



Arcady Hall 2026 Handbook

ARCADYHALL.ORG.NZ

90 WAIMAIRI ROAD, ILAM
CHRISTCHURCH 8041

NAU MAI, HAERE MAI WELCOME

FROM THE PRINCIPAL
PROFESSOR SONIA MAZEY



Arcady Hall is a great place and we are proud of the relaxed, family environment we've created. We strive to provide a 'home away from home', to support your academic learning and personal wellbeing during your first year at the University of Canterbury. At Arcady, you will be able to balance all the fun that moving away from home brings with the safety and support the Hall provides.

We've already started planning for 2025 and have an exciting array of activities and events in store for you. Help us to make it a great year by getting involved in and helping to shape the Arcady community.

Before you arrive, you should familiarise yourself with the Hall's policies and rules. While they may seem daunting at first, they are designed to ensure that all residents have a great experience here at Arcady Hall.



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INTRODUCTION

Meet the Team



Sonia Mazey | Principal

Is the head of the Hall. Responsible for overseeing the management and administration of the Hall to support residents' safety, wellbeing and academic success. She also provides academic advice and pastoral support to residents.



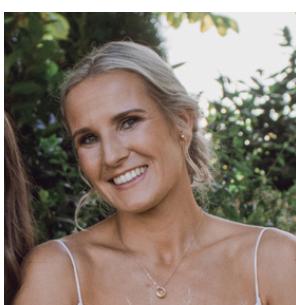
Bruce White | Assistant Principal

Responsible for overseeing resident's fees, financial expenses, budgets, and reports. He also manages the REACH student management system App.



Eddyé Davidson | Operations Manager

Responsible for all property matters, building maintenance, grounds, security, and emergency systems.



Sam Cording | Community Development

Responsible for student events, academic tutorials, pastoral care, and overseeing the residential advisors.



Olivia Hundleby | Office Coordinator

Responsible for maintaining residents' files, updating the website, assisting with newsletters, alumni and marketing materials, providing administrative support and organisation within the Hall.



Scott Townsend | Head Chef

Cooks, supervises the kitchen staff, prepares the menus, orders food, and is responsible for maintaining a high standard of food and hygiene.



Catering Team

Yashaswin Kekre (Sous Chef), Eric Zhuang (Senior Chef), Hilary Harris (Dining Room Assistant). Support the Head Chef in food preparation, serving residents, and hygiene.



Margaret Gainsford | Head House Mum

Oversees the 'House Mums' staff team. Liaises with suppliers and provides housekeeping duties.



House Mums' Team

Kanchana Attapatu, Linda Cheung, Sonya Holland, Dionne Kilkenny and Nadeeka Wijesundara. Responsible for cleaning and servicing the common areas and bathrooms, as well as vacuuming individual resident's rooms.



Karl Krauze | Maintenance & Grounds Keeper

Responsible for keeping the grounds tidy and doing general maintenance repairs around the hall.

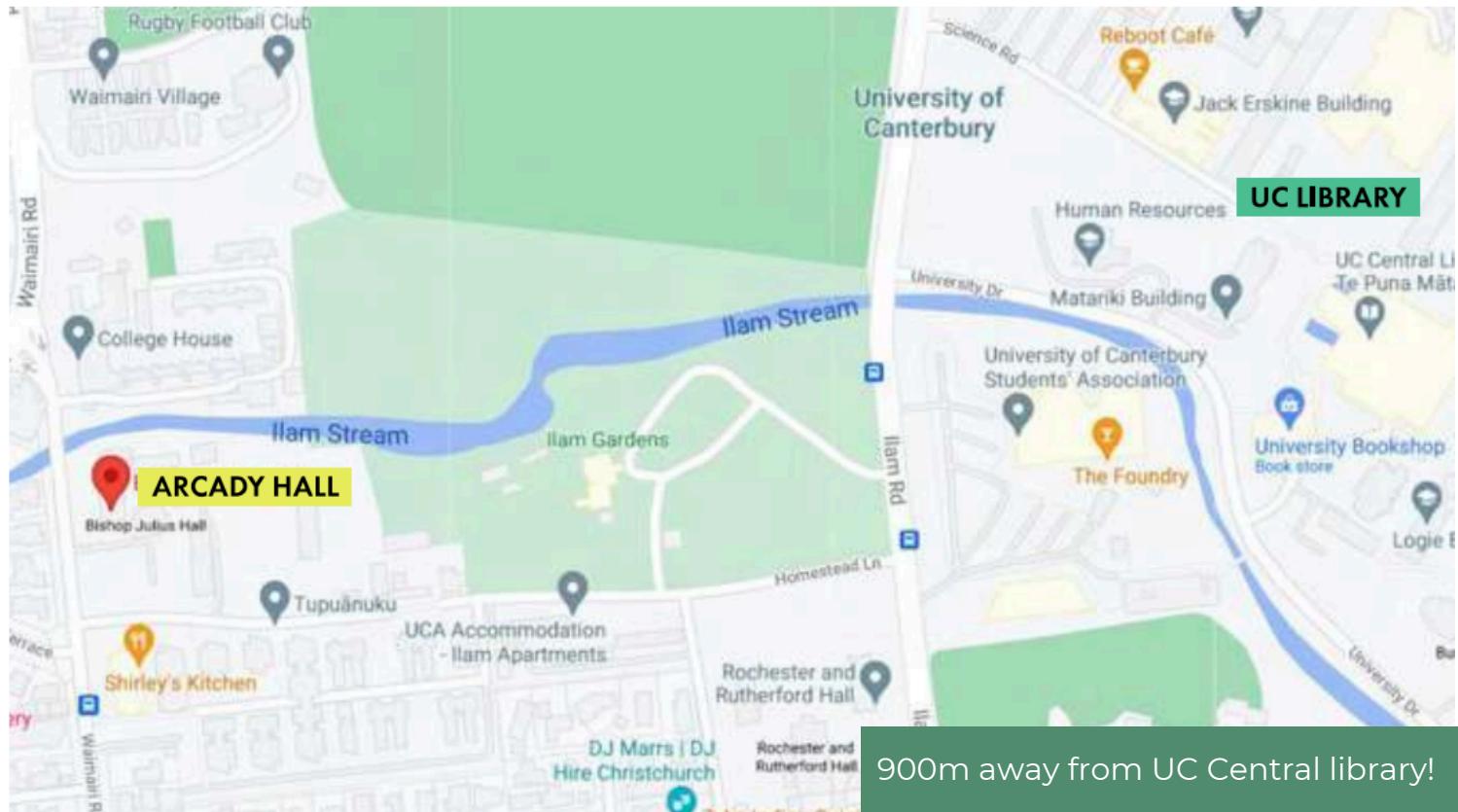


Residential Assistants (RAs)

