

LIVING IN AUCKLAND

A Student's Guide | Accommodation Solutions

**FINDING A
PLACE TO LIVE**

**THE COST
OF LIVING**

**PICKING THE
PERFECT FLAT**

TRAVEL

PLUS LOTS MORE



**THE UNIVERSITY OF
AUCKLAND**
Te Whare Wānanga o Tāmaki Makaurau
NEW ZEALAND

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COVER
Location: Shaky Isles Coffee Co. Kingsland
Photographer: Dean Carruthers



INTRODUCTION

Auckland is a vibrant multi-cultural city home to over 180 cultural communities from around the world, and almost a third of all Kiwis. With so many people in one place, entering into the Auckland rental market can be challenging but knowing as much as possible before you start looking will make finding your home while studying at the University of Auckland easier. Accommodation Solutions is here to help you.

There are a number of things you will need to consider when looking for accommodation, where you want to live, whether you need transport, and whether you want to live alone or with other people. This may also be the first time you have had to look for properties, dealt with property managers and landlords, signed legal documents such as tenancy agreements, or had to budget money to ensure your living expenses are covered.

The information provided in this guide is intended to offer you good sound advice on what to look for when you plan to go flatting in Auckland, and the Accommodation Solutions team is here to assist you should you need it. We offer an advisory service which can help you find properties currently available, go through tenancy agreements with you, or just offer friendly advice on any aspect of finding a place to live. Please feel free to contact us at advisoryaccom@auckland.ac.nz for any accommodation assistance.

Micheal Rengers

Associate Director (Accommodation)
Campus Life, the University of Auckland.



W A I T E M A T A H A R B O U R

Northcote
Birkenhead
Chelsea Bay
Little Shoal Bay
Shoal Bay
Bayswater
Ngataranga Bay
Vauxhall
Alison Park
Cheltenham
Stanley Bay
Stanley Bay
Calliope Road
Victoria Rd
Mt Victoria Reserve
Devonport
Torpedo Bay
Auckland Harbour Bridge
Watchman I.
Home Bay
Herne Bay
St Marys Bay
Ponsonby
Freemans Bay
Mechanics Bay
Auckland City Centre
Parnell
Grey Lynn
Newton
Eden Terrace
Grafton
Newmarket
Kingsland
Morningside
St Lukes
Mount Eden
Balmoral
Epsom
Sandringham
Wesley
Mount Roskill
Three Kings
Royal Oak
Greenlane
Ellerslie
Oranga
Penrose

2km



AUCKLAND SUBURBS

Auckland is a big, little city with many activities and attractions most within half an hour of the city centre. A fast growing public transport network makes the University of Auckland easily accessible from anywhere. Here is some information on our neighbouring suburbs that you might want to consider.

Auckland City Centre



Living in the heart of the CBD gives you access to all the city has to offer and puts you within walking distance of our City Campus. You'll most likely be looking at apartments, which are usually furnished – you'll need to organise your own electricity and internet connection, and most likely need to pay for water usage.

- 1km to City Campus.
- Short walk to University.
- Approx. rent range per room: \$195 - \$360
- Private apartment rental:
One-bedroom/studio: \$360 - \$450
Two-bedroom: \$450 - \$610

Mount Eden



A popular location for students given its closeness to the city, the convenience of both buses and trains that take you straight into the city, and Eden Park which hosts rugby games throughout the year. It consists of mostly large villas and bungalows, with some apartment living options available.

- 3.6km to City Campus.
- Bus cost - cash (student discount): \$3.50 (\$1.33)
- Approx. rent range per room: \$245 - \$310

Newton / Grafton / Eden Tce



A small suburb, divided by the central motorway junction, located between Karangahape Road and Symonds Street. In a former life, Newton was home to small-scale businesses and warehouses, almost all of which have now been converted for residential use, such as apartment blocks and townhouses.

- 1.7km to City Campus.
- Bus cost - cash (student discount): \$3.50 (\$1.33)
- Approx. rent range per room: \$300 - \$355

Remuera



A residential suburb that attracts professionals in the higher-income bracket, given its access to private schools and its accessibility to Newmarket. There are a number of speciality shops in Remuera and Remuera Road serves as a major arterial route for buses travelling to and from the CBD.

- **5.2km to City Campus.**
- **Bus cost - cash (student discount): \$5.50 (\$2.35)**
- **Approx. rent range per room: \$210 - \$360**

Kingsland / Morningside / St Lukes



A popular rental location given its eclectic mix of cultures and its accessibility to shopping malls, sports grounds and the CBD. A suburb popular with families as a result of its access to notable Auckland secondary schools.

- **5km to City Campus.**
- **Bus cost - cash (student discount): \$5.50 (\$2.35)**
- **Approx. rent range per room: \$210 - \$280**

Ponsonby / Freemans Bay



These two inner-city suburbs are located in close proximity to each other, 2km west of the CBD. The region is popular with young professionals, given its proximity to the city and the restaurants, shopping and nightlife located along Ponsonby Road.

- **2.6km to City Campus.**
- **Bus cost - cash (student discount): \$3.50 (\$1.33)**
- **Approx. rent range per room: \$250 - \$410**

Parnell



Considered Auckland's "oldest suburb", it offers excellent access to the CBD, Newmarket, Remuera, and the Auckland Domain. Parnell Village has become known as a tourist shopping destination, offering international eateries and its famous farmers markets.

Parnell Farmers Market: Jubilee Building
545 Parnell Road - Saturdays 8am- 12noon.
La Cigale (French Market): 69 St Georges
Bay Road - Saturday 8am-1pm, and Sunday
9am-2pm.

- **1.3km to City Campus.**
- **Bus cost - cash (student discount): \$3.50 (\$1.33)**
- **Approx. rent range per room: \$220 - \$360**

Epsom



A tree-lined residential suburb with century-old villas, as well as a number of smaller bungalows and townhouses. It is popular among high-income families, given its access to some notable Auckland secondary schools.

- **5.6km to City Campus.**
- **Bus cost - cash (student discount): \$5.50 (\$2.35)**
- **Approx. rent range per room: \$215 - \$350**

Newmarket



A suburb renowned for its shopping, with a number of high-end retail stores, cinema complex and Olympic-sized swimming pool. It is also the site of our Newmarket Campus. Access to the CBD is well serviced by public transport. The suburb also serves as a transport hub for trains travelling to and from West Auckland.

- **2.9km to City Campus.**
- **Bus cost - cash (student discount): \$3.50 (\$1.33)**
- **Approx. rent range per room: \$220 - \$360**

Grey Lynn / Arch Hill



A residential suburb centred around Grey Lynn Park, which is famous for its annual Grey Lynn Park festival. Most of the housing consists of villas which date back to the First World War and many were renovated during the 1990s.

- **3.7km to City Campus.**
- **Bus cost - cash (student discount): \$3.50 - (\$1.33)**
- **Approx. rent range per room: \$200 - \$320**

FINDING A PLACE TO LIVE

Where to live. Your first decision when thinking about flatting is where you want to live, the city centre or suburbs? You may wish to be in walking distance of the University, and if so, an apartment in the central city may be an option. If you want more space, or more flatmates, a house further out may be what you're looking for. Not sure which will suit you best? Here are some pros and cons for you to consider:

City living

Pros

- Built-in security in apartment buildings
- You can walk everywhere!
- Apartment buildings usually come with pool, sauna, and gym etc
- Can come furnished

Cons

- Limited to two or three bedrooms
- Smaller than houses
- No outside living
- Have to pay extra for car parking
- Close living with neighbours

Suburbs

Pros

- More options – apartment or house
- Having an outside area to enjoy
- Generally bigger rooms and living spaces
- Free parking

Cons

- Older houses can be cold and expensive to heat
- Maintenance on outside area
- Transport costs to get to the University
- Rarely furnished



ABC OF FLATTING



Finding the right flatmates may be one of the hardest challenges you face. Ending up with the wrong ones can be a nightmare. Just because you are friends with somebody, doesn't mean you can live together. Everybody lives differently, and it pays to know what you must have, what you can't live with, and what you can compromise on. This will help you have a fun living environment. You are not always going to get it right, but here are some tips to make flatting easier.

