



**AUCKLAND
INSTITUTE
OF STUDIES**

NEW ZEALAND

DORMITORY HANDBOOK 2025

*AIS Dormitory
28a Linwood Avenue
Mt Albert
Auckland 1025*

Phone 815-3770 (direct dial) or 815-1717 extension 811

7-DAY DOCTOR

No Appointment Necessary

**White Cross St Lukes
Accident and Emergency Clinic**

52 St Lukes Road - Mt Albert

Telephone (09) 815 3111

<https://www.whitecross.co.nz/clinics/st-lukes>

OPEN 8.00am to 8.00pm

(opening hours may differ on Public Holidays)

OTHER SERVICES AVAILABLE

X-Ray - Dentist - Physiotherapist - Pharmacy

**In an Emergency - Dial 111
(Fire / Ambulance / Police)**



WELCOME TO THE AIS DORMITORY

This handbook is a guide for dormitory residents.
Please read it carefully.

The purpose of this handbook is to help you settle in and make life easier for you. Please make sure that you understand the Dormitory Residency Agreement that you signed before checking in. This is in effect a contract which defines your residential status and other matters such as dormitory fees and the procedure for leaving the dormitory. If you have any questions about the Dormitory Residency Agreement, this handbook, or any other matter, please ask a dormitory staff member or the Student Support Manager. We welcome your comments and would like to know whether this handbook has been of help to you.

The AIS Dormitory accommodates up to 120 residents over three floors. The Dormitory Office is located directly to the right as you walk through the ground floor entrance door of the dormitory. Ground floor accommodation is reserved for both male and female residents, Level 1 accommodation is reserved for female residents only, and Level 2 accommodation is reserved for male residents only. Separate toilet and bathroom facilities are provided for male and female residents.

The feeling of contributing to and gaining from group living is a key feature of life in a dormitory, particularly on an international campus such as AIS. There are opportunities for fun, companionship, working, talking, relaxing and growing in a community of people of similar age and similar interests. There may be irritations and distractions too, but learning to deal with these, to understand different points of view, and to become tolerant of some aspects of human nature is of considerable value.

A large group of people cannot live together without an agreed set of principles. While it would be possible to frame these up and call them 'rules' or 'regulations', we prefer to think of them as ways of behaving in order to enhance the best features of community life.

Clearly some requirements will emerge and be formulated as the year progresses, but others need to be clearly defined early so residents recognise their rights and responsibilities from the beginning.

This handbook attempts to give both information and guidance.

Your signature on your Dormitory Residency Agreement reflects your sympathy with its viewpoints and your commitment to its intentions.

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DORMITORY INFORMATION

1. ACCOMMODATION STAFF

The **Dormitory Manager** is responsible for the day-to-day management of the dormitory, including room bookings, dormitory fee payments, room inspections, maintenance and the welfare of residents.

The **Dormitory Assistant** helps with the maintenance and cleanliness of the dormitory and may assist the Dormitory Manager with room inspections and general day-to-day duties.

The **Student Support Assistant** assists the Dormitory Manager with room bookings and preparations, room inspections, dormitory fee payments and other administrative matters.

The **Student Support Manager** is responsible for the overall management of AIS accommodation and pastoral care of residents.

2. DORMITORY OFFICE DUTY TIMES

The Dormitory Office is open five days a week from 8.30am to 4.00pm. If the on-duty dormitory staff member is absent from the office during these hours, a notice will be left on the Dormitory Office noticeboard as to where the staff member can be located, or when they are due to return. An emergency phone number is also displayed on the noticeboard. If a security officer is needed after hours, please call **021 616 282**.

3. DORMITORY ACCOMMODATION FEE

The dormitory accommodation fee is calculated on a weekly (seven-day) basis. Payment for the first five weeks' accommodation is non-refundable and non-transferable.

If you have booked a stay in the dormitory of less than five weeks' duration, casual accommodation rates will apply.

(a) Late Payments

One week before your next payment is due, a reminder note will be slipped under your door. On the day your payment is due, you will receive a further reminder notice from the Dormitory Office. If payment has still not been received three days after the due date, you will be issued with a final demand notice. Disciplinary action, or termination of your dormitory residency, may follow if payment of overdue fees is not received promptly following a final demand notice.

4. RESIDENTIAL ROOMS

Your room is your responsibility, as are any guests you may have. Please report any damage immediately to the Dormitory Office. You are responsible for maintaining good standards of cleanliness and tidiness in your room.

Cleaning equipment and vacuum cleaners are kept in the Dormitory Office. Please return the vacuum cleaner and equipment immediately after use. Ironing boards are located on Floors 1 and 2 near the southern stairway.

Please do not use sellotape on any painted or varnished surfaces. Drawing pins may only be used on noticeboards. When you vacate your room, it must be left in the same condition as it was when you moved in.

5. ROOM INSPECTIONS

Rooms are inspected every week. These inspections are normally undertaken from 1.00pm on the following days:

Monday - Floor 2
Wednesday - Floor 1
Friday - Ground Floor

Check the Dormitory Office noticeboard for any changes to these timings.

Rooms are inspected by two members of staff - normally the Dormitory Manager and a security officer (or with another staff member if a security officer is unavailable) - who will always knock on the door first. After three knocks with no response, the door will be opened so that the inspection can take place.

