



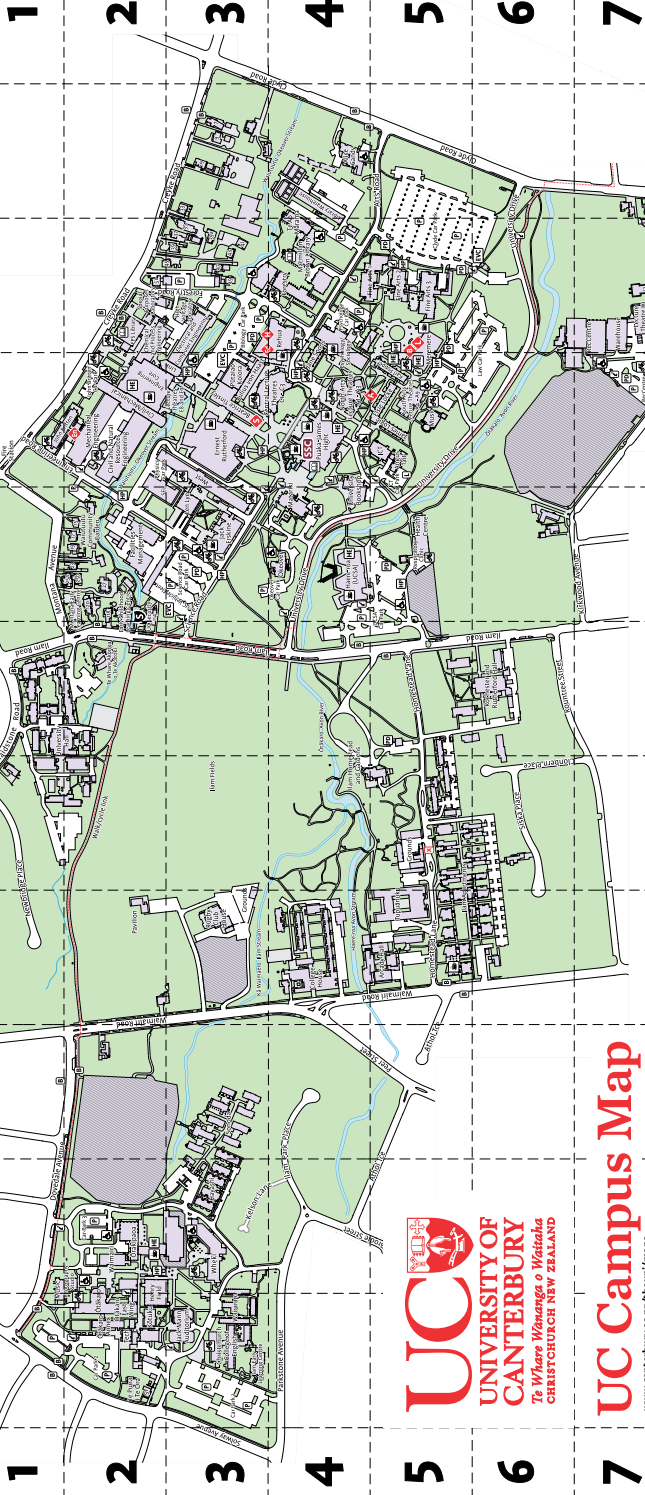
ROCHESTER & RUTHERFORD HALL

Resident Handbook 2024



University of Canterbury, New Zealand
www.rochester-rutherford.org.nz

A B C D E F G H I J



UC Campus Map

www.canterbury.ac.nz/the/un/maps

- Accessible parking
- Bus stop
- Cafe or bar
- Closed temporarily
- Cycle stand
- Directory
- Electric Vehicle Charger
- Library
- Link parking
- Hear and Eat
- Help Point
- Pay by plate parking
- Permit parking
- Road Closed
- Security
- Student Services Centre | Te Pataka
- Uni-Cycle route
- Faculty of Arts
- Faculty of Education
- Faculty of Engineering
- Faculty of Health
- Faculty of Law
- Faculty of Science
- UC Business School

- Cafés, bars and galleries**
- H3 Ancestral — meet Rūpārurū
 - H4 Café 101 — Psychology/Sociology
 - H4 Café 184 — Paaka James Hight
 - H4 Café Therapy — Tehuia
 - B2 Collective — Dowdall — Paaka James Hight
 - I5 Ilam Campus Gallery — Fine Arts 2
 - H2 Nuts & Bolts — Engineering Core
 - H4 Ototo — Paaka James Hight
 - G3 Reboot — Jack Erskine
 - D5 Shirley's — Ilam Apartments

- Halls of residence**
- D5 Jayjay Hall
 - D6 College House
 - B3 Hayashi
 - D5 Ilam Apartments

- Computer workrooms (34/7)**
- A2 Kōwhiri
 - G3 Jack Erskine

- Lecture theatres**
- H4 Jack Mann Auditorium
 - H4 A1-A3 North Arts lecture theatres
 - H5 A4-C5 South Arts lecture theatres
 - H2 E5-E6 Engineering lecture theatres
 - I4 F1 and F3 for entry lecture theatres
 - A2 U-1-2 Obsharo lecture theatre
 - I7 K1- Warehoue lecture theatre

- Libraries**
- I8 Kifwood Avenue Hall
 - F6 Rochester and Rutherford
 - C3 Sonoda
 - D5 Tupanui Hall
 - I7 University Hall

- Services**
- H4 M4, M2 — Paaka James Hight
 - G3 Health Centre
 - G4 IT Service Desk — Matariki
 - H4 Pharmacy — Paaka James Hight
 - I7 Postal Services — Paaka James Hight
 - I7 Recreation Services — Rec Centre

- Where**
- A2 Te Puna Te Ora — Dowdall
 - F2 Te Whare Akeanga o Te Akaaki — Ilam

- UC Print**
- G4 Students' Association (UGSA) — Haere-oo (UGSA)
 - I7 UC Print
 - G4 University Bookshop
 - C4 Vice-Chancellor's Office — Matariki





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Nau mai haere mai Welcome from Jo Morrow, Principal

Ehara taku toa I te toa takitahi Engari, he toa takitini

My success are not mine alone, they come from working together.

We would like to welcome you to Rochester and Rutherford Hall. This handbook has been prepared to help you settle in quickly and live as part of the community here at Rochester and Rutherford Hall. We trust your stay here will be both enjoyable and productive.

We hope that the coming year is a special experience for you and that Rochester and Rutherford plays a part in supporting achievements of your goals for 2024, academic, social, sporting or cultural.

In coming to Rochester and Rutherford Hall, Te Whare Wānanga o Waitaha | University of Canterbury, you may be living away from home for the first time. Be assured there will be many others who will be experiencing the same mixed feelings and challenges in getting used to a different environment with many new faces. The team at Rochester and Rutherford commit to assist you in navigating your journey through this rewarding first year experience.

We hope that this handbook will prove useful in answering any questions and in assisting you with the most common issues that may occur. We are here to help and encourage you to reach out to any staff member should you have questions.

I look forward to getting to know you as the year progresses.

Jo Morrow
Principal

2



Our Staff | Student Executive

2.1 Key Staff and Student Roles

Executive Council

The Executive Council consists of representatives from the Rochester Trust Board, and the Rutherford Trust Board. It sets the Hall's policies and oversees the operation. These two Trust Boards independently own the Hall buildings.

The Principal – Jo Morrow

The Principal is the academic and administrative Head of the Hall and has the responsibility of carrying out policy decisions of the Council and administrating the Hall for the benefit of the student residents.

The Residential Manager – Geoff McGregor

The Residential Manager is responsible for the management of academic and residential tutors, overseeing academic tutorials and student events and tutorials, as well as supporting the Principal in the operation of the Hall.

The Office Administrator – Kate O'Brien

The Office Administrator is responsible for providing administrative support and organisation within the Hall.

The Finance Manager – Ali Doig

The Finance Manager is responsible for oversight of resident's fees, payroll, financial expenses, budgets and reports. The Finance Manger is available to residents throughout the week to advise on any matters of financial planning and management.

The Property and Facilities Manager

– Mark Croker

The Property and Facilities Manager is responsible for overseeing all property matters, building maintenance, grounds, physical security, and emergency systems (e.g., fire alarms).

The Catering Manager – Tracy Christofferson

The Catering Manager supervises the kitchen staff, prepares the menus, and is responsible for maintaining the high standard of food and hygiene.

Communications and Marketing Administrator

– Olivia Nye

The Communications and Marketing Administrator is responsible for the Rochester and Rutherford website, and all marketing and branding functions in the Hall.

Board Secretary – Rachel Gunn

The Board Secretary is the administrator of the Executive Council and also of the Rochester Board and the Rutherford Board. The Board Secretary ensures that the Board functions efficiently and compliantly.

Chaplains

A Rutherford Chaplain and Rochester Catholic Chaplain are regular visitors to the Hall. The Chaplains are available to anyone who wishes to discuss personal relationships, difficulties in study, concern regarding life at university, or aspects of religious life.

Religious affiliation is not required for admission to the Hall, but residents are expected to be

open to the Christian values that were integral to the establishment of the Hall and its continued operation.

Rutherford Chaplain

Rev. Dr. Michael Reid
Hoon Hay Presbyterian Church
5 Downing Street, CHCH
Phone (03) 338 8901

Rochester Chaplain

Father Philip
Kolbe House, 5 Rountree Street, Ilam
Phone (03) 348 8882
Email: br.philip.csj@gmail.com

Residential Tutors

The tutors assist in ensuring the wellbeing of all residents by providing advice and help on personal and academic matters. Tutors are responsible for monitoring high standards of behaviour and providing effective pastoral care and support. Tutors are the first point of contact for any issues arising in the evening and weekends.