A

Ask lots of questions when interviewing potential flatmates. What do they like to eat? What music do they like? Do they smoke? Do they like to party (particularly at home)? What are they studying? Ask anything that will help you to decide if you want to live with them.

B

Bills. Who is going to be responsible for paying the flat bills? Will all the bills be split evenly between the flatmates? How will each person pay for their share? Will you have a shared account for food, or will you each do your own shopping?

C

Cleaning. It is a good idea to have a cleaning roster to make sure that all jobs get done. It's very important to clean the property prior to any inspection by the owner and especially when you move out - otherwise you could forfeit your bond.

D

Don't drink and drive. Don't let anybody visiting your flat drink and drive home drunk.

E

Environment. Do your part by recycling (most areas have a recycling programme with bins for paper, glass, tins). Consider a worm farm for your food scraps. Conserve power, turn off lights and appliances when not in the room (you'll also reduce your power bill), have the landlord fix any leaky taps, and take reusable bags to the supermarket. It all makes a difference.

F

Food. If you are planning to share meals together, you'll want to decide who is cooking and on what night. A roster is always a good idea. If you or your flatmates have dietary requirements (vegan, halal, etc.) you'll need to take this into consideration when planning meals.

G

Grass. If you have a lawn and a garden, chances are you'll be responsible for maintaining this. Somebody in your flat might love gardening, so problem solved. If not, allocate chores on a regular basis, so you don't go outside in summer to find yourself in the middle of a forest.

H

House rules. Without being too regimented, it is a good idea to have some basic rules around living with others. How long each person has in the bathroom, deciding what day the bills will be paid, who has what shelf in the refrigerator, and if friends can stay. It is always better to have these things agreed at the start of flatting together.

I

Insurance. Your landlord will have organised insurance on the property you are living in. This does not, however, cover your personal possessions. Make sure you have adequate insurance on your personal belongings and car. Get at least three quotes from different insurers. Premiums are often higher for people under the age of 25, so make sure you have all the facts before making a decision.

J

Joint tenancies. Tenancy agreements and bonds are covered under their own section in this publication. However when taking on a flat, you may want to consider a joint tenancy with the other flatmates. In effect, all flatmates sign and become jointly liable (another legal term) as tenants. This means in a dispute you all have equal rights. It also means you have joint responsibility, so if one person does a runner, one or all of you could be responsible for making up the rent.

K

Keeping clean (and healthy). Some things to consider so you and your flatmates have a clean and healthy environment:

- Is the washing machine an antique?
- How will you dry your clothes? Dryer = expensive.
- If there's mould or slime in the bathroom, run away now or get the landlord to address the reasons.
- Is the toilet in the bathroom? This can be a problem in the mornings when everyone's getting ready.
- How big is the hot water cylinder? Will you all get decent showers? Request a hot water cylinder wrap!
- Open curtains and windows regularly to allow for ventilation and reduce potential mould.
- Keep kitchen surfaces clean, watch food expiry dates, and don't prepare meat on the same surfaces as you prepare other items.

L

Looking for a flat. Start your search early. If you plan to go flatting at the beginning of the University year (February), start looking in November or December. By mid-January, there are hundreds of students looking for flats. The sooner you start looking, the sooner you'll know where you want to live and what you can afford. You may have to pay rent a little earlier than you wish – but at least you'll be settled and able to focus on your study.

M

Moving in or moving out. There are a number of things you need to do when you first move in to a flat, or when you move out. Please refer to the section "Does your flat tick all the boxes" on page 37.

N

Noise. If you are trying to study and there is a mini party going on in the background, you are going to find it hard to concentrate. Have a study roster, so you know between certain times the house will be quiet. If one of your flatmates is planning to have friends around, make sure they let you know in advance, so you can plan to go out to study, or so you can study later and join them.

O

Overwhelmed. Finding a flat, being away from home, living with strangers, having money to meet all your needs, lectures and assignments – it can all be overwhelming, particularly at the start of the academic year. If you find yourself struggling, don't be afraid to ask for help, from a friend, parent or sibling. Or you can contact the University's Counselling Service: www.auckland.ac.nz/counselling, phone (09) 923 7681.

P

Party! Most students want to party, and occasionally those parties may be in your flat. In these days of Facebook, Snapchat and good old fashioned e-mail, it is easy for parties to get out of control. Regulate the number of people you invite, and make sure you and your flatmates have a plan in case the party gets out of hand. Provide some food to slow down the absorption of alcohol. Be responsible. If you see somebody who has had too much to drink, don't let them drive, order them a taxi or an uber, or let them sleep at your place for the night. Remember, any damage to the flat will be your responsibility and your cost. Be respectful of neighbours with your music and noise.

Q

Quirky flatmates. Everybody has quirks. Some are small, eg, hanging the toilet roll outwards, some are more challenging, eg, ironing sheets dry after they come out of the washing machine. If you find your flatmates are doing something that is annoying, discuss it with them and explain the impact it has on you. If they can't or won't change, you'll need to decide if it is a deal breaker.

R

Rent. Pay it on time.

S

Smokers. If you are not a smoker, and don't want to live with one, make sure you ask. If you don't mind, you may want to make it a house rule that smoking is done outside.

T

Tenancy agreement. You must have one of these, even if you are renting off friends or family. It protects you as the tenant and them as the landlord.

U

Use of the internet. You will no doubt sign up for a phone/internet package. Make sure you choose a package that will meet the needs of the entire flat. Some packages automatically default you to a per-minute charge after you have used your monthly limit, and this can be expensive. Monitor your usage the first month, and decide as a flat if you need to add more, or use less.

V

Vermin. If you see rats, mice, cockroaches, ants or fleas in the flat, you have a problem. Look for the source. It may be rubbish that is not secure, something that has died under the house, the result of a previous owner's pet, or decaying food. If you can't find the source, contact your landlord. The flat may need to be fumigated.

W

Work. Many students have part-time jobs to make ends meet, particularly when flatting. This may be in a bar or restaurant where your hours vary, or require you to finish late. If this is the case, be respectful of your flatmates when you come home. You may need to wind down, but your flatmates won't appreciate Cannibal Corpse screaming at them at 2am!

X

Xanadu [zan-uh-doo, -dyoo]
- noun; a place of great beauty, luxury, and contentment. May your flat and flatting experience be just this.

Y

Your room is YOUR room, and as such should be your private haven. Other people should only be allowed if they're invited in. If you have flatmates that continually go in your room without your permission, talk to them, put a sign on the door, or add a lock.

Z

Zzzzzz. Sleep, get plenty of it so that you're not asleep in lectures.





THE COST OF LIVING IN AUCKLAND

Below is a list of some of the costs you can expect to pay on a weekly basis, per person, living in rented accommodation in Auckland.

Please note: These costs are approximate, and are as of August 2017. All prices are quoted in \$NZD.

The necessities

Accommodation

(Per bedroom – including remainder of the house / flat / apartment shared between flatmates)
(For private studio, rent would start at \$360 per week).

\$195 - \$360
per week

Power (and maybe gas)

Based on a one-third share of a 3 bedroom apartment, with an average monthly power account of \$260
- note this is averaged on higher use in winter, lower in summer.

\$20
per week

Internet

(Unlimited on an average \$90 per month plan)

\$8
per week

Mobile phone

Calls, text and data.

\$10
per week

Insurance

Based on insuring household items.

\$8
per week

Food

Food, drink, cleaning items – shared or bought separately in a 3-bedroom flat.
(excluding meat/fruit/vege)

\$120
per week

TOTAL \$361 - \$526
per week

The non-essentials

Transport

One zone return, five days per week.

\$35
per week cash
(\$13.30 student discount)

Entertainment

Dinner out/movie/sports event per week.

\$55
per week

For international students, you can convert these prices on www.xe.com to compare with the cost against those in your own country.