Provide support and assistance to the residents. Meet with individual residents regularly to check on their well-being, hold group meetings to inform residents of current events, provide helpful hints and reminders. Residents can talk to RAs about any issues they would like raised with Management

BEFORE YOU GET HERE

Where We Are



Arcady Hall is located at 90 Waimairi Road, Ilam, Christchurch just a short 5-minute walk from the University of Canterbury campus.



office@arcadyhall.org.nz



03 364 2747



www.arcadyhall.org.nz



Arcady Hall

BEFORE YOU GET HERE

Leaving Home

When you move away from home you will miss certain home comforts. For some people, this might happen on your first night and for others it could be after three or four weeks. You might miss a family pet, school friends, weekend activities, your local walking tracks or simply that familiar feeling of being home. Some helpful things to do when you're feeling homesick:

- Get MORE involved with Hall and UC life. There's less time to miss home when you are busy with all these new cool adventures, AND, after a while, doing all of these things will feel like a new familiar.
- Talk to an RA. If they felt homesick when they left home, they might be able to share some of their top tips with you.
- If none of these things work, reach out. We will be able to connect with the right people to help you through this phase



The best thing is that it has a nice homely feel to it. It doesn't feel like a hotel but more like a homely community

~ From 2024 Student Survey

BEFORE YOU GET HERE

What To Bring



Personal Possessions

You are advised to insure your personal possessions. Sometimes a parental Household Contents Policy may cover your personal possessions at the Hall - please check this first. The Hall accepts no responsibility for private possessions brought into the Hall. Things you may like to bring are:

Recommended Checklist:

- Towels
- Tea towels
- Washing powder
- Anything you'll need for your own snacks (eg. bowl, spoon, can opener etc)
- Snack food (milo, chips, cookies etc)
- Sensible, rough weather gear - jacket, parka, umbrella
- Coat hangers
- Headphones
- Pins for noticeboard
- Cosy blanket for chilly nights
- Washing basket/bag
- Medication
- Shower caddy

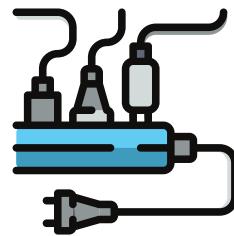
What Not To Bring

- Toasters
- Heaters
- Mini fridge
- Electric blankets
- Candles/Incense
- Any cooking appliances, eg: Grills, Air Fryers

Empty suitcases can be stored in bedrooms. If they are appropriately named, suitcases can be stored in the floor cupboards where space is available. We have limited space for storage, so consider bringing soft luggage that folds up.

BEFORE YOU GET HERE

Test & Tag



All electrical appliances brought with you to Arcady must be tested and tagged by a registered electrician or certified person. We encourage you to get your items checked before you arrive as you will not be able to use them until they have been tested and tagged. The Hall will provide an on-site test and tagging service for the first month from Move-In Day. (There will be a \$10 per item charge.) However, sometimes the delay in returning items to residents can be up to a week.

Frequently Asked Questions

Why do I need to get them tested?

For insurance purposes. If anything were to happen, like an electrical fire, we would need to be able to demonstrate that we had taken all preventative measures possible.

Do I need to test international adapters and chargers?

This varies. Sometimes international electrical items cannot be tested and if is the case, you can't use them at Arcady. When you arrive at Arcady please bring your items to the office or email a picture of items to hello@arcadyhall.org.nz

If I have a multi-plug board that items plug into, can I just get that tested?

No. All your electrical items need to be tested regardless on whether they are being plugged into a multi-plug board that is tested or not.

Do I need to test items I purchase during the year?

Yes. You cannot plug any electrical items into the wall that have not been tested and tagged.

Do brand new items need to be tested?

Yes. All electrical items need to be tested and tagged regardless of how new they are.

What if I can't get my items tested before moving into Arcady?

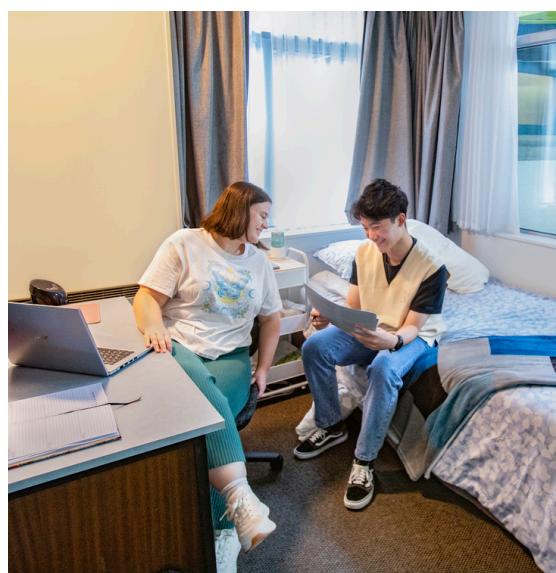
We can test and tag items at Arcady. It costs \$10 per item and may take up to a week to get done – that's a long time with no chargers! Because of this, we recommend getting all your test and tagging done before arriving at Arcady so you can plug in straight away

BEFORE YOU GET HERE

Room Allocation

On your resident information form we'll ask you some questions and try and get a good understanding of who you are and what you want out of your hall experience. We use this information to accommodate you close to people we think you will get along well with. We try to group like-minded residents with similar social expectations. So, it's super important that you are honest to help us room you correctly.

We are sorry if you do not get the room you were hoping for. Unfortunately, we are not always able to meet all residents' requirements. We do offer alcohol free floors, based on demand. If you have any accessibility issues, please let us know so that we are able to room you in the most appropriate place.



Your Room

All our rooms are single rooms with shared, gender neutral facilities. The Hall provides adequate furniture for all rooms and does not allow you to bring your own furnishings without permission. Each room is provided with:

- King single bed
- Mattress protector
- Under blanket
- 2 blankets
- Bedspread
- Pillow (but feel free to bring your own too)
- 2 chairs (1 desk, 1 lounge)
- Rubbish bin
- Desk
- Lamp
- Heater
- Noticeboard
- Mirror

Posters and Other Material on Walls

Most people wish to make their rooms more "homely". There are large pin boards in each room for you to decorate. Tape and pins are not allowed on the walls or painted or stained surfaces because of the damage they cause. Pins may be used only on notice boards. Doors are not to be decorated as this damages the painted surface. Windows are not to be decorated in pen of any kind. If you're in doubt, please ask your RA or House Mum.

BEFORE YOU GET HERE

Move In Day

'Move In Day' is Tuesday 11th February 2025. We ask you to arrive between 10am and 3pm.