Residential Tutors 2024

Josie Persico	Shannon McLean
Matthew McHugh	Joshua Earnshaw
Quinton Hurley	Jack Munro

Head of Housekeeping – Kelly King

Oversees the Housekeeping team and liaises with suppliers etc.

The Housekeeping staff clean and service the common areas of the Hall, as well as individual resident's rooms and floor bathrooms.

Housekeeping Staff 2024

Fisher House	Heather Barber Rochelle Craigie-Whitta
More House	Kelly King Mel Williams
Wilson House	Chrissy Tanu Juliette Taylor
Newman/ Dodd House	Mel Williams

2.2 The Rochford Students Association

All residents of the Hall belong to the Students' Association.

Purpose – the Association promotes the life of Rochester and Rutherford Hall. It acts as a liaison group between resident's and staff and fosters the relationship between these two groups.

The Student Executive

The Student Executive is comprised of the following committee:

- President
- Secretary
- Treasurer
- House Captains
- Social Representatives
- Cultural Representatives
- Sports Representatives
- Community Representatives

The executive leaders have specific areas of responsibility and can act as your representatives to the Principal. Apart from their daily responsibilities, they arrange the annual Ball, sports events, cultural events, the formal dinners held each term, hall clothing and floor competitions. They are responsible for the maintenance of the equipment owned by the Association i.e., the pool table, the table tennis table, and a variety of sports and games equipment.

All members of the executive council will have the following key attributes:

- The ability to actively listen to others in individual and large group settings.
- A high capacity for organisation and time management.
- Prompt and skilful communication abilities.
- A natural capacity to be inclusive to others.

All executive roles will seek to uphold the 5 core values of the Hall:

- COMMUNITY | **HAPORI**
- RESPECT | **WHAKAUTE**
- BALANCE | **TOENGA**
- OPPORTUNITIES | **WAHIATANGA**
- SUPPORT | **TAUTOKO**

3



Pre-Arrival

3. Pre-Arrival

3.1 What should you bring with you?

We recommend that you bring all your medications, personal health products and items that make you feel at home.

You will also need to bring:

- Towels
- Tea towels
- Washing powder
- Washing basket
- Folding-clothes rack (useful)
- Coat hangers
- Snack food, coffee, tea, milo, etc.
- Own utensils, favourite coffee cup
- Your own linen (if you wish)
- Sensible wet weather gear – jacket or parka, maybe an umbrella
- Warm clothing for the cooler months – Christchurch can be very cold and frosty in winter
- Drawing pins for your noticeboard
- Coursebooks and stationery
- Personal first aid kit and emergency items such as a torch

3.2 What is Provided?

All rooms are heated by a central radiator system. If a bedroom is too hot, we request that heaters be regulated or turned off before opening windows to conserve energy.

Each room is furnished with:

- Bed and mattress
- Desk and chair
- Lamp
- Mirror

- Bookshelf
- Wardrobe

The following linen is also provided:

- One mattress protector
- One duvet with duvet cover
- Sheets and pillowcase
- Pillow and blanket

All items remain the property of Rochester and Rutherford Hall.

Please note that tape and pins are not permitted on walls or painted surfaces because of the damage they cause. Pins may only be used on notice boards and blu tack on the walls. Residents will be charged for any damage to the paintwork.

3.3 Due to health, safety and wellbeing reasons, the following are **not** permitted:

- Fridge, heater, rice cooker, electric jug, electric iron, electric blanket.
- Fireworks of any kind.
- Any external speakers.
- Bed or extra furniture.
- Candles or incense.
- Anything that can be considered offensive.
- Any kind of pet.
- Any kind of general items that could be considered as a weapon e.g., knives, guns etc.

For fire safety reasons residents are not permitted to bring any type of heating device to Rochester and Rutherford Hall. If a resident requires additional heating they can speak with Housekeeping or their Tutor, who will provide them with other options.

3.4 Are you immunised?

It is recommended that all residents are fully immunised against 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 or who have not already completed a course of the varicella immunisation.

Meningococcal vaccines

Meningococcal disease is an infection caused by bacteria. It can develop in just a few hours and lead to two serious and potentially life-threatening illnesses – meningitis and septicaemia. Young adults living closely together with others are considered to be high risk.

The UC Health Centre strongly recommends students are vaccinated before arrival at Rochester and Rutherford – there are two vaccines available. Menactra/Nimenrix protects against strains A, C, W and Y and is free for all domestic students up to 25 years living in/about to enter halls of residence. Bexsero protects against strain B meningococcal disease. Contact your GP for more information or visit: [Vaccine Info | University of Canterbury](#)

3.5 Medical

Please let us know of any medical conditions that may affect you while you are residing at Rochester and Rutherford by completing the medical report. The form is to be completed by a registered medical practitioner and the information provided is confidential to staff and the UC Health Centre.

3.6 Insurance

Before you arrive at Rochester and Rutherford, we strongly recommend that you arrange insurance for all your personal belongings, including, but not limited to, cars, motorcycles, bicycles, computers, and personal effects. Rochester and Rutherford do not carry any insurance for residents' belongings. Your family/whanau insurance policy may cover children residing in group accommodation – but you will need to double check this first.

Rochester and Rutherford take no responsibility for any damage, loss or theft of residents' possessions.

3.7 Car Parking

Car parks and vehicle authorisation stickers are allocated to residents with vehicles at the start of each year at a cost of \$300 for the academic year.

All vehicles parked in the Rochester and Rutherford car park must be registered and have a current warrant of fitness, and have the Hall ID sticker attached.

Car parks are monitored by security cameras, and we are conscious of the security of your vehicle, but responsibility will rest with the vehicle owner – we strongly recommend the use of a steering wheel lock for your added security.

Clamping of vehicles – please be advised that it is sometimes necessary to clamp vehicles whose owners do not adhere to the above guidelines – examples would be continually parking in other resident's car parks, parking in the Hall visitor car parks, not using the vehicle authorisation sticker issued etc. If your vehicle is clamped there will be a charge against your bond payment for removal, these charges will increase with repeated infringements.

4



Your Arrival in Ōtautahi Christchurch

4.1 Proximity to the Airport

Rochester and Rutherford Hall is approximately 5km or 10 minutes drive from Christchurch International Airport. The Airport is easily navigated, and all the usual services are available.

4.2 Arriving at the Hall

When you arrive at the Hall the front door of Ashby House is clearly visible. Tutors, staff and emerging leaders will be looking out for you and will help you with your registration, where your details will be checked, and you will be given your access fob to your room.

Tutors will arrange to show you around the Hall and introduce you to others on your floor.

4.3 Arriving at the University

Before classes start, the tutors will organise tours around the university so that you know where to go for lectures. Tutors will show you where the important things such as the library, Heath Centre, UCSA etc are.

https://www.canterbury.ac.nz/campus-maps/print/A3_Camp_Map_2022.pdf

4.4 Hall Orientation

All the tutors organise events where you meet others in the Hall. Included in the programme in the first week are study and survival skills for success in a university course. A rotation is organised in tutor groups on the first night in the Hall to cover:

- Hall administration
- Health and Safety in the Hall
- Emergency Systems
- Living in a community

There will also be a bus tour as part of the Hall Orientation programme which takes residents into the central city. Ilam is approximately 8km from the CBD or 20 minutes' drive depending on traffic. There is also the Bush Inn Shopping centre only 5 minutes away and the large Westfield mall at Riccarton is 10 minutes. We also have a New World supermarket within walking distance to the Hall.

4.5 Getting Around Ōtautahi Christchurch

Christchurch is easy to get around, with a network of cycleways, public transport, roads and footpaths. There are a range of bus and ferry services for those living in the city that are run by Environment Canterbury operating under the branding **Metro**.

[Getting Started with Metro | Metro Christchurch \(metroinfo.co.nz\)](#)

For those residents with cars, all-day parking is available throughout the central city in off-street car park buildings.

[Car park map : Christchurch City Council \(ccc.govt.nz\)](#)

4.6 Climate in Ōtautahi Christchurch

The city of Christchurch has a temperate, relatively dry climate with rain falling on fewer days than New Zealand's other major cities. Overall, Christchurch's climate is comfortable all year round, although winter nights can be very cold and frosts are common in winter, with an average of 70 days of frost per year.

4.7 University Orientation

UCSA (University of Canterbury Student's Association) organises its own orientation events. These are mainly in the evenings, and it is up to each resident how many events they wish to attend.



Rochester & Rutherford Hall Buildings

5.1 History – Names

The life and work of **John Fisher (1459-1535)** is commemorated twice at the Hall – both in the inclusion of “Rochester” in the title of the Hall, and in the name of Fisher House. Fisher was created a Cardinal by Pope Paul III in 1535, and was canonized in 1935 by Pope Pius X. A graduate of the University of Cambridge, Fisher won recognition as a renaissance scholar. His ability as a forward-thinking university administrator led to Fisher being elected Chancellor at Cambridge in 1504. That same year Fisher was appointed Bishop of Rochester in Southern England, a position which drew him into national politics. Henry VIII, in his reforms of the Church in England, had declared himself its head. The King sought Fisher’s unequivocal allegiance on this point and on the question of his divorce. When the Fisher would not give it, the King had him beheaded.

