



WELLINGTON CITY  
STUDENT ACCOMMODATION  
QUALITY | SECURE | MODERN

# 2018 Residential Handbook

# WELCOME

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## WELCOME TO 222 WILLIS

Welcome to 222 Willis and welcome to Wellington, the coolest little capital in the world.

The team at 222 Willis works to foster an environment that is supportive and extends your learning outside the classroom. Community is the most important thing to us and that means our practices and policies are all aimed at creating an open, friendly and caring environment.

This Residential Handbook makes clear for you the services and policies at 222 Willis. Please make yourself familiar with the content and keep it handy for future use.

The Residential Team, who live on-site, assist with planning programs and activities that provide residents an opportunity to meet and hang out. During your time at 222 Willis you will meet a range of interesting and diverse people. You will encounter people whose course of study, background and values are different from your own. This is all part of the experience of moving to a new place and of community living. We ask that you keep an open mind and treat those around you with respect and get involved in all aspects of life at 222 Willis.

If there is any more information that you need, please contact any one of our friendly team.

Have a great year and best wishes,

The Team at 222 Willis

# ACCOMMODATION BACKGROUND

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## VISION

222 Willis represents a new standard in student accommodation. We foster a community of scholars who make a difference, in not just their own lives, but also in the world around them.

## MISSION

222 Willis's mission is to foster a community of scholars that values academic success and personal development but is centred on learning in its broadest sense. The community will operate in a sustainable manner making wise use of all its available resources and respecting people and their unique individual contribution.

## VALUES

**Community** - We create community through the development of a comprehensive community development programme that promotes connections, independence and learning.

**Care & Respect** – We establish a culture of care and respect by setting standards and expectations of our residents and providing pastoral care that promotes student health and wellbeing.

**Social Responsibility** – We encourage and promote socially responsible behaviour by regularly asking our students to take a big picture view of their world.

**Collaboration** – We encourage collaboration by taking a consultative approach to the development of the community, we will often ask residents what they want, why and how.

**Safety** - We strive to provide a physically, socially and culturally safe and secure place for residents to live, learn and excel. We have consequences for those that put themselves or others at risk and we reward those that celebrate differences

**Sustainability** – We are determined to effectively and efficiently use all the resources we have, this includes valuing our staff and the environment.

# ACCOMMODATION SERVICES TEAM

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The 222 team comprises of nine members. There are two office based staff and seven residential staff at 222 Willis to provide welfare and support services for the residents

The full team includes the Business Manager, Community Manager, Residential Coordinator Manager, Office Manager and 5 Residential Assistants (RAs).

## **Accommodation Manager:**

The Accommodation Manager coordinates the efforts of the people and the organization to provide a safe and successful community & learning environment. They are in charge of the staff and contractors and provide guidance for the management of the Pastoral care for students.

## **Community Manager:**

The Community Manager develops a vibrant community at 222 Willis. They will maintain a safe and secure environment and provide support and guidance that assists residents in their personal and professional development.

## **Residential Coordinator:**

The Residential Coordinator works with the Community Manager to facilitate a supportive student community, maintain a safe and secure living environment and provide support and advice that is conducive to academic success and the development of life skills.

## **Office Manager:**

The Office Manager works with the Accommodation Manager to help 222 Willis run smoothly and assist residents with any administrative issues related to their stay, including contracts and rental payments.

## **Residential Assistants (RAs):**

RAs assist in the establishment of a vibrant community at 222 Willis. RAs work with the Community Manager and Residential Coordinator to put on activities and events for the residents. Each RA will reside at 222 Willis and will be responsible for the smooth running of their floor. Residential Assistants also work to facilitate a supportive student community, maintain a safe and secure living environment and provide support and advice that is conducive to academic success and the development of life skills. All our RAs also study at various tertiary providers in town.

# GENERAL INFORMATION

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Please note the contents of this handbook are correct as at the time of printing and maybe subject to change.

Changes will be notified to residents via the “222 Willis - 2018 Residents” Facebook group.

## CONTACT INFORMATION

### The Residential Team

The Residential Team are based on the ground floor of 222 Willis.

Office hours are: Monday to Friday 8.30am – 4.30pm and 7pm – 8pm Monday to Saturday.

The Accommodation Office contact number is: 04 920 2769.

The Accommodation Office general email address is: [accommodation@222willis.co.nz](mailto:accommodation@222willis.co.nz)

The postal address for any of the residential team is:

Accommodation Services Office  
222 Willis Student Accommodation  
Private Bag 63006  
Wellington 6011

### After Hour Contacts

After hours emergency calls can be directed to the Duty Phone 0800 222 WILLIS (0800 222 945) or text on 021 898 861. This number is attended by residential staff 24/7.

### Your Mail and Parcel Deliveries

The delivery address for your mail/parcel is:

Name  
Apartment Number  
222 Willis Student Accommodation  
Private Bag 63006  
Wellington 6011

Mail is sorted by last name and placed directly into the mail slots on a daily basis.

Parcels are kept securely at reception. You will be notified that a parcel has arrived with a Parcel Slip in your mail slot. Collection can only take place during evening RA office hours only.

## Privacy and Confidentiality

All personal information relating to a resident will be managed in accordance with the Privacy Act 1993. If you enter into an agreement with us, the information you have provided may be made available to a debt collection agency to assist in any outstanding debt. It is expected that Residential Staff and residents will endeavour to treat each other with respect and confidentiality.

Accommodation Services reserve the right to contact concerned adults (normally parents/guardians) if the occasion warrants it e.g. when there is clear or imminent danger to the resident or others; there have been two or more breaches of rules; rent payment is overdue.

In all cases, if practicable, the resident will be informed prior to parents or guardian being contacted by 222 Willis staff.

## Items Provided

### Bedrooms

All bedrooms are furnished with the following:

- A single bed & mattress
- Desk and chair
- Rubbish bin
- Bookshelf
- Wardrobe
- Pin-board
- Heater

### Apartment Common Areas

All of the four and some of the two bedroom apartments have a separate living area which is furnished with the following:

- Dining table and chairs
- Couches (4 bedroom apartments only)

### Kitchens

All kitchens are equipped with the following:

- Two burner stove top (four burner in four bedroom apartments)
- Extractor fan
- Microwave
- Refrigerator (4 bedroom apartments have a freezer)
- Sink
- Emergency water storage container
- Storage space
- Large rubbish bin
  
- 4 Bedroom apartments come with an oven.
- Communal chest freezers are available for use in common spaces.

### Bathroom

- Toilet
- Sink with plug
- Shower

## Equipment Packs

All apartments are provided with a basic Equipment pack on arrival. The cost per resident ranges from \$100 - \$250. This is depending on your apartment type.

Equipment packs are yours to keep at the end of your stay. In two and four bed apartments you will need to decide how to split the packs at the end of your stay.

Dinner plates  
Dessert bowls  
Side Plates  
Mugs  
Glasses  
Forks  
Knives  
Spoons  
Teaspoons

Spatula  
Masher\*  
Potato peeler  
Large spoon  
Can opener  
Large Knife  
Utility knife  
Grater  
Chopping board  
Wooden spoon  
Fry pan  
Saucepan set 3pc  
Mixing bowls  
Kettle  
Toaster

Tea towels  
25L Rubbish bin  
Dish wash brush  
Squeeze Mop\*  
Mop Bucket  
Shower Squeegee  
Toilet Roll  
Toilet Brush Plastic  
Dustpan and Brush Set  
Mattress protector

\* Studio Apartment do not come with these items

Equipment packs are subject to change. 222 Willis endeavours to provide you with the best value for money.