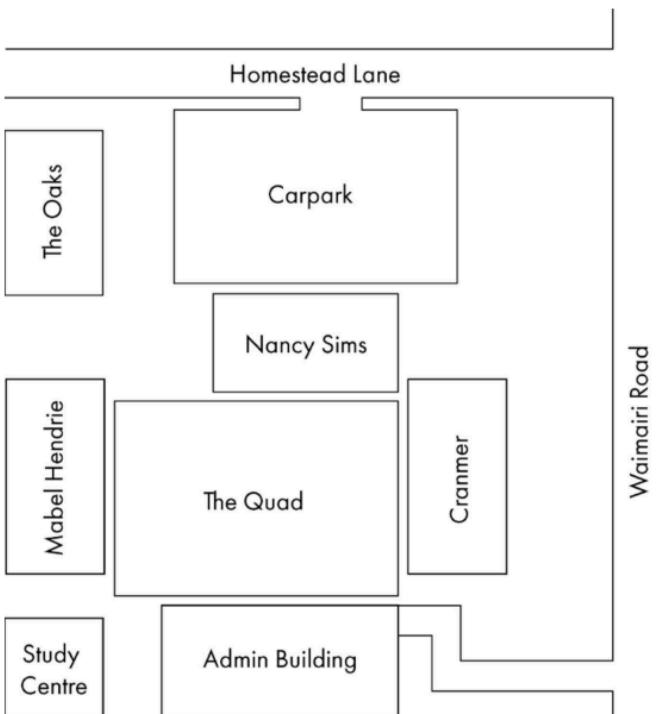
When you arrive at the Hall, make your way to Reception, located in the Admin Building. You may use the Hall car parks to pull in and unload, then please do your best to shift your vehicle to make space for others.

Our staff team will then issue your keys and show you to your room. We will show you around the Hall and introduce you to others on your floor. Staff and RAs will do their best to make you feel at home. It can be nice for your whānau or friends to help you unpack and you will have free time to spend with them until 3pm. After that, you'll need to say goodbye, as we have many activities for you to get involved in.



In fact, the first week is packed full of activities to help you find your way around the University and get to know your fellow residents. Some of these events are compulsory and some are optional, but we encourage you to make the most of your first few days at the Hall as it's easy to make new friends when everyone is eager to get to know each other.

The University of Canterbury Students Association (UCSA) also organises its own orientation events (during 'O Week') and we encourage you to attend these too.



Housekeeping & Facilities

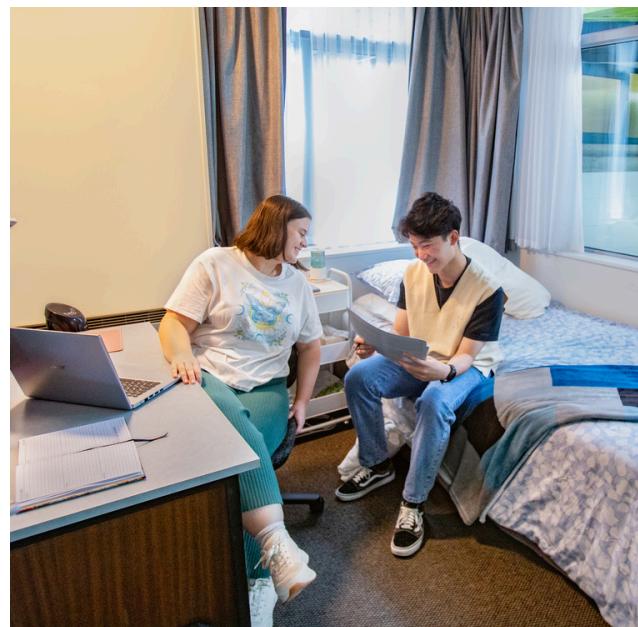
You make your own bed and change your own linen weekly. Linen (two sheets and a pillowcase) is provided and is normally changed on a Sunday after the evening meal (colloquially referred to as 'Sheet Change'). Those who wish to use their own sheets should notify their House Mum at the start of the year. The Hall's linen laundry service does not include personal linen.

Our House Mums clean residents' rooms once a week, and this is non-negotiable. To help the House Mums, we ask you to leave your room during cleaning or to sit on your bed, keep your belongings off the floor, and not store anything under your bed. You are responsible for emptying your rubbish bin, which is for paper and dry rubbish only. Bottles, tins and wet rubbish can be put in the kitchen bin, but large quantities of rubbish should be taken to the skip at the Hall's Waimairi Road service street entrance.

You are responsible for your room for the duration of your stay. We will check the room at the end of the year to make sure it is in the same condition as when you arrived. Furniture should not be moved elsewhere or taken from common areas. Please contact the Office if anything is

Pets

Sadly, you are unable to keep an animal or pet at Arcady or bring one to visit. You are allowed to look after plants in your room though!



Floor Kitchenettes

Floor kitchenettes are there for your convenience. There is a refrigerator for perishable goods (please name your goods), a microwave and electric kettle. If you use any item from the floor kitchen you are responsible for cleaning it. Each floor has an ironing board and iron.

Floor Common Rooms

Common spaces are there to enjoy. Please make sure you are keeping these spaces tidy and accessible to everyone. All floor and building common spaces are alcohol free.

Wifi

The Hall's Wi-Fi runs through the University's network and uses your UC login details.

Keys

You'll be issued with a key and a swipe 'fob' when you arrive. Please take care of these as you will be charged the replacement cost of rekeying your room lock if you lose the key. The approximate cost for this is \$275. Lost swipe fobs cost \$20 for a replacement. We ask that you deposit your room keys at the Office when you go home during the University breaks to avoid leaving them at home when you return. If you play a musical instrument, you can ask for a music room key on arrival.

Contingency Fees

The contingency fee is used at the end of the year to pay for any loss or damage to a room, floor, or the Hall's common areas. The contingency fee is also levied for all crockery and cutlery missing from the Dining Room at the end of the year. Contingency fees are also used to pay for any other charges that have not been settled before departure. Because residents and their guests usually take good care of the Hall and its property, we hope to be able to refund most of the fee. These fees are refunded in December.

Smoke Doors

Under no circumstances are the smoke doors to be propped open. This may endanger the lives of fellow residents. The door return on bedroom doors is not to be tampered with.

Cycles

A secure, bike storage area is provided. Please ensure your bike is also adequately locked, as the Hall does not take responsibility for security of bikes. We highly recommend a D-lock and any other precautions. Due to a limited area for storage, each resident may bring a maximum of one bike. Bikes may not be brought inside the buildings, so expensive cycles should be left at home. Please do not cycle on the grass.

Laundry

The Hall has its own laundry facility with 7 washing machines and 7 dryers plus an adjacent drying room. There are also outside washing lines for drying clothes. Residents provide their own washing powder.

Washing machines and dryers are for the use of Arcady residents only. Clothes lines are not to be hung in rooms, and no clothing is to be hung on fire sensors, fittings or on the balconies. Please do not use the bathroom basins for soaking, washing or dying clothes.