The purpose of the room inspections is to check for cleanliness and tidiness, and for any conditions that may cause a room to be unsafe or unhealthy for occupation, such as an insect infestation or mould caused by poor ventilation.

A visual inspection only is carried out which will include opening the door of a mini fridge. The wardrobe, drawers or bags will not be opened for inspection.

If an extra room inspection is required outside of the normal weekly inspection, 24 hours' advance notice of such an inspection will be given.

Room inspections also allow for resident wellbeing checks to be undertaken (see 26. Resident Wellbeing Checks).

6. CHANGE OF ROOM FEE

You may apply for a change of room, but note that a \$50.00 fee may be charged at the discretion of the Dormitory Manager.

7. ABSENCE FROM THE DORMITORY

For safety reasons and fire regulations, we need to know if you will be absent overnight, and we need to have a phone number for contacting you in case of an emergency. An Absentee Dormitory Residents' Logbook is located at the Dormitory Office and must be filled in if you are leaving the dormitory for the night or for a few days.

8. TAKING LEAVE OF ABSENCE

If you wish to take leave of absence from the dormitory and leave your belongings in your room, you may do so upon payment of the full dormitory fee for the period you will be away. Full fee payment will reserve your room for you, but must be arranged before you take your leave of absence.

If you do not wish to pay full fees to reserve your room, you will need remove all your belongings and re-book a room prior to your return. This may result in a change of room. Your belongings can be stored for you during your absence for a small daily fee.

9. AGE

No person under 18 years of age is permitted to stay in the dormitory.

10. GUESTS

Guests (non-residents) may be invited into the dormitory between 4.30pm and 8.00pm only. A guest must enter only on the invitation of an individual resident who accepts responsibility for him or her. Residents must sign visitors into the Visitors' Book which is located at the Dormitory Office. Guests will be expected to behave with sensitivity to the fact that they are visitors, and they are required to observe the same standards of behaviour as residents.

Note that male guests are not permitted on Floor 1 (the female-only floor), and female guests are not permitted on Floor 2 (the male-only floor).

11. OVERNIGHT GUESTS

If a room is available, your parents or guests from out of Auckland may stay overnight at the daily casual rate for a room only. Arrangements must be made in advance through the Dormitory Office. A deposit of \$55.00 will be required for a key and magnetic security key tag, and this amount will be refunded upon their return. It is your responsibility to ensure that prior payment of the accommodation fee and the key/key tag deposit is made before your overnight guests check in.

Unauthorised overnight guests are not permitted. If you allow an unauthorised guest, or a resident from another room, to stay in your room overnight, you will receive a \$50.00 fine and be issued with a written warning. Repeated warnings will result in disciplinary action and termination of your dormitory residency.

You are permitted to visit another resident of the same gender in their room, but you must leave their room by 10.00pm.

12. DEPARTURE

Please complete your departure form correctly. Departure forms are available in the dormitory foyer. You must provide a forwarding address as any refund that you may be entitled to cannot be processed without it.

A minimum of two weeks' notice of departure is required and the bond conditions set out under item 13. below met for a full bond payment refund. **Please allow at least five days for your refund to be processed by the Accounts Department.**

Payment for the two-week notice period is non-refundable and non-transferable.

All departing residents must vacate their rooms by 10.00am on weekends.

13. BOND REFUND

Your bond will be refunded to you in full upon departure if all the following conditions set out in the Dormitory Residency Agreement have been met:

- a) your accommodation payments, including payment for the two-week notice period, and other fees are up-to-date;
- b) there is no loss of, or damage to, dormitory property during the period of your residency;
- c) all keys and key tags issued to you have been returned to the Dormitory Office; and
- d) your room, and mini fridge if rented, is left clean (an inspection will be made by the accommodation staff member on duty). ***Please see the notice on the back of your room door.***

AIS reserves the right to retain all or part of the bond if any of the above conditions are not met. For example, deductions will be made to cover:

- any days of accommodation for which payment has not been received, including the two-week notice period;
- any damaged or lost dormitory property - the deduction will be based on an assessment of the cost to repair or replace the damage or loss;
- any unreturned key and/or key tag - \$25.00 for a key, \$30.00 for a tag, or \$55.00 for a key and tag; and
- unclean room and/or mini fridge - normally a \$50.00 cleaning fee will apply.

AIS also reserves the right to seek reimbursement from a resident where costs for repairs, replacements and/or cleaning exceed the bond payment.

Your bond refund, if due, will be made by direct credit or international bank transfer to the bank account you have nominated on your departure form.

If you have finished your studies and are leaving AIS, a Student Clearance Form is also required (Student Clearance Forms are available from reception/Registry).

14. TERMINATION OF RESIDENCY

AIS reserves the right to terminate a Dormitory Residency Agreement by giving up to one week's notice for departure of the resident in cases of serious misconduct. For extreme misconduct, one day's notice will be given. Note that any resident who has had their residency terminated will be permanently banned from entering the dormitory again.

In all cases where AIS terminates a Dormitory Residency Agreement for misconduct, the resident will forfeit their bond and any dormitory fees paid in advance.

GENERAL INFORMATION

15. AIS PROPERTY

Despite careful budgeting, dormitories are expensive to operate and the costs can be high. Residents are asked to assist in their own and public areas by treating all property with extreme care, and by cooperating to avoid waste at all times. If AIS property is damaged, please inform the Dormitory Office without delay.