### Personal items to Bring

Students are advised to bring or buy as required:

- Bedding
- Towels
- Desk lamp
- Computer
- Personal fan
- 'Blue Tack'- for putting up posters and photos
- Coat hangers
- Laundry basket and washing powder, bath mat
- Dish soap, sponges, spray and wipe
- Iron (*Iron boards are provided in the laundry*)
- First aid kit
- Cleaning products
- Torch (Civil Defence)
- Foil blanket (Civil Defence)
- Three days of emergency food (Civil Defence)
- Toilet paper
- Small vacuum cleaner

### What not to bring

- Candles
- Incense
- Oil burners
- Faulty electrical appliances
- Bar heaters
- Adhesive items that will damage walls (only 3M and blue-tac products are okay)

Please note the apartments are not wired for satellite TV but all have access to wireless internet.

## TRANSPORT

### Parking

There are no car parks available at 222.

To secure a space in central Wellington, you need to explore private leasing/renting options. You will find car parks for rent on websites such as TradeMe. There are no facilities to park or store motorbikes or scooters. If any vehicle is illegally parked it will be towed at the owner's expense.

Wellington offers a comprehensive network of buses and there is a bus stop right outside 222 Willis. We strongly recommend that you consider relying on public transport rather than bringing a vehicle with you.

### Bicycles and Skateboards

222 Willis has a bicycle stand on site. It is your responsibility to ensure that the bike is locked to the wall at all times. 222 Willis takes no responsibility for the security of bicycles stored on-site.

Please note that bikes are not permitted inside apartments or bedrooms and they are not to be left on the ground, against any building wall or attached to the building in any way.

As bicycle theft is fairly common in Central Wellington we suggest if you own a valuable bike you do not bring it with you to the city.



Skateboards should be carried, not ridden, inside the building and they should be stored in your bedroom. Any skateboards ridden in the building may be confiscated.

### **Segway's or similar**

Students are not permitted to use or store Segway's or any similar items at 222 Willis Street. If found these will be confiscated immediately.

## **FACILITIES**

### **Laundry Facilities**

Laundry facilities are available on Levels 1, 2, 3 and 4. Washing machines require laundry powder and cost \$3 per load. Dryers are also \$3 per load. Payment for machines is by Eftpos or credit card only.

Students residing on levels ground and 5<sup>th</sup> have access to the above and below floors respectively to access machines.

Please ensure that you leave the laundry area in a clean and tidy condition after use. Should any of the appliances not be working please email us so that repairs can be undertaken as and when required. If you need any assistance with instructions on how to use the machines please see your RAs.

### **Outdoor Areas**

The BBQ area at 222 Willis is for your enjoyment and gas is included free of charge. Please see a staff member to gain access. It is your responsibility to clean the BBQ area after use.

### **Apartment Keys and Swipe Card**

Each resident is responsible for the security of his or her apartment key and/or swipe cards. Any lost key/card should be reported to the office immediately where a replacement will be issued. As the security of all our residents is of paramount importance the lost card will be deactivated and the resident will be issued with a replacement card.

Lost cards and keys will result in charges for replacements to be made and locks to be changed.

At the end of the residency term all keys and cards must be returned to 222 Willis. Failure to do so will result in the resident incurring the liability for the full replacement of all the cards/keys which were issued and replacement of locks if necessary.

### **Power**

Reasonable use of power is included in your rent payment. If you repeatedly use an excessive amount of power you will be asked to meet with the Community Manager and may be required to pay a portion of the bill.

### **Telephone**

There are no phone lines provided in the apartments.

### **Internet**

Wireless Internet at 222 Willis is provided by CityLink at a cost of \$7.95 for 24 hours; \$14.95 for 7 days or \$39.95 for 30 days unlimited data on two devices – this can be used anywhere within the building. Data can be purchased once you arrive at 222 by connecting to "222 Willis Citylink WiFi"

and paying via card or PayPal. If you have any problem or questions about the Wi-Fi please contact your RA.

Fair use policy applies – please read the Terms and Conditions on the CityLink website before purchasing. Pricing subject to change.

### **Smoke Free Buildings**

222 Willis and its surrounding areas are smoke free; including cigars, cigarettes, E-cigarettes and shisha and any illegal substances.

### **Lock Outs**

There is always someone to assist you if you are locked out. If you are locked out of the building, contact 0800 222 WILLIS to be let in.

During office hours please see staff on the ground floor for a temporary swipe-card. This swipe-card will gain you one time access to your apartment. Please return the temporary card immediately. There is no charge for lock-outs during office hours.

After-hours lockouts are attended by the duty Residential Assistant or Security staff. Please keep in mind more pressing matters may prohibit these staff from attending to your lock out immediately so you will need to be patient. Repeated occurrences of lock outs will result in sanctions being in place for individuals or entire apartments. There will be no charge for the first after-hours lockout. However there is a lockout charge of \$10.00 for the second lock out, \$20.00 for the third, \$30.00 for the forth. The maximum charge for a lock out is \$30.00.

### **Insurance**

All residents are responsible for their own insurance to cover their personal belongings. This can be arranged together with insurance which includes a legal liability clause. This type of insurance is generally not expensive and we highly recommend all residents look into this. Another option is for residents to obtain a “young person’s extension cover” on their parents or guardians insurance. It is recommended that any insurance cover is arranged prior to arrival at 222 Willis to ensure peace of mind. 222 Willis takes no responsibility for loss or damage to your personal items.

## **CLEANING**

### **Cleaning of Bedrooms**

Each resident is responsible for the cleaning of his or her bedroom.

### **Cleaning of Common Apartment Areas**

It is recommended that the residents within each apartment share the cleaning tasks. It is essential that for health and safety reasons each apartment is maintained in a clean and hygienic condition. Particular care must be taken by all residents to ensure kitchen facilities, ovens, fridges, bathrooms, showers and toilets are kept in a clean and hygienic condition.

Once you have moved into your apartment the 222 Willis, Residential Assistants will be able to assist you in creating a flatmate agreement which will include making decision about the cleaning of common spaces.

### **Rubbish and Recycling**

Rubbish must not be accumulated in the apartments for health and hygiene reasons. Recycling bins and rubbish skips are located on the ground floor. Please recycle rubbish and waste where possible. All rubbish must be placed inside (not around) the bins provided.

### **Apartment Inspections**

Regular apartment inspections will be carried out by Residential Staff members. We conduct up to four inspections per year. You will be notified at least 48 hours in advance of these inspections. Facebook and posters are our main communication method regarding inspection.

If your apartment fails the cleanliness inspection a second inspection will be carried out. Failure on the second visit may incur charges or other disciplinary measures.

If it is brought to the attention of 222 staff that a room or apartment is not being cleaned or is unhygienic, the resident(s) will be required to clean the area immediately. If a further check is undertaken and the apartment or room is still not clean we will arrange for the area to be cleaned at the expense of the residents.

### **Chalking/Tagging**

Any chalking/tagging around the complexes will be removed and the persons responsible will be charged for the cleaning.

