



AUT

2025

**AUT STUDENT
ACCOMMODATION
RESIDENTIAL CARE
AND SUPPORT GUIDE**

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As Te Āhuru Mayoral Drive Student Accommodation is jointly managed by AUT and Unilodge, this guide should be read in conjunction with the Unilodge Resident Handbook.

KIA ORA

Welcome to AUT's Student Accommodation.

Coming to AUT can often mean leaving home for the first time. Naturally, you may be excited or you may be apprehensive. And that's okay.

It is normal to find the start of the year a little challenging. There are many new experiences ahead of you, new environments, new people, new friends and new learnings.

We have dedicated staff and student residential assistants who will support you to achieve your goals, and offer guidance on all academic, financial and personal matters.

Having fun is an important part of staying in student accommodation. There are many activities to get involved in and I encourage you to take part. But it's important to remember why you're here – to complete your higher education. Helping you to achieve your academic goals remains our priority.

The team here are whānau (family), so please watch out for each other and contact staff or our onsite security team with any suggestions and concerns.

Please take the time to read through this residential care and support guide. It contains useful information during your stay, as well as what to expect from us and what we expect from you.

I know you'll find living here a wonderful experience as you make lifelong friends. Enjoy your time with us.

Ngā manaakitanga (With best wishes).

Joanna Scarbrough
Group Director
Student Services and Administration



AUT STUDENT ACCOMMODATION STAFF

The staff in student accommodation are the first point of contact to discuss any issues, find information regarding events and activities.

They are very knowledgeable and if they are unable to help, they will connect you with someone who can.

Residential Care Manager

Our residential care manager is based at the village and manages our community events programme, focusing on helping residents to achieve their academic potential and develop life skills. They oversee the residential assistants and provide critical incident management and pastoral care to residents.

Security

AUT Security and Emergency Management staff are responsible for the security and facilities.

Residential Care and Services Coordinators

Our residential care and services coordinators are our residential care superstars. They manage resident queries and support our management teams with administration and event development.

Night Residential Security Officer

Your residential night duty security officer provides a consistent overnight presence on social gatherings, primarily on Thursday, Friday and Saturday evenings. They maintain building security and safety, and actively respond to critical incidents and emergencies that may arise.

Residential Assistants (RAs)

Residential assistants are students trained as peer leaders who coordinate activities in our student accommodation. RAs have many roles and responsibilities, including building a residential community through programming events, acting as a mentor for students, and being a familiar first point of contact for students.



IMPORTANT CONTACTS

For all emergencies, call 111

Key contacts in the village

AUT Residential Care Team

Te Āhuru Mayoral Drive Student
Accommodation (MDSA) 24/7
Ph: 021 613 690

These are free to call numbers that are always held by accommodation staff or security. Student residents can call it 24/7 if they need support. It's the number to call for things like serious incidents, lockouts, urgent after-hours maintenance issues and noise complaints.

You can also contact your residential team on residential.services@aut.ac.nz

Duty security number

0800 AUT SAFE (288 7233)
(+64 9 921 9997)

Also make sure you have downloaded the **AUT App** for instant notifications in the event of an emergency.



Wellbeing services

The wellbeing of our residents is our priority. We know that where you choose to live plays a massive role in your overall university experience, from offering opportunities to make friends, to providing the right environment to cook, study and sleep.

Being away from home can make for a challenging time. If you are struggling to settle into your new life, don't do it on your own. You can contact an accommodation staff member who will be happy to chat, provide support, and link you in with AUT support services or external services where needed.

If someone needs a hand, please let one of the accommodation staff know (including Residential Assistants).

Check out the [AUT services and support](#) section for more information.

Our support partners

AUT also partners with external support providers for mental health and wellbeing services.

- Are You OK family violence helpline – 0800 456 450
- Crisis Resolution – 0800 920 092
- Healthline – 0800 611 116
- Lifeline – 0800 543 354 (0800 LIFELINE) or free text 4357 (HELP)
- OUTLine NZ provides confidential telephone support – 0800 688 5463 (0800 OUTLINE) available 6pm–9pm
- [Puāwaitanga](#) – individual counselling
- [Safe to Talk](#) – sexual harm helpline
- Samaritans – 0800 726 666
- Suicide Crisis Helpline – 0508 828 865 (0508 TAUTOKO)
- Trained counsellor – free call or text 1737 any time
- Youthline – free call 0800 376 633, free text 234, email talk@youthline.co.nz
- The Lowdown – free text 5626, web chat from 7pm–10pm at thelowdown.co.nz, email team@thelowdown.co.nz

EMERGENCY PROCEDURES

For all emergencies, call 111

Also make sure you have downloaded the **AUT App** for instant notifications in the event of an emergency.

Safety, security and fire

- Shut external doors behind you after you come in. This is for the safety of you and your peers.
- Lock your door and windows to protect your belongings whenever you are away from your room (even if just for a short time).
- All rooms are fitted with sensitive smoke alarms that can be set off by deodorant spray, hair straighteners and burnt toast, for example.

Fire alarms

It is a requirement that all students residing at Te Āhuru Mayoral Drive Student Accommodation know the fire evacuation protocol. Staff will reinforce procedures at the start of the year.

