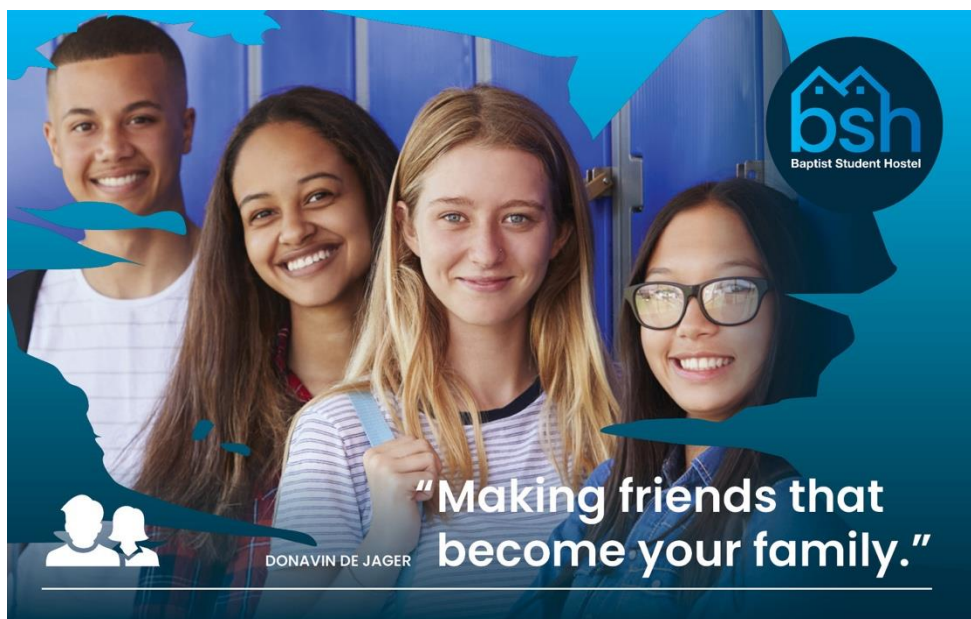


Baptist Student Hostel

Information and Policy Booklet



163 Fitzherbert Avenue, Palmerston North

Telephone 06 3555 107

Email info@bsh.nz

Website www.bsh.nz

Contents

WELCOME TO BSH	1	MEAL TIMES/MEALS	15-17
HISTORY	2	DINNING ROOM	18
ADMINISTRATION	2	KITCHEN HOURS AND DUTIES	18
MANAGERS	3	KITCHEN HYGIENE	18
SENIOR STUDENTS	3	BUS STOP	19
COOK	3	CAR PARKING - BICYCLES	20
APPLYING TO LIVE AT BSH	4	CONFISCATION OF ITEMS	21
CONFIRMING PLACE AT BSH	6	DAMAGE / INTERNET ACCESS	21
ARRIVAL	7	UNPAID ACCOUNTS	21
SEMESTER BREAKS	7	CONTACT INFORMATION	22
BEDROOMS	8	ILLNESS OR ACCIDENT	22
WHAT TO BRING	9	COMMUNICABLE ILLNESS AND DISEASES	22
DECORATING BEDROOMS	9	PANDEMIC – ACCOMMODATION	23
ROOM KEY AND FOB KEY	9	MENTAL HEALTH	24
BEDROOM INSPECTIONS	9	FIRE SAFETY	25
PERSONAL FRIDGES	11	ELECTRICAL SAFETY	25
BEDROOM DESK LIGHTS	11	BATHROOM AND TOILETS	26
WASHING CLOTHES	11	HALLWAYS	26
LINEN DAY - TUESDAY	11	HOSTEL SELF-CATERING FLAT	27-30
MAIL/PARCELS AND SECURITY	11	HOSTEL FLATS	31
MEETING PEOPLE & MAKING FRIENDS	12	USEFUL CONTACT NUMBERS	32
QUIET PERIOD	14	BSH POLICY DOCUMENTS	1-13
ASKING A FRIEND TO THE HOSTEL	14		



WELCOME TO BAPTIST STUDENT HOSTEL

We are expecting you to have a great year, and we want to help you make it the best year of your life. For most of you, it is the first time that you have moved away from home, are independent and in charge of your own life. Let us know if there is anything we can do to help you settle into hostel life.

We strive to ensure the hostel is a welcoming and inviting place where you will feel at home. We seek to make the hostel a welcoming place by:

- ❖ Ensuring this is a safe place for you to live.
- ❖ Providing good quality accommodation.
- ❖ Providing a wide variety of nutritional meals.
- ❖ Encouraging a community feeling amongst students with fun events held throughout the year.
- ❖ Providing care and support when it is needed, from the practical through to the personal.

The hostel is founded on Christian principles, and we think that God has brought every one of you here for a reason. It's a time in your life when you're discovering your own faith, rather than following the faith that was modelled to you at home. Now is the moment to seek the truth for yourself and discover God's purposes for your life. For those who do not have a faith in God, it's an opportunity to make great friends and interact with those who do.