Other expenses to consider

Medical visit (not enrolled)	from \$60
Dental visit	from \$150
Haircut	from \$30
Movies (student discount)	\$10 - \$16.50
Gym membership (per year)	\$314
Text books	
Clothing	
Holidays	
Medicine & beauty products	

Basic grocery costs

Milk (1 litre)	\$2.69
Butter (500gm)	\$5.89
Cheese (500gm)	\$7.99
Eggs (1 doz)	\$4.49
Toilet paper (12 pack)	\$4.00
Soap (1 bar)	\$1.50
Teabags (100 pack)	\$5.49
Bread (grain toast)	\$2.99
Sugar (500gm)	\$1.99
Laundry powder (1kg)	\$4.50
Dishwashing powder (1kg)	\$7.99
Instant coffee (90gms)	\$3.00
Coke (1.5 litre)	\$3.39
Bottled water (750ml)	\$1.99
Energy drink (250ml)	\$2.49
Peanut butter (500gm)	\$4.70
Marmite (250gm)	\$3.99
Cereal (750gm)	\$5.99
Rice (500gm)	\$1.69
Pasta (500gm)	\$1.05
Bottle wine (750ml)	\$10 - 18
Beer (12 pack)	\$22

Note: Looking out for items on special and buying in bulk will help reduce weekly grocery costs.

Eating out costs

Takeaway coffee (flat white, latte)	\$4
Big Mac combo	\$10.40
Pizza (large)	\$5 - \$16
Glass of wine (bar or restaurant)	\$9+
Bottle beer (bar or restaurant)	\$9+
Chinese takeaway	\$14
Meat pie	\$3.80

For international students, you can convert these prices on www.xe.com to compare with the cost against those in your own country.

YOUR RIGHTS AND RESPONSIBILITIES AS A TENANT

The dos and don'ts to help you know your rights as a tenant in New Zealand.

Dos

- **Do** ensure that any bond you pay is lodged with MBIE (Ministry of Business, Innovation and Employment).
- **Do** pay your rent on time – you may not withhold rent from your landlord, even if you feel the landlord is breaching the tenancy agreement.
- **Do** pay for all charges liable to you as the tenant, including telephone, electricity etc (often water is also payable).
- **Do** ensure you have a copy of the residential tenancy agreement signed by the landlord.
- **Do** advise the landlord immediately if the property has any maintenance issues or damages - if damages are caused by you or your visitor, you must repair these at your expense.
- **Do** complete a thorough inspection of the property with the landlord prior to moving in – take photographs with the date showing, for your records.
- **Do** keep the property reasonably clean and tidy, including gardens and lawns.
- **Do** allow access for repairs to be carried out. The landlord is to give 24 hours' notice.
- **Do** limit the number of people living at the property to the agreed number on the tenancy agreement.
- **Do** give adequate notice as your tenancy requires. If periodic - 21 days' notice is required, if fixed term - no notice can be given until you have reached the "effective period" of your tenancy, check the details relating to this on your tenancy agreement.
- **Do** ensure you leave the property reasonably clean and tidy when you move out, including gardens and lawn, remove of all your belongings, and leave all the landlord's belongings in the property.
- **Do** give Accommodation Solutions a call if you have any questions about renting in Auckland.

Don'ts

- **Don't** disturb the peace, comfort or privacy of other tenants or neighbours.
- **Don't** cover or interfere with smoke alarms, this is for the safety of you and ALL other residents, especially within apartments.
- **Don't** sublet or transfer your tenancy without the landlord's written consent.
- **Don't** damage or allow damage of the premises, or renovate, change or alter any of the building unless this is noted within the tenancy agreement by the landlord.
- **Don't** change the locks during the tenancy without asking the landlord first.
- **Don't** interfere with any plumbing, electrical wiring or other utilities; this is the landlord's responsibility.
- **Don't** pay anyone money or give anyone your bank account details unless you are sure they are the right authorised person.
- **Don't** hesitate to call Accommodation Solutions if you have any questions about renting in Auckland.
- **Don't** withhold access from the landlord and their representatives. You must be given 48 hours' notice by the landlord before they inspect the property (the landlord may come onto the section without notice, but must respect your privacy). The landlord must give notice if the property is going on the market for sale.
- **Don't** pay more than four weeks' rent as bond or more than two weeks' rent in advance.

BOND

Who - What - Where - When and Why?

Who?

Landlords and agents generally require a bond to be paid by you as the tenant.

What?

Bond is money that a landlord can ask a tenant to pay before they move in. It is like a security deposit and can legally be a maximum of four weeks' rent.

Where?

Either payable to the landlord, agent or Ministry of Business, Innovation and Employment (MBIE). When you pay your landlord or agent your bond, they should give you a receipt and both you and the landlord should complete and sign a bond lodgement form, this form is to be sent with the payment to MBIE within 23 working days. MBIE will then write to you and the landlord acknowledging they have received your bond. If you do not receive a letter from MBIE regarding your bond, phone MBIE on 0800 TENANCY (0800 83 62 62) to ask them if they have received it.

When?

The bond, along with the rent and agents fee (if applicable), should be paid immediately upon signing the residential tenancy agreement and bond lodgement form.

When do I get my bond back? At the end, when you have moved out, paid all your rent and cleaned the property. You should inspect the property with the landlord, if you are both happy, you both should complete and sign the bond refund form, include your bank account as bonds are always paid directly into a New Zealand bank account. Check your account as you should receive the bond refund within three business days.

Why?

Bond is a security or deposit which can be refunded at the end of the tenancy. This payment is a safeguard for the landlord if you get behind in rent payments, damage the property or leave the property in an unreasonably dirty condition. If you do not damage the property, have paid all your rent, and leave the property in a reasonably clean state, the entire bond should be refunded to you without deduction. If you and the landlord disagree on the amount to be refunded, you can apply online to MBIE to have the disagreement mediated or in the instance where an issue needs to be escalated further, taken to the tribunal through MBIE (MBIE offer an excellent service, it only costs \$20.44 and is well worth the investment if you are in the right!)

To learn more about bonds with tenancy, MBIE has an excellent website: www.tenancy.govt.nz

To view or print a copy of the bond lodgement or refund form visit:
www.tenancy.govt.nz/forms-and-templates/

TENANCY AGREEMENTS

Fixed tenancy or periodic tenancy?

Fixed tenancies

Fixed tenancies are for a specific length of time and automatically become periodic tenancies at expiry of the fixed term. They cannot be ended by notice during the term. This gives security to both the tenant and landlord – the tenant knows they have somewhere to live for the fixed term and landlords have the security of regular rent over the fixed term. **WARNING** – do not enter a fixed term tenancy if you do not intend to stay for the duration of the tenancy!

Periodic tenancies

Periodic tenancies are on-going tenancies of no fixed length that can be ended by giving notice. The tenant can end a periodic tenancy with 21 days' notice whereas the landlord must give 90 days unless special conditions are met in which case they can give 42 days' notice. These are a great option if you don't want to commit to a house long-term.





YOU HAVE THE POWER (PHONE & GAS)

Utilities

Once you have a flat, you'll need to think about power, telephone, water and perhaps gas, if your flat is connected.

If you have never had an account in your name before, be prepared to be asked a lot of questions by each supplier you contact. When you first move in, find the meter box and take a reading (look for a counter with a five or six-digit number), so you only pay for power used from the date you move in.

Prices can vary between suppliers of the same type of service, so do your homework, and see who is offering the best deal. When opening an account, it will need to go under one person's name. Some good advice for a shared flat is to put one bill in each flatmates name – that way if someone does a runner, you won't be left with all of their debts in your name.

If you haven't had a utilities account before, some providers may charge you a bond. This will be held by the provider until such time as you move from the residence and close the account. These charges will be included in your first account, so they will be larger than a normal monthly account, so budget for this. Some suppliers will also charge you a connection fee. Again, this will appear on your first account.

Ensuring you pay your utilities accounts on time will be one of the best ways you can establish a good credit rating, which may not seem so important now, but it will be in the future. Failure to pay will ultimately result in disconnection, and additional costs to re-connect.