### **Common Area Cleaning**

222 staff arrange for the cleaning of communal areas such as the events lounge, hallways and TV room. It is expected that you use bins provided and if rooms become excessively messy they may be locked off to residents for a period of time. Please ensure equipment and furniture is moved back to its original place after you have used it.

### **Decorating Your Apartment**

Residents are not permitted to fix anything to the walls or ceilings of the apartments with anything other than blue tack or 3M removable hooks. No nails or screws are permitted anywhere in the apartments. Pins are only permitted on the pin boards in each apartment. Any decorations must be removed by the resident at the end of their stay. Any damaged caused to walls will be on-charged to the student for repair or repainting. You may not re-paint your own walls. Nothing may be attached or hung from any ceiling fixtures.

### **Communal Furniture and items**

Do not remove any communal furniture, cushions, games or other shared items. These are for everyone to enjoy. Replacement costs will be charged to all students, if the appropriate person cannot be found.

### **Posters or Fliers**

Only posters authorised by the office may be displayed at 222 Willis. Any unauthorised posters or any other materials will be removed and cleaning or repairs to surfaces will be charged to the individuals responsible.

### **Hazardous Materials**

Residents are not permitted to have or use hazardous substances such as chemicals, spray paints, butane lighters, or flammable solvents for painting within 222 Willis, even if it is for an assignment. Damage caused by paint, glue or varnish to any carpet, flooring or any area in the complex will be

charged to the resident concerned. If you do need to do this type of work and have no other venue please contact the Residential Staff, they will assist in finding a suitable place for you.

## MAINTENANCE

### Lodging a Maintenance or Repair Request

If any equipment, furniture or building structures require maintenance please advise the Office immediately. You will be asked to complete a Maintenance Form.

Please note that by submitting a request for repairs you are deemed to have given staff permission to enter your room/apartment in order for the maintenance or repair to be undertaken. However, should you require a specific notification of the time and date when your request will be actioned please include this in your email/on your form.

Faults in items provided in Equipment Packs should be reported in the same way. Please note that Equipment Packs are purchased on behalf of the residents and only items under warranty can be fixed or replaced.

Urgent maintenance, such as broken doors, leaks, floods or electrical outages must be reported immediately to a staff member as follows:

- During office hours call the Accommodation Office on 04 920 2769 or 0800 222 WILLIS
- After hours contact the duty Residential Assistant on the duty phone 0800 222 WILLIS or 021 898 861

### Damage caused by Residents

Residents must take care and attention with the 222 Willis property. If a resident damages an item or part of the building (intentionally or otherwise) through careless behaviour or inappropriate usage they will be responsible for all repair and replacement costs thereof. An administration fee may also be applied and depending on the nature of the incident it may be referred to the NZ Police Department for action.

Damage done to collective areas will be invoiced to all the residents of an apartment unless staff are notified otherwise. Damage done to individual rooms will be attributed to the resident of that room. Damage done on a particular floor may be charged to that floor.

Residents are responsible for the behaviour and actions of their guests including any misconduct, injury to any person or property damage which guests cause.

222 Willis uses a range of preferred suppliers for our repair and replacement work. We aim to keep the costs of repairs for our residents to a minimum, copies of invoices or job sheets will be available to the residents charged and must be challenged within seven calendar days of the charges being invoiced to the residents. Residents are not permitted to undertake or commission any repairs.

### Carpet Damage

Damage to carpet in a bedroom will be charged to the resident. Damage to carpet in an apartment common area will be charged equally between residents of that apartment unless staff are notified otherwise.

## Electrical

### Cooking

Care is to be taken at all times with cooking in the complexes. BBQ grills, gas cookers, charcoal cookers, smokers etc are not permitted in or around the complexes. If you are unsure if an appliance is permitted please contact us.

Please do not prop open apartment doors while cooking or showering. Smoke from cooking and steam from showering can activate the Fire Alarms and the resident responsible will be liable for any charges incurred.

**Please note:** should the Fire Alarm activation result in a Fire Service Callout the charge is significant, approximately **\$1800**. The cost of a fire alarm activation, even those caused accidentally, will be charged to the resident, floor or whole hall. Fire charges subject to change.

### Electrical Appliances and Heaters

For health and safety reasons the use of private cookers, deep-fryers or additional elements in apartment bedrooms is prohibited. Other electrical appliances may be used provided they are safe and do not cause disturbance to others (e.g. no amplified musical instruments).

Residents are advised to bring surge-protected multi-plugs for such equipment. For safety reasons residents must not interfere with or alter the buildings electrical fittings appliances. This includes connecting electrical fittings to lights sockets. Any electrical faults should be reported immediately.

Additional Heaters are not to be used at 222 Willis if found they may be subject to confiscation without notice.

To prevent overloading of electrical circuits please limit the amount of electrical equipment you have on each power point. Extension cords should only be used where absolutely necessary and only on a temporary basis. If power in the apartment shorts out please contact the duty staff member immediately.

### Candles

Candles, incense and oil burners are not allowed in the apartments for fire safety reasons.

### Vacuum cleaners

Vacuum cleaners are available for use; please see the 222 Willis office during office hours. Vacuum cleaners are lent out in exchange for a cell phone to ensure their prompt return. Any resident found to be abusing or carelessly using a vacuum cleaner will be charged for its repair or replacement. Each student is responsible for emptying and cleaning after use.

## ARRIVALS AND DEPARTURE

### Arrival

Residents will only be allowed to check in to their apartments on the date that Term of Residency commences and only if they have completed and returned the following documents:

- Complete Residential Contract
- Paid their activity fee, bond and equipment fee
- Paid their advance rent

On arrival, all residents will be provided with a Condition Report for their apartment and room that they will need to consider and returned to us within seven days of their arrival date. Failure to complete and return the condition report will result in 222 Willis deeming that there is no missing

items, no damage to the apartment and that the apartment was in a good state of repair, cleanliness and maintenance when the resident arrived. Any subsequent damage or loss will be charged to the resident/s.

Furniture and appliances in an apartment or bedroom are not to be removed and any removal of items may be viewed as theft and will be reported to the NZ Police Department.

### Early Arrival

Depending on room availability residents are able to move into the 222 Willis prior to the start of their Term of Residency and they will be charged rent accordingly. Please enquire directly with the Office Manager regarding availability.

### Departure

A check-out appointment must be booked at the office. This appointment is for a residential staff member to check your bedroom and apartment for any damages, cleanliness and to ensure that the furnishings and equipment are in place. At the time of booking your check-out you will also be required to complete a Bond Refund form and pay any rental due or other amounts owing.

Bond refunds take up to four working weeks from end of contract to be returned.

Prior to checking out residents must ensure that their bedroom and the apartment is clean and that there is no damage. If the bedroom or the apartment is not in an acceptable condition, then the cost of cleaning or fixing damage will be taken off the resident's bond.

Any outstanding rent or other amounts owing will be deducted from the resident's bond prior to refund.

**Please Note:** If a resident moves out of their apartments prior to the Term of Residency end date **rent is still due and payable until that date.**

### Study and trimester breaks

All holidays are included in the cost of the board that every resident is expected to pay, whether they remain at 222 Willis or not. You do not have to move possessions out during these times and do not receive any refund or rebate for the time you are not in residence. You cannot sublet your room during your absence.

### Summer Stays

We offer students the opportunity to stay in residence over December and January. If you are interested in renting a room or apartment over the summer please contact the Accommodation Office closer to the time. Please note that you may be required to move apartment for the summer period.