HISTORY

The Palmerston North Baptist Youth Hostel was founded in 1972. The Board had a vision to create a safe Christian home for young men and women where the Holy Spirit would reign. Mr and Mrs Marriott were named the first Managers, in charge of 20 students. The hostel is intended for young students who are leaving their homes for the first time. In 2010, the hostel was renamed Baptist Student Hostel.

ADMINISTRATION

Baptist Student Hostel is run by a non-profit trust. The Board of Trustees, which can have up to ten members, is in charge of the Trust's business. Geoff Dixon, the pastor of Hokowhitu Baptist Church, is the Board's Chairman. The current Board members are either Hokowhitu Baptist Church or Palmerston North Central Baptist Church members.

At the annual welcome meal, held at the end of February each year, students have an opportunity to meet members of the Board.



MANAGERS



The hostel's Managers are **Tony and Janine Rasmussen**. They began working at the hostel in January 2024.

As young Christians, Tony and Janine were discipled through the New Zealand Navigator student ministry. Their heart is to see students become lifelong followers of Christ. Tony and Janine come from professional backgrounds, Tony as a museum curator and historian and Janine as a GP. Both have served in student ministry for many years. Their son, Alex, is a graduate of Otago University and lives in Christchurch. In 2019-20, they lived in Germany, Egypt and Cyprus as part of a YWAM (Youth With A Mission) arts programme.

They are here to assist you and ensure that you have a positive first year away from home. They are always willing to talk with you and discuss any concerns you may have throughout your stay at the hostel.

SENIOR STUDENTS

Up to four senior students (Residential Assistants, or RAs) are available to assist you throughout the year. They take on the responsibility of assisting in the hostel, and you must listen to them, respect them, and value the work they do on our behalf. Part of their responsibilities include being available to residents on the manager's scheduled days off and every day from 8 p.m. to 10 p.m. If a resident is locked out of their room, for example, they should go to them first. If they are unavailable, locate a Manager, ring, or push the front or side doorbell for assistance.

Up to four residents are allowed to return to the hostel as second-year students each year. These residents are a wealth of information regarding Massey/UCOL and hostel life. We appreciate their assistance to first-year students and their efforts to establish a sense of community within the hostel.

APPLYING TO LIVE AT BAPTIST STUDENT HOSTEL

Baptist Student Hostel provides accommodation primarily for full time students between the ages of 18 and 21 who have recently left school or undertaken a GAP year. For this reason, the hostel reserves the right to refuse accommodation to a person outside this category.

Priority for accommodation at Baptist Student Hostel is given to:

- Students in their first year of study at Massey University or UCOL.
- A small number of returning students.

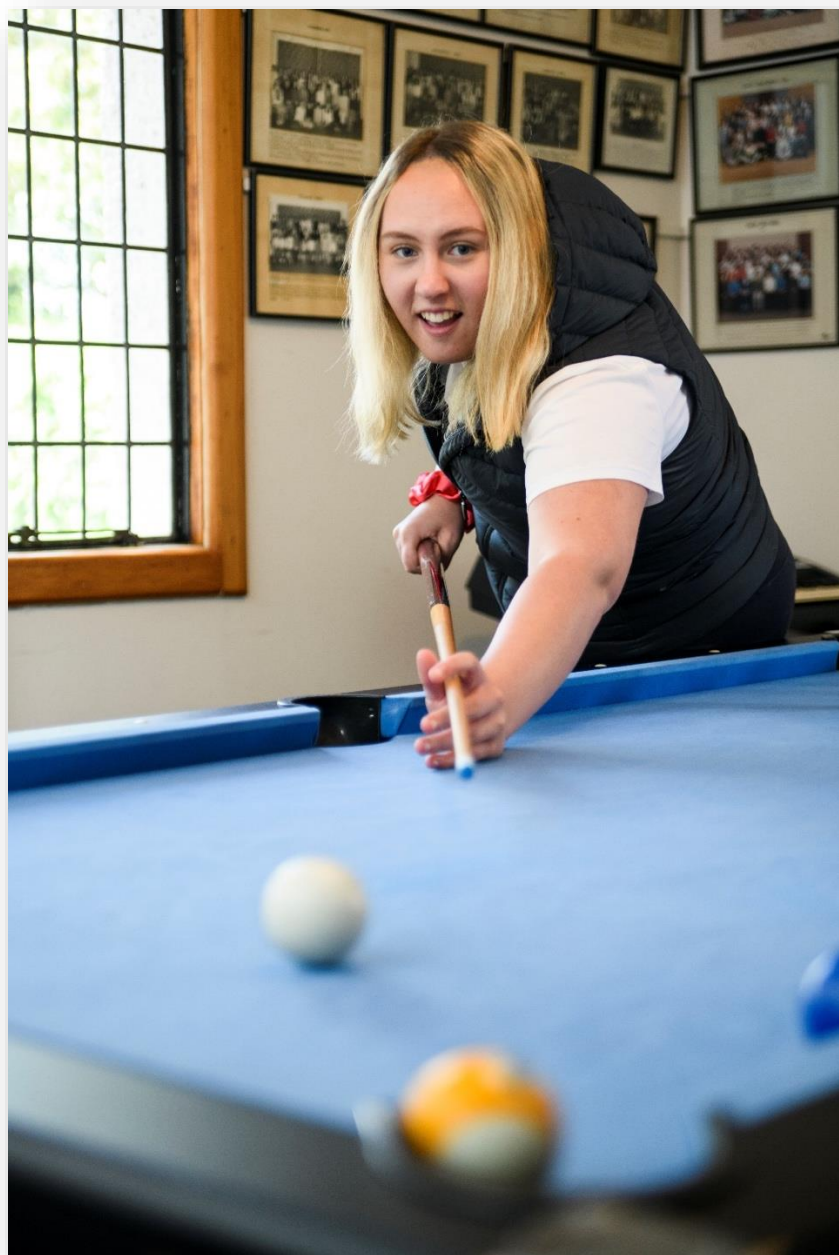
The hostel caters to a maximum of 33 residents with all meals provided and up to 4 students in a self-catering flat. The flat is primarily reserved for those who may have dietary issues that we cannot cater for in the hostel such as gluten or lactose intolerance or vegetarian needs.