Mail

The mail is cleared and placed in pigeonholes in the Reception area daily. Please do not collect mail that is not addressed to you. Mail should be addressed to:

(Name)
c/- Arcady Hall
90 Waimairi Road
Ilam
Christchurch 8041

Maintenance Requests

If you notice something is not working properly or need something fixing in your room, please let the office know and we will do our best to get it fixed asap. There is no job too big or too small - anything from squeaky doors to blown lightbulbs and loose wall fixings. However, we cannot fix problems unless we know about them.

Recycling/Rubbish

The Hall is committed to recycling. There are labelled bins for cardboard, paper, cans, bottles and plastics. We need you to help us to reduce our carbon footprint. Please recycle your rubbish.

Lost Property

Lost property is usually handed in to the office. Please check with the office in the first instance. Often there is lost clothing awaiting collection in the laundry.

Car Parks

Car parks can be purchased for the academic year. We have limited car parks, which are allocated by ballot in December. Those residents who are not drawn in the ballot will have the option of nearby campus parking or parking in nearby streets. Car parks will not be held for students who do not have a vehicle within the first week of arriving at the Hall. All vehicles parked in the car park must be registered and have a current warrant of fitness. Guests must park off site.

Alumni

When you leave the Hall, you automatically become an Arcady Alumnus. We will keep in touch with you via email to update you with our news and to invite you to alumni events in Hall. If you do not wish to be contacted by us, please let us know.

Photos and Videos

During your stay we'll be taking photos and videos of residents at our social events. They are used mainly for our yearbook and internal social media channels but from time to time, we use them to promote the Arcady experience to future students. If you have any concerns about us using a photo of you for this purpose, please let the Principal know.

Sports Equipment

The Hall has a limited amount of sports equipment, available for residents to use. This is currently located in the Maker Space. Please return any equipment to this location immediately after use.

Study Centre Kitchen

Residents are welcome to use the Study Centre kitchen facilities (and air fryer) for baking/cooking. You just need to bring your own ingredients. Please leave the kitchen clean and tidy after use.

Roofs

No one is allowed on any roof.



HOW THE HALL WORKS

Dining

Dining in Hall is an important part of the Arcady experience. The friends you make during these times, the special meals and the sense of community are special and memorable. On top of great kai, we also throw in plenty of fun-themed dinners and a welcoming environment.

Our menus are reviewed by nutritionists to make sure you're getting everything you need. We also cater for most special dietary needs. Please let a member of the catering team know if you have any concerns about meals or special dietary needs

If available, students may have seconds at lunch from 12:30pm, and at dinner from 6:15pm.

Breakfast



7-9am Weekdays
8-9.30am Weekends

Continental

Contains cereals, breads, spreads, fruit and yogurt

Cooked Option

1 Hot item
Porridge (in the winter)

Lunch



11.20-1 pm Weekdays
11.30-12.30pm Weekends

Main Option

1 Meat Option
1 Vegetarian Option

Sides

Salad Bar
Toasted Sandwich Bar
Soup (in winter)



Baked Item/Dessert

Drinks

Juice/Smoothies
Milk
Hot beverages

Brunch

On Sunday, the main option and sides are replaced by a cooked brunch (eg. eggs, crepes, hashbrowns)

Dinner



5.20-6.30pm Everyday

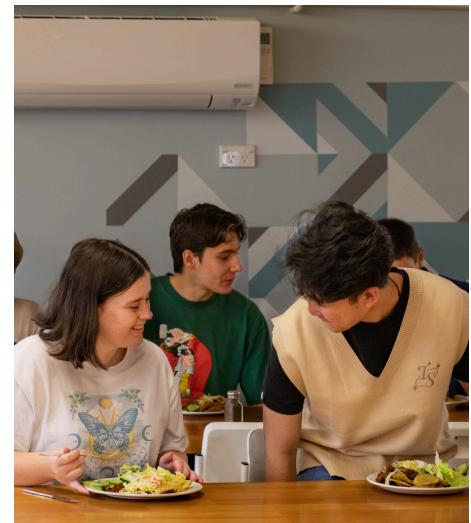
Main Options

2 Meat/Fish Options
1 Vegetarian Option

Sides

At least 3 vegetable/salad options

Dessert



HOW THE HALL WORKS

Dining Etiquette

While we don't do formal dining at Arcady, we expect good behaviour in the Dining Room. There will be some nights like our Mid-Winter Christmas where we ask you to dress up.



HERE ARE SOME THINGS TO REMEMBER:

- HATS OFF PLEASE!
- NO HEADPHONES, DEVICES AND NO TEXTBOOKS - YOU CAN'T CONNECT IF YOU'RE ALREADY 'CONNECTED.'
- APPROPRIATE CLOTHING IS REQUIRED. SORRY NO PJS ARE ALLOWED.
- SHOES MUST BE WORN. NO ONE WANTS TO SMELL YOUR FEET WHILE TRYING TO EAT.
- LEAVE YOUR GEAR AT THE DOOR - BACKPACKS, BOARDS AND OTHER LARGER ITEMS SHOULD STAY OUTSIDE.
- BE POLITE TO THE STAFF. THEY WORK HARD TO SUPPORT RESIDENTS. ALWAYS REMEMBER TO SAY YOUR PLEASE AND THANK YOUS.
- TO MAKE IT A COMFORTABLE PLACE FOR EVERYONE, WE ASK THAT NO ONE IS ROWDY OR INTOXICATED IN THE DINING ROOM.
- USE RESPECTFUL AND APPROPRIATE LANGUAGE AT ALL TIMES.
- OUTSIDE OF DINING HOURS, PLEASE DO NOT ENTER THE DINING ROOM AS THAT IS WHEN CLEANING/ MOPPING ETC TAKES PLACE. PLEASE DO NOT HELP YOURSELF TO FRUIT, MILK, BREAD, ETC FROM THE DINING ROOM OUTSIDE OF MEALTIMES.
- YOU CAN SIT WHEREVER YOU LIKE.
- PLEASE ENTER THE DINING ROOM AND QUEUE FOR MEALS THROUGH THE NANCY SIMMS (NS) BUILDING ENTRANCE.
- DO NOT SIT ON THE TABLES.

Packed Lunches

If you cannot make it to lunch, you can request a packed lunch using the sign-up sheet in the Dining Hall. This must be ordered the night before, by 7:00pm. When picking up your lunch, remember to take your lunchbox or bag with you so you have somewhere to store your lunch!

Please note that during term breaks, study weeks and exam time packed lunches are available on a case by case basis only for residents unable to dine in Hall due to employment or off-site study commitments.

Feedback

While the food is pretty amazing, sometimes things might not be what you expect. If you have any concerns about your meal or catering in general, please ask to speak with the duty chef. You can also email principal@arcadyhall.org.nz with your feedback.