### Returning Students

We offer students the opportunity to return for a second or subsequent year at 222 Willis. If you are interested in returning the following year please talk the Accommodation Office and submit a new online application. Returning students have the opportunity to select which room and roommates they would like.

# YOUR WELLBEING

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At 222 Willis we value safety, respect for others, social responsibility and above all community. The staff, policies and events at 222 Willis are all aimed at creating a proud and successful community of learners.

## PERSONAL WELLBEING

### Illness or Accident

Where an illness or accident requires attention we are here to help. Please ensure that the duty RA or Accommodation Office is advised should you fall ill or have an accident. All RAs are trained in first aid and they have basic first aid equipment available.

A written report of any accident and incidents involving residents must be completed so we can eliminate hazards around 222 Willis wherever possible.

Residential staff may recommend you contact the **National Health-line** on **0800 611 116**. This is a 24-hour health advisory service operated by registered nurses. They will make a professional phone assessment based on the information you provide. Advice offered may include attendance at the local After Hours Clinic (Wellington Accident and Urgent Medical Centre). The contact number for this clinic is 04 384 4944 and no appointment is necessary. The centre is located at 17 Adelaide Road (just down by the Basin Reserve).

If the illness or accident is serious and urgent treatment is required please call for an ambulance on **111**. Please contact 222 staff ASAP if anyone is seriously injured or ill. Parents/ guardians will be contacted by 222 staff if someone is taken to hospital.

### Homesickness and Personal Issues

Homesickness can affect many residents especially if you may have moved from a town, city or country which is very different to Wellington or New Zealand. Making an effort to meet others and getting involved in student life will ease your transition.

If you are experiencing difficulties there are a number of people who can assist you. We recommend residents act early to prevent any disruption to their academic/social wellbeing. If you or a friend is struggling with issues please speak to your Residential Team or any member of staff. The Residential staff are trained and have established connections with your tertiary institutions. They can assist you in working out who to approach to get support at your place of study. Please remember that there is always someone to turn to.

### Absences

If you are planning to be away from the complex for any length of time please advise your Residential Assistant. This is particularly important if you are going hiking, mountain biking, tramping or caving. During the semester breaks Residential Assistants may enquire about your plans.

### Harassment and Bullying

Harassment has no place within our community. You may not behave towards other residents in any way that may constitute harassment. Any serious incidents of harassment may lead to the immediate termination of your residency. Such behaviour may take the following forms (but is not limited to):

- Offensive jokes

- Expressing stereotypes (assumptions about an individual's behaviour/values or culture based on a group they belong to) in an offensive or insensitive manner
- Derogatory or offensive material sent through the mail, email, by mobile phone text or published on a social media website
- Unwanted physical contact
- Intimidation
- Abuse

## COMMUNAL LIVING

### Apartment Agreements

Living with people you may not know can often be difficult. In an effort to assist you and your flatmates to get along your Residential Assistant will arrange an apartment meeting within the first two weeks of any new residents arriving. At this meeting the Residential Assistants will appoint a representative for the apartment and formulate an apartment agreement. This is also an opportunity to discuss any other flat rules or decisions you may wish to discuss.

### Conflict Resolution

It is really 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 Residential Assistant or the Community Manager.

### Alcohol and Drugs

Alcohol and drugs have a negative impact on some of our residents during their stay. Even if you do not actually drink alcohol or take drugs you are likely to experience second hand harm from them through your study.

222 Willis is specifically provided to assist students in achieving academically. We take the consumption of drugs and the over consumption of alcohol very seriously. Our management of alcohol and drug related offences are covered in our community standards, as is information regarding gatherings and noise. Please note the consumption of alcohol during study and exam times may be restricted as you are living in complexes specifically operated to facilitate academic success.

### Guests and non-residents

A guest is defined by a person who has an 'overnight guest pass' that has been signed by an RA or member of the 222 Willis staff. A non-resident is any person on site who is not a resident of 222 Willis in 2016. You are responsible for the behaviour of your guests and will be held liable for any rule breaches or damage resulting from their visits. Guests include all former residents. A non-resident or overnight guest cannot be wandering around the Hall unaccompanied. Unaccompanied non-residents will be escorted off the premises.

Non-residents must:

- Be met at the front door by their host, who must be a resident
- On site after 8pm must have a guest pass. Each resident is permitted only 1 guest per day. In exceptional circumstances approval can be obtained from the Community Manager or Residential Coordinator for additional passes.
- Be accompanied to the front door by their host when it is time to leave
- Remain in the company of the host while on the premises
- Not consume alcohol, bring alcohol or be intoxicated on site



- Not to be in possession of an access card
- Leave by 10pm quiet time every night

#### Overnight guests

- Each resident is permitted only 1 overnight guest per night. In exceptional circumstances approval can be obtained from the Community Manager or Residential Coordinator for additional passes
- Residents must collect an overnight guest pass from reception before their guests arrive.
- No guest may stay on a regular basis without prior approval.
- Guests may not stay more than two consecutive nights unless permission has been obtained from the Community Manager or Residential Coordinator. If permission is given, a charge of \$25 per night will apply for additional nights to cover the use of facilities. Any failure to comply with guest procedure will result in discipline action, which may also include fines. Guest fees are subject to change.
- Guests are not permitted to consume alcohol, bring alcohol or be intoxicated on site.

#### Rules in the building

- No skateboards, bikes, roller blades or roller skates may be used in the buildings and must be pushed or carried when entering or leaving the building
  - All bikes must be stored in the bike shed on the ground floor
- No cricket or ball games in the Hall
- No shopping trolleys to be brought into or around the building. The cost to return these will be charged to the resident.

#### Photographs

Residents are required to provide a clear and recent facial photograph in electronic form.

These are used for:

- Compiling photo books for reference by 222 Willis Halls staff and security
- For use on the 222 Willis computer database
- Photo boards throughout the hall

#### Community Service

Community Service is often used in lieu of fines or other punishments. Community service consists of tasks that benefit the 222 Community. This may include tasks such as cleaning, gardening or mail delivery. Some fines are able to be paid off with Community Service. Please speak to the Community Manager or Residential Coordinator if you would like to know more about this option.

## SAFETY

#### 222 Willis Safety

222 Willis was designed with safety and security as high priorities; however, it is important that you actively assist us by not allowing people to follow you into the building. 222 Willis has a number of external doors that only allow people who live within the complex to access via a swipe card. Residents are advised not to let people they do not know into the building.

**Please Note:** If you allow someone into the complex you are taking responsibility for their behaviour for the entire duration of their visit. Disciplinary action, including charges for any damage caused by a guest will be forwarded to the residents account.

In addition to restricted access 222 Willis has security cameras operating 24hrs a day and staff and/or security guards on duty overnight.

Each apartment door is fitted with a swipe unit and each bedroom door is fitted with a lock. It is strongly advised that residents make sure they lock their bedroom doors when they are not in their apartments.

Each student has Swipe card access to all common spaces and their residential floor. If you wish to visit a floor you do not live on you need to arrange for your friend to meet you in the foyer and take you up. Levels ground and 5 have access to the above and below floors (respectively) in order to access laundry facilities.

