball table, kitchen facilities
- Tutorial room
- Piano, Guitar
- Daily local newspapers delivered to the College
- Board games

You need to bring:

- Towels
- Other personal items

We suggest you bring:

- Personal items to make your bedroom feel homely
- Musical instruments
- Laptop/desktop computer - if you have one
- National costume or suitable clothing for semi-formal occasions
- Warm clothing (although these items can be purchased upon arrival)

When you are here you are responsible for purchasing:

- Your own food or a meal plan option
- Cleaning products for your flat
- Toiletry items for yourself and within your flat
- Extra rubbish bags if you require more than the bags issued to you

In each unit we supply:

- Crockery, cutlery, pots, pans and cooking utensils
- Whiteware, furniture, fixtures and fittings
- Linen
- Vacuum cleaner and other cleaning instruments
- Microwave

Contact Details

Our postal address is:

Toroa College
PO Box 56
Dunedin 9054

Our physical street address is:

Toroa College
8 Regent Road
Dunedin 9016

Telephone Numbers

College (24 hour number)	(03) 479 5500
Fax	(03) 479 5502
Christina (Head of Residence)	(03) 479 5500
Brigit (Deputy Head of Residence)	(03) 479 5500
Duty Staff (24 hour number)	(03) 479 5500