Special Diets

Most special diets including vegan, vegetarian, pescatarian, egg free, dairy free, nut free and gluten free can be catered for upon request. Anything outside of this list should be discussed with the Hall before you apply. Before you move in, we'll also ask you provide details of any special dietary needs.

Late Dinners

If you can't make it to dinner at the allocated time, a late meal can be put aside for you. You will need to order this via the sign-up sheet in the Dining Hall by 10:00 am. When requesting a late dinner, you may select a preferred protein option. Please note that during term breaks, holidays and exam periods late dinners are available on a case by case basis for residents unable to eat in Hall due to employment or off-site study commitments.

Absences from Meals

Please help us prevent food wastage by informing the office or Kitchen as soon as possible if your floor or a group of you are going to be absent from a meal.

Themed Dinners

We'll be surprising you with many themed dinners throughout the year. They are a very special thing at Arcady and we love, love, love them!

Crockery & Cutlery

You may take crockery and cutlery outside when eating in the courtyard but all utensils must be cleared away and returned to the Dining Room after your meal. You cannot bring your own crockery, cutlery or food into the Dining Room. At the end of your meal, please take up your crockery and glasses to the wash up area. Please ensure that all utensils, scraps, and crockery are placed in the correct places.

Behaviour

Alcohol

We understand that having a few drinks is part of student life for some. The Hall expects residents to act responsibly in terms of alcohol. Please be considerate of yourselves, your hallmates, and staff when consuming alcohol.

- The Common Room + Maker Space are the main indoor social spaces where residents consume alcohol. You may also drink in your room and may invite a maximum of four guests to join you for a QUIET drink. Please do not disturb other residents.
- Alcohol consumption is also allowed during normal drinking times in the main courtyard - however, no music is to be played.
- Additionally, you may take one standard drink to enjoy over dinner on Friday evenings.
- Alcohol may be consumed on-site 6:30pm - 10:00pm Thurs - Sat.
- Drinking is not allowed in the Hall grounds, corridors, common rooms, or kitchenettes. Open vessels may be carried from your room to the Common Room, but no loitering or congregating on the way.
- Alcohol Bans operate during holidays and exam periods.
- Students returning to the Hall after consuming alcohol must be considerate of others and observe the rules of the Hall.
- For your safety, we do not allow glass bottles on site. Nor do we allow spirits to be consumed or stored on site.
- Drinking games are not permitted, as this encourages excessive alcohol use.
- The Principal may grant exceptions to these rules for special events

Drugs

Drugs are forbidden. Should anyone be found using, in possession of, or dealing illegal drugs, or suspected of the same, the matter will be referred to the police immediately.

Smoking/Vaping

In line with University policy, the Hall buildings and grounds are smoke and vape free.

Firearms and Weapons

No firearms, air rifles, slug guns, BB guns, water pistols, imitation firearms or the likes are permitted in the Hall. No fireworks or rockets are permitted in the Hall. No weapons of any sort (e.g. knife/sword) may be brought onto the site.



Behaviour

Bullying & Harassment

Amongst other things, the Hall celebrates diversity. We believe our community flourishes when it includes and respects everyone. We do not tolerate bullying, harassment or any kind of behaviour that makes residents feel uncomfortable.

Here are some examples of what bullying, harassment and assault can look like:

- Belittling remarks about another person's appearance, sexuality, gender or religion.
- Unnecessary and unwanted touching and/ or attention
- Ignoring, excluding or isolating behaviors.
- Verbal, physical, or online abuse.
- The bottom line is that if something feels, sounds, or looks wrong, it probably is wrong.

For advice or support relating to sexual harm or harassment incidents you can contact UC's specialist sexual harm support team at Student Core.

<https://www.canterbury.ac.nz/support/health/sexual-harm/>



Reporting Concerns

Concerns can be raised with your RA, the Community Development Manager, or the Principal depending on who you feel most comfortable talking to. We will work with you to decide on the best way forward. You can also report incidents through UC's Report IT tool which is confidential and anonymous at <https://www.canterbury.ac.nz/report-it/>.



Code of Conduct

The Hall has the right to discipline residents who infringe others' rights or who violate the Hall's policies, guidelines and customs. Depending on the severity, the Hall reserves the right to fine, suspend or expel residents from the Hall (or impose a lesser penalty or equivalent penalty to any one of these).

For full details of Arcady's policies and regulations see [Arcady Resident Policies & Procedures Manual](#), which is the definitive source of the Hall's policies, rules and regulations.

Resident Experience



We are committed to providing a residential experience that gives you the opportunity to grow, have fun and succeed academically. All you need to do to get involved is step outside your room - and sometimes your comfort zone. One week we could be hosting a chess tournament and the next week a Japanese themed dinner, a talent quest or a movie night. There is something for everyone.

At Arcady, we expect you to participate in the Hall and/ or wider student community somehow, whether it be joining the Student Volunteer Army, attending, Hall events, or competing in inter- hall social sports competitions. Your 'Residential Life Fee' covers most of these events - along with on Arcady Hall T-shirt and Hoodie. The more you get involved, the more you will get out of your time here.



Resident Experience

Music



Arcady has a Music Room with an excellent practice piano, an acoustic drum kit, and an acoustic guitar. There is also a piano in the Common Room which is heavily utilised - and staff appreciate listening to the wide range of music played. At the beginning of the year, we host a meeting for our resident musicians. This helps you meet like minded people who you might like to jam with. It's never too early to start practising for the annual 'Arcady's got Talent' event.

Spiritual



There is an Ecumenical Chaplain and Catholic Chaplain at the University of Canterbury. The chaplains are available to anyone who wants to discuss personal relationships, difficulties with their study, university or aspects of religious life. There are also many religious clubs on campus that we can connect you to and a Muslim prayer room. Please check out the UCSA Clubs Day or ask one of our staff team to point you in the right direction.

Social Sports



There are many opportunities to join in social sports, activities with fellow Hall residents during weekends, be it football, volleyball, cycling, or skiing. Take the lead and invite your neighbours to form a team! We also recommend going to UCSA Clubs Day to see what's available. There will be social leagues that play at the Rec Centre and other clubs that play in city-wide leagues. Your RA will be able to provide you with contacts and ideas.

Ilam fields is a great place for sport and is only 2 minutes' walk away! The University is just 5 minutes' away and has a great recreation facility with gym, indoor courts, climbing wall and much more..

The hall has a wide range of fun, social events and activities for the residents to enjoy

~ From 2023 Student Survey

Resident Voice

We value your feedback about Arcady Hall, including suggestions as to how we might do things differently to ensure that you have a great experience. This information also helps us with our future planning.