One of the most distinguished scientists of his generation, and a graduate of Canterbury, **Ernest Rutherford (1871 – 1937)** is honoured in the name of the Hall. During his lifetime, Rutherford gained many distinctions, including the Nobel Prize and a peerage of the United Kingdom. As a research student at Canterbury, Rutherford investigated electromagnetic waves, later at the Universities of McGill, Manchester and finally Cambridge, he pioneered investigations related to the structure of the atom. His studies of the growth and decay of radioactive material are regarded as the culmination of his work.

More House honours the English statesman, politician and visionary, **Thomas More (1447 – 1535)**. After an education as a lawyer, More considered becoming a Carthusian monk but

recognised he lacked a vocation. He then entered parliament, where his abilities brought him to the attention of Henry III, who honoured him with a knighthood and appointed him Chancellor of England. In his seminal work, *Utopia* (1516), More developed the enormously influential and attractive concept of a society in which religious tolerance and universal education are the norm, and in which land is held in common. Like Fisher, More could not acknowledge Henry III as the head of the Church of England, therefore he too was executed. He was canonized in 1935.

Wilson House commemorates **Malcolm Wilson (1905 – 1969)**, whose inspiration and drive for a new Hall of Residence at Canterbury developed from a conversation with his friend John Grocott during a cricket match at Lancaster Park. A leader of broad sympathies, during his time as minister of Knox Church, Christchurch, Wilson chaired the Christchurch Civil Liberties Council and was elected Moderator of the General Assembly of the Presbyterian Church of New Zealand. Long concerned with education, Wilson served on the University Council, and on the Boards of Rangi Ruru Girls School and St Andrew’s College in Christchurch.

Newman House honours **Cardinal John Newman (1801 – 1890)** an Anglican Priest, Poet, Theologian and Catholic Cardinal.

Dodd House honours **Jessie Dodd** a member of the Rutherford Trust Board, Chairperson of the Rutherford Hall Board, member of the Executive Council and Chairperson of the Executive Council.

5.2 Hall Buildings

Rochester and Rutherford Hall was founded in 1984 through the merger of Rochester Hall (1956) and Rutherford Hall (1971).

The Hall provides accommodation for 192 residents. They are grouped into five houses Fisher (44 beds), More (67 beds), Wilson (67 beds), Newman (8 beds) and Dodd (6 beds).

Each of the bigger Houses (Fisher, More and Wilson) have shared bathroom facilities on each floor. Newman has 2 toilets and 3 shower rooms and Dodd has 1 self-contained bathroom, 1 shower room and a separate toilet.

On Fisher, More and Wilson each floor has a refrigerator, microwave and tea/coffee making areas. Newman and Dodd have full kitchen facilities and a living room. Residents are responsible for keeping the kitchenette areas clean and tidy.

5.3 Hall Facilities

WIFI – is available throughout the Hall, linking students to their university accounts. In addition, if required in Fisher, More and Wilson a computer port by which residents can link their device through the UC internet account is available.

Laundry – the Hall has its own central laundry with 8 automatic washing machines and 8 tumble dryers. There are both internal and external washing lines for clothing to be dried. Residents must provide their own washing powder. Washing machines and dryers are only for the use of Hall residents, and we request that residents keep this shared facility as tidy as possible.

Study Spaces - there are several designated study spaces throughout the Hall to choose from. The rooms are used for private study as well as tutorials and group study.

Yardley Study Centre – located just off the dining hall with a large grouped table as well as individual work spaces and comfortable chairs.

Reading Room – tucked away from the main thoroughfare, this room provides a quiet, secluded study space.

TV Room – upstairs in the Ashby building, the TV Room doubles as a study room with desks and chairs provided.

Recreation Room – the large bar leaners and small coffee tables offer an excellent study space during the day. The space can also work for larger tutorial groups i.e. maths, commerce or law.

Computers – there are computers available in the Freeman building for Rochester and Rutherford residents to help with their study. All material on the Hall computers must conform to good taste and be in line with the standards of the Hall and the University of Canterbury, [IT Policy Framework \(canterbury.ac.nz\)](http://canterbury.ac.nz)

Music Room – the Hall has 3 pianos – a Feurich Grand in the dining room, along with others in the music room and in the O’Dowd building, as well as an organ in the Chapel. We also have a drum kit, bass guitar and keyboard. Residents are most welcome to use the music room, please come to the office to apply for a key. A bond will be required to be paid for the key which will be returned at the end of the year when the key has been returned to the office. The music room is kept locked at all times for security purposes.

Curnow Chapel – the architecturally significant Chapel provides a spiritual centre for our students. A Rutherford Chaplain and Rochester Catholic Priest are regular visitors to the Hall. While religious affiliation is not required for admission to the Hall, we actively reflect Christian values of community, respect, balance, opportunities, and support.

Bike Shed – Rochester and Rutherford have a purpose-built bike shed which is secured by an electronic door access system and covered by security cameras. Residents can apply to have access to the bike shed once residents have completed the required form and provided a photograph of their bike. Please note that bicycles cannot be stored in hallways or bedrooms.

Bikes stored in the shed must be taken at the end of the academic year. Residents living outside of Ōtautahi Christchurch may apply for storage of a bike over December/January – please see the Office Administrator.

5.4 Your Room

The Principal and staff at Rochester and Rutherford encourage residents to look upon their bedroom as their home and expects that the room will be kept tidy and to change sheets regularly. Residents who do not abide by these rules may face additional cleaning charges at the end of the year.

Residents are responsible for all activities in their allocated room, whether or not they are themselves present. Thus, they are responsible for the safety and care of all Hall property provided in rooms, including furniture, fixtures and fittings and must ensure that the initial contents of their rooms are presented in the same condition when they leave.

Furniture should not be moved elsewhere or taken from common areas. When not in your room, you should lock your door.

5.5 Room Allocation and Room Change

When accepting a place at Rochester and Rutherford Hall, residents accept the room allocated. While not a usual procedure, the Hall reserves the right to change a resident's room during the course of the year. This will be part of a process of consultation.

5.6 Room Cleaning/Housekeeping

Rooms are cleaned once a fortnight. To assist the Housekeeper, we request residents leave their rooms during cleaning and keep belongings off the floor.

The Housekeepers empty the rubbish bins (for paper and dry rubbish) when rooms are cleaned. Bottles, tins and wet rubbish can be put in the kitchenette bin, but larger quantities of rubbish should be taken to the skip trailer in the car park.

5.7 Entry into Rooms

Rochester and Rutherford staff reserve the right to enter any room, at any time, for any purpose reasonably connected with wellbeing, welfare, and safety of residents or for the inspection/maintenance of the property. This is a requirement under The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

5.8 Linen

Residents are responsible for making their own beds and changing their bed linen weekly. A register is kept of those who exchange their linen (in the O'Dowd Laundry).

5.9 Miscellaneous

Important request – in the centre of all resident rooms is a smoke detector. Please do not use it to hang things on, or the associated pipework – the wire that sets off the alarm is very sensitive and false alarm costs will be charged to the resident responsible. These costs can be in excess of \$1000.

Smoke detectors are also in place in the hallways, excessive steam from showers and/or microwaved popcorn can set these off. Therefore, close the bathroom doors after use and be aware if using the microwave.

Recycling – Rochester and Rutherford is committed to recycling. There are bins on each floor for cardboard, paper. Cans, bottles and plastics. The quantity of recycling is dependent on all resident's commitment. Rubbish and recycling from each floor is the responsibility of the floor residents.

6



Food and Nutrition

6.1 Catering at Rochester and Rutherford

The Hall is committed to providing fresh and seasonal meals for our residents. Hall Management employs an external catering company who carefully prepare a well-balanced menu each term. The operating procedures are regularly reviewed by the catering manager, who delivers a high level of service. Each semester surveys are sent to the residents, which allows an opportunity for feedback around meals.

Breakfast

A variety of cereals is provided, along with a selection of breads for toast with various toppings from peanut butter to vegemite/marmite and jams, along with fresh fruit and yoghurt. Hot items are also supplied every day but Sunday, along with porridge which is served on weekdays in the colder months.

Sunday provides a brunch-style lunch where the menu rotates between pancakes, bagels and croissants – all of which are served with bacon and a range of accompaniments.

Lunch

A rotating menu of hot items is provided with a variety of salads, breads and condiments every day. Soup is served on weekdays during the colder months.

Dinner

A choice of two options of mains is provided each night with a choice of at least three vegetables and salads. Dessert is served 6 nights a week.

All Meals

During meal times a coffee/hot chocolate machine is available as well as chilled filtered water and fruit juice.

A selection of fruit is available at all meal times.

6.2 Dietary Requirements and Allergies

Any resident with allergies to specific food should have indicated this with their application. Please ensure that we have the correct details so that we can meet with you to discuss your restrictions to ensure you have as wide a choice as possible in meal selections. Should you be away we ask that you let the kitchen know to save wastage.

The Catering Manager is aware of residents with special dietary requirements, and ensures there is a menu choice available at all meal times. Please ensure that you have informed us as soon as possible if you have any special requirements. Vegetarian and specialist options will be made available at all meals, if you have chosen the vegetarian option you should continue with this selection for the whole semester.

6.3 Dining Times

Unless a change is notified to residents, the following times are the official meal times:

Monday – Friday		
Breakfast	Lunch	Dinner
7:15 – 9:15 am	11:30-1:15 pm	5:45-6:30 pm
Saturday – Sunday		
8:30-9:30 am	11:30 -12:30 pm	5:45-6:15 pm

6.4 Late Meals and Packed Lunches

Cut Lunch

For residents unable to attend lunch during the week there is facility to make their own lunch during breakfast from a selection of breads and a variety of fillings, including different meats and salad items, along with fruit and a sweet. Packed lunches are also available on weekends on request.