Power (and gas)

This will be your first priority – how else will you watch TV! There are a number of power companies supplying the Auckland region; some are listed below. The charge for power is made up of two amounts - a daily charge, which is the same each day, no matter how much power you use, and a usage charge; the amount you are charged for each unit of power you consume. It is the latter charge that will make up the bulk of your power account. Most power companies will also facilitate gas supply if your flat is connected, and will list separately on your power account.

In the summer, your power account is likely to be lower than it is in the winter, when you are operating heaters, electric blankets, clothes dryers, and having longer showers. As you will likely move into a flat in the summer months, be prepared (and budget) for higher bills in the winter months. It is easy for the cost of your summer power account to double (or more) in winter months.

Many power companies have, up until recently, read meters every second month and provided an estimated reading on alternative months, based on previous usage. If it's too high, check your meter reading and you may be able to get them to reassess the account.

If you are in an older property the meter may be inside the flat which, if not automatically read, means an authorised person will need to come inside your flat and read the meter. This will necessitate the power supplier having a key for your flat.

Lastly, look for the fuse box, so that if a fuse blows, you know where to go to fix it, or if there is a problem with the power, you know where to turn the mains off.

Here are 10 ways you can keep your power bill lower

- 1** Run heaters on timers so they turn on just before you get home, or before you get up in the morning. This way the house will be warm when you get home, and you won't have to turn heaters on full bore to warm the place up.
- 2** Open curtains when the sun is out to warm up the house, and close them before it gets dark, to retain the heat.
- 3** Turn off lights in rooms that are not in use. Use energy saving light bulbs.
- 4** Combine small loads of washing with other flatmates, so you aren't using the machine many times for small loads.
- 5** Keep showers short.
- 6** If you have a dishwasher, wait until you have a full load, or wash by hand.
- 7** Clothes dryers are very useful in the winter, but are expensive to run. Hang clothes outside when the weather is fine, buy a cheap drying rack, or place clothes on a covered balcony or enclosed area. Try not to dry inside the house as this adds to dampness, mould and mildew in the house.
- 8** If you can afford it, buy a portable dehumidifier. This will remove dampness from the flat, and keep it warmer.
- 9** Have the landlord fix any leaky taps, broken seals on fridges, broken or cracked windows and doors that don't close properly.
- 10** Visit www.energywise.co.nz for more helpful tips.

Contact Energy

Phone: 0800 80 9000
www.contact.co.nz

Genesis Energy

Phone: 0800 300 400
www.genesisenergy.co.nz

Mercury Energy

Phone: 0800 10 18 10
www.mercury.co.nz

Meridian Energy

Phone: 0800 496 496
www.meridianenergy.co.nz

Phone

You probably won't need a telephone line installed as you and your flatmates will no doubt have mobile phones... However, you may decide you would like one and if so, here are some providers you can connect with:

Orcon

Phone: 0800 564 687

www.orcon.net.nz

Slingshot

Phone: 0800 892 000

www.slingshot.co.nz

Spark

Phone: 0800 800 123

www.spark.co.nz

Vodafone

Phone: 0800 438 448

www.vodafone.co.nz

2degrees

Phone: 0800 022 022

www.2degreesmobile.co.nz

Phones don't normally come fitted in a flat, so you will need to buy one (or more). In a flat environment it is best to have a portable phone, so your flatmate can cry over a failed romance in their own bedroom, and not on a fixed phone in the lounge room for you all to witness.

You may want to buy a phone that has a built-in answer phone, or choose a call minder service with your telephone provider, which means you can check messages from anywhere you are.

You will also need to decide if you are going to allow toll calls. If you don't, you'll need to place a toll block on the line, and if you do, you'll need to decide how to divide the charges. One way is to keep a notebook by the phone, so anybody making a toll call can note the date, time and number called.

Internet

Chances are you and your flatmates will have laptops, tablets and smartphones and therefore require internet access.

Internet providers and options are changing all the time, so keep an eye on the current market. You'll probably want a wireless connection (not dial-up, it isn't 2002 after all). You'll need to decide how much data you and your flatmates will need on a monthly basis when you sign-up. If you go over your monthly usage, decide how you want to be notified, and on what basis you want to be supplied with extra data – this can be very expensive. Also determine how you deal with a flatmate using far more data than the others. Remember, you can access the internet at the University.

Below are some internet providers:

Orcon

Phone: 0800 13 14 15

www.orcon.net.nz

Slingshot

Phone: 0800 89 2000

www.slingshot.co.nz

Spark

Phone: 0800 225 598

www.spark.co.nz

Vodafone

Phone: 0800 438 448

www.vodafone.co.nz

Skinny Broadband

Phone: 0800 475 4669

www.skinny.co.nz/broadband-nz

2degrees

Phone: 0800 022 022

www.2degreesmobile.co.nz

Trust Power

Phone: 0800 78 95 01

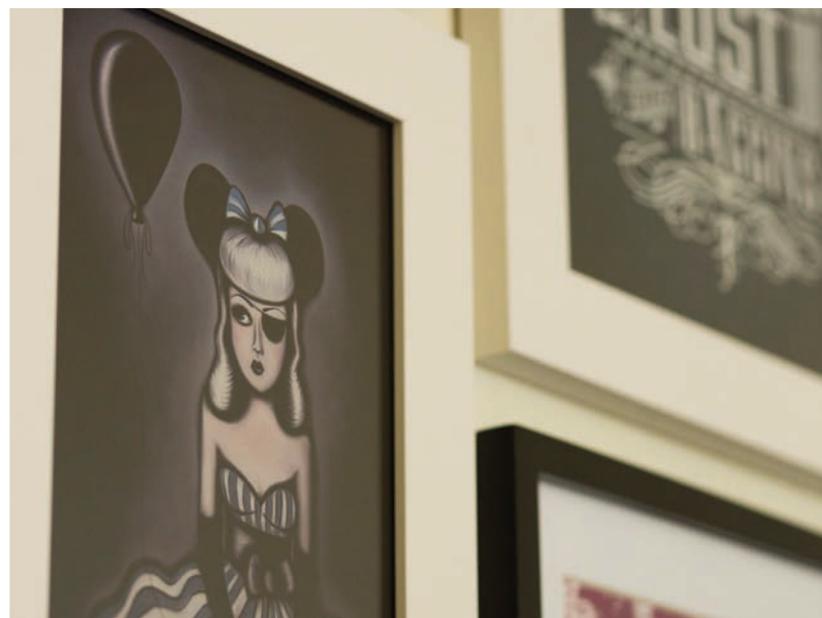
Trustpower.co.nz/unlimited

(Power and internet together)

Water

Water charges may or may not be included in your rent. You will need to check this with your landlord or property manager BEFORE you sign your rental agreement. Normally if the water meter is shared with another property (perhaps a house divided into two flats), then you should not be responsible for the water used.

Make sure the water meter has been read before you move in, so you aren't paying for the previous tenant's usage, and again, when you move out, so you are not paying for water used by the new tenants. Watch out for leaks, and if your water bill seems very high, investigate if something is leaking (perhaps outside or under the house).



AGONY AUNT

Dear Aunty Agony,

I don't like my new flatmates; they always pay their rent late and are very messy. When I tried to talk to them about it they said I couldn't tell them what to do. I am the only one who signed the tenancy agreement, what can I do?

Have Horrible Housemates

Dear Have Horrible Housemates,

You can ask them to move out and find new flatmates! Since you are the only one who signed the tenancy agreement this makes you head tenant and you have the right to ask them to leave. As head tenant you are responsible and liable for any rent owing or damage to the property. It is important you have flatmates who respect the flat and pay their share of the rent or you will be the one that has to pay for it. Give your flatmates reasonable notice and start looking for new ones ASAP – I would recommend advertising on Trademe.co.nz. Keep in mind you will have to cover all the rent if you don't find new flatmates before the old ones move out!