16. BEHAVIOUR

You are expected to treat other residents, staff and guests with respect, courtesy and consideration. Any language or behaviour which denigrates others on the grounds of sex, race, age, dress or opinions will not be tolerated.

Male residents are not permitted to enter Floor 1 (the female-only floor), and female residents are not permitted enter Floor 2 (the male-only floor). These restrictions must be strictly observed.

Residents of the same gender may study together in dormitory rooms up until 10.00pm.

Male and female residents may study together in ground floor dormitory rooms only during the day when Dormitory Office staff are on duty (8.30am until 4.00pm). You must first inform the Dormitory Office that you are intending to study together, and during the period of study you must always leave the dormitory room door open.

17. DISCIPLINE

It is expected that you will base your conduct, both in the dormitory or on campus, on the principles outlined in the Student Code of Conduct (please refer to the Student Handbook). All written warnings will be noted on your record and may incur penalties imposed by the Student Disciplinary Committee. Serious offences will result in termination of your Dormitory Residency Agreement, referral to the Student Disciplinary Committee, and may be subject to public law enforcement and the New Zealand judicial system.

18. DRESS STANDARD GUIDELINES

Because AIS's students and staff come from culturally diverse backgrounds, it is important to be aware that cultural dress standards also differ. As a guideline while on campus, outside of the dormitory, you should dress in clothing appropriate for everyday wear. It is inadvisable, either inside the dormitory or on campus, to wear revealing clothing or clothing with words, pictures or images that may potentially be considered offensive by others.

19. DRUGS - SMOKING - VAPING - ALCOHOL

AIS seeks to provide a drug, smoke, vape and alcohol-free campus environment to help in minimising any risks to its students, staff and visitors.

(a) Drugs

No taking or handling of illegal drugs is permitted on campus, and any resident found doing so will face expulsion from the dormitory and the institute, and the matter will be referred to the New Zealand Police. **No** refund of bond or dormitory fees paid in advance will be made.

The institute reserves the right to test residents for substance use/abuse as required.

(b) Smoking/Vaping

Smoking and vaping must be confined to designated outdoor smoking/vaping areas on campus. No smoking or vaping is permitted inside any campus or dormitory building or AIS vehicle. The fine for smoking or vaping on campus grounds, outside of a designated smoking/vaping area, is \$25.00.

The designated smoking/vaping areas are located behind the dormitory near the relocatable classrooms, and in the gazebo seating area near the front of the main block. You may also smoke on the walkway area outside the Dormitory Office, but only between the hours of 7.00pm in the evening to 7.00am in the morning.

(c) Alcohol

No alcohol is permitted to be brought to campus for consumption on campus. This rule does not restrict you from bringing alcohol to campus as long as it remains sealed/unopened and is taken off campus before being consumed.

An exception to this rule is where alcohol is provided by AIS as part of an approved on-campus social event.

(d) Penalties

If you are found smoking or vaping inside the dormitory or any other campus building or AIS vehicle, or drinking alcohol anywhere on campus, the following actions will be taken:

- First instance - \$50.00 instant fine and a written warning
- Second instance - \$50.00 instant fine and a written warning
- Third instance - \$50.00 instant fine and expulsion from the dormitory

The alcohol will be confiscated in all instances.

Residents returning to campus in an intoxicated or drugged state, or who are found on campus with open alcohol bottles/cans (even if empty) in their possession or in their rooms, also risk being penalised.

20. ELECTRICAL EQUIPMENT

Because of the risk of damage to power circuits and fire, no toasters, microwaves, rice cookers, electric jugs, cooking elements or fridge/freezers (except for mini fridges hired from the Dormitory Office) may be used in your room. The dormitory is centrally heated, so additional heating should not be necessary. Televisions, computing equipment and hairdryers may be used in your room. Cooking facilities are located on the ground floor of the main building.

IMPORTANT: NO COOKING IS ALLOWED IN ROOMS

21. EMERGENCIES

Please ensure you notify Registry of any changes to your home contact address / telephone numbers, in case of an emergency. You can obtain a "Change of Personal Details" form from the main reception counter. In serious circumstances, we will seek your permission first before contacting your parents /

guardian / next of kin. However, AIS does reserve the right to make contact, without your permission, if deemed necessary in the case of an emergency.

A 24-hour emergency number is available for all residents: 021 616 282. You may call this number any time from inside or outside the campus to be connected to our security service.

22. FIRE SAFETY

The small round metal objects located on the ceilings of all rooms and doorways are smoke detectors (not sprinklers). Cigarette smoke will activate the smoke detectors, which are connected to the fire alarm system. When smoke detectors are activated, the Fire Service is automatically called out.

Fire safety notices are posted in each room, on each floor and on the Dormitory Office noticeboard. Please read the notice carefully and be aware of the procedures to follow in the event the fire alarm sounds.

(a) Fire Alarm Evacuation

At the sounding of the evacuation fire alarm, proceed immediately to the assembly area on the grassed area in front of the library.

Emergency exits are located at the southern end of the corridors on all floors. Evacuation procedures are posted on each floor.

You must follow the instructions of dormitory/fire wardens who will assist in the evacuation of the building. Do not take personal belongings or linger inside - move outside immediately.