Residents who take a packed lunch are not entitled to come to lunch at the Hall on that day as well.

Early/late Meals

Catering staff provides late meals for dinner Monday-Friday when residents have class commitments or sports practices. If you would like to order an early/late dinner please complete a sticker located outside the dining room. This needs to be done by 4:00pm each day. If you have ordered a late dinner, but return while the meal is still being served, please see the catering staff who can give you your plated meal, as this reduces food wastage. Late dinners should be collected from the fridge in the Yardley Study Centre.

6.5 Formal Dinners and Dress Code

Once a term the Hall hosts formal dinners in the dining room, which may have a theme. Dress required for these occasions is formal, smart trousers (no jeans), collar and tie, a dress or skirt. No strapless tops or playsuits please. Skirts and dresses must be of an appropriate length and

please keep in mind that Board members attend these meals.

For all other meals a good standard of dress is expected. Do not enter the dining room for meals wearing pyjamas or dressing gowns, barefoot or only in socks or wearing any head gear, i.e. hats, caps, beanies or hoodies up.

6.6 Miscellaneous

Guests at Meals

Residents may bring a guest to a meal, meals cost \$10.00, and you should see the Office Administrator to pay for the meal as soon as possible. All guests should be recorded on our visitor google form. Residents should introduce their guest to the Principal or the tutor on duty and to the kitchen staff.

Absences from Meals

If arranging for a trip away for a group, please inform the Office Administrator or kitchen staff as soon as possible so that we can inform the catering staff.

Clean Up

Please co-operate with the staff in the serving of food by taking your used cutlery and crockery to the wash up servery after every meal. Please ensure that all utensils, scraps and crockery are placed in the correct receptacles.

All food should be consumed in the dining room, the only exception to this is the cut lunch.



Cultural and Sporting Events

Inter Hall Cultural Shield

The Margaret Wood Inter Hall Cultural Shield competition is scheduled for the second semester each year. This is a shield that is contested amongst the independent Halls at the University of Canterbury.

Activities included in the competition are:

- Theatre sports
- Classical music
- Contemporary music
- Debating

Rochester and Rutherford is noted for its enthusiastic and credible performances in all aspects of the competition.

Music Performance

There are many situations throughout the year where residents with musical ability will have an opportunity to perform in front of their peers in the Hall. This is a special part of our community and held in very high regard.

Sporting Events

The Rochford Students' Association Sports Reps arrange games within the Hall, and this includes Past vs Present matches, which are held throughout the year. The Sports Reps are chosen by students in the Hall who work on their behalf and ensure the participation of Rochester and Rutherford at sporting events is organised and well resourced.

There are a number of sporting codes at the University of Canterbury that have competitive and social grade teams registered in the local competitions. We have residents who receive Hauptu Scholarships who play for UC and find the ease of proximity of facilities for training, playing, expert coaching and camaraderie with fellow team mates a rewarding experience.

For some of our premier sporting grades, the support includes excellent personal training through the UC fitness centre and access to facilities within minutes of our Hall location.

To learn more about sporting options at UC or during your time at Rochester and Rutherford, please ask a tutor, see a sports rep or for more details check the Hall noticeboards.

The Recreation Centre at UC hosts two inter-hall sports events:

- Sports and Wellness Festival – includes athletics
- Court Sports – includes futsal, volleyball and netball

UC Sports Clubs:

www.canterbury.ac.nz/sport/clubs



Resident Wellbeing

8.1 The Education (Pastoral Care of Tertiary and International Learners Code of Practice 2021)

In 2021 the Government introduced a student pastoral care code of practice for tertiary accommodation providers. Rochester and Rutherford operates within this framework and is always looking at ways to improve the care and wellbeing of our residents.

We welcome any feedback about how we interpret and provide pastoral care for our residents – any comments or questions can be raised with our Principal, Jo Morrow.

8.2 Confidentiality

Staff at Rochester and Rutherford will endeavour to treat all residents' concerns and private details with respect and confidentiality. However, there may be occasions when it is necessary for staff to contact or disclose information to concerned parties outside Rochester and Rutherford. This may occur when:

- There is clear imminent danger to students or staff
- There have been serious breaches of the regulations or guidelines of the university
- Issues with the payment of accounts
- We have concerns regarding the health or wellbeing of a resident

The Principal will report any residents of significant concern to the UC Care team to the University's 'Students at Risk' committee for appropriate follow-up by UC Health Centre and other relevant UC student support services. The Hall will also continue to support these residents.

8.3 Health and Wellbeing

Rochester and Rutherford prides itself on its pastoral care of residents – our primary purpose is to care for our young people as they transition to university and explore the many wonderful opportunities that being a student at Canterbury University has to offer. Each year a large number of the residents of the Hall are living away from home for the first time – this can be difficult but also an exciting time where residents meet many new people from different parts of the country and around the world.

The Hall quickly becomes a home away from home – the 192 residents of the Hall are divided into tutor groups and guided by a residential tutor, whose primary role it is to support and encourage residents within the Hall. Most of our residential tutors have experienced being a first-year student in a Hall of Residence, so have recent insights to the nature of transition into life away from home.

8.4 Illness

There may be times when our residents are unwell or injured – in the first instance they should contact the duty phone on 027 398 0116. This number should be saved on all residents' personal phones.

Rochester and Rutherford Hall is responsible for ensuring residents are aware of the support structures in place in the Hall and/or on the UC campus if they should suffer illness or injury.

The Hall utilises the student management app called **REACH** – we have a location named 'unwell' on this app that will alert Hall staff that

the resident is sick and will be followed up. After hours the duty phone is the best option for support – tutors have access to first aid equipment and some basic medicine.

Students can also reach a 24/7 Nurse chat line on Healthline **0800 611 116**.

Meals – tutors or other residents on the floor will arrange tray meals for those who are unable to get to the dining room.

8.5 Student Health

The Student Health Centre located at UC provides a full range of subsidised general medical services for all enrolled students, including a drop-in clinic every morning or appointments to suit. Medical consultations are free with a Community Services Card. ACC visits are free.

Location – the Health Centre is located by UCSA carpark (easterly direction). Phone: 364 2402 (24 hours).

8.6 Hospital and After-Hours locations

Christchurch Hospital is located approximately 4km from the Hall or 10-15 minutes away. The address is: Riccarton Avenue | Christchurch | Phone: 03 364 0640

There are also 3 after hours clinics in Christchurch. The closest to Rochester and Rutherford Hall is:

The Riccarton Clinic | 4 Yaldhurst Road | Church Corner | Upper Riccarton | Phone: 03 343 3661

If necessary and possible, Hall staff will assist with transporting residents to hospital or the after-hours clinic.

If in doubt or the matter is urgent **call an ambulance by dialling 111**.

8.7 Room Checks

If a staff member has serious concerns about your wellbeing and safety of that of other individuals likely to be in your bedroom, a welfare check will be done whereby a staff member will visit and enter your room. Routine checks are carried out during the year for maintenance or other reasons, but the Hall will give all due notice of these visits. Welfare checks are in line with our responsibility to proactively monitor

residents' wellbeing and safety and to respond to any and all concerns.

8.8 Support Services

When we think of success in a university setting, we often think of academic success alone, without pondering the groundwork that is required for wider success.

Mental and Emotional Wellbeing | Taha hinengaro

Rochester and Rutherford staff are onsite 24 hours a day to support and guide our residents – tutors assist in ensuring the wellbeing of our young people by providing advice and guidance on personal and academic matters. Guidance, individual check ins, and tools for successful living are provided. Tutors are responsible for monitoring standards of behaviour and providing effective pastoral care and support.

As discussed in 8.2 Confidentiality – residents should be aware that study, behaviour and health matters are not confidential to individual staff members but to the staff team. You should expect that your tutor will share such matters with the management team of Rochester and Rutherford as necessary.

The Principal of Rochester and Rutherford has concern and responsibility for all residents and therefore all staff members will discuss and consult as necessary for the wellbeing of our young people.

It may be suggested to residents on an individual basis that it would be more appropriate if some matters were shared with a professional team from Student Care or with appropriate outside agencies.

Student Care | Atawhai Ākonga

Student Care advisors are your support team – the service is free to access and available to all students at the University of Canterbury. The team can talk with you about your situation, help you to figure out your options, and work out the best way forward. You can book an appointment with Student Care by:

- Phone 369 3388
- Drop into the office in the Undercroft
- Email studentcare@canterbury.ac.nz

Spiritual Wellbeing | Taha wairua

Religious affiliation is not required for admission to Rochester and Rutherford Hall, but residents are required to be open to the Christian values that were integral to the establishment of the Hall and its continued operation. A Rutherford Chaplain and Rochester Catholic Chaplain are regular visitors to the Hall and available to anyone who wishes to discuss personal matters.

For those residents who are wanting to attend Mass it is held on Tuesdays and Fridays @ 12.10pm in the Curnow Chapel in Ashby House.