In the event of a fire alarm:

- Leave your room and close your window if safe to do so.
- Calmly exit the building through the nearest emergency exit.
- Meet at the assembly point. A roll call will be taken promptly.
- Do not re-enter a building with an alarm sounding once you have evacuated.
- Alert duty staff if anyone is sick and room bound or needs assistance exiting a building.
- If you know that someone is out of Residence, tell your RA or a senior staff member. Please do not leave the evacuation area until the "all clear" has been given.

Emergency lockdown

In the rare event of a lockdown as the result of a security breach:

- Remain indoors
- Draw the curtains
- Keep away from windows, out of sight and low to the ground
- Turn off the lights
- Lock and barricade the door
- Stay quiet but alert and put your mobile on silent
- Calm your breathing, await instructions and the all clear

If possible, all access will be suspended until the emergency lockdown has been cleared.

Emergency preparedness

You should be prepared for an emergency. It is recommended that all residents have a small personal emergency kit that is kept in their room, containing the following:

- Emergency contact details
- Torch and spare batteries
- Sturdy pair of shoes
- Medications
- Hand sanitiser
- Bottles of water
- Snacks
- Jacket or something warm



PRE-ARRIVAL

What to bring

All residents will need to bring their own:

- Bed linen, including pillows
- Cutlery/crockery
- Towels and bathmats
- Coat hangers
- Cleaning materials
- Laundry basket
- Emergency kit
- Food
- Items considered dangerous are not permitted in AUT Student Accommodation

Decorating your room

We understand that most residents like to decorate their rooms to make it feel more comfortable. However, we ask residents to not fix anything to the walls of the apartments with anything other than brand name White-Tac or 3M hooks as you may be held liable for any damage caused.

Under 18s

Students who are under 18 when arriving at AUT Student Accommodation will be required to live in an under-18, alcohol free floor.

Welfare checks will generally be conducted once a fortnight for residents 18 and over and once a week for those under 18, as per the Pastoral Care Code.

Laws relating to underage drinking pertain to all aspects of residential life.

Mandatory onboarding training modules

There are some digital modules that are required to be completed prior to arriving at your student accommodation. Make sure you complete these before you arrive.

International arrivals

If, due to your international flights, your arrival is likely to be outside of 9am to 8pm, Monday to Sunday, we suggest you consider staying the night at an airport hotel and then arriving at MDSA the following day. This way, we can properly greet you and help you get settled in.

ARRIVAL

Parking and unloading

MDSA is located in a densely populated area in the Auckland CBD. There may be some on-street parking on Wakefield Street, or alternatively there are two Wilson carparks on our block.