We also accept applications from international students. They must meet all the requirements of a domestic student and pay all fees in advance.

To apply to stay at the hostel, simply complete an online application. This can be found at www.bsh.nz Once the application is received along with the two written referee reports required, applicants are advised whether they have been accepted.

Please note: The hostel normally only accepts applications from people choosing to reside at the hostel for the full tertiary year. However we do accept applications for semester one or two if we have rooms available.





CONFIRMING A PLACE AT BAPTIST STUDENT HOSTEL

If an applicant is successful, they are advised they have been conditionally accepted via email with an attached approval letter. The letter includes an Accommodation Contract and Information & Policy Booklet. The applicant is requested to pay a deposit, an administration fee and return the completed Accommodation Contract preferably within 14 days.

An applicant's place in the hostel is confirmed when they have signed and returned a completed Accommodation Contract and have paid the necessary payments.

Full disclosure of the fees and payment options are advised in the Accommodation Contract.

A copy of the current fees is available on the website www.bsh.nz

A guarantor form, which forms part of the Accommodation Contract is also required to be completed by a suitable guarantor, usually the applicant's parents. The guarantee covers payment of fees and includes an indemnity for damages to hostel property.

If a student is unable to take up their residency at the hostel, the deposit and any upfront payments are fully refundable until the 20th of January. After this date, a payment of up to four weeks board may be charged.



ARRIVAL

Students have a few options as to when to arrive at the hostel before their course starts:

1. They can arrive the Saturday or Sunday prior to the commencement of Orientation Week if wishing to attend events held by Massey or UCOL.
2. During Orientation Week.
3. A few days before their course begins.

Please provide us five days' notice of your expected arrival date.

SEMESTER AND TERM/STUDY BREAKS

Please note that your fees cover your tertiary year. You are expected to go home in your semester and term/study breaks and to leave a couple of days after your course finishes at the end of the year. There is no requirement to remove your personal belongings from your room during semester breaks. Please come and speak to us if you have any difficulty in returning home during these times.

Additional board payments will be charged to cover the time you are here if you are granted permission to stay during any semester break.



BEDROOMS

Your room is three metres square, with a built-in desk and wardrobe space along one wall.

The bed will be made up ready for you but you can bring your own bedding if you wish. Fresh sheets, pillow slips, and two towels are provided each week. If you choose to use your own linen you will need to launder it yourself.

Each bedroom is generally provided with the following:

- 1 x king single or single bed and mattress
- 1 x set of bedding (sheets x2, pillow case, mattress protector)
- 1 x desk • 1 x chair • 1 x dresser • 1 x multi-plug

Your room is heated with a night store heater. You are not permitted to use your own heater in your room.

We expect all our residents to keep their bedrooms clean and tidy. Please remember to put away your clothes, make your bed, put your rubbish in the bins provided, and vacuum on a regular basis.

You will be expected to pay the costs involved in cleaning, repairing, or repainting your room if it has not been maintained in the condition it was in at the beginning of the year.

This will be your home for the year! Some people like to put their own personal touch to their room with posters, wall hangings, duvets, etc. Feel free to make yourself at home.



WHAT TO BRING

You need to bring your own coat hangers, soap powder, laundry basket, pegs, lunchbox. You may bring your own blankets, pillows, and duvets.

Bring your own personal toilet gear and extra towels. You can also bring your own electric blanket, free-standing lamp, radio, TV, and computer. **It is highly recommended that these items be electrical tested and certified.**

DECORATING BEDROOMS

Residents can personalise their bedrooms with personal effects such as posters and pot plants (with adequate water catch tray) but are not permitted to use any form of adhesive, such as tape, nails, screws, or blu-tack on the bedroom walls. Only small map pins which are supplied may be used to fix pictures or drawings to the wall. Drawing pins and staples may only be used on notice boards. Blu-Tack can be used on the wooden panels around the built-in desk.