Important: Any resident who does not exit the dormitory when the alarm sounds will be referred to the Student Disciplinary Committee who may impose a fine of up to \$100.00 and may terminate the resident's dormitory residency agreement.

23. GRIEVANCE AND CONFLICT RESOLUTION

Student grievance procedures can be found in the Student Handbook (section 5.7). If you have any grievances or complaints about the dormitory or the accommodation staff, you can be assured that these will be dealt with promptly and fairly. You can discuss your concerns openly with the Dormitory Manager or Student Support Manager. Other means of redress include raising your concerns in the annual dormitory survey, through a Student Council representative, or by leaving a written note in the suggestion box (these are located in the main reception foyer and the library).

A list of external avenues for raising grievances and seeking support in conflict resolution are also included in section 5. of the Student Handbook (<https://www.ais.ac.nz/student-life/student-handbook>).

24. HARASSMENT

AIS regards sexual or any other form of harassment as a serious offence and it will not be tolerated. Staff and students have the right to work and study free from any form of harassment, and any incident should be reported immediately. The residency of anyone who breaches this policy will be reviewed accordingly.

You should report any incidences of harassment to the AIS Harassment Coordinator or a Harassment Contact Person (a list of these contacts is located

on the health and safety noticeboard in the corridor leading from reception to the Accounts Department).

25. HEALTH AND EXTERNAL SUPPORT SERVICES

Medical, health and safety, and external counselling/support service information is contained in the Student Handbook under Section 11. "Health, Safety and Welfare" (<https://www.ais.ac.nz/student-life/student-handbook>).

(a) Medical Assistance

Please see the inside front cover of this handbook for accident, medical and health services.

(b) Emergency Services - 111

Call 111 and request the service you require (fire, ambulance, or police) if there is an emergency involving you, your friends, or if you see someone who needs help. 111 calls operate 24/7 and are free of charge. You can call emergency services even when you do not have credit on your mobile phone.

(c) New Zealand Police Non-Emergency Contact Number - 105

For non-emergency events such as incident of theft, property damage, shoplifting, lost property, and updates on existing reports, you may call 105 or report it online <https://www.police.govt.nz/use-105>. 105 is also a free call service and operates 24/7.

(d) Raise Mental Health

For counselling support, you can contact Raise Mental Health at 0800735 343.

(e) Healthline

If you are feeling unwell but you are not sure if you need to see a doctor, you can call the Healthline for general health advice and information on 0800 611 116. Phone calls to this number are free and the service is open 24/7.

If you wish to speak to someone in your own language, Healthline can arrange this, but ensure that you inform them that you need an interpreter when they answer your call.

(f) 1737 Need to Talk Line

1737 is a free text/free call service that is open 24/7. You can text/call this service if you are feeling stressed or overwhelmed and need to talk with someone.

(g) Lifeline

Lifeline is a free 24/7 counselling service if you are needing emotional and mental wellbeing support. Call 0800 543 354 or send a text to HELP (4357).

26. ILLNESS

In the case of illness, it is essential that you or a friend notify the on-duty dormitory staff member or security officer without delay. A full first aid kit is available in the Dormitory Office. Medical assistance is available at the White Cross St Lukes Accident and Medical Clinic - see the inside front cover for further details.

27. INTERNET SERVICE

An AIS wireless internet service is available to dormitory residents 24 hours per day, seven days a week. Please note that the reliability of this service cannot be guaranteed, and that disruptions are often beyond the control of AIS. Access to some websites is restricted.

If you require unrestricted 24-hour internet access in your room, you may want to consider contacting one of the following providers for information on their broadband services and pricing:

Slingshot: www.slingshot.co.nz
Spark: www.spark.co.nz
One NZ: www.one.nz

If you do decide to purchase your own wireless broadband connection, any enquiries you may have about the service you receive must be made directly to your service provider, not to AIS.

28. LEFT LUGGAGE STORAGE

Temporary storage space for left luggage and other personal belongings is available for dormitory residents taking leave of absence, or those departing the dormitory. The cost of the storage is \$2.00 per day. Please note that AIS can take no responsibility for items left in storage, so you are advised to have adequate insurance cover in place and to collect your belongings as soon as possible.

29. LOOKING AFTER YOUR POSSESSIONS

Residents must lock their rooms when absent to protect against theft. It is recommended that you insure your personal belongings. AIS takes no responsibility for theft of, or damage to, personal belongings. Care should also be taken to keep all communal items, such as furniture, cleaning and sports equipment, in their allocated places so that they are available for all to use.

30. MAIL, PHONE and EMAIL

Mail and parcels for dormitory residents should be addressed as follows:

Postal Mail / Letters

<Your name>
C/- AIS Dormitory
Room <number>
PO Box 2995
Shortland Street
Auckland 1140
New Zealand

Parcels / Couriered Items

<Your name>
C/- AIS Dormitory
Room <number>
28A Linwood Avenue
Mt Albert
Auckland 1025
New Zealand

Parcels and registered mail will be held at main reception for collection. Check the list displayed at the main reception counter to see if there is an item for you to collect. To collect your parcels and registered mail from reception, you will need to present your Student ID card to the receptionist. Ordinary mail will be slipped under the door of your room.

Important: When you depart the dormitory, you must redirect your mail to your new address.