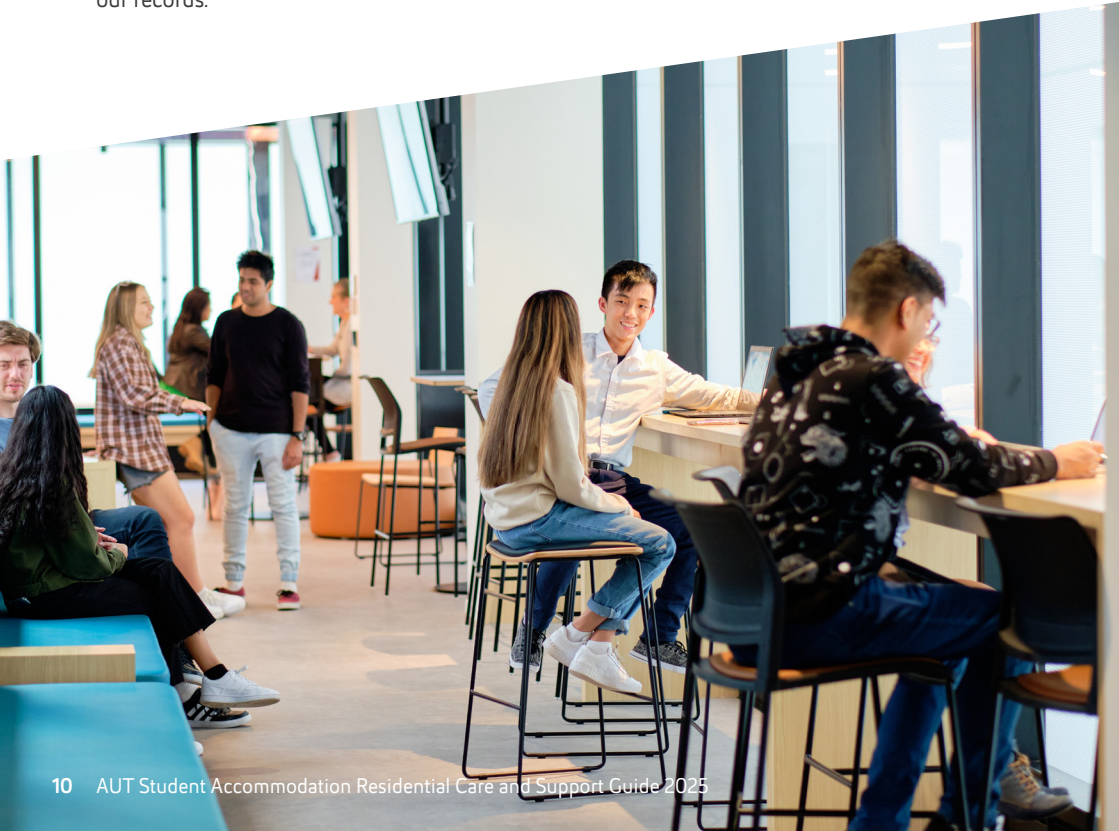
Checking in

We recommend checking in on your move-in day, as staff will hold information sessions and you will get to meet your new fellow residents. Orientation events such as a full village BBQ will also be held to bring our new community together.

When you arrive at your accommodation you will be required to check in at reception, update your details and have a photo taken for our records.

Accommodation staff will be available to give you a full induction, tour and settle you into your new room. They will also check you have joined our community social media pages and are aware of upcoming orientation events.

You'll be meeting with your RA within the first 10 days of you checking into your accommodation to ensure you are settling in well and answer any questions that may have arisen.



FACILITIES AND OPERATIONS

Below is an overview of facilities within your student accommodation and how we operate.

Please see the 'Policies and Procedures' section for more detail, including our disciplinary procedures and the legal obligations of all staff and residents under your accommodation agreement.

Alcohol

Alcohol consumption is limited to compliant amounts as per ALAC guidelines, and underage drinking laws are strictly enforced. Only five people are allowed per bedroom, and host responsibility is crucial.

Alcohol consumption is prohibited in public areas and cannot be stored in communal refrigerators. Alcohol is not to be consumed in the common areas of your village, including common rooms and outside areas. Accommodation staff and security have the right to confiscate and destroy any non-permitted items (as outlined in the Alcohol Policy) and any alcohol being consumed in non-designated areas. Open alcoholic drinks are not allowed in common areas and hallways. Please also see the [Alcohol Policy](#) at the end of this guide.

Bicycle storage

There is bike storage located in the basement level near reception. Only students who have informed reception about their bicycle will have access to this room, using a swipe key card. You will need to bring your own locks. AUT Student Accommodation does not take responsibility for any loss or damage to bicycles kept on-site.

Closed circuit TV (CCTV)

The exterior of the building and common areas and lifts are covered by CCTV for your safety and security. The footage will only be viewed by management.

Compliments and complaints

We love to receive your feedback. If you have a compliment or suggestion, please let our staff know in person or you can fill in our online feedback form at anytime: aut.ac.nz/feedback

If you have a complaint, please view the [Complaints Procedures](#) at the end of this guide.

[Complaint Form](#) (non-AUT students)

Drugs

At Te Āhuru Mayoral Drive Student Accommodation (MDSA), the use of drugs and the storage of drug consumption equipment are strictly prohibited, except for medical prescriptions. If a resident is found to have breached this policy through a disciplinary process, their accommodation contract will be terminated. Residents have the right to appeal this decision as outlined in the accommodation contract. This policy reflects MDSA's dedication to ensuring a safe and drug-free living environment for all residents.

Please also see the [Drug Policy](#) at the end of this handbook.

Internet

Our wifi network is AUT-Wifi. AUT students use their AUT network username and password to access the wifi network. Non-AUT students will be provided with a network login and password.

Mail collection

Please ensure all mail delivered to your accommodation has your full name and apartment number. Use the address template below for your relevant student accommodation:

MDSA

Your name
Te Āhuru Mayoral Drive
Student Accommodation
121 Mayoral Drive
Auckland 1010
New Zealand

Medical

First aid supply kits are available and are accessible to all residents 24 hours a day. We have additional kits to be used at external activities and other events. AUT Student Accommodation staff are trained in first aid and will, in all cases, assess a situation and provide assistance to the resident in need. Should a serious accident occur where an ambulance is required, residents at the scene should first call emergency services on 111 and then alert duty staff.

Are you immunised?

It is recommended that all residents are fully immunised including against COVID-19, measles, mumps, rubella (MMR), meningococcal ACYW, meningococcal B and pertussis (whooping cough).

The varicella immunisation is also recommended for residents who have not had chicken pox disease or have not already completed a course of the varicella immunisation.

Parking

MDSA has no parking facilities available. Privately operated parking buildings at full commercial rates are in the area, so we recommend looking into these should you require a parking space.

Pets

AUT Student Accommodation operates a strict no pet policy. You are not permitted to keep pets of any kind in AUT Student Accommodation facilities (except for assistance dogs).

Privacy and confidentiality

AUT Student Accommodation is committed to protecting your privacy and security. The Privacy Act 2020 governs how we collect, use, store, disclose and correct your personal information. In the event of an emergency, your nominated emergency contact person or legal guardian may be contacted as necessary to respond to the emergency. Please see [AUT's privacy statement](#).

Safety

Always lock your door (especially at night) and when you leave your room. Be vigilant with items such as laptops, mobile phones, and other high-value goods. Never lend others your access card, as doing so puts you at risk of incurring charges if they lose it or cause any damage. We won't be held responsible if they take any items from your room.

