



ACCOMMODATION ON BELL

Student Handbook



**Conditions,
Guidelines,
Rules and Regulations**

2010

Welcome to Accommodation on Bell

This handbook outlines information about the hostel and the policies for residents in the hostel to live by. All residents who have applied to live in the hostel must accept the policies by ticking off the checklist and signing the acceptance form on the back page of this handbook, and returning it with their application form. Residents are expected to respect and take due care of the facilities and equipment rented to them, conduct themselves within accepted standards of good taste and accept individual responsibility for their actions and the consequences. Consideration and respect for others is the basic principle that all residents must follow.

Address and Phone:

Mail is delivered and sorted into the pigeon holes Monday to Friday. Notification will be placed in your assigned pigeon hole for packages and courier deliveries. The hostel address to have mail sent to is:

Accommodation on Bell
20 Bell Street
New Plymouth
New Zealand
Attn:[your name]

Office number: (06) 968-3002
Office fax (06) 968-3005
Mobile: 021844025

Age:

Residents must be at least 18 years of age. Proof of age may be required to process your application. There are no exceptions.

Alcohol:

B Block (Student Block):

No alcohol is permitted to be consumed in the **student block**, this includes inside rooms or outside of the apartments in any communal area (including grounds, balconies, car parks, etc) unless specifically permitted by management. Alcohol is prohibited on all areas of the WITT campus.

Intoxicated guests/friends are not permitted on the premises or in the grounds, and they must leave when directed to do so by management.

The consumption, possession or supply of alcohol is strictly prohibited for residents and guests under the age of 18 years of age.

The consumption of alcohol is one of the main factors contributing to disorderly behavior and NOISE.

Residents found violating the alcohol policy will face one or more of the following penalties: written or verbal warning, confiscation and disposal of alcohol, and for repeated offences, fines of \$50 and/or eviction.

Attendance at Classes: All student residents are expected to attend the lectures, tutorials and laboratory sessions for which they have enrolled. If there is evidence a resident is not attempting to meet course requirements, WITT support staff will be informed and support will be provided to assist you in your studies.

Behaviour and Compliance: Respectful behaviour is expected at all times in the hostel. This includes appropriate language in and around the complex.

Car Parks: Parking spaces are available free of charge

for residents.

Check-in: Check-in is available from 3.00pm on your arrival day, and check-out time is by 10:00am on your departure date.

Check-out: Residents will need to schedule a check-out appointment prior to 10am on the last day of their contracted term. Hostel staff will inspect room for damage or cleaning needed. You are responsible for leaving the room clean and in good condition. You will be charged for any cleaning, rug shampooing, or other damages to the room or furniture. You must also clean any and all utensils and appliances you have used in the kitchen.

Cleaning: Residents are responsible for the cleaning of any common equipment they make use of. Residents are responsible for keeping their rooms clean and in good order. Vacuums are available from the office for you to use, it will be necessary for you to provide your own cleaning products. Rooms must be cleaned thoroughly before departure. In the event your room is not satisfactory upon departure, a \$50-\$100 cleaning fee will be deducted from your security deposit.

Common Areas: The laundry and kitchen are open between the hours of 8:00am and 10:00pm. Residents are responsible for providing their own laundry soap, cooking utensils and tea towels. Residents must clean up after themselves and leave things as they were found. The TV lounge, dining room and hostel phone are available between the hours of 8:00am and 11:00pm. Any vandalism or damage to hostel equipment or property should be reported immediately. All items in the common areas are to be left there. **Do not remove furniture or other equipment.**

Confidentiality: Staff will endeavour to treat all residents with respect and maintain a high level of confidentiality in line with the Privacy Act. There may be occasions where it is necessary to contact outside agencies, including but not limited to parents, legal guardians, financial guarantors and/or staff at your training organization. This will be done in the best interests of the resident.

Disciplinary Procedure: Most residents are able to behave in an acceptable manner while residing in the hostel. Respect and consideration for others is the key to living in a communal environment. For residents who violate the hostel policy, one or more of the following steps will be taken:

Verbal Warning: For minor infractions, a verbal warning may be given to the resident(s) to remind them of the policy.