Dear Aunty Agony,

I signed a fixed term tenancy at my new flat but now I want to leave. I told my landlord I want to leave but he said since I signed a year-long contract I have to pay my rent until the tenancy ends. I want to leave. What can I do?

Fixed in a Fixed Term Tenancy

Dear Fixed in a Fixed Term Tenancy,

Your landlord is right, you are liable to pay the rent for the remainder of your tenancy. One option is to negotiate with the landlord a fixed term tenancy break fee and find a replacement tenant which is as good as you or better (this is based on their credit rating and references from previous landlords). Otherwise application will need to be made to Tenancy Tribunal to break the fixed term under hardship grounds. Remember the fixed term clause forms part of your legal tenancy agreement and is not easy to break. Consider a realistic term before you sign a tenancy agreement.

Dear Aunty Agony,

My landlord always drops by unannounced and says he wants to do a "surprise" inspection. When we told him we wanted him to give us notice before he came over he said he was entitled to do inspections. Is he right? Is he allowed to come over without telling us?

Suffering unexpected inspections

Dear Suffering Unexpected Inspections,

This is not allowed, your landlord is not allowed to come onto the property to do inspections without giving you 48 hours' notice. He cannot give you "surprise" inspections. Next time he shows up unannounced tell him you will be taking him to the Tenancy Tribunal if he keeps this up.

Dear Aunty Agony,

My landlord is selling the property! Do we have to let them have open homes and can we request to be present? My landlord said once the house is sold we will need to move out ASAP, but our fixed term lease hasn't ended. What can I do?

Scared of Selling

Dear Scared of Selling,

What bad luck your flat is being sold, but you do have rights! First, you can refuse to have open homes. However, you cannot unreasonably refuse to let your landlord (or agent) show potential buyers though by appointment. You can set limitations to the time of day/ week and request to be present. In addition, your landlord cannot terminate your tenancy agreement early due to a sale. If you have a fixed term tenancy, the property must be sold 'tenanted' and the new owner will inherit the tenancy agreement (the only exception is a mortgagee sale).

HOW TO MAKE ENDS MEET

Being responsible for your day-to-day living for the first time can prove challenging, particularly making ends meet financially.

Before you begin your flatting search, work out how much money you have to spend each week/month. Next, work out what your likely costs are going to be (see section on what it costs to live in Auckland on page 13). You should always add a little extra for unforeseen emergencies. If you have a surplus (lucky you), or if you are in debt before you even start, you need to review what you can and can't live without.

If you find yourself getting into debt, deal with it quickly. You may need to seek assistance from a budgeting service, who may show you ways that you hadn't considered on how to save.

Credit cards (how they work)

If your credit card has an "up to 55 days interest free" period and your statement starts on the first of every month, your bill will be due on the 25th of the next month. If you make a purchase on 1 January, you will have zero interest until 25 February. If you were to purchase something on 20 January, you will have 35 days of zero interest, and on 25 January you will have 30 days of zero interest. If you don't pay the balance on the January statement by the due date of 25 February, not only will you be charged interest on the previous month's purchase (in effect losing the interest-free period you could have had, if you had paid on time), but you will begin to be charged interest on the purchases on your February statement from the day you purchased them. Cash advances accrue interest from the day you take them, until the day you repay them.

When you make a credit card payment, the payment is normally applied in the following order:

1. Purchases and interest charges
2. Cash advances

Late payments

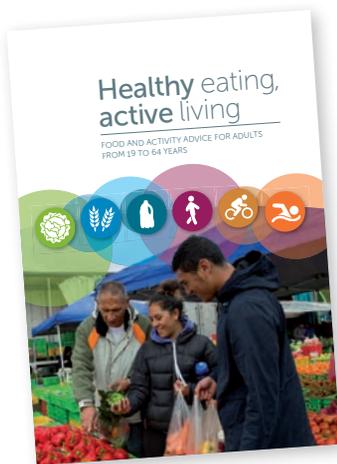
If you don't pay your bills on time, you will lose any prompt payment discounts and you may get charged a late payment fee, disconnection of services and gain a poor rating against your credit history. If you know you are going to be a few days late in paying, ring the company and let them know this, and when you will make payment.



HEALTHY AND AFFORDABLE EATING

Student cooking doesn't have to mean a nightly choice between baked beans or spaghetti on toast. If you can write an essay or navigate the student loans process, you can follow a recipe. Having an interesting and varied diet is then just about remembering to plan ahead.

If starting university means cooking for yourself for the first time, a little preparation can work wonders.



Eating healthily on a budget

It's all too easy to get into bad eating habits as you get used to combining a hectic student lifestyle with cooking for yourself on a student budget. But eating healthily doesn't have to be an expensive chore if you stick to a few ground rules.

You should aim to get about a third of your daily nutrient requirements at each meal. As a guide, the Ministry of Health says a healthy diet should contain a variety of foods from the four food groups. www.healthed.govt.nz/resource/healthy-eating-active-living

Use these guidelines to help you create healthy meals

- Around a third of a meal should be made up of fruit and vegetables. Aim for five-plus servings of fruit and vegetables a day.
- Another third should be starchy foods such as bread, rice, potatoes and pasta - choose wholegrain varieties whenever you can.
- About three serves of low fat milk and dairy foods should be included daily.
- Some lean meat, fish, eggs, beans and other non-dairy sources of protein are part of a balanced meal. Aim for one or two serves per day.
- Foods and drinks high in fat and/or sugar should be an occasional treat.

Food shopping on a budget

- Try to do a single big food shop each week. This will prevent you spending extra money in convenience stores and takeaways.
- If you're flatting with other people, try and negotiate a weekly flat budget for food. Shopping and cooking together can be fun, and it reduces costs.
- Prevent impulse purchases in the supermarket by making a shopping list and sticking to it.
- Consider buying supermarket-brand products as they are sometimes cheaper than branded goods.
- Keep an eye on use by dates to avoid wasting food. Make sure use by dates for at least some meals last until the end of the week.
- Keep a stock of frozen meals and ingredients in the freezer for those moments when the cupboard is unexpectedly bare.
- Don't automatically buy food for seven days' worth of breakfasts, lunches and dinners. Look at the week ahead and consider how much time you'll be spending at home.
- Buy packed lunch ingredients for cheaper meals on the go.
- Try and avoid buying lunch and snacks at Uni. Take leftover dinners for lunch!

Staple items to keep in the cupboard

No matter how well you plan in advance there'll always be times when you run out of appetising options.

Try to keep stocked up on the following long-lasting ingredients that can be used to rustle up quick and tasty meals and drinks.

Cupboard items

- Teabags
- Coffee
- Sugar
- Salt
- Pepper
- Vinegar
- Ketchup
- Dried pasta
- Jam/marmalade/honey
- Soup (canned/instant)
- Tinned tomatoes
- Baked beans/spaghetti
- Canned tuna
- Rice
- Tinned peas/sweetcorn
- Potatoes
- Onions
- Tinned fruit
- Cooking oil
- Mixed herbs, spices and seasonings

Fridge and freezer staples

- Cheese
- Eggs
- Frozen mixed veg
- Frozen chicken breasts
- Frozen lean mince
- Frozen loaf of bread/pitta bread
- Frozen pizza bases