If you arrive at the dormitory without a New Zealand SIM card for your mobile phone, you may request one from the Dormitory Office free-of-charge. Follow the instructions attached to the SIM card to top it up for the first time.

As a consideration to your fellow residents, please remind family and friends of the time difference between your home country and New Zealand, and try to avoid receiving calls between 11.00pm and 6.00am.

If your callers urgently need to contact you and are unable to reach you on your mobile phone, they may leave a voice message on the Dormitory Office phone (**09-815-3770 or 09-815-1717 extension 811**). The message will then be written on the whiteboard located outside the Dormitory Office.

Email, internet, printing and scanning services are available in the library.

31. NOISE

During your stay at AIS, your courses will involve a considerable amount of study. While each resident has his/her own room in which to work, there needs to be clear community acceptance of the responsibility for the kind of quiet that enables study to be undertaken and sleep to be enjoyed. If you enjoy listening to music, please consider using a set of headphones or earphones so that your neighbours are not disturbed.

Noise shutdown Period **Televisions, Radios, Stereos - 10.30pm to 7.30am**

If you are returning to the dormitory in the late evening or early hours of the morning, please do so quietly so that you do not wake up other residents. Residents who continually disturb other residents with unreasonable noise levels will be subject to warnings and may risk having their residency terminated.

32. PUBLIC TRANSPORT

AIS encourages the use of public transport to reduce reliance on private motor vehicles. Visit **www.at.govt.nz** for information about all Auckland bus, train and ferry services and fares. This website also provides a ***journey planner*** where you can enter your address, the desired destination and time of travel. The website will then produce a range of public transport travel options, locating bus stops, train stations and a map of the desired journey together with cost and estimated travel time.

Auckland bus and train routes are divided into sections called zones. Travelling from Mt Albert to the city centre is two zones.

(a) Pre-paid AT HOP Card

The easiest way to travel on Auckland buses, trains and ferries is with a pre-paid 'AT HOP' smart card. A tertiary student concession (discount) is available when purchasing an AT HOP card - visit **www.athop.co.nz** to find out more. Using an AT HOP card is always cheaper than paying cash for a ticket.

(b) Buses

The public bus service from the central city (Britomart Place) to the vicinity of AIS takes 20-25 minutes. Bus stops near the campus are located in Great North Road (near St Lukes Road) and New North Road (near Wairere Avenue). Cash fares are not accepted on buses.

(c) Trains

To travel on Auckland trains, you can use a pre-paid AT HOP card, or purchase a single trip ticket before boarding at a ticket and top-up machine located at the train station. A single trip ticket is only valid for two hours from the time of purchase. The closest train station to AIS is the Baldwin Avenue Station (off Rossgrove Terrace), just five minutes' walk away.

33. RESIDENT FEEDBACK

In compliance with the Code of Practice, the dormitory regularly holds meetings with residents (at least once a trimester) to hear their feedback and concerns about dormitory services and facilities. Additionally, all new residents are offered an orientation session at the start of each trimester at which essential information is provided to help them settle into the dormitory and to allow a chance for questions to be asked regarding dormitory rules and regulations, etc.

34. RESIDENT WELLBEING CHECKS

If you are present at the time of a room inspection, you will be asked about your general health and mental well-being and whether you require any support.

If you are not present at the time of a room inspection, the Dormitory Manager will speak with you at the next available opportunity, or may contact you by phone or email if they do not see you in person.

Overnight absences from the dormitory must not go unrecorded, so it is important that you fill in the Absentee Dormitory Residents' Logbook if you will be away for the night or for a few days.

35. RUBBISH DISPOSAL

Please empty rubbish bins regularly into the blue wheelie bins located outside the back door of the laundry on the ground floor.

36. SECURITY

Security control checks are made regularly in and around the dormitory, 24 hours a day. If you have a security concern, contact Security on **021 616 282**.

(a) Lost Keys and Security Key Tags

Dormitory keys and security key tags are the property of AIS. You are not permitted to give your room key and tag to any non-resident, and doing so will be considered a breach of security and may lead to a fine and written warning. Repeated warnings will result in disciplinary action and termination of your dormitory residency.

If you lose your key and/or tag, you must advise the Dormitory Office immediately. You will be required to complete a lost key and security tag form and take it to the Accounts Department (located on the ground floor of the main campus building) for payment (\$25.00 for a key / \$30.00 for a tag / \$55.00 for both). The Accounts Department will issue a receipt and endorse the form as being paid. Return the form and receipt to the Dormitory Office to be issued with a replacement key and/or key tag.

37. STUDENT ID CARDS

All AIS students are required to carry their student ID card. You will need to visit Registry to obtain, renew or replace your ID card.

FACILITIES

38. CAFETERIA / DINING ROOM

The cafeteria is normally open from 8.00am to approximately 3.00pm Monday to Sunday (except public holidays) and provides light snacks and bakery items for morning and afternoon tea, and hot lunches. Breakfast is available on request. Vegetarian meals can be provided. If you are a vegetarian, please inform the cafeteria staff as soon as possible after your arrival. Dinners are not provided, but you might wish to purchase a lunch box for later reheating for your evening meal.

The dining room next to the cafeteria is open for residents 24 hours a day, seven days a week.

You are responsible for returning cutlery and crockery to the cafeteria servery. These items must not be removed from the cafeteria/dining room.

