



# BAXTER'S

ACCOMMODATION | PALMERSTON NORTH

# Code of Conduct Handbook

This handbook accompanies the tenancy agreement for this facility

January 2017

## WELCOME

Thank you for choosing Baxter's as your accommodation provider. We aim to provide a safe and secure environment whilst encouraging independence.

There are 54 rooms at Baxter's all in close proximity and every resident is expected to exercise respect and consideration at all times. It is of vital importance that residents act responsibly and maturely to encourage a friendly and relaxing environment essential for all who live here.

The Code of Conduct handbook must be strictly adhered to in order for all the hostel residents to feel safe and secure. It is everybody's 'home away from home'. Enclosed in this handbook we focus on some key Rules and Regulations. Tenants are to apply commonsense and use their initiative at all times. It is important that you understand how we operate and what is required of all who reside at or visit these facilities. Management reserves the right to impose any rule or regulation not documented at any time if it directly or indirectly affects these facilities or those who work and/or reside within them.

## ADMINISTRATION INFORMATION

For all enquiries visit us during our office hours - these are displayed in the office window.

Our Live-In Manager is responsible for all onsite issues i.e. security, and noise control and available for general enquiries.

### **Important Phone Numbers**

Baxter's Office:	(06) 353 5359
Managers Mobile:	021 263 0714
Email:	info@baxters.co.nz

### **Information/Notices**

There are notice boards in the Dining Room. Ensure that you check these frequently to see if there is anything pertaining to you. Notices may also be put up around the Entrance, and Common Room Doors.

### **Mail, Parcels, Packages**

Each room has a mailbox in the entrance foyer area. Please check your box often. Mail may be directed to you via the hostel at the below addresses:

Room number  
Baxter's  
9-17 Ranfurly Street  
Palmerston North

The Manager can sign for Courier parcels and will keep these in the office for you to collect. If parcels are sent via courier without a signatory requirement then these items will be left unattended in the mail area of the facility. To avoid loss or damage to parcel/s please ensure that a signature is required upon receiving all parcels. Management accepts no liability for damage, theft or loss of any mail, parcels or any such items. Valuable items can be sent to our PO Box 1603 Palmerston North

### **Bank Details**

Payment by direct credit should be made to Baxters Ltd - Westpac: 03 0502 0283282 000

## HOUSE RULES and REGULATIONS

### Rooms

- Rooms are to be kept clean and tidy. Please supply your own cleaning materials.
- Vacuum cleaners and mops are available for use. Please return them to the laundry immediately after use.
- The shower traps are designed for easy cleaning; It is important to clean your shower box regularly.
- You are responsible for keeping your sheets, towels, duvet covers, duvets and tea towels clean. If you are washing white linen supplied by management, please keep this separate so it doesn't become coloured.
- The Manager has the Right of Entry at any time where they feel there is threat of damage to property, medical emergencies, or to check if a fire alarm has been activated. Rooms must be available for inspections/maintenance at all times.
- Every 3 months inspections will be carried out as part of our ongoing maintenance programme. We will advise you 48 hours prior via notices on the board as to when these inspections will take place.
- If during the course of an inspection your room is found in an unsatisfactory condition, you will be asked to rectify this within a specific time frame. If this is not carried out, your room may be cleaned by commercial cleaners at your expense.
- Any damage to the room or property must be reported immediately. You will be charged for damages or loss.
- Blue-tac, hooks, sellotape or any other adhesives are not to be used on walls/doors. You may put posters on your walls provided you use small drawing pins or a product that leaves no traces when removed. Any repairs required from putting posters on the walls will be at your cost.
- The use of Bleach or Hair Colour in the rooms is prohibited **(NOT PERMITTED)**
- When leaving this facility you must leave the room in the condition it was when you took occupancy. All linen to be washed dried and folded and left in the room. At the end of your stay you will be given a list of what you need to do to ensure that the room is left in the same condition as when you took occupancy.
- If you wish to change rooms you can only do so with management's approval. The vacated room must be cleaned to management's expectation, or you pay for a commercial clean. You will also incur an administration fee of \$50.00 to change rooms; However should the change be at managements request then the cleaning and admin fee will be waived.