Residents may personalise their bedrooms with small items of furniture appropriate for the size of the bedroom i.e. bean bags, bookcases, small tables etc.

Painting or writing on surfaces is not permitted under any circumstances. Any bedroom walls which are defaced will need to be repainted and the resident responsible will be charged for this work.

Pornographic or sexually explicit photos or posters are not permitted in bedrooms.

ROOM KEY AND FOB KEY

Each resident is issued with a key to their room, and a FOB Key that you are expected to return at the end of the year. Loss of your room key will result in a \$150 fee to replace your key and door lock and \$20 for each FOB key lost.

Returning a broken key will cost \$20 for a replacement.

There is a snib on the door lock that can be used to hold open the latch, or prevent a key from turning the lock to open the door. It acts like a deadbolt. Move the snib up or down depending on the required direction.

BEDROOM INSPECTIONS

During each semester a routine room inspection is carried out. Residents will be informed about this with a minimum of 48 hours' notice.



PERSONAL FRIDGES

Residents are able to have a small fridge in their bedrooms (no larger than 45L) and it is highly recommended they be electrically safety certified (see “Electrical Safety”). All personal fridges must be in good condition and in good working order to ensure that they do not cause damage to furnishings or present an electrical safety hazard. All fridges must be placed on a waterproof tray or mat to protect the carpet and must be positioned in the bedroom so that it does not obstruct access.

BEDROOM DESK LIGHTS

There is a stock of light bulbs so if yours goes out just ask for a replacement.

WASHING CLOTHES

Two washing machines are supplied for students to use and there are two clothes dryers which cost \$1.00 to per hour to use. There are clotheslines behind the car park for your use.

The washing machines can be used between 9.00 am and 9.00 pm at night. When using a machine around 9.00 pm please try to ensure the machine is finished by 9.30 pm.

DRYING RACKS ARE NOT PERMITTED TO BE USED IN A RESIDENT’S ROOM

Wet clothes on a drying rack create damp and mould issues in a bedroom. Drying racks can be placed just outside your room provided it does not block other residents’ access to their rooms or any throughfare.

LINEN DAY – TUESDAY

Tuesday is linen day. Please put the hostel linen and/or towels that need to be washed outside your door by 11am. Clean linen and towels will be placed outside your room for you to collect.

PERSONAL MAIL AND COURIER PARCELS

Residents can have mail and courier parcels sent to them at the hostel. The delivery address is 163 Fitzherbert Avenue, Palmerston North. Once delivered the mail or parcel can be collected from the pool room or placed outside a resident’s room.

SECURITY

Be security conscious. Although your bottom windows are fitted with security stays, it pays to shut them when you leave your room. It is always best to lock your bedroom door.

MEETING PEOPLE AND MAKING NEW FRIENDS

You may have friends at Massey or UCOL from your old school or home town – which is great; but don't ignore the opportunity for new friendships.

You may not know anyone at the hostel at first but your Residential Assistant (RA) will be interested in how you are doing, and will be friendly and helpful.

People cope differently with emotions, experiences, and new situations.

Some people are louder and more confident, and may ask you lots of personal questions or tell you things about themselves too soon. Others cope with shyness by hiding away in their room. If you want someone to say "Hello", leave your door open. Knock if someone else's door is open and say "Hello". Spend some time in the common areas e.g. kitchen and common room, and talk to others.

Each of you will come to terms with your new life here in different ways and in your own time. Even when you become more confident, there will be things that will crop up from time to time that you need to talk to someone about – that's what your Managers and RAs are here for. If they can't help you yourselves, they can put you onto those who can – please use them.

Here are some reasons to talk to the Managers or a Residential Assistant (RA):

- Study difficulty
- Inconsiderate neighbour
- Absence from the Hostel
- Harassment
- Relationship problems
- Homesickness
- Complaints in general
- Course problems
- Family emergency
- Feeling ill
- Feeling depressed
- Financial worries
- Suggested improvements
- General advice



bsh
Baptist Student Hostel

13

"Making friends that become your family"

DONAVIN DE JAGER

 Building real connections and quality relationships

IMPORTANT HOSTEL INFORMATION

RESIDENTS SHALL OBSERVE A QUIET PERIOD FROM 10 PM UNTIL 8 AM EACH DAY

All students are expected to respect this condition of residence

We do have rules and they are listed in the "Accommodation Contract: Conditions of Residence". We uphold those rules so that we can make this a safe and happy place for everyone to live in. Most of the rules can be summed up by **using common sense and consideration towards others**.

A problem in the hostel can be noisy students after 10 pm. Not everyone wants to stay up late so you have to always consider that someone else may be sleeping. If you feel like making a noise or just socializing, go into the recreation rooms, out for a walk, or to a café. Talk quietly in the corridors, as voices travel.