Security

AUT Security and Emergency Management are responsible for the security and emergency management of each AUT campus including student accommodation villages.

For any security concerns about yourself, other people, or property, you can contact the student accommodation staff or the AUT security team.

Duty security number:

0800 AUT SAFE (288 7233)
(+64 9 921 9997)

Security patrol on campus

Security patrols AUT campuses 24/7, and accommodation facilities from 7pm–7am. The security team are easily identifiable. You can help security on campus by identifying and immediately reporting any risks, suspicious activity or incidents and by taking steps to avoid potentially hazardous situations.

Smoking

AUT is a smokefree university.

Smoking, including vapes, E-cigarettes and shisha, is not permitted anywhere on campus or in the accommodation areas (including all outdoor spaces).

The smoke detectors will activate when steam, smoke, dust and aerosol sprays exceed the set point for each detector and will instigate a call out from the fire service. Should you set off the smoke detector accidentally, you can use the silence button to halt it while you clear the smoke. Use the window and extractor fan and do not open the door (as this would activate the alarm to evacuate the whole building).

The system can detail the exact location, time and type of activation. If the activation is found to be caused through negligence, any charges incurred may be passed onto the resident responsible.

Social gatherings

All social gatherings are considered an event and an application must be pre-approved by AUT Student Accommodation at least 3 days prior to the event.

A social gathering is a maximum of 5 people (including visitors and other residents) permitted in a single room at any one time. AUT staff can close down an unauthorised social gathering. All visitors attending a social gathering must follow the visitor guides (see below).

Visitors

Visitors (max 2 per resident per visit) are welcome and must inform reception and must be accompanied at all times. All visitors, unless staying as an overnight guest (see below), must vacate by 10pm. The visitor must not be given a swipe tag or key. Residents are liable for their visitor and any damage they may cause. Anti-social behaviour will not be tolerated and may result in the visitor being issued a trespass notice and disciplinary action against the resident host. Visitors, overnight or other, are not permitted during the end of semester examination weeks.

Overnight visitors

Visitors staying overnight are those deemed to be on the premises after 10pm. Residents may have only one overnight visitor. All overnight visitors must be 18 years or older. A visitor may stay for two consecutive nights and no more than five nights per calendar month.

What's included in your room?

Although each room may have a slightly different layout or outlook, they all have the exact same fittings and furnishings.

In each single studio room there is:

- King single bed
- Kitchenette: fridge, sink, storage, microwave, 2-plate hob
- Bathroom
- Study desk and chair
- Storage space, bookshelves

Furniture in communal spaces must not be moved to your room.

What to bring

All residents will need to bring their own:

- Bed linen, including pillows
- Towels and bathmats
- Coat hangers
- Cutlery/crockery
- Cooking and kitchenware
- Cleaning materials
- Laundry basket
- Emergency kit
- Food

Items considered dangerous are not permitted in AUT Student Accommodation. Electrical items must be portable appliance tested (PAT) before they can be used on site.

What not to bring

- Fridge
- Heater
- Rice cooker
- Electric iron
- Electric blanket
- Extra furniture
- Fireworks
- Candles and incense
- Anything offensive or risky
- Pets
- Any portable appliances that have not been PAT tested

Decorating your room

We understand that most residents like to decorate their rooms to make it feel more comfortable. However, we ask residents to not fix anything to the walls of the apartments with anything other than brand name White-Tac or 3M hooks as you may be held liable for any damage caused.

YOUR RESIDENTIAL COMMUNITY

Residential Community Four domains of Residential Life	
Social	A wide range of inclusive social activities to promote community engagement.
Health and wellbeing	Our team supports resident health and wellbeing all year round, with a specific focus on health and wellbeing events over exam periods and the first few weeks of transitioning into university life.
Life skills	Events to help guide and support residents into independent living. This includes events such as learning how to cook, how to write a CV, interview tips and sessions on private flatting.
Wider community	Through our events programme, we offer opportunities for students to engage in their local community and become active members of their community through campaigns, fundraising and volunteering.

We hope that you have a great year living with us, making friends and memories that will last a lifetime. Our vision is to empower and enable our student residents to engage with the wider accommodation community.

Residential life programme

Your residential life fee allows us to run a variety of social events every month with the focus on residents' wellbeing and engagement. These range from quizzes and baking challenges to exercise classes and competitions. We run off-site events such as trips to significant Auckland landmarks, sporting events and inter-village games. At the start of semester we host a Student Accommodation Orientation – a full week of events to help you settle in, and make new friends and learn about university accommodation life.

You also have access to many resources, support services and programmes available at the University to improve your wellbeing, as well as community and personal development opportunities. Our social events aim to be accessible to everyone, so expect there to be a mix of virtual and in-person activities, for small groups and the full village.

Battle of the Bridge (BOTB) is a year-long competition against the other AUT accommodation facilities fighting for the BOTB trophy.

During Orientation you will be given an overview of events planned for the coming semester, as well as attending a compulsory village induction session. We recommend you also keep an eye on our social media sites (linked in your welcome email) and noticeboards around your hall for other activities, groups, and events happening in your village.