### Noise

- Noise is a huge factor with so many people living in such close proximity. At any time, day or night, people can be studying, sleeping, resting, reading or preparing for exams. It is essential that you keep noise to a minimum.
- Stereos: Please keep volume to a moderate level during the day. Play your stereo but try and keep your door and window closed. Ensure you keep the bass down as this tends to travel through walls and floors. You must keep the noise to a minimum in the evening (after dark) and no stereos are to be played late after dark.
- If someone is making noise that is disturbing you, please talk to them politely and ask that they reduce the noise. If this is unsuccessful please report it to Management so they can deal with the matter.

### Heat and Smoke Detectors

- Detectors are located in each room. If these are set off the Fire Department will arrive immediately. If you are responsible for activating an alarm you will be requested to pay the Fire Department their Callout rate which is approximately \$1,150.00 NZ dollars. You will also be required to pay the service call-out fee charged by the monitoring company.

#### **The following are all STRICTLY PROHIBITED IN THE ROOMS:**

- All heaters except radiator heaters provided.
- Candles
- Smoking
- Toasters, toasted sandwich makers, electric jugs etc.
- Any cooking appliances of any sort i.e.: microwaves, cookers etc.
- Or anything else that may cause steam, heat or smoke is not permitted in the rooms.

**NOTE: FINE'S OF \$500.00 WILL BE IMPOSED FOR USING PROHIBITED ITEMS IN ROOM!**

**PLEASE NOTE:** Steam from hot showers can also set off smoke detectors, Please make sure you close the door to your bathroom when taking a shower and after the shower or until steam clears.

**The detectors must not be touched, tampered with, covered, cleaned or unscrewed as this will also activate them. Fines from \$200.00 up to \$2,000.00 maybe imposed for tampering with detectors or alarms.**

**TENANTS ARE LIABLE FOR ANY COST ASSOCIATED WITH AN ALARM ACTIVATION**

**If you or one of your visitors is responsible for activating an alarm you will be liable!**

### **Common Areas - are for tenants only**

- It is important that the kitchen be kept clean and tidy at all times. You must clean up after yourself when you have finished. Dishes are to be washed and dried and put back in place.
- Spills on the bench or floor or in the microwave to be cleaned immediately.
- Items belonging in the kitchen must remain there at all times
- Food is to be eaten in the dining room only. Please refrain from eating in bedrooms or lounge areas
- The last person leaving the TV room - please turn off the TV and light
- Coin operated washing machines and driers are available for your use. Please ensure you remove your laundry out of the machines as soon as they are finished as others are often waiting
- Please respect all property belonging to this facility. Abuse of any property may result in the loss of that item, facility or privilege to not only yourself but every other tenant.

### **Loss & Damages**

- Any damages to hostel equipment which requires replacement repair or cleaning needs to be reported immediately to Management. If you have caused damage, please accept responsibility for yours or your visitor's actions.
- Management accepts no responsibility for loss or damage of personal property.

### **Visitors**

- Visitors are welcome as long as they are sober and well mannered. You are to meet them at the main entrance and must be with them at all times while they are at the complex or on the property. Residents are completely responsible for their visitors and the actions of their visitors at all times.
- Visitors should be off the premises by 10pm.
- If the resident wishes to have a visitor stay overnight, permission must be sought **first** from management. In the interest of safety we need to consider security issues and be aware of how many people are in the complex in the event of an emergency etc.
- If you wish to have a guest stays overnight and only in your room, then you must pay the relevant guest fee charge per night. *(Please request a receipt for proof of payment at all times)*. Failure to pay the guest fee will result in a fine up to \$100.00. At the discretion of management, this may also result in you not being permitted visitors on this site again or even eviction.