More healthy eating tips

- Establish an eating routine. Start your day the healthy way - by eating breakfast. Try to stick to wholemeal toast or a wholegrain breakfast cereal or porridge. These will support your energy levels and concentration.
- Base your main meals around simple things like casseroles, soups and stews.
- Instead of a takeaway meal have a meal on toast. If you choose wholemeal toast, you can have a very healthy meal. For example, baked beans or scrambled egg on toast - eggs are an excellent source of iron and lean protein - or tinned tomatoes or tuna on toast. Perhaps try ripe avocado, topped with slices of tomato. Other cheap, healthy and easy main meal options include omelettes, and store cupboard standbys such as tinned salmon or sardines.
- Buy frozen peas or broccoli to add to your meals. Stir fries are also quick and easy to make.
- Try not to overcomplicate your meals. Just because your recipe specifies certain fresh herbs and spices, doesn't mean you need to buy them all. You can create tasty food with a few basics, such as chilli powder and dried mixed herbs.
- Keep your kitchenware clean and - if possible - separate from your housemates' pots and pans. That way, you won't have to retrieve your saucepan from the bottom of a pile of dirty dishes in the sink - only to find it caked in somebody else's tomato sauce. If unwashed dishes become a problem in your house, perhaps you can suggest a dishwashing rota to your housemates.
- Always make sure you wash your hands before you prepare your food. Separate raw and cooked meats in your fridge. If you're defrosting meat or fish, do it in the fridge and not on the worktop. The temperature in the fridge should be below 5C.
- Be aware of the calorie count in alcohol. Alcohol is liquid calories. Not only can it be bad for your health, it's also bad for your waistline!
- Drink plenty of fluids to keep properly hydrated - around six to eight glasses a day of non-alcoholic fluid. Carry a bottle with you to lectures to help keep you refreshed when you're on the go. If you're planning a night out, drink responsibly and alternate alcoholic and non-alcoholic drinks.
- During times of great stress, it's easy to let your healthy eating habits slip. The pressure of revision can make cooking feel like a chore you don't need. But, in fact, a healthy diet and regular exercise can give you the energy you need to focus on your studies, as well as giving you an important break from the books.

RECIPES

(even you can make these)



Cottage pie (serves 4)

Ingredients

- 500g beef mince
- 2 tablespoons oil
- 1 onion finely chopped
- 1 carrot finely chopped
- 1 cup frozen peas
- 4 large potatoes cut into quarters
- 450g tin chopped tomatoes in juice
- 2 tablespoons tomato purée
- 300ml beef stock
- 1 teaspoon dried mixed herbs
- 2 tablespoons cornflour
- 1 cup grated cheese
- 75g butter
- 4 tablespoons of milk

1. Preheat oven to 180C on grill.
2. Boil the potatoes in water until just tender (about 15 mins). Drain and mash with the butter and milk. Season with salt and pepper to taste.
3. Heat the oil in a large frying pan over medium high heat. Add the onion and carrot and cook over a medium heat until soft. Add the mince and cook to brown (approx. 5 minutes).
4. Add the tinned tomatoes, purée, beef stock and mixed herbs. Season to taste with salt and pepper. Cover and simmer for 25 minutes, stirring occasionally.
5. Remove from heat. Mixture may need to be thickened a little so it is the consistency of a pie filling. If it does, add two tablespoon of cornflour to a cup and add a little cold water and mix until consistency is creamy, not watery. Add to pie filling, stir through, and return to a low heat until thickened.
6. Pour filling into a casserole dish.
7. Gently place potato on top of pie filling and spread evenly over the top with a knife.
8. Sprinkle grated cheese on top, and place in oven slightly below the grill. Grill for approx. 5 mins until cheese has melted and starting to go slightly brown.

Serve with vegetables, such as red cabbage or broad beans.

Risotto (serves 4)

Ingredients

- 2 boneless, skinless chicken breasts cut into bite-sized pieces
- 4 tablespoons olive oil
- 1 teaspoon minced chilli (in a jar from supermarket), optional
- ½ teaspoon salt
- ⅛ teaspoon pepper
- 1 leek, sliced finely
- 2 cups Arborio rice
- 4 cups chicken stock
- 1 cup water (or white wine, if you can spare it!)
- ½ cup chopped sundried tomatoes, or chopped olives
- 1 cup peas
- 1 cup grated parmesan cheese

1. In a small frying pan, add 2 tablespoons of oil, chicken pieces and chilli. Cook for approx. 5 mins, turning regularly until chicken is cooked through. Set aside.
 2. In a large pot, add 2 tablespoons of oil, heat and add sliced leeks. Cook for 2-3 mins until soft.
 3. Add rice, and mix with leeks. Add salt and pepper.
 4. Slowly add stock, alternatively with wine (or water). Add about 1 cup at a time, stirring constantly so rice doesn't stick to base of the pan. When all liquid has been absorbed, add another cup of liquid and continue.
 5. When the last cup of liquid has been added, add and stir in chicken, sundried tomatoes or olives and peas.
 6. When all the liquid has been absorbed, taste rice to ensure it is cooked. If not, add water and continue cooking until rice is cooked (the rice should have a creamy texture).
 7. Add parmesan cheese, stir through and remove from heat.
- Serve with salad and/or French stick.

For a **vegetarian** option, instead of chicken, add peeled cubed pumpkin, cooked slightly in the microwave first, but not cooked through, and add when adding tomatoes and peas. Use vegetable stock instead of chicken.

Kiwi Favourite – Onion Dip

- 250g can reduced cream
- 1 packet onion soup mix
- 1 teaspoon vinegar or lemon juice

Combine all ingredients in a bowl. Cover and put in fridge for 30 mins.

Serve with fresh vegetables (carrots, celery, cauliflower), cut into bite sized pieces, the choice is yours.

Or try pita bread or your favourite crackers. Delicious!



Carrot cake

Ingredients

- 1½ cups oil (e.g canola, sunflower, bran)
- 2 cups raw sugar
- 4 eggs
- 2½ cups wholemeal flour
- 1 teaspoon salt
- 3 cups grated carrot
- ¾ cup chopped walnuts, raisins or sultanas (optional)
- 2 teaspoons baking soda
- ¾ cup sifted icing sugar
- 250g cream cheese
- 50g butter melted until smooth
- 1 teaspoon vanilla essence

1. Preheat oven to 160C. Grease with butter and line the base and sides of a 24cm cake tin with greaseproof paper.
2. Beat together oil and raw sugar. Add 4 eggs and beat well.
3. In a large bowl, mix wholemeal flour, salt, grated carrot, chopped walnuts and raisins or sultanas.
4. Combine the two mixtures and add baking soda. Bake for 1¼ - 1½ hours; check by placing a skewer in the centre of the cake at the 1 hour mark. Cake is cooked if skewer comes out clean, with no cake mixture on it.
5. For the icing, beat together cream cheese and melted butter until smooth. Add icing sugar and vanilla essence. Cover top and sides of cake.

Peanut butter muesli

Ingredients

- 4 cups rolled oats
- 3 tablespoons butter
- 3 tablespoons peanut butter (any kind)
- 1 tablespoon jam
- 1 tablespoon brown sugar
- ½ cup crushed roasted peanuts (unsalted)

1. Preheat oven to 180C
2. Melt the butter, peanut butter and jam in the microwave.
3. Put all ingredients in a large bowl and mix.
4. Place baking paper onto a roasting tray and spread mixture evenly. Bake for 30 minutes, mixing a couple of times.
5. Put into an airtight container and shake to mix the ingredients.

Pumpkin soup (serves 4)

Ingredients

- 2 tablespoons olive oil
- 1 onion, finely chopped
- 1 leek, white part only, finely sliced
- 1 garlic clove, crushed
- ½ teaspoon ground coriander
- 1 teaspoon ground cumin
- ½ teaspoon freshly grated nutmeg
- 1kg peeled pumpkin, diced
- 1 large potato, peeled, diced
- 1 litre chicken or vegetable stock
- ½ cup (125ml) thin cream

1. Heat oil in a large saucepan over low heat, add onion and leek and cook for 2-3 minutes, until softened but not coloured
2. Add garlic and spices and cook, stirring, for 30 seconds. Add pumpkin, potato and stock and bring to the boil.
3. Turn heat to low, cover and simmer for 30 minutes.
4. Allow to cool slightly, and then blend in batches.
5. Return soup to pan, stir through cream and reheat gently. Season and add a little more nutmeg if desired.

Serve with fresh bread, toast or toasted sandwiches.