39. COMMUNITY / SHARED AREAS

These areas add much to group living, but need thoughtful use from all residents in terms of noise and responsibility, and in leaving the areas clean and tidy. This also applies to bathrooms and the laundry where it is essential to avoid leaving a mess for someone else to clean up. Please remember to switch off all equipment after use to conserve energy.

Located on the floor of each shower is a shower trap. Under no circumstances is the shower trap to be removed. The dormitory cleaners will clean the showers and shower traps daily.

40. FOOD SHOPPING

A dairy (or sometimes called a superette) in New Zealand is a small, owner-operated convenience store which sells groceries, milk, eggs, dairy products, perishables, newspapers, magazines and other staples. A dairy located close to AIS is the Martin Avenue Superette at 33 Martin Avenue.

There is also a take-away Asian and European food outlet located next to the Martin Avenue Superette.

Every Thursday, commencing from 4.00pm, a free shuttle van service is available to take residents to a Mt Albert supermarket for their weekly grocery shopping. The shuttle departs from the front entrance of the campus (near the Security office), and will make several trips to the supermarket, with the last shuttle returning to campus at approximately 6.00pm.

41. KITCHEN

The dormitory kitchen facility can be accessed from the walkway outside the main dormitory entrance and is available for use between the hours of 5.30am to 11.00pm only each day. During Ramadan, these hours are extended to 4.00am to 11.00pm.

You will need to use your dormitory security key tag to gain entry to the kitchen. A dining area is located adjacent to the kitchen. Non-dormitory residents are not permitted to enter the kitchen.

Hotplates, sinks, microwaves, hot water for tea and coffee, and filtered water are available in the kitchen. Instructions for using the hotplates are posted on the

wall of the kitchen. Refrigerators and a freezer are located on the ground floor of the dormitory. All food stored in the refrigerators and freezer must be sealed in plastic containers labelled with your name and room number.

Residents are responsible for the cleanliness of the kitchen and cooking facilities. Any resident who does not clean up after using the kitchen facilities may incur disciplinary penalties. Smoke detectors are situated within the kitchen area. Any resident responsible for a fire or damage as a result of inappropriate use of the kitchen facilities will undergo disciplinary procedures and will be billed for any resulting costs for repairs. Any resident responsible for causing a false alarm may be required to pay a false alarm emergency callout fine. **Please be attentive when cooking your food.**

42. LAUNDRY

Each bed is supplied with a duvet inner and cover, sheets, a blanket and a pillow. If you require an extra blanket or pillow, you will need to supply these yourself.

Your bed linen (sheets and pillowcases) must be changed every Thursday by taking them to the Dormitory Office where you can collect fresh bed linen.

You are responsible for laundering your blanket and duvet cover, and it is recommended that you do this every two weeks at a minimum.

During the final period of your stay (less than one week), the service for changing sheets and pillowcases will not be provided.

You are responsible for laundering your own clothing. The dormitory has a laundry for residents' use located on the ground floor, which is open daily from 8.30am to 10.30pm. It has two commercial washing machines and two commercial dryers, which are coin operated (\$3.00 per load for washing and \$2.00 per load for drying).

THE LAUNDRY CANNOT BE USED AFTER 10.30PM

43. LIBRARY

The AIS library is open as follows:

Monday to Friday	9.00am - 5.00pm
Saturday and Sunday	11.00am - 3.00pm
Public Holidays	CLOSED

The library is normally closed over the December/January summer break.

44. MINI REFRIGERATORS

We have a limited number of mini fridges available for personal use in rooms by dormitory residents for a minimum hire period of eight weeks. The cost of a mini fridge is \$4.00 per week which must be paid in advance in either eight-week or 12-week periods. The hireage fee is not refundable or transferable should you depart the dormitory before the rental period has expired.

A request for a mini fridge may be made when booking your dormitory accommodation, or at any time during your stay. If a mini fridge is unavailable at the time of request, your name will be placed on a waiting list by dormitory staff. When you depart the dormitory, you must ensure that the mini fridge is clean and

that all food and drink has been removed. If this rule is not observed, a cleaning fee will be deducted from your dormitory bond.

Refrigerators in the dormitory kitchen are available for use by all residents not wishing to rent a mini fridge for their room.

45. PARKING

A parking area reserved for dormitory residents only is located in front of the dormitory building. If you wish to park in this area, you will need to register your vehicle with Security so that a dormitory parking permit can be issued. Only one parking permit will be issued for the vehicle. Friends or visitors are not permitted to use the dormitory carpark. Do not lend your parking permit to any other person. Any vehicles illegally parked in the dormitory carpark are at risk of being wheel-clamped by Security. If you are taking a leave of absence from the dormitory and wish to leave your vehicle in the carpark, you must inform AIS Security (security@ais.ac.nz) prior to your departure. You will also need to leave a key with a friend or Security so that the vehicle may be moved if required.

General parking is located by the tennis courts and along the main front driveway and is accessible only via the main entrance off Linwood Avenue. Please refer to the campus map at the back of this handbook for parking and entrance locations. All parking on campus is free of charge.

46. RECREATION FACILITIES

A gymnasium and tennis courts at the St Helens Campus are available for use by residents. Tennis rackets and balls are available from the main reception office (or the security office during weekends), and must be returned after use.