There are a number of simple ways that you can keep your property safe

- Make a note of the: make, model, serial number etc of your valuable property (cell phones, cameras, iPods, laptops, iPads, TVs). The best way to do this is to take a digital photo of the item and another of all the serial number details on the rear. Print these or store on a disk away from your laptop.
- While taking note of the serial numbers, use the opportunity to security mark your property. 'Stanford' brand invisible markers are available at most book shops and only cost a couple of dollars. Engraving is another good way to ensure your property is identifiable. A handy tip is: when marking the property, use your Driver Licence or Passport Number. This is a unique number that is identifiable only to you.

### Road Safety

If you have a car, motorbike or bicycle during your time in Wellington, you must obey all traffic laws. The speed limit in the CBD is generally 30kph. Cyclists - remember to wear a helmet and high visibility clothing, and you must have front and rear lights during the hours of darkness. Compliance with the road rules not only saves injury or death, it will save you money by avoiding the fines!

### General Safety Issues

For safety and security reasons it is not permitted to:

- Throw anything out of, or hang anything from any window
- Throw anything from, or hang anything over the balconies
- Climb on, up or over any external or interior railings or balconies
- Climb out of or into any window in any building

A breach of any of these rules will lead to disciplinary action being taken.

### Liquor Ban

In July 2008, the Wellington City Council modified the existing liquor ban. It is now 24/7, and the penalty for breaching the liquor ban is a court hearing. The Wellington City Council have produced fliers which show where the liquor ban is in place, so make yourself familiar with it.

The liquor ban makes it an offence to bring liquor into, possess liquor in, or consume liquor in any public place as defined by the boundaries of the ban. It does not prohibit you from taking an unopened bottle or other unopened container from a licensed premises to another place - so long as it is not opened or consumed along the way.

### Right of Entry

The Community Manager, delegated staff or other duly authorised persons (including contractors) may enter resident's room at any time for any of the following reasons:

- If there is an emergency or there is reason to believe somebody is in clear or imminent danger
- If there has been a breach of the community standards by the resident or their guest

- If there is a requirement for maintenance on the facilities
- For the purposes of routine inspection at all reasonable hours of the day
- To show vacant rooms in 2 or 4 bedroom apartments to potential residents
- Where possible, you will be given at least 48 hours' notice of any inspection

# THE 222 WILLIS COMMUNITY

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## EVENTS AND ACTIVITIES

Events and activities are organised by residential staff throughout the year. Notices of these events will be posted on our official Facebook group and on notice boards. We encourage you to get involved as much as possible. The best way to make friends is to attend as many events and activities as you can. Getting to know other residents will assist you in having a great experience at 222 Willis.

### Activity Fee

All residents are required to pay an Activity Fee of \$150.00. This fee is not refundable and will be utilised to enhance your stay at 222 Willis through organised events and enhancing the communal spaces. All events and activities endeavour to be inclusive of all residents.

### Facebook

222 Willis has its own Facebook group administered by the 222 Staff. We suggest that you become a member of our group and utilise the site so that you are kept up to date with all the events and activities that are going on.

Once you have accepted your offer of accommodation it is a good idea to join the 2018 page to get in touch with your new hall mates. The 2018 Facebook page is "222 Willis – 2018 Residents"

### Social Responsibility

As social responsibility is really important at 222 Willis many of our activities will be designed to encourage and promote socially responsibility. We will be taking part in various wider community activities and efforts.

## COLLABORATION

At 222 Willis we take a consultative approach to developing activities and engaging with community members whenever possible. This means that when it comes to our community we want your input. You will have the opportunity to provide feedback and get involved in what goes on at 222 Willis.

# CONDUCT AT 222 WILLIS

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As a resident of 222 Willis you have the right to socialise, learn, sleep and work without being impacted by others. Community Standards have been created and exist at 222 Willis to help ensure this can occur. The Community Standards clearly outline how each resident can be a good neighbour and a respected community member.

Both residents and the Community Management Team have roles to play setting the standard at 222 Willis.

## **Community Management Teams will:**

- Be respectful and consistent in their interactions with residents
- Hold residents accountable for their actions
- Administer an investigation process that is consistent, fair, and provides residents with the opportunity to be heard
- Acknowledge that antisocial behaviour is often the result of other underlying issues and assist residents in accessing support mechanisms

## **Residents will:**

- Set high standards for themselves and other community members
- Seek clarification when in doubt about the intent of a standard
- Respond in a respectful manner when confronted by a community member or staff member about a possible breach
- Understand that there is an investigation process in place that provides an opportunity for all perspectives to be heard
- Respond to all communications and meetings, and to complete all sanctions resulting from breaches of the community standards
- Not break any New Zealand laws

Being an active community member at 222 Willis means not only understanding and adhering to the community standards and policies but playing a role in the development and well-being of that community.

One of your roles as a member of the 222 Willis community is to ensure that appropriate standards are upheld. You are responsible for your behaviour and the choices you make. It is the staffs hope that all residents will choose to live up to the community standards. If you are in the presence of an activity that breaches the standards, you have some choices:

- You may attempt to stop the violation or;
- You may contact residential staff or;
- You may remove yourself from the situation.

If you choose to remain at the scene of a breach, you may be included in the incident report and may be held accountable for the conduct of those around you.

## NOTE:

- 222 Willis staff including Residential Assistants have the authority to impose disciplinary measures
- Security staff members, 222 Willis staff including Residential Assistants have the authority to confiscate alcohol and to require a resident or guest to leave 222 Willis premises immediately
- Guests who do not adhere to our Community Standards or cause problems may be Trespassed for 2 years

## RESPONSIBLE ACTION AMNESTY

At 222 Willis the wellbeing and safety our community members is paramount. As such residents are expected to alert staff in the event of any health or safety emergency, specifically including those involving the abuse of alcohol or drugs, even if breeches of the community standards may have occurred in connection with the emergency.

Because we understand that fear of possible disciplinary actions may deter certain requests for emergency assistance 222 Willis has adopted Responsible Action Amnesty to alleviate such concerns and promote responsible action on the part of residents.

In a situation involving imminent threat or danger to the health or safety of any a community member residents are expected to:

- contact emergency services (if required)
- contact a residential staff member
- remain with the individual(s) needing emergency treatment and cooperate with emergency services
- meet with the Community Manager after the incident and cooperate with any investigation

The Community Manager will consider the positive impact of taking responsible action in an emergency situation when determining the appropriate response for any breach in standards by the reporting resident. This means that no formal disciplinary actions or consequences will be imposed for alcohol or drug infractions, but the incident will be documented, and educational, community, and health interventions may be required as a condition of deferring disciplinary actions or sanctions.

The protocol does not protect repeated, flagrant, or serious violations of the community standards (including physical or sexual assault, violence, hazing, harassment, theft, or vandalism or instances where multiple individuals need medical attention), nor does it preclude or prevent action by police or other legal authorities.

The Community Standards listed below are ever evolving. They are directly related to the community that lives at 222 Willis and as such they are subject to change. Where either the Community Management Team or residents feel a change is needed in the standards set at 222 Willis a consultation process will be undertaken and discussions will be held. All community members will be notified of any amendment or addition to rules before they come into force.

## DISCIPLINE PROCESS

Outlined below are the specifics of the process undertaken when investigating and resolving a complaint of misconduct.