Local Churches

Non-denominational

Grace Vineyard – City and Beach Campus

[Grace Vineyard Church](#)

[Arise Church – Burnside High](#)

[ARISE Church in Christchurch](#)

[Cornerstone Campus Church – Haere Roa, UC](#)

[Home - Cornerstone Church Website](#)

Anglican

St Christopher's; 244 Avonhead Road

St Aiden's; 63 Brookside Tce, Bryndwr

St Barnabas; 145 Fendalton Road, Fendalton

Baptist

Avonhead Baptist Church; 102 Avonhead Road, Avonhead

Bryndwr Baptist Church; 159 Aorangi Road, Bryndwr

Riccarton Baptist Church; 11 Peveral St, Riccarton

Ilam Baptist Church; Ilam Primary School, 66 Ilam Road

Catholic

Cathedral of the Blessed Sacrament; St Mary's Pro Cathedral, 373 Manchester Street

Christ the King; 90 Greers Road, Burnside

Holy Trinity Church; 108 Jeffreys Road, Bryndwr

St Teresa's of Lisieux; 8 Puriri Street, Riccarton

Our Lady of Victory; 106 Main South Road, Sockburn

Methodist

Christchurch North; Cnr Harewood Rd/Chapel Street, Papanui;

Christchurch West – Church Corner Methodist Centre; 3 Brake Street, Riccarton

Presbyterian

Hoon Hay Presbyterian Church; 5 Downing Street, Hoon Hay

St Mark's; 150 Withells Road, Avonhead

Hope Hornby; 27 Aymes Road, Hornby

Village Church Bryndwr; Cnr Ilam Road/Aorangi Road, Burnside

Village Church Papanui; Cnr Papanui Road/Frank Street, Papanui

St Ninians; 5 Puriri Street, Riccarton

8.9 Self Care – Tips on taking Care of Yourself

Share thoughts and feeling with friends, family/whanau or a counsellor. Talking your problems through as they arise can really help relieve stress and anxiety.

Eat nutritious food, get adequate sleep and exercise regularly. Doing these things can trigger a chain of healing health affects – especially when you feel anxious or under stress.

Build and maintain your self-esteem – as your work on building your self-esteem you will feel better more often, enjoy your life more than you did before, and do more of the things that you always wanted to do.

Learn to relax and spend more time doing enjoyable pastimes which will also help you relax – there are many relaxation techniques and other methods available to suit all personalities are lifestyles e.g. hobbies, relaxation and meditation.

Seek Help – as discussed earlier, problems can sometimes be too hard to solve alone, or with friends and family, so it is then important to seek professional help. You can see a GP, community group, a psychiatrist, nurse, occupational therapist, psychologist, social worker or counsellor.

8.10 University of Canterbury Students Association (UCSA) – Advocacy | Te tautoko

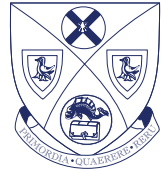
UCSA is independent of the University and exists to support students. You can contact the Advocacy and Welfare Team via email, phone or just drop in to the UCSA offices to discuss your concern. The UCSA Student Advocate will be able to assist you in:

- Navigating the correct University appeals and complaints process
- Concern, complaint, and appeal letter writing
- Locating and understanding important University regulations and policies
- Helping you to understand all your options and avenues for resolution

- Advising you on what evidence may be required for an appeal or complaint
- Facilitating the communication between you and the University
- Attending meetings as a support person or advocate and assisting with appeals

The Student Advocate exists to provide this independent, confidential support to students so they do not have to navigate appeals, grievances or general concerns alone – deciding to pursue one of these can be daunting, and it can help to have someone who knows the process to help you along the way.





Emergency Procedures

9.1 Fire Evacuation and Fire Alarms

It is a requirement that all residents at Rochester and Rutherford Hall are familiar with the fire evacuation protocol. Tutors and Hall management will go over procedures at the beginning of the academic year during the orientation programme.

In the event of an alarm, leave the door of the room that you are in unlocked but closed and close your window if safe to do so. Calmly exit the building through the nearest emergency exit (know where this exit is) and head for the assembly point on the grassed area outside the Yardley Study Centre. A roll call will be taken promptly.

Do not re-enter a building with an alarm sounding once you have evacuated

Alert duty tutors is anyone is sick and room bound, or needs assistance exiting a building
If you know someone is off base, tell your tutor or a member of Hall management
Please do not leave the evacuation area until the 'all-clear' has been given

False Alarms

False fire alarms are the bulk of the NZ Fire Service callouts. Each one has a cost to the taxpayer, Rochester and Rutherford and UC. Whether malicious or accidental, there are circumstances where this can be charged to the individual who set it off. Some common activators of false alarms include:

- Touching/tapping or knocking a detector in any way

- Steam from hair dryers and straighteners
- Smoke from overcooked food such as popcorn

IF YOU DISCOVER A FIRE – IMMEDIATELY OPERATE THE NEAREST FIRE ALARM AND RING 111 – ASK FOR THE FIRE BRIGADE AT 77 ILAM ROAD, ILAM.

9.2 Earthquakes

In the event of an earthquake, please follow these procedures:

DROP down onto your hands and knees (before the earthquake knocks you down). This position protects you from falling but allows you to still move if necessary.

COVER your head and neck (and your entire body if possible), under a sturdy table or desk (if within a few steps of you). If there is no shelter nearby, crawl to an inside corner of the room and cover your head and neck with your arms and hands.

HOLD ON to your shelter (or to your head and neck) until the shaking stops. Be prepared to move with your shelter if the shaking shifts it around. The shorter the distance to your safe place, the less likely it will be that you are injured by furnishings that become flying debris during the shaking.

Practice DROP, COVER and HOLD so that you know what to do in different places you may be in the Hall when an earthquake may happen i.e. the dining room.

If you are inside when an earthquake happens, stay inside, but if you are outside you should remain outside but take shelter clear of buildings,

trees, power lines and other potential hazards. If you are instructed to evacuate, or if the alarm sounds, head to the assembly point on the grassed area outside the Yardley Study Centre and await instructions from tutors or Hall management.

Please update your location in REACH immediately you receive notification of an emergency at the Hall – this will assist staff in locating residents quickly.

9.3 Lockdown

Lockdowns are triggered by emergency events that may occur at Rochester and Rutherford itself, the surrounding neighbourhood and streets, or at the university. Examples of events which could trigger a lockdown are:

- A police operation nearby
- An aggressive animal (such as a dog) wandering the premises
- A person moving about the area with a weapon
- A weather-related incident such gale force winds

The most likely way that residents will be alerted to a lockdown is the following signal:

The repetitive sounding of the lock down alarm.

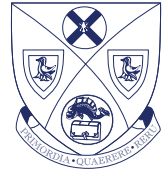
Please note that secondary ways of putting the Hall into lockdown may include txt message through REACH, verbal commands from staff or even email.

Upon receiving the alert that the Hall is in lockdown residents must:

- Make their way to the nearest room that can be secured
- Immediately update location status in REACH
- All curtains are to be closed if possible
- Switch your mobile phone to silent so that you can make and receive communications
- Switch off other electronic devices such as laptops
- Move away from all windows/doors and lie on the floor as low as possible
- Remain quiet and try to stay very calm
- Follow the instructions from Hall management
- The ringing of 3 short bells indicates lockdown is over and all floors and rooms will be visited by a member of staff or emergency services to advise of next steps, depending on the reason for the lockdown



10



Safety and Security

The safety and security of all residents is extremely important, and it is expected that all students will adopt reasonable safety habits. To protect the residents, their privacy and possessions, the Principal and staff place great emphasis on the security of the Hall.

While surrounding grounds of Rochester and Rutherford are often accessed by members of the UC community, our buildings are not. Rochester and Rutherford is not a public area and people can only come in at the invitation of a resident – strangers who are not accompanied by a resident will be challenged by staff or residents. If you feel threatened or uncomfortable with the presence of an unfamiliar person on your floor, please contact the duty phone or alert your tutor immediately.

All contractors to Rochester and Rutherford Hall are required to always wear an R&R branded vest and hold allocated access keys. Management will take all care to ensure residents are given adequate and reasonable notice of the presence of contractors. This shall be in the way of a message sent through the student management system REACH.

10.1 Safety Equipment

Please note that it is **illegal** to tamper with, interfere or use emergency equipment. This equipment is only to be used in an emergency.

10.2 Roof Safety

Hall roof tops and window balconies are explicitly forbidden for residents. The Hall follows strict guidelines around Health and Safety requirements and employs contractors for any access to these areas.

10.3 Keys

All doors are opened by an electronic salto key which gives residents access to the main buildings as well as to their House and room. If you lose your salto key please report to the Office Administrator immediately to obtain a replacement. If after hours, notify the duty tutor – this ensures that the buildings remain secure. Please do not lend your salto key to another person or allow them to use it – this is a serious breach of security and will be treated as a disciplinary matter. Residents are only permitted to have one salto key.

10.4 Security at Night

Things to remember:

- Avoid walking alone at night.
- Travel with a friend whenever possible
- Always use well illuminated walkways and recommended walking routes at night
- Report any unusual behaviour to security, even the smallest incident.
- Ensure that all vehicles are locked when parked.
- Remember that UC Security will accompany you to your Hall if requested at night.

10.5 UC Security

UC Security | 0800 823 637

Email | security@canterbury.ac.nz

Security officers patrol the campus 24 hours a day 7 days a week and provide support and assistance for students and staff. All security staff are trained in First Aid. Officers patrol on foot so expect to see them around campus at any time – if you are lost or need assistance, please ask one of them for help. The Hall also engages with Sub 5, an external security company for overnight patrols of the grounds.

Help Point Towers – there are 13 help towers located across the UC campus to provide information any time, and assistance in an emergency. Press the black button for information, and the red button in an emergency. In an emergency, wait at the tower until help arrives. UC Security will monitor you through via security cameras until a security guard reaches you. The red button is for genuine emergencies only and any misuse will be treated seriously.