There are multiple opportunities for residents to provide feedback and help shape the Arcady community, including formal and informal channels:

Student Council

The Student Council is an important channel for residents to provide feedback to staff about Arcady, to provide input into policy reviews, and to get involved in organising and running Hall events. Each building nominates two representatives to the Council, which meets fortnightly with the Principal, and Assistant Principal, and at least once a year with the Board of Trustees.

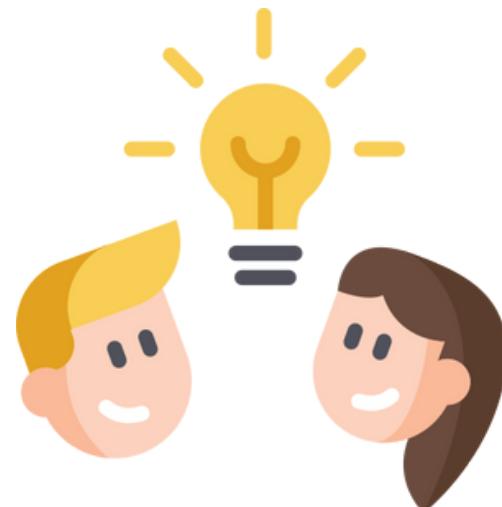
All Hall Meeting

Once a term, staff and residents come together informally to discuss upcoming events and topical Hall issues.



Residential Assistant (RA) Floor Group Meetings

Our RAs meet informally with their 'floor group' each month to see how you're feeling and whether there are any issues that you would like them to raise with staff. RAs are always happy to meet with residents who have concerns or suggestions about the Hall.



Suggestion Box

If you have ideas about how Arcady could do something new or better, you can pop a note (anonymously if you prefer) into the Suggestion Box, located in the Reception area. All suggestions received are reviewed by the Student Council and management staff who report outcomes to residents via the Council.

Resident Voice

Resident Entry and Exit Surveys & Focus Groups

Provide opportunities for residents to provide on-line and in-person feedback about their experience of our facilities, academic and pastoral support, social activities, catering, as well as the Arcady Hall staff team.



Communication is key

Effective two way communication between staff and residents is critical to ensuring you have a great residential experience. We cannot fix problems or resolve issues that we don't know about. Similarly, we need to be able to communicate with residents e.g. to notify you about essential maintenance work taking place on-site, or holiday arrangements.

The Arcady 2025 Facebook Group, Emails and the REACH App are our main channels for internal communications. Please check these regularly and - if required - respond to all staff communiques promptly.

Academic Support

Balance + Planning = Success!

A big part of university life is juggling all the things you are doing when you're not in class, and learning to become independent. Your social calendar can get full pretty quickly when you add in sports or music practices, seeing friends, or doing a part-time job. Planning is the key to achieving a successful study-life balance. We recommend that you get into good study habits early. The more focused your study time is, the more you'll be able to enjoy your down time. The Hall has strict rules around noise and exam periods to help you achieve academically.

- Treat university like a full time job and stay focused during the working week. Remember, each 15 point UC course = a total of 150 hours of personal study.
- Attend your lectures, classes and tutorials in-person - and take notes! Save the on-line lecture option for when you are sick or cannot attend.
- Avoid distractions when you're studying - turn off your phone and avoid checking emails!
- Allow yourself some down-time each day to catch up with friends and unwind so that you sleep well and feel refreshed the next day.
- Form your own study groups and attend tutorials from the outset - waiting till the week before exams is too late.



Quiet Hours

Quiet hours are designed to create an atmosphere conducive to study and sleep. You are asked to be considerate of others and to curtail noise during these periods. If the noise in your room or floor kitchenette can be heard in the corridor or in other rooms, quiet hours are violated. (Note: In Mabel Hendrie and Cranmer, kitchens and corridors are combined so residents need to be especially considerate).

Please bear in mind the following:

- Stereos/Speakers should not be heard outside your room during quiet hours. Please use your headphones to listen to loud music or to play on-line games.
- Drums/ Amplified instruments should be played only in the music room outside of quiet hours.
- Please avoid congregating in corridors and doorways during quiet hours. Noise travels and can keep others awake so please make use of other social spaces if you need to have a late-night chat.

Academic Support

Study Environment



Another key component of academic success is the environment in which you choose to study. Do you work most effectively alone in your room, in a favourite spot in the UC library or with others in the Arcady Study Centre? The Study Centre at Arcady is swipe accessible between the hours of 7am and 11 pm. There are computers connected to UC and a printer there. Please do not play games on the Hall computers and equipment, and avoid eating around the workstations. We ask you to take your belongings with you at the end of your study session. This room is designated as a quiet area.

Our Makerspace area, equipped with a 3D printer, sewing machine and scanner-cutter, is also a great place for residents to work on practical/design projects, either individually or in groups.

Wireless internet is available in all buildings.

Exam Periods

During study weeks and exam periods, there is an alcohol ban and no overnight guests are permitted. 'Low key' Hall social activities help relieve stress levels and Study Suppers are provided in the Dining Room in the evenings.

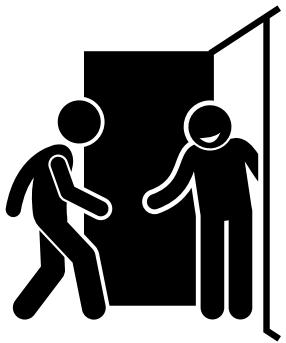
Tutorials

The Hall provides study skills workshops and tutorials for many subjects. Please take advantage of these sessions as they are the perfect way to consolidate your learning. Everyone can learn something from attending these sessions - and they are included in your fees.

Academic Progress

A condition of your place in Hall is that your academic grades are released to us by UC. We use this information to talk to you about your academic progress and arrange any extra support you may need. We may also follow up with you if you've been flagged by the University's ACE (Analytics of Course Engagement), which monitors students' engagement with their on-line course materials. This enables us to support your learning.

Having your friends over?



Visitors

Visitors are welcome from 8:00 a.m. to 10:00p.m. Sunday to Thursday and until midnight Friday and Saturday. After these times they must leave the building and grounds. You are responsible for any penalties incurred, damage, or loss caused by your visitors, either in the Hall or in the grounds. Visitors are expected to respect Hall rules and must not be left unattended.

Formal Overnight Guest

You must obtain approval from the Principal for an overnight guest at least 48 hours beforehand. This enables us to know who is on-site, for health and safety reasons. There is a \$40 charge (payable in advance) for an overnight guest. This price includes breakfast and the use of a mattress. Extra meals can be purchased in advance Lunch \$15, Dinner \$20. Exceptions to the 48-hour notice rule may be made in the case of emergency/ genuine need. In this instance, please talk to the RA on duty. No overnight guests under 18 are permitted unless the Principal approves an exception. Please introduce your guest to your RA on arrival.