The gymnasium is open between 7.00am and 6.00pm, Monday to Friday. Reduced opening hours apply over the December/January period. Note that you must have your student ID card with you when using the gymnasium.

A table tennis table and television set are located in the cafeteria lounge area which is open 24 hours per day.

Trips, activities and outings organised by private tour companies are currently suspended. Notices of forthcoming events are posted on noticeboards in the dormitory and campus foyers.

47. STUDY ROOM

A study room is located on the ground floor of the dormitory and is available for both male and female residents to use 24 hours per day. Please respect other residents by keeping noise to a minimum and ensuring the that the study room is tidy after you have used it.

STAFF DIRECTORY

Dormitory Manager

Phai Waenthongkham

Email: dormitory@ais.ac.nz

Phone: 09-815-3770 (or 09-815-1717 ext. 811)

Office: Ground Floor, Dormitory

Student Support Manager

Nerissa Pabonita

Email: nerissap@ais.ac.nz

Phone: 09-815-1717 ext 632

Office: M115

Student Support Assistant

Vimon Winarko

Email: vimonw@ais.ac.nz

Phone: 09-815-1717 ext 632

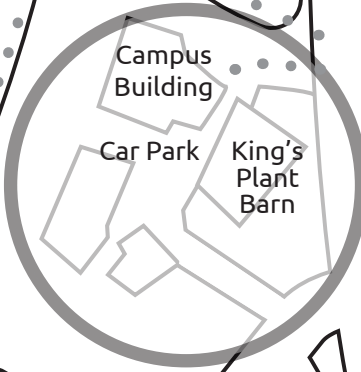
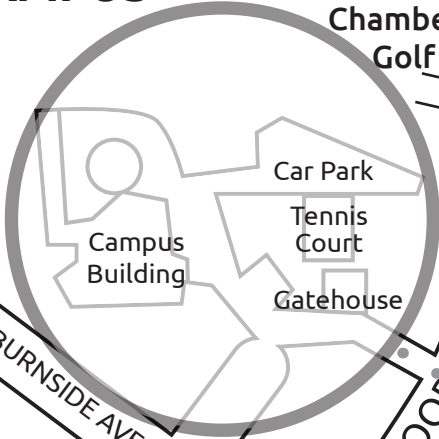
Office: M115