### Investigation Process:

Upon receipt of an incident notice the Community Manager will undertake an investigation. The following steps are followed:

1. Notify the resident of the alleged misconduct
2. Invite the resident to respond to the complaint
  - A meeting will be held by the Community Manager to discuss the alleged complaint
3. Review relevant documentation, seek clarification and make other relevant inquiries
4. Provide any material obtained in the course of the investigation to the student
5. Examine and evaluate facts and evidence

### Resolution Process:

Once an investigation is completed the Community Manager would advise the resident of the outcome of the investigation. This includes advising the resident why it is believed that the complaint was proven, the penalty imposed and reasons for the penalty. Residents are given an opportunity to discuss the outcome further and the respondent has the right to appeal the outcome.

If misconduct is concluded the Community Manager will advise the resident in writing of the outcome of the investigation. This includes information on the penalty and appeal process. If the complaint is not upheld the Community Manager will advise the resident that the complaint is dismissed and no penalty is imposed.

### Urgent Action:

If senior staff on duty at 222 Willis has reasonable grounds for believing that a resident has committed or is committing a breach of the Community Standards or New Zealand Law and that immediate action is required to protect the safety and wellbeing of the community, they may exclude the resident from the facility for a period not exceeding 48 hours. This urgent action will not prejudice any future investigation. All costs associated with the exclusion are to be paid by the resident.

## COMMUNITY STANDARDS

**Residents are responsible for their own actions, and have a collective responsibility to the residential community.**

**What does that mean?** Levies can be imposed on each resident for costs incurred to repair damages/losses that cannot be attributed to a resident or group of residents. Such levies cover the replacement of stolen or lost property and repairs to items such as broken windows and damaged furniture.

**Drugs are bad for our community.**

**What does the mean?** The use, possession, cultivation and paraphernalia of all types of illegal drugs and non-prescription drugs by any resident or visitor is strictly prohibited. A drug is defined as "any substance which changes the way the body functions and may alter its biological structure".

## **The over consumption of alcohol and behaviour that disturbs the peace and privacy of others is disrespectful.**

**What does that mean?** To minimise the likelihood of over consumption of alcohol the following guidelines have been put in place.

1. Possession of bulk lots of alcoholic beverages, that is, amounts for storage or use that is excessive under the circumstances for personal use not acceptable.
2. Devices used or intended for the rapid consumption of alcoholic beverages are prohibited
3. Games intended for the bulk or rapid consumption of alcoholic beverages are prohibited
4. Kegs, cases of beer, and other beverages with an equivalent amount of alcoholic content in any form of container are considered bulk alcohol.
  - a. There is a limit of: one wine bottle; or one large bottle of cider; or six cans/small bottles of beer; or six cans/small bottles of ciders; or six cans/small bottles or RTDs per resident
  - b. Straight spirits are not permitted in the building
5. Drinking outside of designated areas is not acceptable. Alcohol may only be consumed in bedrooms and apartment common spaces. Absolutely no alcohol is permitted to be consumed (or open) in the hallways, laundries, TV room, Events Lounge, Atrium or any other common space.
6. Open Vessels are not permitted in common spaces. An open vessel is any alcohol beverage that cannot be tipped up-side down over the persons head without it spilling.

If you are in breach of the rules relating to alcohol, or the residential management team have concerns about your use of alcohol, they will intervene and set behaviour expectations for you.

## **222 Willis is a “smoke-free” zone**

**What does that mean?** No smoking is allowed in the apartments or anywhere within 5 metres of the building. Including cigarettes, cigars, E-cigarettes and shisha or illegal substances.

## **Behaviour that disrupts others from the quiet enjoyment of their home is not acceptable.**

**What does that mean?** This means not causing any unnecessary disturbance or annoyance. You are expected to take some responsibility for the noise around you, by asking others to be quiet when they are being unreasonably noisy or unintentionally disruptive. You must lower your noise level when asked to by other residents. If you experience problems with the volume of noise that you cannot solve, contact a staff member. You are expected to be considerate of other community members.

222 have a strict 10pm quiet time 7 days a week. Any resident(s) found to be breaching the quiet time rule will face disciplinary action. This rule is in place for the greater good of students and staff; and is in alignment with all other Residential Halls in Wellington.

During quiet time noise should not be disruptive to your immediate neighbours or be heard from the hall ways; this includes but is not limited to noise from; talking, music, TV, musical instrument or gaming.

Excessive noise during the day is also not acceptable. Please be courteous of your hall mates.



### Harassment has no place within our community.

**What does that mean?** You may not behave towards other residents in any way that may constitute harassment. Any serious incidents of harassment may lead to the immediate termination of your residency. Such behaviour may take the following forms (but is not limited to):

- Offensive jokes
- Expressing stereotypes (assumptions about an individual's behaviour/values or culture based on a group they belong to) in an offensive or insensitive manner.
- Derogatory or offensive material sent through the mail, email, by mobile phone text or published on a social media website.
- Unwanted physical contact
- Intimidation
- Abuse
- Assault

### It is against the law and unacceptable to tamper with Fire equipment

**What does that mean?** Simple – it is illegal and unacceptable to tamper with fire equipment including exit signs, propping smoke doors open, disabling or covering smoke detectors, discharging fire extinguishers for any other purpose than putting out a fire.

If you cause the fire alarms to be activated (either accidentally or maliciously) then you will bear the charge from the Fire Department for a false callout. If the person responsible cannot be identified, the charge will be borne by all residents as part of a levy. At the time of writing, this charge was approximately \$1,800 per callout.

**This also means** you may be disciplined if you ignore emergency alarms, or use routes not designated as emergency exits. Failure to exit in a timely fashion at the sounding of the alarm will result in a \$100 fine. There are designated fire and evacuation wardens responsible for certain areas. In the event of an emergency, you must follow their instructions immediately and without question.

Covering any smoke detection unit in apartments or bedrooms will result in an automatic \$100 fine.

Use of the fire exit stairwells in a non-emergency will result in a minimum automatic \$50 fine.

### Vandalism of property is disrespectful and there is zero tolerance for this at 222 Willis.

**What does this mean?** You are living in one of the newest student accommodation facilities in the region. The building itself is part of the community and vandalism of our home will not be tolerated. You are expected to keep your apartments to a reasonable standard and you will pay for costs involved in cleaning, repairing or repainting your room if deemed necessary by 222 staff.

If you cause and report any accidental damage, we will endeavour to keep any remedial costs to a minimum. If no one reports damage or takes responsibility for any damage, individuals, floors or even all residents will be held liable for extra charges. Remember you are responsible for the behaviour of your guests while on the premises. Damages caused by your guest(s) will be charged to you accordingly.

### Items, acts or activities that endanger self or others are not acceptable.

**What does this mean?** The following activities are not acceptable:

- You may not have or store firearms or other weapons within the property, they are strictly forbidden at all times
- You cannot burn anything in your room.
- You may not under any circumstances move your bed or any piece of furniture or other item against a heater, as this will cause a fire. You cannot interfere with fire door stays or keep fire doors open in any way
- You may not have or use fireworks in and around the hall
- You may under no circumstances whatsoever go onto the roof atrium pillars, or carpark side pillars of 222 Willis. A minimum of \$200 fine will be imposed if caught.
- Some windows have a security stay fitted. You may not alter or remove these. You may not, under any circumstances throw anything out of, or hang anything from, any external window, balcony or stairway or place anything or any obstruction in the corridors

Please note that this is an indicative list, not an exhaustive list!