Restrictions on Guests

The Principal may, in the interests of the Hall, decline requests for overnight guests. Overnight guests are restricted on the nights of Hall functions, formal dinners, holidays and during examination times at the end of each semester. Other 'day' visitors may join you for meals and can purchase meal vouchers from reception. Please note visitors are not allowed to bring their own food into the Dining Hall.

Guest Rules (Summary)

- You must stay with your guest at all times
- Guests can stay in Hall for a maximum of 2 consecutive nights at a time.
- No guests are able to stay during holidays, study weeks, exams, the first 2 weeks of semester 1 or the first week of semester 2
- Make sure you introduce your guest to your RA
- You are responsible for your guest; whatever they do, reflects on you

HEALTH, SUPPORT AND WELLBEING

Pastoral Care

We care about the safety and well-being of each person who lives at Arcady. We want to know when things are going well and when they are not. If you are struggling, we are here to help you. We can offer a listening ear over coffee, and/ or refer you to the relevant UC student support service, depending on the issue. UC has an array of student support services available including UC Academic Skills Centre, and Student Advisors (Kaitoko) for study-related issues. Additionally, UC Student Care, UC Health Centre, UC Counsellors, and the UC Maori and Pasifika student support teams are able to help with other matters. Please don't hesitate to talk to your RA, the Community Development Manager or the Principal if you need help.

If you don't feel comfortable talking to someone within the UC community, here are some external options:

National Helpline 1737 text or call

Lifeline 0800 543 354

Healthline 0800 611 116

OUTline NZ 0800 OUTLINE

Youthline 0800 376 633



Welfare Checks

Our RAs conduct weekly, in-person, welfare checks on all residents throughout the year. Welfare checks help staff to ensure the safety and wellbeing of residents and the Hall's compliance with the New Zealand Pastoral Care of Tertiary and International Learners - Code of Practice 2021.

Welfare checks are further supported by the REACH student management system and App. Residents are expected to use the REACH App to inform staff if they are off-site overnight.

Further information about the New Zealand student pastoral care Code, including how to raise a formal complaint can be found at <https://www.nzqa.govt.nz/providers-partners/tertiaryand-international-learners-code/know-the-code>

Wellbeing and Keeping Yourself Safe

Personal Safety

Here are some top tips for having fun whilst also staying safe.

- Plan your night out, including knowing how you will get back to Arcady. Make sure you keep some money in your account for an Uber. Avoid walking alone.
- When returning to Arcady, don't let anyone you don't know follow you into the building.
- Don't accept drinks you haven't watched being poured or leave your drink unattended. Sadly, drink spiking does exist. If one of your friends starts acting strangely, please ask for help and don't leave them with strangers.
- Take care of your mates - stay in your group and have a good time on that dance floor!



CONSENT



Freely Given
Reversible
Informed
Enthusiastic
Specific

Consent - what is it & how it works

Consent is an ongoing process of discussing boundaries and what you're comfortable with. More specifically, consent is an agreement between participants to engage in sexual activity. Sex or sexual acts without consent are sexual violation, which is never okay. At any time you can change your mind about an activity and expect your partner to respect your decision. Also, if you say 'yes' once to a partner, it doesn't mean it has to be 'yes' every time. People cannot consent to sexual activities if they are asleep, unconscious, intoxicated, or incapacitated by drugs. Agreeing to an activity under pressure of intimidation or threat is not considered to be consent.

For more information about harmful sexual behaviours and consent see Arcady Hall Policies and Procedures Handbook.

Health

If you have any health issues or sickness during the year, please let someone know. First Aid kits are located throughout the Hall. Many staff have access to first aid equipment and are trained first-aiders.

Vaccines Reminder

The UC Health Centre recommends that your childhood vaccines (Measles, Mumps, Rubella (MMR Meningococcal) are up-to-date and can offer missing vaccinations. Meningococcal disease is an infection caused by bacteria. It can lead to two serious and potentially life-threatening illnesses, meningitis (an infection of the brain membranes) and septicemia (blood poisoning). It can develop in just a few hours.

The infection is spread in a similar way to the common cold, by coughing and sneezing, or from contact with saliva, including through sharing cups, glasses and drink bottles. Young adults living closely with others are at high risk.

There are two vaccines available, and UC Health Centre strongly recommends students have both vaccines for optimal protection.

Menactra or Nimenrix, protects against strains A, C, W and Y meningococcal disease (one dose) and is free for all domestic students up to 25 years who live in, or are about to enter Halls of Residence. Bexsero protects against strain B meningococcal disease (two doses required) and is free for all domestic students up to 25 years in their first year of living in a hall of residence.

Fresher Flu

No one likes being sick. When you first arrive at Uni you meet a whole lot of new people and a whole lot of new germs. It's hard to avoid the fresher flu, but here are some tips; Make sure you stay hygienic! That means plenty of hand washing and sanitizer becoming your new best friend! Get plenty of sleep and eat healthily. The more tired and run down you are, the more likely you are to get sick.

If you do get sick, try to not pass it on. In this case, sharing is not caring! So, keep your distance from other residents and staff.

International Students

Because the Ministry of Health does not provide subsidised funding for International student medical care, you are not required to complete a clinic enrolment form. However, you are required to have medical insurance. UC Health Centre has an arrangement with UC recommended companies to bill them directly for any treatment provided for you. This means that your consultations with the UC Health Centre will be free. There are charges for consultations and treatments not covered by your insurance.

Sick Meals

When you are sick, we prefer you to self-isolate so you do not spread your germs. An RA or other staff member will bring your meals to your room and check that you're OK.

How this works

1. Text the RA duty phone (0272474727) by 10:00am to request sick meals for the rest of the day (lunch and dinner)
2. Text the RA duty phone by 8.00 pm if you require a sick breakfast the next day.

Self-Isolation

We ask that you self-isolate if you feel unwell, or have been diagnosed with, or suspected of having anything contagious such as COVID-19, glandular fever or norovirus. This means remaining in your room, despite how hard it is to stay away from your mates having a good time. Please text the RA duty phone to let staff know you are unwell, so that we can look after you.

COVID-19

COVID-19 is likely to be around for a while yet, so please remember to follow Hall guidelines and policies designed to protect residents and staff against the virus. These policies may change during the year if the Government alters its COVID-19 alert settings. If you are symptomatic or suspect you may have COVID-19, please collect a RAT test from the Office, or ask your RA for one. If positive, self-isolate for a minimum of five days.

UC Health Center

A hall of residence can be a breeding ground for germs, due to the number of residents living on site. We strongly recommend that you enrol with UC Health Centre so that you can access cheap, on campus health services.