10.6 Cyber Safety

The internet access provided at Rochester and Rutherford comes with responsibilities. For

your own protection, please do not share your password or username with anyone at all. No Information and Communication Technologies (including mobile phones, lap tops, Tablets, smart watches etc) should be used to upset; offend, or harass other members of the community (residents, staff or visitors) even if meant as a joke.

Computer use is governed by the 'Computer Use Policy and Procedures' and the 'Computer Administration Policy and Procedures', copies of which can be obtained from the UC Policy Library at: www.canterbury.ac.nz/ucpolicy





Communications

As a student you will have a lot of information being sent to you both from the University and from Rochester and Rutherford. We use a variety of methods to pass on information that you need to know, including:

- this handbook
- website | www.rochester-rutherford.org.nz
- “Reslife” – current residents student initiatives and successes – located on our website
- Rochester and Rutherford Facebook page
- Rochester and Rutherford Facebook residents’ group
- emails and direct message from REACH (the Hall App)
- posters and notices
- text messages
- surveys

11.1 REACH – Rochester and Rutherford Student Management App

REACH is an online student management system that is quick and efficient to use. It is expected that residents who leave base for either a short- or long-term basis will use the app to indicate the length of time they will be away from the Hall, as well as their location. All residents will be sent a link to register for the App prior to arrival at the Hall. App use will be explained as part of the Hall orientation at the beginning of the year.

11.2 Social Media

Residents are encouraged to ‘like’ our Facebook page and ‘follow’ our Instagram account where photos and reviews of current residents will be posted.

Facebook: Rochester and Rutherford Hall
Instagram: rochesterandrutherford.hall

11.3 Making Appointments

You may wish to make an appointment to speak with our Principal, Jo Morrow, or to talk with the Finance Manager, Ali Doig.

To make an appointment to meet with Jo, please pop into the main office and the Office Administrator will be happy to set up a time that suits. Ali can be contacted on: finance@rochester-rutherford.org.nz

Residents who wish to speak with their tutors to discuss any issue, should reach out to them directly to arrange a time.

11.4 Mail and Parcels

All mail received is placed in residents’ pigeonholes located in the dining room. Parcels can be collected daily from the dining room, and you will be notified by an email from the office when it has arrived.

Address: Rochester and Rutherford, 77 Ilam Road, Ilam, Christchurch 8041

11.5 Google Forms | Surveys

Google forms are an efficient way of communication between residents and Hall Management. QR codes are located around the Hall with links to forms for maintenance requests, near miss health and safety incidents, visitors to the Hall etc.

It is extremely important that residents take the time to complete these forms so that we are able to action any maintenance as quickly as possible, and that we are aware of any visitors on site in an emergency.

Surveys – Under the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 we are committed to understand and respond to diverse learner voices. Surveys are a tool for the gathering of information in an informal way that helps advise our processes and engagement with our residents. We aim to gather resident feedback on a variety of our services at least once a term.

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At R&R, the allocation of each student onto a floor, and the resultant formation of each floor group, is done extremely well and sees a special culture develop.

The culture that exists helps each student feel more comfortable and “at home” and acts as a great support network throughout the year.

The hallways are always alive with students interacting with each other and there will always be someone on your floor to help you with anything – whether it be Uni work and study, or even if you just need someone to talk to.

The people that are on your floor become some of your closest friends and to put it simply, your floor becomes your family.

EMILIA, STUDENT SECRETARY 2021

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12



Fees

12. Fees

You have a binding contract with Rochester and Rutherford Hall on signing of the Resident's Agreement.

12.1 Fee Schedule 2024

Fees 2024			
Total annual fees: \$22,550			
Comprised of:			
Administration Fee (non-refundable) \$550			
Bond (refundable) \$500			
Resident Association Fee \$300			
Accommodation Fee \$21,200 (31 weeks catered, 39 weeks maximum)			
Payments are due as follows:			
Payment 1 – due on acceptance of place:	Payment 2 – due January 17, 2024	Payment 3 – due April 10, 2024	Payment 4 – due August 20, 2024
\$2,500	\$8,500	\$7,500	\$4000
(\$550 admin fee, \$1,950 Accommodation fee in advance)	(\$7,700 Accommodation fees, \$500 Bond, \$300 Resident Association fee)	(\$7,500 Accommodation fees)	(\$4,000 Accommodation fees)
<ol style="list-style-type: none">1. All amounts are inclusive of GST.2. An Invoice will be sent to the resident prior to the due date for each payment.3. The bank account number for Rochester and Rutherford Hall is: 06-0665-0010844-00. Please use resident's last name and initial of first name as reference.4. Residents must pay all required fees in the manner and time established by the payment schedule above, together with any other costs incurred.5. At the end of the month during which any fees or charges remain overdue, Rochester and Rutherford Hall reserve the right to add to the balance owing, a penalty charge equal to 1.5% per month of the overdue balance. If fees and charges remain unpaid for a period of 3 months, and no acceptable payment plan arrangement has been agreed, the Hall will have the right to terminate a resident's accommodation. The amount owed will then be referred to a debt collection agency.6. The Hall is unable to accept credit card, cash, or telephone payments.			

12.2 Bond

The bond payment is used at the end of each academic year to pay for any loss or damage to a resident's room, floor or the Hall's common areas. This fee is also levied for all crockery and cutlery missing from the dining room at the end of the year. It should be noted that residents and their guests usually take good care of the Hall and its property, and we hope to refund most of the fee.

The Housekeeping team will clear all rooms and floors post the resident's departures. Damages and a maintenance plan are processed through the Finance Manager, who will contact residents directly regarding any reason for concern.

The Hall aims to refund the bond payment to all resident's by mid-December.

12.3 Loans, Scholarships and Allowances

While residents may apply for government loans and allowances to cover accommodation, the fee must be paid personally by the resident. The Government or the university will not pay the fee directly. You will be loaned money to assist with paying the fees, but please be aware that the accommodation loan is not sufficient to cover the years fees, and that the first payment for fees is **before** loans and allowances are paid.

Please also be aware to fill in the accommodation loan application correctly, carefully and completely as while Work and Income are there to assist you, any problems with incomplete paperwork will delay payments. [StudyLink](#)

Scholarships:

Scholarships, grants and awards are a great way of funding your university study. UC offers over \$20 million in scholarships and prizes annually to help fund student's study.

Through the UC website you can search through the full list of scholarships and apply online: [Scholarships at UC | University of Canterbury](#)

Rochester and Rutherford Hall awards the following Grants:

Academic Entrance Grant
Leadership-Academic/Cultural-Academic/
Community-Academic/Sport

Rutherford Trust Board Community Award
Rochester Trust Board Community Award
Rochester and Rutherford Academic Distinction and Merit Awards – Semester One – UC Results
Rochester Trust Board Performing Arts Grant
Rutherford Trust Board Art and Photography Competition
Community Service and Contribution
Principal's awards

12.4 Financial Difficulties

Any resident of the Hall should contact the Finance Manager or the Principal if they are having financial difficulties. It is better to do this sooner rather than later, so that a clear pathway for payment can be arranged.

Please note – at the end of the month during which any fees or charges remain overdue, Rochester and Rutherford Hall reserve the right to add to the balance owing, a penalty charge equal to 1.5% per month of the overdue balance. If the fees and charges remain unpaid for a period of 3 months, and no acceptable payment arrangement has been agreed, the Hall reserves the right to terminate a resident's accommodation. The amount owed will then be referred to a debt collecting agency.

12.5 Withdrawal/Refund Information

All Rochester and Rutherford residents' contract to remain at the Hall for the full academic year. Residents who choose to leave the Hall during the year are liable for any and all remaining payments as per the payment schedule. This is until such time as the room can be re let. As and when a resident's room is re let, they will then be released from their contract.

Fees are refundable at the discretion of the Rochester and Rutherford Executive Council and any such application must be made in writing to the Principal. Rochester and Rutherford Hall accepts that circumstances sometimes change and look to work with the resident and their family|whanau to reach a solution.

Please note that if a resident leaves during the year, they forfeit their bond payment as an administrative fee.

In the event that a resident is asked to leave Rochester and Rutherford Hall, the resident is liable for the remainder of the year's fees.

12.6 Additional Charges

Below is a list of additional charges you may incur during your time in the Hall:

Car Park	\$300.00
Music Room key	\$25.00 (to come off bond if not returned)
Lost key charge	\$25.00 (to come off bond)
Guest fees	\$TBC
Clamping charge	\$25.00 (for car to be unclamped – please note this charge will increase with repeat infringements)

Damage (to room or common areas)

Soiling of carpet \$75.00

Costs associated with damage to common areas where no one individual can be found will result in the floor being charged.

13



Dates

13. Dates

Fees cover the semester dates, including academic terms. At the end of the academic year, residents are required to sign out of the Hall 24 hours after their last examination.