There are also a range of events and activities hosted on campus to help you get connected. From leadership speakers, mindfulness workshops, social sports, to dance groups and games. Check out [My AUT](#) to see what events are on offer and easily add them to your schedule.

Event attendance

Whilst not mandatory, we recommend getting involved in our residential events and programme.

Anti-social behaviour

Life in student accommodation has many advantages and can give you the opportunity to meet new people and make lifelong friends.

However, in a place where many people call home, small tensions can lead to larger conflicts.

Common causes of conflict include:

- Playing music too loudly, particularly with a high level of bass
- Having noisy friends in your room, especially late at night
- Leaving dirty dishes, food and rubbish lying around

Living in student accommodation requires tolerance, an ability to listen to the other person's point of view, as well as an awareness of the effects of your behaviour on other people.

Similarly, sharing residence places is a personal responsibility on everyone to understand the lifestyle of other student residents, and may take some adaptability and compromise.

If you and your neighbours are experiencing problems, you should contact your RA or accommodation team, who will discuss your difficulties and work with you towards a solution.

Event photography

Photos and videos are often taken at events. These are then posted on our social media sites and used to market our Residential Life Programme – if you don't want your photo taken or used, please let staff know.

Student Voice

We get in touch with you to hear your thoughts and feedback through the course of the year. Please do take the time to give us your feedback so we can improve our service and care continuously. A resident advisory committee meets frequently to provide and gather feedback at each village.



FEES

Insurance

Residents are responsible for insuring their personal property. AUT holds no accountability over loss of property through damage, theft or other means.

We recommend residents hold an insurance policy that covers personal property loss and theft, alongside cover for liability of damage to the accommodation facilities.

Financial issues and assistance

In the event of unforeseen financial issues, we encourage you to discuss your situation with accommodation staff before the due date for payment. Financial assistance is available throughout the year to AUT students via the Student Hub.

Either talk to accommodation staff for support accessing financial assistance or apply through the Student Hub.

AUT student accommodation has a debtors process which will be followed should continuing non-payment of board occur, and guarantor may be contacted for payment.



AUT SERVICES AND SUPPORT

AUT STUDENTS ONLY

Student Hub

AUT offers some of the most comprehensive [student support services](#) in New Zealand, and our Student Hub is where our students can learn more about these services. There's a Student Hub on each of our three campuses, so you can get help and support when and where you need it. You can also get in touch with them online.

The Student Hub can also help if you're experiencing financial difficulty while studying at AUT. They may be able to provide the following financial assistance:

- Food or transport vouchers
- Vouchers for household needs
- Utilities and other living expenses

Counselling and mental health support

At AUT, all domestic and international students can get free, confidential [counselling sessions and mental health support](#).

If you're a current student based at **City Campus**, check [My AUT](#) for more information or drop into level 2, WB building, City Campus, or phone them on (09) 921 9292.

If you're a current student based at **North Campus or South Campus**, check [My AUT](#) for more information.

For support outside regular hours, you can call any of the helplines listed in the 'Important contacts' section at the front of this handbook.

AUT RUOK advisors

Our [RUOK advisors](#) are current students who support students with their wellbeing across the City and North campuses.

Disability support

If you have a disability or impairment, contact a [Disability Support](#) staff member in the Student Hub who can provide support to participate as fully as possible in learning.

Some types of support they offer include:

- Sign language interpreting
- Loop systems, digital recorders and SmartPens
- Training on different software systems or technology
- Assistive technology like screen readers, magnifiers and specialised software
- Planning for exams (eg extra time, readers and writers, separate rooms)
- Information around campus accessibility (eg maps, parking information)
- Talking with your lecturers or programme leaders

More information can be found here at [Access disability support - AUT](#)

Employability and careers

Get support from our [employability and career specialists](#), and develop your employability skills through their services, workshops, employer networking events and resources.

International student support

Contact the Student Hub to access their [international support](#) staff. They can help international students with:

- Immigration matters
- Visas
- Insurance
- Accommodation
- Life in New Zealand
- Setting up a bank account
- Talking to faculties

Māori support

At AUT we're dedicated to the success of our Māori students. We offer a [range of services and activities](#) to support you during your studies here. These include:

- Learning mentors who can help you settle in and support you with your studies
- Whānau spaces – areas you can meet others, relax or study on campus
- Māori student support advisors on each campus who can help with questions and advice on personal and study topics

Pacific support

aut.ac.nz/pacific

AUT is committed to empowering Pacific communities through education. We offer a range of support services and networks to our Pacific students through the Student Hub.

These include:

- Networking and study groups
- Fono rooms – areas you can meet others, relax or study on campus
- Leadership opportunities

Learning support services

You can get help with a range of academic skills from AUT Learning Advisors, who are based at the AUT Library. Join a workshop, talk to an advisor or get help online – they offer support with writing, research, notetaking, exam and reading skills.