**Abusive behaviour towards any community member (including staff and contracted security), physical or verbal is unacceptable.**

**No explanation needed.**

***Community members are held fully accountable for their guest's behaviour and actions.***

**What does this mean?** Your guest is your responsibility from the time that they are signed in to 222 Willis right up to the time they leave. Your visitors will not be provided access by Reception or RAs, guests must be escorted through the property and remain in your company at all times. Your visitors are not permitted to enter the hall if you are absent, unless another resident undertakes full responsibility for the visit and the guest remains in their company until departure. Your guests are most welcome to enter the hall provided they:

- Are met at the front door by you, their host.
- Are sober, quiet and well-mannered
- Behave responsibly while on the premises
- Remain in your company while on the premises
- Are accompanied to the front door by you when it is time to leave
- Leave quietly when they depart
- Leave the building before 10pm (unless they have an overnight guest pass)

If a family member or a friend wants to stay for a night or two, he/she is generally welcome to stay provided you have made arrangements in advance with the Accommodation Office.

**Respect yourself, respect your hall mates, respect the staff and respect the building.**

## CONSEQUENCES

If you are found to have breached the community standards at 222 Willis there will be a consequence for your behaviour.

The consequence is likely to be, but is not limited to, one or more of the following:

- A public or private apology from the resident, either written or oral
- An undertaking/s from the resident as to future behaviour
- Restrictions on future behaviours such as drinking alcohol or hosting guests
- Oral or written warning
- Community Service – The assignment of a community service project within 222 Willis which will bear some relevance to the resident's conduct or skills set.
  - In some instance fines may be paid by completing Community Service. Please speak to the Community Manager or Residential Coordinator to enquire further about this.
- An actual or suspended fine not exceeding twice the single room weekly full board rate
- An order to pay compensation for any loss or damage caused by or arising from the misconduct
- Contact being made with the resident's guarantor or guardian
- Adherence to a behaviour or welfare contract
- Confiscation of items which may or may not be returned at the end of the year
- Exclusion of the resident from any particular area of, or particular social activities in 222 Willis
- Exclusion of the resident from 222 Willis for any specified period which he or she thinks fit
- Eviction from 222 Willis on not less than 24 hours' notice provided prior consultation has taken place with the WSAL staff
- Any student evicted will be trespassed from 222 Willis Street for two years from date of eviction
- Requiring the respondent to undergo, at 222 Willis's expense, an assessment by a clinician if the deciding manager considers that the respondent may pose a risk to the safety and wellbeing of themselves or member/s of the community, or that the respondent is likely to disrupt or impede the activities of 222 Willis

# CONTRACTS AND AGREEMENTS

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## CONDITIONS OF RESIDENCE

When you accept a place at 222 Willis you are required to sign a Residential Contract. Once signed the Residential Contract outlines both the landlord and the resident's legal rights and obligations. Make sure you have read and understood this properly. If you have any questions please contact the Accommodation Office.

### Fixed Term

Most Residential Contracts at 222 Willis are fixed for a 42 week period. You are required to meet the financial obligations for the duration of your contract. There are penalties involved for breaching terms of the contract.

### Rent

222 Willis requires the rent to be paid five weeks in advance and by way of an automatic payment. All residents are required to complete the documentation to provide their Bank with the Automatic Payment instruction.

If a resident fails to meet their obligations they will be sent an arrears notification. Failure by a resident to acknowledge written warnings of overdue rent by 222 Willis will result in further action. All outstanding debts at the end of the tenancy will be lodged with a debt collection agency.

If you are experiencing difficulty meeting your rental payments contact the Office Manager as soon as possible to make acceptable arrangements for the repayment of outstanding debt.

**Please Note:** Accommodation related debts affect credit ratings and will cause difficulty in obtaining bank loans, hire purchases or any other finance related agreements.

### Bond

Residents will be entitled to the return of their bond minus any deductions required to reimburse 222 Willis for any damage to its property attributed to the resident or rent/charges owing. Where damage cannot be attributed to an individual an appropriate share of the total cost will be deducted from all residents bonds.

### Locks

Locks can only be changed with the agreement of both the resident and 222 management.

### Subletting and Assignment

Subletting is prohibited by the Residential Contract; overnight guests should be registered and any guests staying for 3 or more nights will need to pay an overnight guest fee of \$25 per night. Subject to change.

### Apartment Allocation

All care is taken to consider a person's age, area of study and interests when allocating people in the multi-share apartments. We attempt to fulfil any specific requests made by an applicant for a flatmate or location but we are not able to guarantee placements until rooms are allocated in December/January.

Allocations are subject to change as we sometimes have withdrawals in January/February.

### **Debt Collection**

If you do get behind in your rental payments please call the Office Manager as soon as possible. If you do not make attempts to pay the rent you owe you may have your details forwarded to an external debt collection agency. You will also be liable for all the charges incurred during the process.

### **Pets**

No resident is permitted to have any pets onsite (including fish).

### **End of contract cleaning**

Bedrooms, bathrooms and common apartment spaces must be cleaned up to the same condition they started in at the end of your residence. If any additional cleaning is required this will be on charged to all the residents of that apartment.

If one resident is leaving earlier than others it is the responsibility of the apartment to sort out who will clean. Common space charges will be equally charged unless staff are told otherwise and the appropriate paper work is completed.

### **Behaviour Welfare contract**

On arrival, all residents will be provided with a behaviour/welfare contract to complete and sign. This must be returned to reception within seven days of their arrival date.

# EMERGENCY PROCEDURES

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## MEDICAL/PSYCHOLOGICAL

Ensure the duty Residential Assistant is notified if you or another resident has or is experiencing a medical emergency. If the emergency is of a serious nature phone an ambulance on **111**. If you are unsure of what action to take contact a staff member immediately so that the situation can be assessed.

## EARTHQUAKE

### Before an earthquake

Getting ready before an earthquake strikes will help reduce stress and increase preparedness at 222 Willis.

As part of developing your apartment agreements you will develop a group emergency plan. This will include what you will do as an apartment to help account for and keep each other safe. You will also be encouraged to assemble and maintain an emergency survival kit in your apartment including a 'go bag'.

We will be holding earthquake drills at 222 Willis. These will include practicing **Drop, Cover and Hold**.



### During an earthquake

- Move no more than a few steps to a safe place, drop, cover, and hold.
- Do not attempt to run outside.
- If you are inside at 222 Willis - stay there! It is frightening to stay in a building immediately after an earthquake but it is much safer than immediately going outside. Civil Defence Emergency Management have said it is not like a fire. You do not have to evacuate a building straight away unless it is showing obvious signs of distress. If you eventually evacuate, take your wallet, coat, bag, shoes etc. You are more vulnerable if you leave those things behind. If you have a getaway kit or "go bag", take it.
- If you are outside, move no more than a few steps to a safe place (e.g. move to a doorway, away from buildings, power lines and other potential hazards), drop, cover, and hold.
- If in a lift, stop at the nearest floor and get out.
- If you are near the coast, drop, cover and hold during an earthquake. Then move immediately to higher ground when the shaking stops.