UC Dates

03 January	UC reopens for 2024
08 January	2024 Summer School lectures start
19 January	Summer School results released (for courses with an end date in December)
06 February	Waitangi Day (University closed)
09 February	Summer School lectures end
11 February	Lunar New Year (not a University Holiday)
16 February	Summer School results released (for courses with an end date in January or February)
19 February	Semester One (S1) lectures start
28 March	Lectures end for mid-semester break
29 March	Good Friday (University closed)
29 March - 21 April	Mid-semester lecture break
01 April	Easter Monday (University closed)
02 April	University Holiday (University closed)
22 April	Lectures resume
25 April	ANZAC Day observed (University closed)
31 May	Semester One (S1) lectures end
03 June	King's Birthday (University closed)

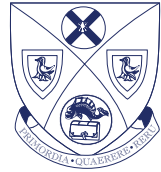
01 June - 09 June	Study break
10 June - 22 June	Semester One (S1) examination period
23 June - 14 July	Mid-year break
28 June	Matariki public holiday (University closed)
05 July	Semester One results released
08 July - 12 July	Academic Progress
15 July	Semester Two lectures start
23 August	Lectures end for mid-semester break
24 August - 08 September	Mid-semester lecture break
09 September	Lectures resume
18 October	Semester Two (S2) lectures end
19 - 27 October	Study break
28 October	Labour Day (University closed)
29 October - 09 November	Semester Two (S2) and Whole Year (W) courses examination period
11 November	Summer School (24-SU2) lectures start
15 November	Show Day (University closed)
29 November	Semester Two (S2) and Whole Year (W) courses results released

13.3 Conference and Maintenance Dates 2024

Each year the Hall takes the opportunity to lease out our facility over one selected holiday period. On signing the Resident Agreement, you are agreeing to vacate your allocated room at the requested time. The dates for 2024 will be the semester two break Saturday 24 August – Sunday 1 September 2024.

As such all residents will need to vacate their rooms during this time, although it is possible to apply for special consideration to be accommodated on site in one of our residential houses. This application must be done at least 3 weeks prior to the holiday break. All holiday periods are an opportunity for maintenance on our facilities, which will include bedrooms and shared living spaces.

The income generated by conference groups helps to fund fees for residents, as well as further renovations and maintaining the quality of the facilities.



Procedures at Rochester and Rutherford

14.1 Main Office

The main office at the Hall is located at the Ilam Road end of Ashby House. The office is open from 8:30 – 5:00 pm each day. You should come to the office for help with such matters as:

- Replacement keys
- Late/early dinner stickers
- Lost property
- To make an appointment to see the Principal
- Minor first aid – band aids, Panadol etc
- Issues with car parks etc
- Parcels, mail and other deliveries

14.2 Guests to the Hall

Residents may have guests from 8:00am – 10:00pm Sunday to Thursday and until midnight on Friday and Saturday nights, but after this time they must leave the buildings and grounds. While guests are in Rochester and Rutherford the host resident is responsible for any penalties incurred, damage or loss caused by guests, either in the Hall or the grounds. Guests are expected to follow all Hall procedures.

All guests must sign in at the main office or with the tutor on duty. If you wish to have a guest to stay overnight this must be applied for to the Principal and a guest record completed once permission is received. This information is critical in an emergency situation, so that we know exactly who is in the buildings. There is no charge for guests to stay, but there is a charge of \$10.00 per meal (lunch or dinner) which should be paid within a week of your guest staying at the Hall.

Restrictions on guests – the Principal may, in the best interests of the Hall, decline requests for

overnight guests. The following periods of time need to be observed as residents only:

- The first four weeks of Term One – this enables the community to get to know each other without the confusion of extras in and out on a daily basis.
- Hall functions such as formal dinners, awards, theme events etc are not permitted for guests
- Study or exam leave and holiday periods
- Guests may also be restricted in times of highly infectious virus' in the Hall

14.3 Sign in Sign Out (SISO)

If you wish to leave the Hall overnight, please utilise the REACH App to let us know when you are leaving and when you will be back. This SISO feature can be done in advance and is an easy to use platform for students taking leave. It is imperative that you abide by the regulations of leave and keep your status up to date.

The Hall operates under strict guidelines around pastoral care, health and safety. We work to meet a careful balance of respecting privacy of our residents, while meeting the needs of Government legislation. The balance is met when residents do their part to take responsibility for being accountable within our system of leave.

PLEASE ENSURE THAT YOU SIGN BACK IN WHEN YOU RETURN TO THE HALL – THIS IS CRITICAL IN CASE OF AN EMERGENCY.

14.4 Maintenance Forms

If you notice any items that require maintenance in your room or around the Hall, please log them on the Maintenance Google Form. This form can

be accessed through a QR Code which is found on noticeboards around the Hall. Please do not reply on someone else noting an item in need of repair.

REPORTING REPAIR AND MAINTENANCE ENABLES US TO MEET YOUR NEEDS MORE EFFICIENTLY – PLEASE NOTE THAT SOME JOBS MAY REQUIRE SCHEDULING A CONTRACTOR SO MAY NEED TIME TO PLAN.

14.5 Energy Conservation

The Hall is well heated. If a bedroom is too hot we ask that heaters be regulated or turned off before opening windows. Please turn the lights off when leaving bedrooms, and turn off necessary lights in bathrooms and kitchens. As in most houses, the supply of hot water is limited, so please be reasonable in its use. Management at the Hall appreciate the efforts of all residents in helping to save energy and thereby keeping fees and our carbon foot print down.

14.6 Electric Scooters and Bikes

We are comfortable with the use of electric scooters and bikes by residents. However, they must not be parked on the Rochester and Rutherford campus – please park them either on Ilam Road or Homestead Lane. The reason for this is that we do not want to encourage people onto our campus that do not need to be here.

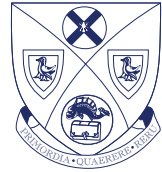
14.7 Observation of Quiet Hours

Quiet hours are set to facilitate an appropriate atmosphere for study. Residents are asked to be considerate of others and to curtail noise during these periods.

- Sunday – Wednesday 7:00pm – 8:00am
- Thursday – Friday – Saturday Midnight – 8:00am

Quiet hours will be extended during exam periods and outside of these hours residents of each house are encourage to develop standards of consideration for others on their own floors, particularly concerning the level of noise.





Protocols at Rochester and Rutherford

The following protocols cover the Conditions of Residence all residents sign upon accepting a place at Rochester and Rutherford.

15.1 Alcohol

The sensible use of alcohol is acceptable at Rochester and Rutherford and any departure from moderation will be regarded as unacceptable.

Those residents who wish to consume alcohol are expected to drink safely and sensibly – this means that residents do not endanger themselves or others and are at all times respectful of the needs of others. It is often the case that noise levels rise when groups of people are consuming alcohol – parties are not permitted on the floors and groups are encouraged to use off site venues or host in the appointed Rec Room. No party involving alcohol is permitted in the Rec Room without the express permission of the Principal – a hosting group will be required to complete an event management form.

15.2 Safe Practices

The Standard Drinks measure is a simple way to work out how much alcohol you are drinking. It measures the amount of pure alcohol in a drink. One standard drink equals 10g of pure alcohol. If you drink a 330ml can or a 100ml glass of wine you are drinking approximately 10g of alcohol (one standard drink), depending on the alcohol percentage. However, a 335ml bottle of RTD spirits at 8% is equivalent to 2.1 standard drinks. The following are not permitted within the Rochester and Rutherford community as they are inconsistent with the expectations of sensible and safe drinking:

- Spirits, kegs and premade shots
- Glass bottles of alcohol of any kind
- Drinking games or apparatus and paraphernalia associated with drinking games and/or binge drinking
- No alcohol is permitted in the computer suite, study centre, dining room, music room and TV room
- Additional alcohol restrictions will be put into place prior to and during the exam period and may be put into place at other times of the year as deemed necessary by the Principal.
- Restrictions and added guidelines are in place for our U18 residents.

15.3 Illegal Drugs | Legal Substances

Except in the case of medical prescriptions, the use of drugs and the storage of equipment to consume drugs is banned at Rochester and Rutherford Hall and the University of Canterbury. Should any resident be found using, in possession of, or dealing illegal drugs, or suspected of the same, the matter will be put into the hands of the Police.

At any given time, a substance can be classed as legal and yet it can have a serious effect on your mental and physical health, some of these are not yet known. The legality of substances is something that can change suddenly as a result of Government passing laws. The fact that a substance has become illegal after you purchased it will not be accepted by the law or by Rochester and Rutherford. While we recognise that some substances are classed as legal, we cannot condone the use of these substances due to the unknown health effects they have. Our expectation is that you will not have any drugs

apart from your prescribed medication or over the counter products.

15.4 Firearms and Fireworks

No firearms, air rifles, slug guns, BB guns, imitation firearms or the likes are permitted in the Hall. No fireworks or rockets are permitted in the Hall buildings or grounds and no weapon of any sort may be brought onto the site.

15.5 Smoking and Vaping

The University of Canterbury is a smoke-free and vape-free campus. This includes Rochester and Rutherford Hall. Please ensure you follow the regulations related to smoking and vaping both at the Hall and the wider University area.

15.6 Noise

Residents must always respect their neighbour's right to sleep or study. Noisie from your neighbour's room or common areas such as the floors, while you are trying to sleep or study is

probably the most common cause of annoyance within the Hall – please be considerate of others and act upon requests to moderate noise levels from within your room.

15.6 General Behaviour

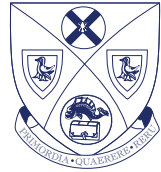
In Hall premises, or while representing the Hall or on any trip or at any function organised by the Hall or student executive, residents must conduct themselves in such a manner that upholds the reputation and expected standards of the Hall. Resident behaviour must not violate New Zealand law, endanger the safety of any person or property and must not interfere with any other person's rights or enjoyment of their property. Any illegal behaviour will be reported to the Police for further investigation. If a resident is required to front for illegal or inappropriate behaviour, the Hall staff will do what they can to support during and following procedures. This support will be within the law and until such time as family or whanau are able to assist further.

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Being on the student executive at R&R opened so many doors for me and equipped me with skills I can take forward after University. Being able to organise and run events with your peers and for your peers, really creates a student run hall environment.