Written Warning: For policy violations, a written warning may be given to the resident(s) involved. A copy of this letter will be held in the resident's file.

Fines: \$50 fines will be charged for violations, without prior verbal or written warning, including but not limited to: guests not signed in or registered, call-out of staff outside of office hours for non-emergency matters (including residents who have lost or forgotten their keys), fire safety violations, or smoking on hostel grounds. Residents will be required to pay their fines within 10 working days of notice.

Eviction: Behaviour which is severely offensive, disturbing or potentially harmful to others will result in

eviction. Residents will have at least 24 hours notice to vacate. Notice to Evict may also be issued as a result of repeated violations of hostel policy.

Ban or Trespass Notice: Residents who are evicted or guests who have behaved inappropriately may be banned and/or issued with an official Trespass Notice. A copy of the notice will be filed with the police.

Confiscation and Storage: Goods such as stereos or cooking devices used in contravention of the hostel policies may be confiscated and stored until the resident's departure.

Drugs: The possession or use of illegal, non-prescription drugs is prohibited. Residents found to be possessing, using and/ or distributing such drugs will be evicted and may face police prosecution. If you have prescription drugs that you need to take, please inform us at time of check-in, or as soon as practically possible.

Firearms and Weapons: Firearms or weapons of any sort are not permitted on the premises. If found, they will be confiscated. Violation of this policy may lead to eviction and/or police prosecution.

Fire Safety: All rooms and common areas are equipped with smoke detectors and sprinklers. Residents may not cook, burn incense or candles in their rooms. This includes the use of devices such as toasters, hotplates, etc. Bicycles or other large objects which may obstruct passages or doorways may not be kept in residents' rooms. Bicycles may be parked in the courtyard area on the racks provided, and must be locked. Tampering with fire safety equipment (sprinklers, smoke detectors, fire call stations and/or fire extinguishers) will result in fines up to \$1,000.

If you discover a fire, activate the nearest fire call station alarm. The call points are located on every level next to the Proceed to the Assembly Area, and follow any instructions from wardens or emergency service personnel. Do not return to collect personal belongings. Do not return until the 'All Clear' has been given.

Guests: Guests may visit the hostel between the hours of 8:00am and 10:00pm. Residents must meet their guests at the front door and sign them in and out. Guests must be in the company of their hosts at all times in the hostel. Residents are responsible for the actions of their guests while they are on the property. Residents will be billed for any damage caused by their guests. If guests do not behave appropriately while in the hostel, the guest may be required to leave and may be banned from the hostel. Overnight guests must be registered at the office 24 hours in advance, and an overnight guest fee of \$15 per night is required. Residents who do not register or sign in guests will be automatically fined \$50 per infringement.

Hostel Contract: A minimum stay of 10 weeks is required. Should you move out before your contracted end date, you will be charged a cancellation fee.

Harassment: No form of harassment (sexual, racial, etc) will be tolerated. Any serious harassment may lead to immediate termination of residency. Should residents be harassed or feel unsafe, they should contact the hostel Manager immediately.

Internet: Connections are available to residents in their

rooms with network cables available from reception (\$10). Internet access cards can then be purchased in denominations of \$25 or \$35. (*\$25 gives 1 Mbit down, or \$35 gives 10Mbit down, with 256Kbit up Traffic Rate. Data caps may apply*)

Laundry: Washers and dryers are available for your use at a charge of \$2.00 per wash or dry cycle.

Noise: Residents must be aware of the disturbance caused by even minimal noise in the hostel. Music, voices and other noises (from stairwells and hallways, doors slamming etc) should be kept to a minimum. Quiet hours (between 10:00pm to 8:00am) means NO NOISE to be heard from residents' rooms, common areas or surrounding areas, including carparks. The volume on televisions, stereos, computers etc must be kept low so as not to be heard outside of rooms or through walls.

Office Hours: The office is open between 9:00am to 12:00pm, and 3:00pm to 6:00pm Monday to Friday. The office is only open on Saturdays and Sundays for check-ins and check-outs. Please take advantage of office hours for non-urgent needs. Other services at the office: Internet and phone connections, package pick-up, change for laundry, vacuum cleaners, and other general assistance.