To ensure everyone is able to get a good night's rest or study late without disturbance, a quiet time is observed after 10pm until 8.00am every day.

The following procedure is in place should students ignore this requirement.

1. A general warning is issued to all students.
2. The student is individually asked to observe this condition of residency.
3. If a student fails to listen to this advice, they are verbally warned of having breached this condition of residency and their parents are advised.
4. If this is ignored the student is formally advised in writing that they have breached this condition and their parents are notified. This is their final warning.
5. The student is asked to leave the hostel.

ASKING A FRIEND TO THE HOSTEL AND SIGNING IN

Your friends are welcome to the hostel. To maintain the character of the hostel, your visitors are required to comply with the "Conditions of Residence". You will be held responsible for your guest's behaviour while they are here, and for any noise, or damage they might cause. **They must sign in using the tablet inside the front door, or the QR codes on the side doors.**

You are welcome to invite someone for an occasional meal. This would normally be once or twice a semester. Please ask first, then record a '+1' on the board in the kitchen. All guests must leave the hostel premises by 10.00 pm.

If you want someone to stay overnight, you must ask the Managers. If your friends live in Palmerston North, it is not necessary for them to stay overnight.

Under **no circumstances** will a person of the opposite sex sleep in your room.

MEAL TIMES

Dinner is 6pm each night. We also provide lunch on Saturday and Sunday at 1pm. Meals are to be eaten in the dining room.



MEALS

All meals are catered for. The hostel has a reputation for providing a range of nutritious meals.

Breakfast. Students make their own breakfast. Breakfast cereals, including Weetbix, Cornflakes, Rice Bubbles, muesli, and porridge are available. A variety of breads and a range of spreads are also available for either breakfast or lunch.

Lunch. During the week, students make their own lunches. They have a wide range of ingredients available to choose from, such as bread, ham, eggs, cheese, yoghurt, pasta snacks, spaghetti, baked beans, creamed sweetcorn, tinned tuna and leftovers from the previous night's dinner. A number of students make their own toastie sandwiches.

A mini oven and microwaves are provided for heating or reheating of food.

Dinner. Dinner is served at 6 pm each night and this comprises a cooked main meal followed by dessert. We operate a 5-week menu cycle so a meal is not repeated within this period.

A typical weekly dinner menu might include chicken pasta with salad, home-made lasagne, cottage pie, beef summer salad, pork, and chicken stir-fries, Spanish-style pork belly, lamb tagine. The main is followed by dessert which could be mixed berry crumble, carrot cake, sticky date pudding, banana cake, apple & feijoa crumble served with ice cream.

On the weekends the meals are prepared by the Managers. A fully catered lunch is served at 1 pm and dinner at 6 pm.

Fresh fruit, cake, biscuits, slices, and pop-corn are also provided and can be accessed at any time. Coffee, milo, tea, and hot chocolate are supplied. A filtered water cooler is located in the kitchen.

The hostel kitchen area is classified as a workspace from 3pm to 7pm each weekday and 11am until 7pm on weekends. The hostel fully complies with NZ Food Control regulations.





DINING ROOM

An appropriate standard of dress and conduct is expected in the Dining Room at all times. No hats, beanies, or hoodies covering the head are to be worn during meals; and footwear is a must at all times. Sitting on tables is not permitted. After residents have finished their meal, they are required to scrape their plate into the waste bin and then rinse the plate. All meals are to be eaten in the Dining Room.



KITCHEN HOURS AND DUTIES

The kitchen opens at 7am and closes at 10pm.

We have a duty roster that runs for the week starting on Monday. A resident undertakes one of 5 duties for a week. These range from clearing away servery dishes, rinsing servery dishes before placing them into the dishwasher, putting clean dishes away, wiping down tables, and sweeping the floor. Check the notice board to see if you are on. If you are unavailable to do your duties on any day either swap with the person who is doing the duty the following week or ask someone else.

KITCHEN HYGIENE

With many people using the same facilities every day, hygiene becomes an important issue for all residents. Shoes are to be worn in the kitchen area. Wipe away food scraps from all surfaces when making breakfast or lunch, including bench areas, around gas hobs, microwaves, and ovens. Wipe down kitchen benches and chopping boards with a little detergent, wipe dry with a paper towel, then spray with sanitiser.

BUS STOP

There is a bus stop virtually right outside the front door and the free bus service to Massey University for tertiary students goes past every 10 to 15 minutes.

To walk into the centre of the city where UCOL is situated only takes 5 to 10 minutes.

Near to our Student Accommodation are:

- The Square - Palmerston North: 1km
- UCOL & the NZ Institute of Beauty Therapy: 1.3km
- Massey University: 2.6km



CAR PARKING

The car parking at the rear of the hostel is for residents only. You must ask your visitors to park on the street. We will allocate parking spaces for each resident with a car if parking becomes an issue. The Managers will keep a record of your vehicle details.