Rainbow support

aut.ac.nz/rainbow

Our Rainbow Student Support team can offer services and resources for students who identify with diverse sexual orientations, sex and gender identities. Services include:

- A Rainbow student room located in WB building on the City Campus, where you can study, relax and meet with others
- Student groups and networks, including Out@AUT and TGNC@AUT
- Dedicated Rainbow student peer support with RUOK advisors

Spiritual and religious growth

Want to explore ideas of faith, spirituality and community? Whether you're looking to link up with people who follow the same culture or religion as you, learn about other views and beliefs, or simply meet some new people and have interesting conversations, the student-led [cultural and religious communities](#) at AUTSA are a space to connect.

Personal development support

aut.ac.nz/brightside

At AUT we run a unique programme called Bright Side – designed to help you explore self-knowledge, learn how to have authentic relationships, and what a life of meaning and purpose looks like. Bright Side host programmes, workshops, speakers, and social activities.

Student ambassadors

Student ambassadors are current AUT students who help students settle in during their first semester. They help at events including Orientation and can give tips about life on campus, eg where's a good place to eat or buy something, how to get help or support, and how to study.

Recreation activities and facilities

AUT has [on-campus gyms](#) at all our campuses, as well as the state-of-the-art [Te Āhuru Recreation Centre](#) on the City Campus. As an AUT student you can participate in a wide variety of sports, from social on-campus games to elite international competitions. You can also get involved with a club that aligns with your interests and passions through our [Student Association – AUTSA](#).

Medical services

AUT has [medical centres](#) for students at our City and North campuses. These are staffed by doctors and nurses who provide a range of medical services. The South Campus offers nursing services only.

Routine appointments are free for domestic students who enrol with the centre as their main healthcare provider. If you are an international student and have AUT.

Studentsafe university insurance or Unicare insurance and your medical condition is covered by your policy, we will bill your insurer directly for your consultation.

Services at the student medical centres include:

- General healthcare
- Sexual health and contraception
- Emergency contraceptive pill (free for students)
- Minor surgery
- Maternity care and pregnancy testing
- Travel health
- Vaccinations and immune screening

Medical centres

Visit [My AUT](#) for more details including locations, costs and enrolment information, or phone:

City Campus: +64 9 921 9992
North Campus: +64 9 921 9998

POLICIES AND PROCEDURES

As a residential facility related to academic pursuits, members of our AUT accommodation community are expected to respect the rights and dignity of other residents and accommodation staff at all times.

Residents must take full responsibility for acting in ways that demonstrate respect for themselves and others. As recognised adults, all residents are legally subject to New Zealand laws.

AUT holds residents responsible for knowing the policies set out in this handbook and adhering to the [Education \(Pastoral Care of Tertiary and International Learners\) Code of Practice](#). These policies exist to facilitate the educational process and ensure a safe, fair and successful experience for all residents. Ignorance of policies is not an acceptable excuse for any policy violation.

All residents and their guests must promptly cooperate with AUT Student Accommodation staff and security, including, but not limited to, providing a photo ID upon request. This includes compliance with instructions whether oral or written.

1.0 Alcohol Policy

Alcohol is permitted within University accommodation for residents' own responsible consumption.

- 1.1 Alcohol is not to be brought into University accommodation by visitors. Any visitor in an intoxicated state will be immediately removed from University accommodation premises
- 1.2 Excessive use of alcohol, or continued intoxication by a resident will be regarded as a breach of discipline and action will be taken under the Support to Study code (Health, Wellbeing and Fitness to Study) and/or discipline provisions
- 1.3 Consumption of alcohol is not permitted in any common or external areas without the express permission of the AUT Student Accommodation management team
- 1.4 Kegs are not permitted
- 1.5 Drinking games are not permitted in the accommodation sites. Implements for the rapid ingestion of alcohol such as funnels, beer bong and yard glasses are prohibited. Equipment for brewing and distilling is not permitted on the premises. The collection and displaying of drinking related paraphernalia such as cans and alcohol bottles is also not permitted
- 1.6 Open or partly consumed vessels of alcohol are not permitted in common or external areas at any time
- 1.7 Storage of such alcohol must be within each resident's own room. The amount of stored and unconsumed alcohol must be minimal and cases of cans, bottles, kegs or similar are not permitted to be stored in common areas and/or bedrooms
- 1.8 Empty alcohol containers must be disposed of in the appropriate receptacles and not be left to accumulate within bedrooms or common areas
- 1.9 The AUT Student Accommodation management team may, from time to time, organise events for residents where alcohol may be provided. In such cases, as a "Responsible Host" the University reserves the right to limit the amount of alcohol provided to residents

2.0 Drug Policy

AUT Student Accommodation have a zero tolerance policy to drugs.

2.1 The possession of any prohibited drug is a criminal offence. The possession and/or use of any prohibited drug by any resident is not permitted within University accommodation premises or grounds and may result in termination of the Residential Agreement by AUT and possible legal action by the Police

2.2 Any resident who has reasonable grounds to suspect that another resident possesses or is using prohibited drugs should report this to the AUT Student Accommodation management team.