AISS CAMPUS LOCATION MAP

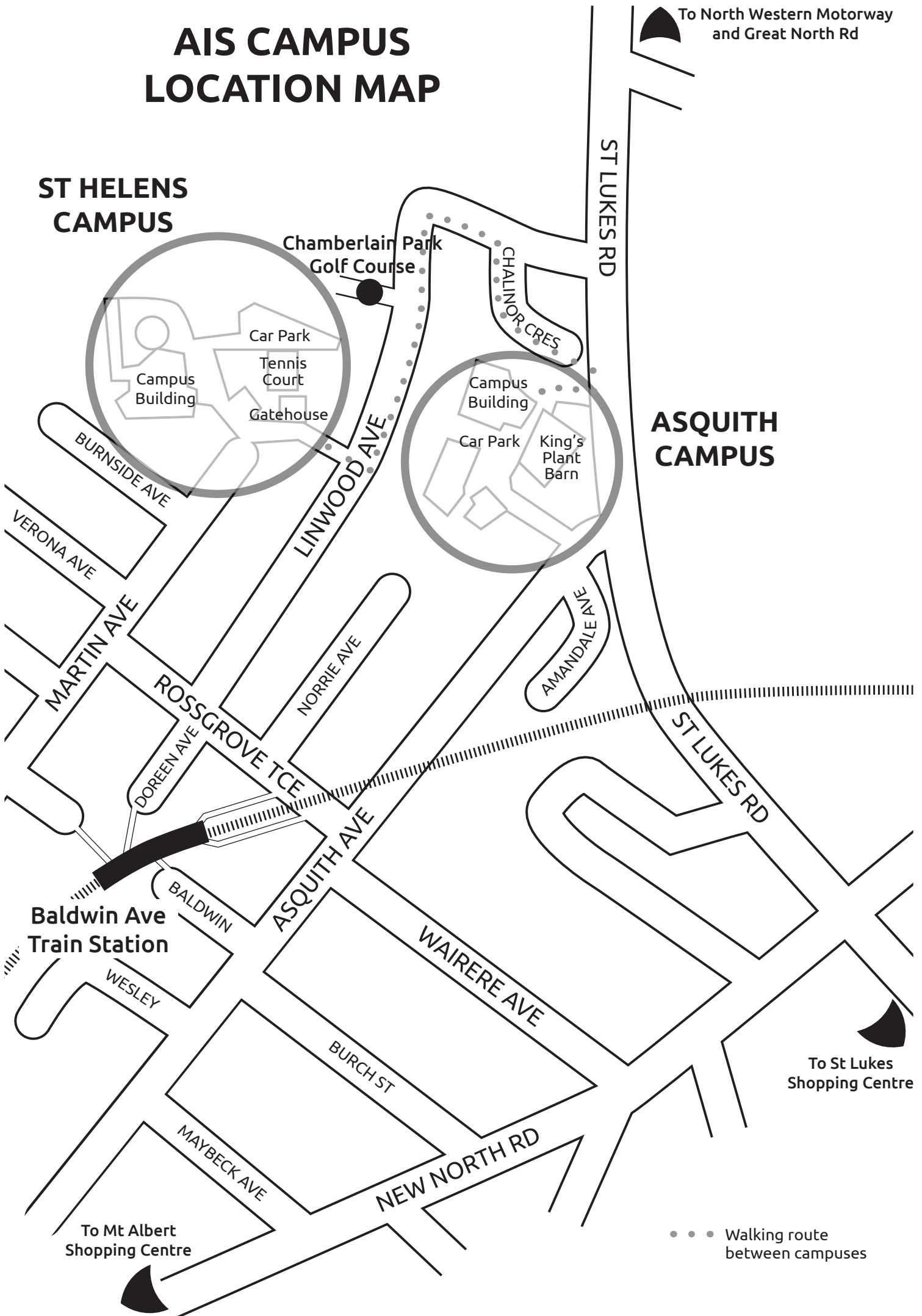
ST HELENS CAMPUS

To North Western Motorway and Great North Rd

Chamberlain Park Golf Course



ASQUITH CAMPUS



Baldwin Ave Train Station

To St Lukes Shopping Centre

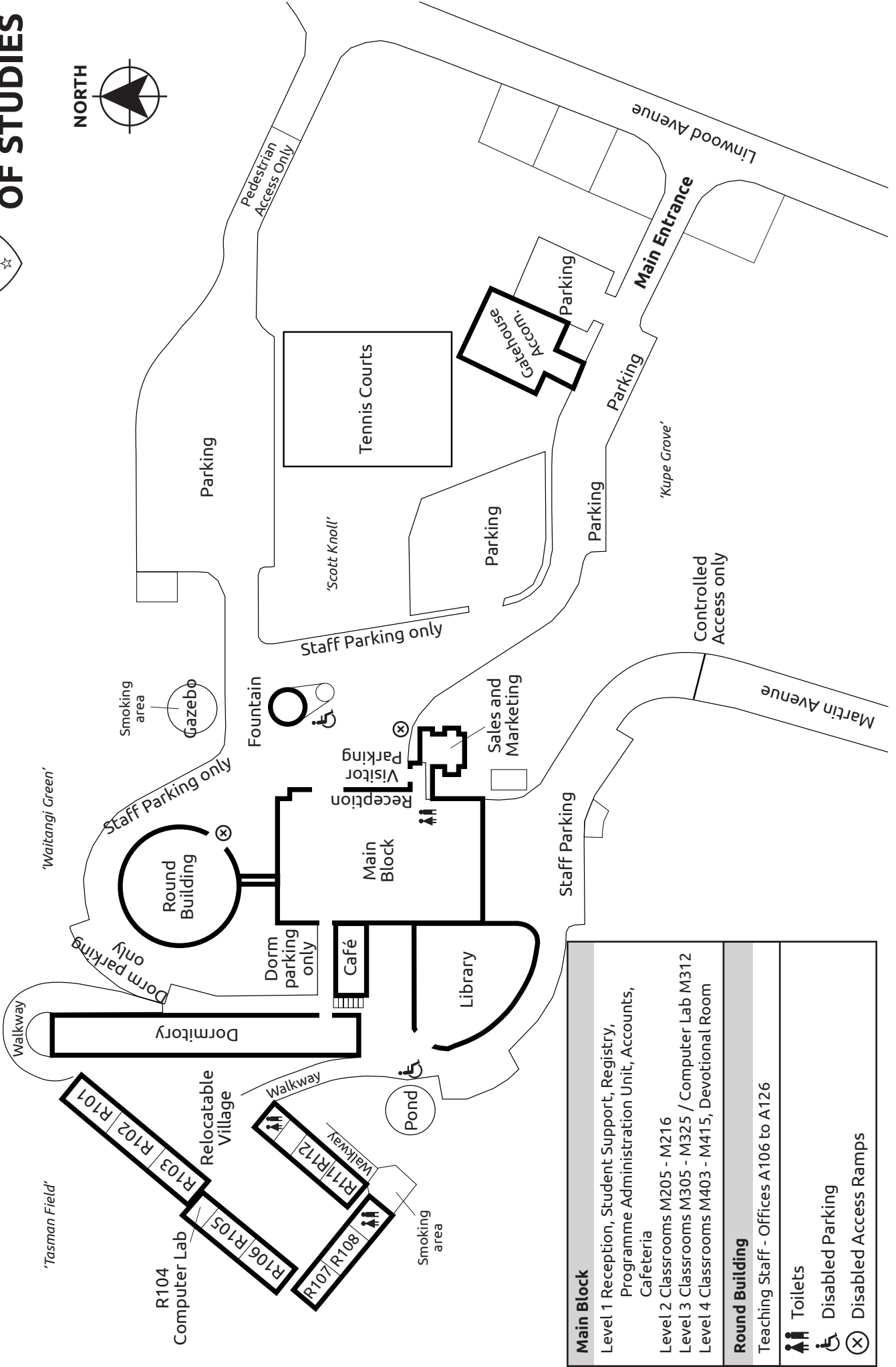
To Mt Albert Shopping Centre

••• Walking route between campuses



**AUCKLAND
INSTITUTE
OF STUDIES**

ST HELENS CAMPUS



Auckland Institute of Studies

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St Helens Campus: 28A Linwood Avenue, Mt Albert, Auckland 1025
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24-Hour Emergency Contact Number: 021 616 282