BICYCLES

Palmerston North is great for cycling. You may bring a bicycle. This can be locked up in the bike shed at the rear of the hostel.



CONFISCATION OF ITEMS

The Managers or Residential Assistants have the right to confiscate any non-permitted items at any time. This also applies to any items that are causing noise or disturbance or that are deemed unsafe. Confiscated items will be returned to students at the end of the tertiary year.

DAMAGE

If you have broken anything or if anything needs to be fixed, please inform one of the Managers. If you are responsible for the damage, you may be charged for the cost of repair or replacement.

INTERNET ACCESS

The internet is free and unlimited. We only have the following restrictions. No personal modem is allowed nor any torrenting software, the use of which greatly reduces bandwidth. This impacts all students. Connection to the internet is via a wireless network. To connect to the wireless network, select “BapHostel”. Then login to the network using the password provided when you arrive.

UNPAID ACCOUNTS

The following actions will be taken when late payment of fees has occurred:

- If payments are two weeks overdue, the resident and guarantor will be notified to pay within seven days.
- 3 weeks overdue – A 10% penalty will be applied to accommodation fees that remain unpaid.
- 5 weeks overdue – If the payments are five weeks overdue, the resident may be expelled from the hostel and a debt collection agency will be contacted.

Where unpaid accounts are referred to a debt collection agency, residents should be aware that this may result in a blemish on their credit record. Actual collection fees charged by the debt collection agency will be passed on to the resident concerned.

PERSONAL HEALTH AND SAFETY

CONTACT INFORMATION

All residents have a responsibility to keep their contact information up to date, and must notify the Managers if any of their personal information changes, such as email address and mobile number.

COMMUNICABLE ILLNESS AND DISEASES

Some diseases are contagious and have serious ramifications in a close living environment. We encourage you to be vigilant about your health and the health of those around you. We request that you seek professional help immediately if you suspect that you may have a contagious or communicable disease.

We will do all we can to respect and maintain your privacy, but there may be instances where we will need to warn other residents about specific illnesses so that they can take steps to protect themselves – the focus will be on the illness, not the resident.

In cases such as meningitis, the Public Health Service may become involved and we ask that you cooperate with them to contain any illnesses as requested.

ILLNESS OR ACCIDENT

Residents must contact the Managers or an RA if they become ill or are injured as the result of an accident or have ongoing medical issues. This is to ensure that your general welfare is being looked after and we can help and support you.

In the event that a resident has been involved in an accident or is required to go to A&E, please contact the Managers, as they may be required to act as next of kin for the purposes of identification and approving minor medical decisions on behalf of residents' caregivers. Please ensure that you have provided up to date medical information including any medications currently being taken, any disorders (mental or physical), allergies or other conditions.

PANDEMIC – ACCOMMODATION

The past lockdowns and the disruptions caused by Covid-19 were a timely reminder of the nature of unexpected events, and the hostel must plan for such contingencies. We have a Covid response plan in the event of a resident testing positive for Covid and a Covid kit is kept onsite which includes masks, hand sanitizer and RAT tests.

If the hostel is required to close due to a pandemic, the Accommodation Contract remains valid. The hostel has fixed ongoing operating costs to cover during an enforced closure, and if these costs are not met, the hostel's long-term viability is at risk.

Accordingly, if the hostel is required to close or a resident leaves on their own volition due to a pandemic, we have set out below the fees that are payable:

LOCKDOWN UNDER A LEVEL SYSTEM

Retainer Fee

If a student returns home before a level 3 or 4 lockdown due to Covid-19, a "retainer fee " will be charged. The "Retainer Fee" is 45% of the weekly rate.

Reduced Fee

If a resident decides to remain at home and chooses not to return to the Hostel once it reopens under Covid-19 level 2, the reduced fee would apply. The "Reduced Fee " is up to 75% of the weekly rate.

Staying at the hostel during a lockdown

If the hostel remains open during a Covid-19 Lockdown, and a resident chooses to stay, they pay the weekly rate. If a lockdown occurs during a semester break, the weekly rate will be charged for the extra weeks they reside at the hostel.

Seeking release from the "BSH Accommodation Contract."

Please refer to the Accommodation Contract Addendum B: Conditions of Residence: Clause 4 Liability for Fees.

MENTAL HEALTH

We are aware that the changes associated with tertiary study and life may trigger feelings of depression, anxiety, frustration, or distress. Some of these feelings are normal and will probably subside as you settle into your life here. Some feelings may be, or become, more intense and require additional support to manage or resolve.

We encourage all residents who have any concerns about their health and wellbeing, or that of a fellow resident or friend, to seek help and support by discussing the matter with the Managers.

Any resident found with a diagnosed condition should notify the Managers so that short-term or long-term support can be provided if required.

NOTICE, SUSPENSION, EXPULSION

If a resident repeatedly breaks hostel rules or is having a detrimental effect on the lives of other residents in the hostel, the Managers, in consultation with the Board, may at any time require the immediate withdrawal of a resident from the hostel.