Pasta puttanesca (serves 4)

Ingredients

- 2 tablespoons olive oil
- 2 garlic cloves, chopped
- 1 small red chilli, finely chopped
- 75g pitted green olives, sliced
- 75g pitted black olives, sliced
- 6 semi-dried tomatoes, cut into thin strips
- 2 tablespoons salted capers, rinsed
- 425g can diced tomatoes
- 400g spaghetti
- ½ cup fresh basil leaves, shredded
- Grated parmesan, to serve

1. Heat oil in a frypan. Add garlic and chilli and cook over medium heat for 1 minute.
2. Add the olives, semi-dried tomatoes, capers and diced tomatoes and simmer for 20 minutes. Season with pepper.
3. Cook pasta according to packet directions.
4. Drain and return to pan. Add sauce and basil and toss together. Serve sprinkled with parmesan.

Serve with salad and garlic bread.





TRANSPORT

There are a number of ways to get yourself around Auckland City. Auckland has a growing public transport network with railway and bus services that cover the city, while our ferry services provide a more scenic travel option to places like Devonport or Waiheke Island.

Peak travel times for Auckland are, like most other cities, centred around the working week, from Monday to Friday, between 7-9am and again from 4-6.30pm. We suggest travelling outside of these times where possible to make sure you get to where you're going on time and hassle-free.

Driving

If you want to drive into the city, the University has a car park available in the Owen G Glenn building on the City Campus. It is located underneath the University of Auckland Business School. For further information or to find out about parking at our other campuses, visit: www.auckland.ac.nz/parking

For those who are driving on New Zealand roads for the first time, please be careful – road conditions in some parts of the country are quite unique to New Zealand so it pays to be overly cautious.

We drive on the left-hand side of the road and you will need a valid driver's license to operate a motor vehicle. You can get licensing information from the Automobile Association of New Zealand (AA), visit www.aa.co.nz

As well as current driver license, the motor vehicle you are driving must have a current Warrant of Fitness (If your vehicle was first registered On or after 1 January 2000 a WOF is issued for 12 months, or before 1 January 2000, 6 months.) and a current motor registration.

Buses

There is an extensive bus network operating across Auckland, with regular frequency during peak times. Many areas have dedicated bus lanes, which allow buses to travel quickly and efficiently, without being affected by other traffic. Park and ride options are available in some suburbs – this is where you are able to park your vehicle in a designated car park and use the bus to commute to and from the city, for more information visit:

<https://at.govt.nz/bus-train-ferry/>

Bus fares can be paid for in cash with some bus companies offering a student discount on concession cards for those who use the buses regularly. If you are eligible for a student concession this can be loaded onto the card. For more information about HOP cards, visit:

www.myhop.co.nz

The LINK services are the easiest way to get around Auckland and are simple to use. Just look for the red, green or amber buses. There is no need for a timetable as each service operates on a frequent basis. Simply head to the appropriate bus stop and wait for the right coloured bus. During peak times, LINK services run every 10 to 15 minutes.

For information concerning any bus services, timetable or fares, visit:

<https://at.govt.nz/bus-train-ferry/journey-planner/>

Ferries

Auckland operates a number of ferry services to the North Shore, Eastern Bays and Gulf Island destinations. Most ferries leave from the Ferry Building at the bottom of Queen Street (on Quay Street), Downtown.

For more information on these services, visit:

www.fullers.co.nz

<https://at.govt.nz/bus-train-ferry/>

Trains

Auckland has a small but developing rail network that services its eastern, southern and western suburbs. Most trains come into the Britomart Transport Centre - Auckland's public transport hub. It combines a bus interchange with a railway station in a former Edwardian post office, and is located at the foot of Queen Street, the main commercial thoroughfare of Auckland CBD. The main ferry terminal is a short two-minute walk away.

For fares and time tables see:

<https://at.govt.nz/bus-train-ferry/>

Cycling

Over the last few years, cycle lanes have been added to some of Auckland's main roads. Auckland Transport, the central function responsible for transport initiatives in the city, has information about bicycle lanes and cycle ways. Visit their site and click on the Cycling & Walking tab - <https://at.govt.nz/cycling-walking/>

It is a legal requirement in New Zealand that all cyclists wear a cycle helmet.



Taxis

As with most cities, taxis are a more expensive way of transportation, but will easily get you from A to B.

There are number of taxi companies operating in Auckland. All Auckland taxi cabs must display their prices and operate on a meter. There is usually a fixed charge for the flag fall and then a distance charge after that. With the traffic holdups in the central part of the city, waiting time can accumulate, making the fare more expensive. At night there is an increased charge after certain hours.

Always make sure you know the correct details of your destination, and roughly how to get there before getting in to a cab. If you are unsure, ask the driver roughly what the cost might be. A journey from Auckland Airport to the central CBD should be approximately \$NZ50- \$NZ65.

Here are some phone numbers for some of the taxi services that operate in Auckland:

Auckland Co-op Taxis

(09) 300 3000

Corporate Cabs

(09) 377 0773

Green Cabs

0508 447 336

Alert Taxis

(09) 309 2000

Cheap Cabs

(09) 621 0505

Discount Taxi

(09) 529 1000

Airport services

Bus and taxi services operate from both the domestic and international departure terminals although no rail services are available. There are a number of shuttle services that can be more cost-efficient than catching a taxi. Some examples of shuttle services are listed below:

SkyBus

A transfer service that operates 24 hours a day, 365 days a year, including public holidays. Visit www.skybus.co.nz

Express Shuttle

A door-to-door airport shuttle and minibus provider, offering 24-hour service to and from Auckland Airport's international and domestic terminals.

Visit www.expressshuttle.co.nz

Super Shuttle

A service where drivers will pick you up or drop you off at your doorstep, whether it's home, a hotel or the office. They'll even help you with your luggage. Super Shuttles operate to and from Auckland Airport 24 hours a day, seven days a week.

Visit www.supershuttle.co.nz



LET'S TALK ABOUT SERVICES

Once you have settled into your own place it is a good idea to acquaint yourself with your neighbourhood. Find out where is your closest:

Convenience store/dairy. They are great for the little “just run out of” things that you need at short notice. Not advisable for large purchases as they are more expensive than the supermarket.

Supermarket. This is where you will do the bulk of your shopping; they offer a wider variety and tend to be cheaper than the convenience store. Keep an eye out, depending on which area you live in one or two of the supermarkets may offer a courtesy bus service.

Doctors. You can make use of University Health and Counselling on campus or you can choose to use a doctor near your home. If so, get the contact details of the one closest to you and ask about the consultation fees. In some instances, registering with a specific doctor or clinic entitles you to cheaper consultation fees.

Accident & emergency rooms. You might never need this service but it is better to be prepared. A&Es are for all those non-life threatening emergencies that pop up from time to time.

Dialling 111

111 is the New Zealand emergency services number if you need fire, police or ambulance services. Depending on the emergency, they will dispatch the relevant service/s to assist you. Keep in mind that this is a vital service and is there for genuine emergencies only.

Student services

To help you adjust and offer added support if needed, the University offers the following services:

- Counselling services - call (09) 923 7681
- Health services – call (09) 923 7681
- Disability services – call (09) 373 7599 ext 82936

I have no power or water - what now?

- Well stating the obvious first, have you paid your power bill? If you haven't, this could well be the reason.
- Check the power board to see if the power has not tripped at the circuit. When you move into your flat, ask your landlord to show you where the power box is and what to do if the power trips.
- Auckland Council advises tenants in advance of any planned water or power maintenance in your area. Normally a leaflet will be left in your mailbox with the details of the date and time.
- If none of the above applies then it could be an unplanned outage and you can call (09) 301 0101 (toll free for residential landlines within the Auckland Council boundary). They are ready to help with your enquiries seven days a week, 24 hours a day.

For more information visit:

www.auckland.ac.nz/en/on-campus/student-support.html

Parenting support

We recognise that it can be very stressful to juggle parenthood with the demands of studying, so the University has:

- Early childhood education centres
- Parent Space and parent rooms at the libraries
- An AUSA Student Parent Resource Officer - the support and advocacy person for student parents

For more information visit:
www.auckland.ac.nz/childcare

We are here to help you

If you need assistance finding a flat or advice on renting or signing a tenancy agreement, our Accommodation Solutions Advisory team are here to help you.

To make an appointment, simply email accom@auckland.ac.nz, and let us know what times would be suitable for you.