ALEX, STUDENT TREASURER 2021

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Behaviour Management and Disciplinary Processes

16.1 Harassment | Bullying | Discrimination | Anti-Social Behaviour

The Rochester and Rutherford community aspires to be an inclusive community and we believe that all members of the community have the right to study and live in an environment that is free from any form of anti-social or malicious behaviour.

Bullying is any repeated unreasonable behaviour that is directed toward a person, or a group of people, that can lead to physical or psychological harm. This includes cyber bullying.

We do not tolerate any form of harassment, abuse (including via written or electronic media, physical, spoken or published) assault or anti-social behaviour. Examples of behaviour that we deem to be unacceptable include but is not limited to: name calling; disruptive behaviour; abusive language or behaviour; any form of physical violence; unwanted physical contact; unwanted non-verbal contact; unwanted electronic messages; harmful digital communications; intentional or reckless intimate visual photos or recordings; stalking; sexual assault; sexual harassment; exclusion and/or derogatory comments and language. We will not accept any form of behaviour that harms, causes concern or violates a person's dignity through bullying; harassment; abuse; coercion; intimidation; assault; or behaviour that may be deemed to be anti-social or malicious in nature.

Any proven incident of harassment may result in the offending resident being excluded (expelled) from the Hall.

If you feel that you have been subjected to any of the behaviour listed above, we recommend taking the following steps:

- make sure you are safe
- talk with a staff member such as your tutor to decide if you wish to make a complaint
- seek advice and support from a staff member such as Student Care

16.2 Discipline and Behaviour Management

We aim to have a community where residents respect themselves and each other, where healthy social interactions and academic pursuits are the norm. Living away from home can take some adjustments and we are here to assist our residents learn the benefits of taking responsibility for themselves and their actions. The expectations, guidelines and policies we have outlined in this handbook have been developed to help everyone have a productive and safe year.

While the Hall expects its residents to voluntarily respect the rights of others, the Hall has the right to discipline residents who infringe on others rights or who violate the Hall's Conditions of Residence and procedures.

Minor Discipline – Minor incidents happen, whether it is due to a misunderstanding of the rules or having a bad night. However, repeated breaches of the Rochester and Rutherford rules or expectations of behaviour may be considered as serious misconduct even if each individual incident is 'minor'.

Examples – vaping or smoking on campus, drinking underage, excessive noise, unwelcome guests on campus etc.

Such matters will result in the resident being asked to meet with the Principal (usually within 24 hours of the incident being reported) and a discussion/ investigation of the incident will take place. If appropriate, a sanction will be agreed upon such as a period of stand down from the Hall.

Serious Incidents – potential serious breaches of Rochester and Rutherford policies or guidelines are investigated through a thorough serious incident process. In all instances, due process is used when dealing with residents and an appeals

process is available. If a resident is required to meet with executive staff regarding an incident of behaviour or breach of policy and procedure, they are entitled to a support person with them. All matters of serious misconduct will be written up as reference material to note actions addressed and outcomes reached. The resident has right to sight these notes to confirm they are a correct account of processes followed. Storage of any notes will be done in a way to respect privacy of individuals concerned.

Examples – physical assault, wilful damage, breach of NZ law.



Formal Complaint and Grievance Process

It is important that concerns or complaints by members of the Rochester and Rutherford community are addressed and resolved as quickly as possible. In order to ensure the best outcomes for everyone we aim to work in a fair and consistent manner in the resolution of any issues raised.

Procedure – residents are encouraged to talk directly with a staff member when a concern arises. In the first instance this may be your tutor. However, if you do not feel this is appropriate or the concern is not resolved, you can approach any member of the Hall Management team. Many issues or complaints can be resolved through informal means and all staff are able to speak with residents confidentially. A support person is encouraged to assist with this process.

We understand that sometimes matters are of such significance that informal resolution is not appropriate. In such instances a formal complaint is necessary, and the following process will occur:

Any formal complaint should be raised with the Principal of Rochester and Rutherford Hall. Where your complaint is about or involves the Principal, a complaint can be raised with the Chair of the Executive Council. A nominee may also be appointed to deal with the matter.

All formal levels of complaint to management or council must be put in writing, and be specific around incident, people, time and date/s.

When a complaint is received, the Principal will discuss the matter with the complainant to seek any necessary clarification before deciding the detail of the process to be followed before

determining what action, if any, should be taken. The complainant is encouraged to have a support person with them at this time.

The Principal or their nominee will investigate the complaint. This may include interviewing other members of the Rochester and Rutherford community or other individuals as necessary.

Depending on the nature of the complaint the Principal or nominee may refer the matter to the Executive Council, the Proctor of Canterbury University or any other person as necessary.

The complaint will be investigated with a level of formality appropriate to the nature of the concerns raised and will be treated in confidence as far as possible. However, all complaints will need to be handled in accordance with natural justice, meaning any persons responding to a complaint must have the opportunity to hear all details about it and have the opportunity to present their point of view. Any such person will also have the right to have a support person during any discussion of the complaint if they wish. Details about the complaint may also need to be shared with other people who it appears may have relevant information to supply to an investigation.

The Principal or nominee will decide what steps will be taken as a result of the findings of the investigation.

Complainants will be informed of the outcomes of the investigation.

If the complainant is dissatisfied or unhappy with the outcome of your complaint you can escalate it to the UCSA or the University Grievance

Coordinator to discuss your concerns and your options (03 369 0292).

Should your concerns not be resolved by these internal grievance procedures; you can then pursue an external complaint through Mana Tohu Mātauranga o Aotearoa | NZQA. You can submit your complaint query on the NZQA website or send an email to risk@nzqa.govt.nz. If you need further information, contact NZQA on 08200 697 296.

17.1 Processes for Feedback/Student Voice

We are always looking to improve our resident experience, and as such we will email residents with links to a google form to gauge feedback regarding such areas as food and nutrition, engagement and facilities.

The purpose of these feedback forms is to improve the Rochester and Rutherford experience, discover what initiatives are working and which aren't, and to provide a pathway for the resident cohort to provide immediate feedback to Hall Management.

18



End of Year Procedures

All Rochester and Rutherford residents are required to sign out of the Hall 24 hours after their last examination or university commitment.

18.1 Room Inspection

A room inspection will be conducted on the day of departure by a member for the Rochester and Rutherford staff. Once all residents have departed, rooms have been cleared and maintenance addressed, the resident's bond will be returned mid-December, minus any outstanding charges such as lost keys or other charges accumulated during the year. If required, the bond payment will be utilised to cover costs incurred. This will be in consultation with the Property Manager and Hall Management.

18.2 Rooms

Room must be left as you found them at the start of the year. Please ensure you have completed the following end of year tasks:

- Shelves and desks wiped clean
- Wardrobe and drawers vacuumed
- Floor space vacuumed

- Rubbish removed from your room and deposited in the skip behind the bike shed
- Mattress protector, duvet cover, sheets and pillowcases should be returned to the laundry
- Hall blanket, duvet inner and pillow should all be folded and left on the bed

18.3 Keys

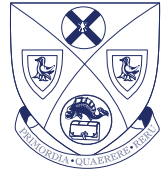
Please return your key to the office, or to the Duty Tutor if you are leaving over a weekend. If you have a music room key, there will be a call for these to be returned at the commencement of study leave for end of year examinations.

18.4 Mail

Please let everyone who sends you mail know your new address i.e. Uni, your bank, Studylink, ACC, NZTA etc.

We will forward mail to your home address until the end of January, following this time all mail will be returned to sender.

We will hold parcels for you here in the office for collection when you return to Christchurch.



Important Contacts

ROCHESTER AND RUTHERFORD MAIN OFFICE

office@rochester-rutherford.org.nz
03 364 2799

ROCHESTER AND RUTHERFORD DUTY PHONE

On call phone 027 398 0116

STUDENT SERVICES HUB

Front desk of Te Pātaka
(Level 2 of the Puaka-James Hight Building)

STUDENT ADVISORS

Front desk of Te Pātaka (Level 2 of the Puaka-James Hight Building)
Phone 03 36 90409 or Ext 90409
Email: firstyearadvice@canterbury.ac.nz

UC HEALTH CENTRE

Monday to Thursday 8.30am–5pm
Friday 9 am-5pm

Exam hours: Monday to Thursday 8.30am-5.15pm and Friday 9am - 5.15pm
Located at the far right of the carpark
at 90 Ilam Road
Phone: 03 369 4444

STUDENT CARE

Undercroft, Puaka James Hight (Central Library)
Phone: 03 369 3388
Email: studentcare@canterbury.ac.nz

CAMPUS SECURITY

Phone: 0800 823 637

COMMUNITY RESOURCES:

- Need to talk? – Free call or text 1737
- Lifeline – 0800 543 354 (0800 LIFELINE) or free text 4357 (HELP)
- Crisis Resolution on 0800 920 092
- Suicide Crisis Helpline – 0508 828 865 (0508 TAUTOKO)
- Healthline – 0800 611 116
- Samaritans – 0800 726 666
- Youthline – Free call 0800 376 633, free text 234, email talk@youthline.co.nz or Web chat from 7pm– 10pm
- thelowdown.co.nz – or email team@thelowdown.co.nz or free text 5626



ROCHESTER & RUTHERFORD HALL

77 Ilam Road, Christchurch 8041, New Zealand

P (03) 364 2799 F (03) 364 2953 E principal@rochester-rutherford.org.nz

www.rochester-rutherford.org.nz



Community • Respect • Opportunity • Balance • Support