The student or their guarantor will be held financially responsible to cover any outstanding board payments that may be due.

Please note that one serious offence, such as causing harm or injury to another resident intentionally, can result in suspension or expulsion from the hostel regardless of prior offences.

GENERAL HEALTH AND SAFETY

All residents must abide by all Hostel Health and Safety regulations.

FIRE SAFETY

If the alarm sounds everyone must evacuate all buildings immediately. Leave the building by the nearest exit and meet in one of designated Assembly Areas - the rear car park or the front of the hostel. The Assistant Fire Wardens (the RAs), are responsible for checking off the residents from their designated parts of the hostel once you are outside the building. Let your Fire Warden know if you are aware of anyone who is away from the hostel. You must not return inside until the Fire Service or Fire Wardens have given the all-clear.

We are required to have fire two drills each year. Treating these seriously by getting out of buildings as quickly as possible, and checking in with your Fire Warden will limit the number of fire drills we need, and may save lives in the event of a real emergency.

Cigarette smoke, vaping, incense, lighted candles, use of hair straighteners in rooms, and aerosols can set off automatic smoke detectors. In order to have a Building Warrant of Fitness and meet Fire Service regulations, all hallways must be clear of gear at all times. This includes rubbish bags, boxes, furniture, clothes drying frames, or any other gear. Gear left in hallways will be moved if it is blocking access.

ELECTRICAL SAFETY

The safety of our residents is of the utmost importance to us. We highly recommend that all your electrical appliances are electrical tested and safe to use. If you are in any doubt about the safety of your appliance, please ask the Managers to arrange a test to be carried out.

Please report any damage promptly to the Managers, especially exposed wires, and avoid using appliances where safety is in doubt. Do not overload power points or multi boxes and always use surge protectors where possible.

Please do not drape clothing or other objects over any heaters and ensure all flammable items, including nail polish remover, are kept in a safe place.

BATHROOM AND TOILETS

Residents share single-sex bathrooms, so it is important to maintain good levels of personal hygiene at all times. When you are using the shower, please ensure that you have closed the shower curtain to avoid wetting the floor outside the shower. The floor in the bathrooms can be slippery if you wear jandals, so please be careful.

All toilets have lockable doors and sanitary disposal units are provided where appropriate.

Please ensure that after using the bathroom and toilets, you have:

- Flushed the toilet
- Placed used toilet rolls in the waste bin
- Rinsed out the hand basin
- Placed used hand towels in the waste bin
- Placed sanitary and personal hygiene items in the sanitary disposal bins
- Taken your personal belongings with you

Please report any damage or maintenance issues immediately to the Managers.

HALLWAYS

No bikes, balls, or skateboards are to be left in the corridors. Clothes racks can be used in the alcoves. Please don't put shoes outside your bedroom doors as this looks untidy and are an obstacle. No dinner plates or cutlery are to be left outside rooms.



Baptist Student Hostel

SELF-CATERING FLAT



HOSTEL SELF-CATERING FLAT

The flat has been established to cater to students who have special dietary requirements that we cannot cater for in the hostel, such as **lactose intolerance, gluten-free or vegetarian requirements**. The flat is a four-bedroom unit with two bathrooms and a shared kitchen, dining area and lounge. It is fully furnished and includes table and chairs, couch, TV, kitchen utensils, fridge, washing machine, and bedroom furniture comprising a bed, desk, and chair.



HOSTEL CONNECTION

Flat residents are part of our hostel community, and are included in hostel notices and social activities.

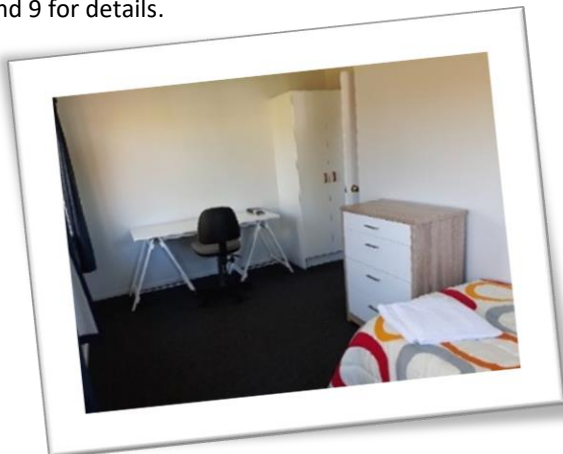
MEALS

All meals are made by the students at their own cost. No meals or food will be provided by the hostel.



BEDROOMS

Please refer to pages 8 and 9 for details.



RESIDENTS SHALL OBSERVE A QUIET PERIOD FROM 10 PM UNTIL 8.00 AM EACH DAY
All students are expected to respect this condition of residency.

The same terms and conditions regarding noise levels apply to the flat students as they do for hostel students. Please refer to page 14 for full details.

SEMESTER BREAKS

During semester breaks you are allowed to remain in the flat.