## **BEHAVIOUR**

Orderly behaviour is expected at all times. The result of disorderly behaviour in the first instance will be a discussion with the Manager, a warning in writing and ultimately eviction. Every incident or complaint which is in breach of any of the Rules and/or tenancy agreement should be reported to the Manager. All incidents are recorded and kept on file.

### **Smoking**

- **Smoking is only permitted in the designated outdoor smoking area and absolutely nowhere else on site.** It is also particularly unsightly to see discarded cigarette butts in and around the designated smoking area, please dispose of your butts in the provided smoking bins only.

### **Alcohol**

- The consumption of alcohol is one of the main factors contributing to disorderly behaviour. Firstly, ensure that you understand the current NZ laws regarding under-age drinking as these will be enforced in the facility. No drunken, offensive or unruly behaviour is permitted. We encourage sensible and responsible attitudes towards the consumption of alcohol which may be consumed **ONLY** in your room providing noise levels are kept to a minimum and it stays in your room. Consumption of alcohol in any open communal area is **NOT** permitted at any time, unless authorized by facility manager. If alcohol brought onto the premises is deemed by hostel staff to be excessive or brought in at an inappropriate time, Management reserves the right to ask you to remove it or confiscate it. Intoxicated guests are not permitted on the property at any time. Any form of alcohol consumption deemed inappropriate can be stopped or confiscated by Management. Management has sole discretion when determining what is appropriate and what is not!

### **Drugs**

- Possession, Selling or Use of any illegal drugs or narcotics is strictly prohibited on this property. The police will be notified.

## **Theft**

- Removal of property from its location is considered theft and a matter for NZ Police to deal with.
- Anyone found stealing will be dealt with by the NZ Police and Eviction will be immediate.
- Management accepts no responsibility for loss of personal items.

**DISORDERLY BEHAVIOUR will NOT be tolerated under any circumstances.**

## **GENERAL INFORMATION**

### **Keys**

- A single room key and a 4 digit pin code or swipe tag will be issued upon taking up residency. If the key/tag is lost it must be reported immediately and a substitute key or tag will be issued at a fee of \$70.00.
- Please be extremely responsible with your key, tag or access code. Do not lend your key/tag to anyone. When you are not in your room take them with you, do not leave it in the door or leave your doors or windows open. Report any lost key to the Manager immediately.

### **Security**

- For your own security we strongly advise all tenants to close and lock doors and windows when you are not in your room or even during the night while sleeping. Management accepts no responsibility for any theft or unlawful entry to individual's rooms.

### **Insurance**

- It is advised that all residents take out a Contents Insurance with their Insurer. This should include Liability Insurance. Ask at the office if you need help to arrange this.
- Management takes no responsibility for damage or loss of personal effects

### **Energy Conservation**

- In the interests of conservation and safety please ensure your lights and heaters are turned off when you are not in your room.

### **Parking**

- Parking is for paying Residents Only. Please ask your visitors to park out on the street.
- Car Parks are assigned to tenants at a fee and will be issued with a swipe card to access main gate/s.
- Tenants must only park in assigned parking space/s or risk being towed.
- Please keep speed to a minimum (10 km/h) at all times while on site.
- Any unauthorized vehicle parked anywhere on this site will be towed at owners expense.
- If someone is in your assigned parking space, record number plate and alert management in off

### **Bikes**

- There are bike stands provided in the car park for your use.

## **UNDER 18?**

***If Under the age of 18 your parent/s or care giver/s are also liable for your actions.***

It is acknowledged that all incidents which occur at this facility are recorded by the manager. If house rules are broken, management will speak with the resident directly and may issue a warning. Management also reserves the right to pass on this information to the resident's parents or care giver. If deemed serious the resident will be requested to terminate their stay and in the case of a fixed term will be liable for payment of the full term of their agreement and any other outstanding or associated cost.

## **EVACUATION**

In the event of a Fire Alarm please evacuate your room immediately and assemble in the car park.  
Do not return to your room until the Fire Warden has given the All Clear