2.3 Where accommodation staff or AUT Security has reasonable grounds to suspect that a resident is in possession of prohibited drugs, the right is reserved to inspect that resident's room

2.4 Where the AUT Student Accommodation management team have reasonable grounds to suspect that a resident has been or intends to supply prohibited drugs to other persons, the Police will be informed

3.0 Harassment and Discrimination Policy

AUT seeks to provide residents with a community free of harassment, discrimination or violent behaviour against any person or group, based on race, religion, gender, sexual orientation, marital status, age, nationality or disability. Therefore, harassment and/or discrimination in all forms are expressly prohibited.

3.1 AUT is committed to taking action against all forms of sexual or gender harassment, or discriminatory acts, including coercive sexual behaviour

3.2 Incidents of alleged harassment or discrimination should be reported to accommodation staff, or filed via AUT's online reporting website: [Sexual Harm & Harassment Reporting – Student Life – AUT](#)

3.3 Accommodation staff will report this to the AUT Manager Student Conduct and/or the appropriate authorities

3.4 The University Harassment Prevention Policy and its provisions are to be observed at all times.

Definitions of harassment and discrimination include the following:

- Harassment: Any behaviour (verbal, written or physical) that abuses, assails, demeans, intimidates, victimises or effectively creates a hostile environment for any person
- Discrimination: Unequal treatment of or unfavourable distinction made against a person based on race, nationality, ethnicity, gender, age, marital status, disability, religion or sexual orientation

4.0 Smokefree Environment Policy

4.1 Smoking is not permitted at any time within University accommodation including bedrooms, apartment common areas or any enclosed communal areas. Smoking is not permitted within proximity to any University property entrance

- 4.2 The ban applies to all substances which can be smoked including but not limited to cigarettes, rollups, pipes, hookahs/shisha pipes and cigars
- 4.3 If you are found smoking in a prohibited area, any costs relating to cleaning/ redecoration required to clean and refresh the area will be chargeable

5.0 Noise Policy

- 5.1 Residents first and foremost have the right to study and to sleep within AUT Student Accommodation facilities
- 5.2 It is the responsibility of all residents and their guests to follow the quiet hours and courtesy hours policy in the building
- 5.3 Quiet hours are in effect from 10pm everyday
- 5.4 During quiet hours, noise from any source should be at a low level and respectful of others. Noise may be heard outside of apartments however it should not be at such a level that it is a disturbance to others
- 5.5 Accommodation staff and AUT Security have the right to request noise levels are lowered. If their request is not adhered to, residents involved may face further disciplinary action
- 5.6 AUT Student Accommodation management may impose additional “quiet times” such as the period immediately prior to and during examinations. During these times there are to be no visitors after 10pm including no overnight guests or social gatherings.

6.0 Visitor and Overnight Guest Policy

For reasons of health and safety, AUT Student Accommodation may only be entered by residents, their bona fide visitors and persons having legitimate business at University accommodation.

- 6.1 All visitors must sign in and out of the halls at the main reception area
- 6.2 Residents may bring visitors into University accommodation, acknowledging they are responsible for the conduct of their visitors at all times
- 6.3 Visitors, unless staying overnight with the permission of AUT Student Accommodation management team as outlined below, must leave University accommodation by 10pm.
- 6.4 Residents may have one visitor stay in their room for two consecutive nights and no longer than five nights per calendar month, provided they have notified and been approved by AUT Student Accommodation. All visitors must sign the visitor book in the reception areas. Visitor stays of longer than two consecutive nights will require the express permission of AUT Student Accommodation management and will be required to pay an overnight charge
- 6.5 Where the AUT Student Accommodation management team determine that a visitor has been staying in University accommodation in contravention of 6.4 above, the resident responsible for that visitor may be subject to Accommodation Services disciplinary measures. The resident shall also be responsible for any additional charges

7.0 Access Policy (Right of Entry)

Te Āhuru Mayoral Drive Student Accommodation (MDSA) staff and security have the right to access any room for reasonable purpose.

7.1 When access is required for routine inspections each affected resident will receive notification of the date, time and purpose of the visit at least 24 hours in advance.

Instances when notice will be given include:

- To perform routine health, safety and inventory inspections
- To show the apartment to contractors or prospective residents
- To carry out required facility services or planned maintenance works

7.2 Submitting a maintenance service request on the portal is automatically considered an invitation to enter during normal working hours to respond to the request

7.3 Staff reserve the right to enter any room at any time for any purpose reasonably connected with the wellbeing, welfare, and safety of people or for inspection/maintenance of the property

7.4 Accommodation staff who need to enter a room will knock multiple times and identify themselves as staff before entering

AUT RESIDENTS ONLY

University accommodation discipline procedures and the [AUT Support to Study Code](#)

As a resident of MDSA, you have agreed to be bound by the AUT Discipline Statute and signed the acknowledgement below as part of your enrolment process:

“I promise that I will make myself familiar with the requirements in regard to student behaviour as set out in Sections 6 and 7 of the Discipline Statute. I will obey the statutes, rules and regulations of the University. I acknowledge that if I breach the statutes, rules and regulations of the University I will be subject to the discipline procedures and penalties imposed under the University Discipline Statute and General Academic Statute.”

You can find the full [AUT Discipline Statute \(page 599\) online](#).