## After an earthquake

- Expect aftershocks and help those around you if you can.
- On your floor – after the shaking stops, get your neighbour, gather together, check for injuries and get first aid if necessary. Select a leader or wait for a residential staff member to come and see you.
- Report injuries, fires, broken wires or pipe damage to the Residential Staff or if necessary the emergency services (dial 111).
- Be aware that the electricity supply could be cut, and fire alarms and sprinkler systems can go off in buildings during an earthquake even if there is no fire. It is possible that the lift will not be working.
- Only use your phone for short essential calls to keep the lines clear for emergency calls. Send text messages to let your loved ones know you are okay.
- Residential Staff in 222 Willis will be checking all the stairs and then coming around the levels to check on everyone. They may encourage you to gather together, if possible, in the events centre on the ground floor.
- 222 Willis Street is not in a Tsunami risk *area*.
- Residential Staff will also be gathering information on what is happening in the surrounding area and elsewhere in town. They will post updates on the ground floor notice board. Listen to the team for advice and information; they have all been trained in earthquake procedures.

## Evacuation after an earthquake

- The advice from Civil Defence Emergency is not to evacuate buildings straight away unless it is showing obvious signs of distress. It is frightening to stay in a building immediately after an earthquake but it is much safer than immediately going outside.
- We will evacuate the building if there are fires that cannot be controlled or if you can see obvious structural damage in the building. 222 Willis is over 80% of the building code so will likely last very well in a large earthquake.
- If required our earthquake evacuation assembly area will not be the same area as our fire evacuation point. We would likely evacuate to the carpark opposite 222 Willis but we would expect residents to remain in 222 Willis until the Residential Team advise you that a safe route to the evacuation point has been established.
- If we do evacuate, take your wallet, coat, bag, shoes etc. You are more vulnerable if you leave those things behind. If you have a getaway kit or “go bag”, take it.
- Do not go sightseeing and stay out of damaged buildings.
- While at the evacuation point we will create a register and log residents that are present. We will work to establish the whereabouts of as many residents as possible and if anyone leaves we will log where they intend to go.

## FIRE ALARMS

222 Willis has smoke detectors, fire protection devices and posters detailing evacuation procedures and assembly points. It is essential that all residents familiarise themselves with the location of fire appliances, nearest exits and assembly areas.

### Discovering a Fire

On Discovering a Fire - Immediately operate the nearest fire alarm call-point and telephone the Fire Service (dial 111). Only attempt to extinguish the fire if there is no likelihood of risk to personal safety (do not use water on a fire involving an electrical appliance).

## Fire Wardens

Evacuation Wardens on each floor are appointed at the beginning of the year. There will be at least one Evacuation Warden Representative for each floor who will be instructed and trained on fire safety and evacuation procedures. Evacuation Warden will be appointed in the first week of your arrival.

Your Residential Assistants will also act as fire wardens in the event of a fire. Please follow their instructions.

## Fire Alarm Activation

On Hearing Smoke Detector Alarm residents are required to leave their room immediately, ensuring that the windows and doors are closed, but not locked.

## Local smoke alarm silencer / Acknowledgement

If there is smoke in an apartment (say from burnt toast) the local alarm will sound. This is a beeping sound *without* a voice-over. This alarm will sound to all apartments in your zone. A zone is identifiable from fire door to fire door. Please ensure you know where YOUR zone Acknowledgement/Silencer button is located. If you have to pass through fire-stop doors you have left your zone. A silencer is located in EVERY ZONE and will only silence the zone that it is located in.

Gently press the red or black button, the sound will take a few seconds to 'wind down'. Please do not freak out if the sound doesn't stop instantly.

As long as your apartment is now smoke free the alarm will not sound again. However if smoke is still present the alarm may activate again. You need to re-silence it. There is a limited amount of times you can silence the alarm before the full building alarm is activated.

Do not let smoke into the corridor. If smoke is present there, it will set the full building alarm off, which cannot be silenced.

## Fire Alarm Manual Call Point

If there is a real fire or smoke in the building this needs to be activated. Lift the plastic flap and press hard on the black dot. It will sound the alarm in the whole building and has a voice-over giving evacuation instructions.

Do not push this if you are trying to silence your local alarm. This does not silence the alarm. It activates it. Once pushed, it cannot be un-pushed. This sets the evacuation alarm off in the whole building. On hearing this alarm everyone is required to evacuate, the fire department is automatically alerted and on their way.

The call out cost for the fire trucks and to get the fire alarms re-set is around \$1800. Subject to change.

## Door Tags

Every studio and bedroom has a green "Room Clear" tag. This **MUST** be kept on the back of your door handle. Please immediately see reception if you need a new tag.

*Studios*—as you exit your room in an evacuation place your tag on the corridor side of the door.

*Two / four beds*— check the rest of your apartment to ensure everyone is out of bedrooms and the bathroom. If you can CONFIRM no one is left behind place the green tag on the corridor side of the apartment door.



If you cannot confirm the apartment is empty place the green tag on your bedroom door only. Fire wardens only check room **not** displaying a green tag. The more tags placed on doors the quicker the fire wardens can complete their checks and evacuated themselves.

Take your apartment card/key with you but leave all other belongings behind. During office hours our staff are responsible for responding to fire alarms. If you suspect the alarm was activated because of your apartment please report to a staff member as soon as possible so they can notify the Fire Service.

If an evacuation occurs at night it is recommended that the residents take a blanket or some warm clothing if possible. Residents are requested to knock, wake-up and warn the residents in the adjacent or nearby rooms. Residents are to leave the building by the nearest exit and proceed to the assembly point as stated on the Evacuation Plan (do not run and, if there is smoke, keep low to the ground). Lifts are not to be used in the event of an evacuation.

Do not take food, drinks or electronics with you as you evacuate.

## EVACUATION PROCEDURE FOR PERSONS WITH INJURY OR DISABILITY

The purpose of this is to highlight procedures during evacuations for staff, students or visitors who are unable to leave the building due to injury, disability or other unforeseen reasons.

During an evacuation, where possible the individual is to be brought to the designated evacuation point or to the nearest stairwell. The Floor Warden is to locate a volunteer to remain with the individual until emergency services arrive.

The Floor Warden will then report the location and names of the individual and the volunteer to the Chief Fire Warden, who will immediately notify the Fire Service on their arrival. The Fire Service will evacuate the individual and their volunteer.

Where an individual cannot be moved to the stairwell, the Floor Warden is to locate a volunteer to remain with the individual until emergency services arrive. The Floor Warden will then report the location and name of the individual and the volunteer to the Building Warden, who will immediately notify the Fire Service on their arrival. The Fire Service will evacuate the individual and their companion.

## LOCK DOWN PROCEDURES

In the event that the lock down of 222 Willis is required the following will occur. The lifts will be taken out of action to prevent movement around the building. Wardens will move through the building instructing residents to turn off lights, stay away from windows and stay in their apartments until otherwise notified.

## ALTERNATIVE ACCOMMODATION

In the event of a disaster, e.g. earthquake, major fire, or disease outbreak, which temporarily requires the evacuation of residents from the complexes, 222 Willis will endeavour to arrange alternative accommodation if health and hygiene regulations permit. Alternatively 222 Willis will

release residents from their Lease Agreement obligations as required and no rental payment will be required for this period.

## **EVACUATION WARDENS**

Evacuation Wardens on each floor are appointed at the beginning of the year. There will be at least one Evacuation Warden Representative for each floor who will be instructed and trained on fire safety and evacuation procedures. Evacuation Wardens will be appointed in the first week of your arrival. Your Residential Assistants will also act as wardens in the event of a necessary evacuation. Please follow their instructions.

# Contact **222** WILLIS

04 920 2769



accommodation@222willis.co.nz



www.222willis.co.nz



WELLINGTON CITY  
STUDENT ACCOMMODATION

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