Pets: Pets are not permitted on the hostel grounds under any circumstances.

Personal Safety: Residents are encouraged to lock doors, not invite unknown persons into the hostel or their rooms, and take precautions while in and out of the hostel, especially after dark.

Phone: A phone is available in the lounge with a calling card required for external calls. In consideration of others, please limit your calls to 10 minutes. Prepaid phone cards can be purchased at the office for \$5 or \$10 denominations.

Programs: Planned activities will be held in the hostel throughout the year. Resident input and assistance makes the activities a success. If you are interested in planning, or have an idea for an activity, please contact the hostel Manager.

Property: Accommodation on Bell is not liable for damage or loss of personal effects. Property left or abandoned on hostel grounds will be disposed of if not claimed after 30 days of being handed in, and storage and/or disposal will be passed on to the resident responsible.

Rent Payments: Your first payment is due in cash or by credit card upon check-in. Subsequent payments are due on the same day each week thereafter by direct credit. Direct credit forms are to be completed and handed in to the office on check-in. Rent must remain at least two weeks paid in advance. Should your rent fall behind you will receive a letter advising of the amount owing. In this event if you do not come to the office to make payment arrangements, you may face being locked out of your room and will consequently be charged a fee of \$25 for the lockout. A fee of \$50 will be charged per late rent payment and rent outstanding for two weeks will result in eviction regardless of the circumstances.

Rooms and Keys: Residents will be charged for damage to the room or other hostel property. Residents are responsible for their room keys and swipe-tags, and will be charged for replacing lost or damaged keys (\$30.00 each) or swipe-tags (\$50.00 each). Hostel staff and contractors may enter the room for the following reasons: suspected fire or medical emergency, policy violations, and/or to perform maintenance. If circumstances permit, your permission will be requested before entering. Periodic room inspections will be conducted throughout the year. You will be given advance notice that the inspection will occur. Residents will be charged for cleaning, maintenance or fire hazards present. Residents or guests must seek permission before entering another resident's room.

Security Deposit: A \$400.00 security deposit is payable on check-in, and will be held in our trust account. This will be refunded within 10 working days of your departure, and deposited directly in to your nominated bank account. Refund forms are available from the office. Deductions may be made for any damages, unpaid rent, and/or room cleaning required.

Smoking: All internal areas of Accommodation on Bell are non-smoking, including but not limited to: rooms, common areas, courtyard, walkways, entryways and carparks. Residents and guests will be fined \$50 per person for smoking in non-permitted areas

Staff: A residential Manager lives and works on-site. Their job is to ensure that the hostel is a safe and secure place to live, that all residents are comfortable in the hostel and abiding by the outline policies. Please contact them during office hours for any non-essential matters.

Theft: If a resident or guest is found stealing, they will be immediately evicted and may face police prosecution.

Checklist : Required upon Arrival

- Security deposit. (\$400.00)
- 2 weeks' rent in advance. (Cash or Credit Card)
- Direct Credit rent form, completed.
- Suitable photo identification. (Passport, Current NZ Drivers License, etc)

Please be certain you have read and understand all of the policies outlined in this handbook. When you are sure you clearly understand them, please proceed to the next page, fill out the form, detach it and include it with your application form.

ACCEPTANCE FORM

I, _____ agree to abide by the policies outlined in the official Accommodation on Bell Handbook, a copy of which I have received, read and fully understand.

I understand that if I violate the policies, management has the right to take appropriate disciplinary action, which may result in eviction from the hostel, loss of bond and/or cancellation fees in the event of my early departure.

I have made certain that I am especially aware of the following important sections: (please *tick*)

- | | |
|--|---|
| <input type="checkbox"/> Alcohol | <input type="checkbox"/> Noise |
| <input type="checkbox"/> Common Areas | <input type="checkbox"/> Rent Payments |
| <input type="checkbox"/> Disciplinary Procedures | <input type="checkbox"/> Rooms and Keys |
| <input type="checkbox"/> Staff Callout Fee | <input type="checkbox"/> Security Deposit |
| <input type="checkbox"/> Drugs | <input type="checkbox"/> Smoking |
| <input type="checkbox"/> Guests | |

Sign: _____ Date: _____