The UC Health Centre provides a full range of subsidised, medical services for all enrolled students, including a medical drop-in clinic every morning and sports physiotherapists. Being a UC student entitles you to access heavily subsidised care at the clinic. Students will also need a community services card to join. This can take 4 weeks so we suggest getting on to this early. The form is available at <https://www.workandincome.govt.nz/products/a-z-benefits/communityservices-card.html#null>



Counselling Services

The UC Health Centre has its own team of counsellors, who provide comprehensive psychological assessment and treatment of problems ranging from simple to complex. Appointments, both routine and urgent can be made in person or by phone. If you are struggling, please let a staff member know as we may be able to help you access support even quicker.

Holiday Procedures

Holiday Planning

Most residents like to go home during the holidays to recharge their batteries and we think that's a great idea. We use the breaks to give frontline staff a well-earned rest and to undertake facilities maintenance work. For those who prefer to stay during the breaks, we will provide full meal service, but please be aware that there is a guest and alcohol ban for the duration of the holidays. The Hall operates on lower-than-normal staff numbers during these periods, so this is a quiet time.



Procedures:

1. Mealtimes and food options are limited.
2. Packed lunches and late dinners are provided only for residents unable to dine in Hall due to employment or study commitments.
3. Students must leave their keys at the Office before going away during holiday periods.
4. We sometimes undertake essential facilities work during these periods, so there may be some noise and disruption.
5. Residents will be asked in advance to notify us of their holiday Hall departure and return dates via the REACH App. This information must be correct as we rely on it for conducting resident welfare checks, scheduling facilities maintenance/ cleaning and for catering purposes. You can update your information anytime on Reach or texting the duty phone.
6. Day visitors are allowed but no overnight guests will be approved during that period

EMERGENCY PROCEDURES

Services

Safety

Your safety is paramount. All accommodation buildings have swipe access key fobs. Please do not let anyone in who is not an Arcady resident. Any guests must be accompanied by their resident host at all times. If you have any immediate safety concerns you should contact a member of staff, the duty RA or UC campus security. If the matter is an emergency, please call 111.

For your security we have the following in place:

- 24hr swipe access only for all accommodation buildings.
- CCTV: several areas are under 24 hour camera surveillance
- 24/7 on call duty staff member and on site duty RA
- UC Security Staff patrols
- Window stays on all windows



Fire

A heat alarm system (combined with smoke alarms in Cranmer, Mabel Hendrie and the Administration buildings and combined with a sprinkler system in The Oaks and Nancy Sims buildings), fire-hoses, and fire extinguishers safeguard the Hall's buildings. This equipment is to be used only in an emergency. Fire evacuation drills are held during the year, and residents must co-operate with instructions from fire wardens, Hall staff and fire service officers. Hair dryers and hair straighteners must be used only in the bathroom areas in Cranmer and Mabel Hendrie buildings because they set off the fire alarms elsewhere.

We ask for resident volunteers to be Building Wardens during the first week and training for Wardens is provided after.

If you discover a fire:

1. Immediately operate the nearest fire alarm.
2. Evacuate to a safe place
3. Ring the Fire Brigade - Dial 111

EMERGENCY PROCEDURES

Services

Earthquake



In the event of a major earthquake:
Remain in the building. Do not go outside.

- Drop, cover and hold. Stay away from windows or other items that could fall on you.
- When the shaking stops and/ or the fire alarm has been activated, evacuate the building promptly taking only your mobile phone, keys, small purse and warm jacket.
- Evacuate the building using the stairwells or your nearest designated fire escape.
- Assemble at the evacuation point - corner of Waimairi Road and Homestead Lane.
- Remain at the evacuation point until clearance has been given to re-enter the buildings or await for further instruction
- Do not wander from the evacuation point.

Armed Intruder



If you discover an armed intruder on site, move to a safe place and call 111 to alert Police, giving as much detail as possible.

If you're outside when an earthquake happens:

Do not move more than a few steps. Try to get away from buildings, trees, light poles and power lines; then Drop, cover and hold.

- Once the shaking has stopped, meet at the evacuation point - corner of Waimairi Road and Homestead Lane.
- Remain at the evacuation point until clearance has been given to re-enter the buildings or await for further instruction.
- Do not wander from the evacuation point.



Lockdown

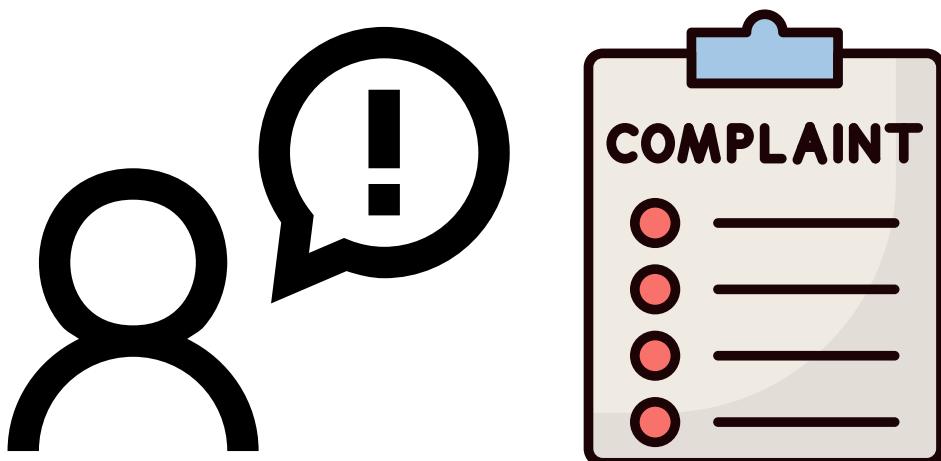
There is a possibility that the Hall will go into lockdown e.g. if there is an armed person in the vicinity. Lockdown involves securing all internal and external doors throughout Arcady Hall. All staff, students and visitors must remain in the buildings until staff give the 'all clear'.

1. Remain inside. Move into a bedroom, or enclosed, inner corridor, draw the curtains and move away from windows. Turn mobile phone to silent.
2. If you are outside, proceed quickly to the nearest building, enter and remain inside.
3. Communication and Updates will be via the REACH App.
4. Remain inside until staff indicate it is safe to leave the building.

Complaints and Grievances Policy

Complaint definition: an expression of dissatisfaction.

Grievance definition: an official statement of complaint over treatment believed to be wrong or unfair and causing of distress.



All complaints and grievances will be dealt with in accordance with the principles of natural justice. Specifically, all complaints will be investigated in a fair and transparent manner and all complainants will have a right to a fair hearing.

Residents who are not satisfied with the outcome of the Hall's internal complaints process may raise a grievance with the appropriate external agency depending on the subject matter of the dispute, for example the New Zealand Qualifications Authority (for grievances relating to Student Pastoral Care Code), the Disputes Tribunal, or the Human Rights Commission.

For further details about this policy see the Arcady Hall Policies and Procedures Manual.