Please take note of Section 6 of the Discipline Statute concerning student behaviour (see above).

Student behaviour

No student shall:

- (a) Act in a manner which is contrary to the good government of the University or is prejudicial to its functioning or brings discredit or ill-repute to the University
- (b) Provide false or misleading information to the University
- (c) Fail to identify himself or herself if required to do so by a staff member
- (d) Fail to comply with any lawful and reasonable direction given by any staff member in order to maintain good order and discipline
- (e) Damage or deface any property within the University grounds
- (f) Impede or disturb the activities of the University, whether in teaching, research, administration or otherwise
- (g) Be in a part of the University in which the student is not entitled to be at that time
- (h) Fail to comply with the directions on any notice erected with the authority of the Vice-Chancellor and governing entry, speed and exit of vehicles and the location and use of parking spaces
- (i) Harass any person in the University grounds or in class with offensive or unwanted behaviour (this includes physical violence) in a way that affects that person's ability to study or to enjoy the University amenities or to carry out their work
- (j) Commit any crime defined in the Crimes Act 1961 or Summary Offences Act 1981 against any student or staff member or University property in the University grounds or in class
- (k) Commit any crime defined in the Crimes 1961 Act or Summary Offences Act 1981 against any student or staff member or University property outside the University grounds where such action has an impact on the good management and discipline of the University
- (l) Discriminate against or harass any person or group of people either by conduct, or research or study, in breach of the Human Rights Act 1993 or the Discrimination policy of the University; and
 - i. Act in a disruptive manner as a result of being under the influence of a drug or substance on University grounds or in class unless it is prescribed by a qualified medical practitioner
 - ii. Act in breach of any published University regulation or policy
 - iii. Act in breach of any agreement regarding confidentiality that the student has entered into with the University
 - iv. Bring animals (other than those registered and being used as Blind Low Vision NZ for the guide dogs) onto AUT premises without the permission of the University Security Manager
- (m) Any student who in any way assists, counsels, procures or encourages another to commit a breach shall be guilty of the same breach and subject to the same disciplinary measures.

If a student appears unable or unwilling to manage their own wellbeing or behaviour, they may come under the care of the Support to Study Code, (Health, Wellbeing and Fitness to Study).

This code is a supportive collaborative framework between the student and professional AUT staff.

COMPLAINTS PROCEDURES

If you have a complaint, please first raise it with an accommodation staff member.

If you are unable to remedy the complaint through talking with accommodation staff you are advised to follow AUT's complaints process: aut.ac.nz/feedback

AUT residents can also contact the AUTSA Advocacy team for free, confidential advice about issues with AUT: advocacy@aut.ac.nz

Should the resident's concerns not be resolved by these internal grievance procedures they can then pursue an external complaint.

Non-AUT residents: [Unilodge Complaint Form](#)

Domestic residents contact:

[Study complaints Ngā amuamu tauria](#)

International residents contact:

[iStudent Complaints](#)

GOOD LUCK!

We wish you the very best
for your time at MDSA –
it's a great place to be
a resident.

AUT CITY CAMPUS MAP



SCHOOLS

- Art & Design** – Level 3, WE building
- Business** – Level 1, WF building
- Communication Studies** – Level 12, WG building
- Engineering, Computer & Mathematical Sciences** – Level 3, WZ building
- Future Environments** – Level 11, WG building & level 3, WZ building
- Hospitality & Tourism Reception** – Level 3, WH building & level 3, WB building
- Law** – Level 3, WY building
- Science** – Level 1, WS building
- Social Sciences & Humanities** – Level 3, WB building
- Te Ara Poutama Reception** – Level 3, WB building

STUDENT HUB

Level 2, WA building

SERVICES AND FACILITIES

- AUT International** – Level 16, WO building
- AUT Security** – Corner St Paul & Wakefield St, WO building
- AUT Shop/UBIQ** – WH102, WH building
- AUT Student Association (AUTSA)** – Level 2, WC building
- Learning Lab** – Level 3, WA building
- Library** – Level 4, WA building
- PinkLime (print services)** – Level 3, WA building
- Student Accommodation & Recreation Centre** – WQ building
- Student Counselling & Mental Health** – WB204, WB building
- Student Medical Centre** – WB219, WB building
- Tech Central** – Level 4, WA building

- Student Hub
 - Student lounge & study space
 - Café
 - Library
 - Gym
 - Conference facility
 - City Campus-South Campus shuttle bus stop
 - Baby feeding rooms
 - Mobility parks
 - Defibrillator
- WA4** Hikuwai Plaza, outside library
WB222 Health & Counselling Centre
WF01 lift lobby
WG1 Help desk in the atrium
WH209 Piko restaurant
WO2 Security reception
W501 lift lobby
WY1 Mayoral Drive – lift lobby
WQ3 Reception area

For more details, use MazeMaps



Te Āhuru Mayoral Drive Student Accommodation (MDSA)
121 Mayoral Drive
Auckland Central, 1010
residential.services@aut.ac.nz

Changes to policies can be made by AUT at any time and will be communicated with residents. The online document will always reflect the current version.

This document is available at aut.ac.nz/accommodation