We also host speed flatting sessions prior to the start of each semester where we provide valuable information about flatting in Auckland, and give you the opportunity to connect with other students looking for flats.

Visit www.accommodation.ac.nz/advisory for dates and locations.

Online Tools

Trademe – www.trademe.co.nz

NZ's biggest and most popular auction and classifieds site.

NZFlatmates – www.nzflatmates.co.nz

Helps users find flats and flatmates for free.

Support for international students

The International Student Information Centre is another place to go when you need information and advice. The friendly team can help you with details about:

- Entry requirements and application status
- Student visa renewal
- Student ID cards
- Tuition fees
- International student support
- Official letters, eg, proof of enrolment letter

For more information: www.auckland.ac.nz/international

Citizens Advice Bureau

The Citizens Advice Bureau offers free, confidential, impartial, non-judgemental information, advisory, advocacy, support and referral services to all people in New Zealand across a wide range of topics.

In addition, they host other services within their bureau to ensure that their services are more readily accessible to the public. There is a Citizens Advice Bureau office available at the Auckland Central Library, Monday – Friday from 11am – 3pm.

Intercampus bus service

The University offers intercampus bus services between the City and Tāmaki campuses for students of the University. If you intend to use the intercampus bus service, please check the timetables carefully, and note that some services do not run during semester breaks.

Facilities and amenities

The University has a wide variety of facilities and amenities conveniently located on campus.

For a full list, see the University of Auckland website: www.auckland.ac.nz/facilities

The University Recreation Centre is located on the City Campus and all memberships include access to:

- Group fitness programme
- Squash courts
- Climbing wall (bouldering only)
- All health and fitness facilities and services
- All sport and recreation facilities and services

DOES YOUR FLAT TICK ALL THE BOXES?

(a checklist for flatting)

1 Finding a flat

- Have you considered in what area you want to live?
- Have you checked the area for burglary history and safety? Does the property have an alarm?
- Do you know how many people you want to live with?
- Have you printed off a flatmate agreement?
- Are you sure what type of flat you want (house, apartment)?
- Have you looked at a number of places so you have a comparison?
- Do you know what you can afford to spend on rent?
- Do you know how you will travel to University?
- How long do you want the flat for?

3 Once you have moved into the flat

- Have you all signed the Tenancy Agreement or Flatmate Agreement?
- Have you designed the cleaning, shopping, cooking roster?
- What day is rubbish day? What day is rubbish with recycling day?

2 Once you have found a flat

- Have you found flatmates you think you can live with to share the flat?
- Have you checked the flat thoroughly to see it meets all your requirements?
- If there are any problems with the flat, have you discussed with the property manager or landlord having these fixed BEFORE you move in?
- Does the property include washer, dryer & fridge?
- Has the property got sufficient heating?
- Can you see adequate ventilation of bathroom and bedrooms – opening windows, expel air?
- Check the property has working smoke alarms. Have you arranged with the landlord to install or replace them prior to moving in?
- Can you see mould on the ceilings, corners & walls? Have you asked the landlord if the property attracts mould?
- If the property has a fireplace, have you checked this has been swept in the last 12 months?
- Have you checked what the weekly rent includes (water, gardening, use of a garage)?
- If you are responsible for the gardening and lawns, have you got access to a lawn mower? Or will you pay someone to do this?
- Have you paid your bond, and signed a bond lodgment form, along with the owner / property manager?
- Have you reviewed the tenancy agreement before you have signed it, to make sure you understand it? (If in doubt, ask a parent or somebody who has been flatting to check, or bring it in to the Accommodation Solutions team at the University of Auckland).
- Between you and your flatmates, have you decided how the rent will be divided (ie, if one bedroom is smaller, will that person pay less?)
- Is there sufficient money to pay bond, rent in advance, and establish utility services (phone, internet, power)?
- Have you decided to sign the tenancy agreement in one person's name or as a joint tenancy?
- Have you worked out the process for finding a flatmate, if one person decides to leave the flat? Will you allow couples, and if so, have you decided how the division of costs will work?



STEPS TO GETTING YOUR BOND BACK

Vacating - checklist

- Make sure all rent is paid (including vacate date).
- Remove EVERYTHING you and your flatmates brought into the flat and I mean EVERYTHING.
- Scrub and clean every surface in the flat. If you don't do this properly the landlord can pay for a cleaner out of your bond!
- Check the property for damages – get any damages fixed.
- Don't forget the outside area! If you are responsible for mowing the lawn, make sure it's mowed.
- Lock up when you have finished and return keys immediately; you can be charged rent up until the keys are returned.
- Meet with the landlord at the property for a moving out inspection to ensure they are happy with how you have left it and sign the bond refund form.



Important reminders

Power – Meter must be read and the final account paid or sent to your new address.

Gas – If you have gas appliances, arrange final readings similar to power.

Water – If water is payable, ensure you have made a final reading, advised the landlord for final accounts and pay accordingly (water company can be contacted to complete a final reading at your own expense).

UNIVERSITY FLATS AND APARTMENTS

The University of Auckland self-catered residences offer you a more independent lifestyle in fully furnished flats and apartments where your all-inclusive residential fees cover water, power, gas and internet, giving you more time to focus on your studies. Each residence is managed by Accommodation Management and their team of Residential Advisors who are there to ensure your wellbeing and assist you in making academic and social connections.



55 Symonds
53-55 Symonds Street, Auckland Central

Welcoming its first residents in February 2017, our brand new apartment complex is located at 55 Symonds Street and offers modern, comfortably furnished, air-conditioned deluxe and deluxe double studio apartments only a short walk from the centre of City Campus.

Each apartment is equipped with a kitchenette and en-suite facilities, with a large communal kitchen, dining and common room spaces available on the lower levels for all residents to enjoy during their stay.



Carlaw Park Student Village
19-26 Nicholls Lane, Auckland

Only a short walk from the Owen G Glenn Building, the University's newest purpose-built student accommodation offers fully furnished two, three and four-bedroom apartments. Each apartment is furnished with a galley style kitchen, lounge and bathroom. The layout of the village creates a secure outdoor area for residents to enjoy, with direct access to shared common areas which include a lounge, study area, games room and a large kitchen for group events.



UniLodge Whitaker
5 Whitaker Place, Auckland Central

From February 2018, UniLodge Whitaker will become a part of the University of Auckland's accommodation community. This modern high-rise, located across the road from 55 Symonds and only a short walk from the centre of campus, offers comfortably furnished studio and deluxe studio apartments.

Each apartment is equipped with a kitchenette and en-suite facilities, with a large communal kitchen, dining, social and study spaces for residents to enjoy.



Parnell Student Village
8 Claybrook Road, Parnell, Auckland

Located in the nearby suburb of Parnell, adjacent to the Auckland Domain, and only a 15 minute walk from the University General Library, Parnell Student Village has a life of its own. This 2 and 3-storey timber-clad complex offers 18 fully-furnished four, five, and six-bedroom flats. Each flat has



UniLodge Anzac/Beach
138 Anzac Ave, Auckland Central

UniLodge is a dual tower apartment complex located at the northern end of campus, only a five minute walk from the University General Library. UniLodge offers fully-furnished self-contained studio, deluxe studio, one and two-bedroom apartments with a number of recreation facilities for you to enjoy which include a lap pool, BBQ area, games room, TV lounge, gym and cinema room.

The studio apartments are equipped with a small kitchenette with microwave, and you can use the large communal kitchen to cook your meals. In the deluxe studio, one and two-bedroom apartments, a kitchenette with cooking hobs are provided.

For more information on these residences or how to apply, please visit our website:
www.accommodation.ac.nz

a furnished lounge, kitchen and bathroom and there are BBQ facilities available for you to use. Unique to Parnell Student Village are its spacious grounds which are perfect for relaxing or studying in the sunshine, or taking advantage of the sports equipment available for group activities.



**THE UNIVERSITY OF
AUCKLAND**
Te Whare Wānanga o Tāmaki Makaurau
NEW ZEALAND

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