However, facilities within the hostel building may not be available.

ASKING A FRIEND TO THE FLAT/HOSTEL

Please refer to page 14 for full details. The only difference is that no meals will be available at the hostel.

FLAT INSPECTIONS

Quarterly flat inspections will be carried out to ensure the flat is kept clean and tidy. At least 48 hours' notice is given in advance of an inspection.

WASHING CLOTHES

A washing machine is supplied and there are two clothes dryers which cost \$1.00 to use in the hostel. There are clothes-lines in the backyard.

CLEANING

Students in residence are required to keep the flat clean and tidy. This involves:

- Cleaning the kitchen after each meal
- Mopping kitchen and hallway floors weekly
- Cleaning bathrooms and toilets at least once weekly
- Vacuuming weekly in the lounge area and hallways
- Vacuuming bedroom once a week
- Cleaning laundry once a week
- Cleaning all interior windows quarterly

All cleaning products and toilet paper are supplied.

LINEN DAY - TUESDAY

Tuesday is linen day. Please put the hostel linen and/or towels that need to be washed outside the back-laundry door by 11am. Clean linen will be placed in the laundry after it has been collected.

INTERNET ACCESS

The internet is free and unlimited.

Connection to the internet is via a wireless network. To connect to the wireless network, select "BapHostel", then login to the network using the password provided when you arrive.

Please refer to our Internet Access and Usage Policy (below), pages 8-11, for full details. A personal modem is not allowed.

FIRE AND SMOKE ALARMS / FLAT BURGLAR ALARM

Smoke alarms are supplied. Should a fire occur exit the building immediately and contact the fire department by dialling 111. The appointed fire warden is to ensure by way of a headcount that all residents have vacated the flat. The warden is to immediately advise the Managers of a fire. You must **NOT** smoke, vape, use candles, incense, or fireworks in or around the building.

The flat burglary alarm code will be given to you upon arrival.

CAR PARKING

The car parking behind the flat is for self-catering flat residents only. You must ask your visitors to park on the street.

OTHER THINGS

If anything is broken or needs fixing, please speak to one of the Managers. We also hold a stock of light bulbs at the hostel so if yours goes out please ask for a replacement.

HEALTH AND SAFETY

The same terms and conditions regarding personal health and safety and general health and safety apply to the self-catering flat residents as they do for hostel students. Please refer to the appropriate pages for details.

HOSTEL FLATS

The hostel has three flats available each year for students to rent on a 12-month contract. Tenancy starts in the first week of November. The flats are normally made available to second and third-year students. Please enquire about availability and rates.

Flat 8A is a five-bedroom villa with separate lounge, dining, and kitchen, bathroom, toilet and laundry.



Flat 8A

Flat 8B is a unit with 4 bedrooms, two bathrooms, with open plan kitchen, dining, and lounge.



Flat 8B

USEFUL CONTACT NUMBERS

Massey University

General Inquiries	06 356 9099
Student Counselling	06 350 5533
Student Health Services	06 350 5533
MUSA	06 350 4500
Library	06 350 5670 ext. 2121
Recreation Centre	06 350 5701

UCOL

All Enquiries	0800 GO UCOL
Wellbeing Services	06 952 7010

OTHER

Emergency Services - Ambulance / Fire / Police	111
Healthline	0800 611 116
StudyLink	0800 88 99 00
Gold & Black Taxis	06 351 2345
Taxis Palmerston North	06 355 5333
Airport Super Shuttle	0800 SHUTTLE

Bus Time Table

[PALMERSTON NORTH URBAN BUS TIMETABLE \(HORIZONS.GOV.T.NZ\)](https://horizons.govt.nz/palmerston-north-urban-bus-timetable)



**"Making friends that
become your family"**

DONAVIN DE JAGER

Building real connections and quality relationships



Baptist Student Hostel

Policy Documents



ACCOMMODATION GRANT 1-2
HARASSMENT POLICY PAGES 3-7
INTERNET POLICY PAGES 8-11
PRIVACY POLICY PAGES 12-13

BAPTIST STUDENT HOSTEL – ACCOMMODATION GRANT

Last updated March 2021; to be reviewed.

Application for Accommodation Grant

To assist with accommodation costs, Baptist Student Hostel makes a limited number of grants available each year for dependents of New Zealand pastors and missionaries as we recognize the sacrifice they make in sharing the Christian message.

Students of missionary families and full-time ministry workers are eligible to apply for this grant.

Selection Criteria

Selection is based on:

- The applicant's Christian background and parents' full-time role in ministry
- Grants are considered on a case-by-case basis and awarded on merit

Conditions of the Grant

- Grants are limited to a maximum of \$2000 per year or a maximum of \$1000 per semester within that calendar year
- The tenure of the grant is one year
- The grant application must be submitted with the application for Hostel accommodation
- Personal information supplied when enrolling may be used to aid in determining the success or otherwise of the application

Payment of Grant

The value of the grant will be applied on a weekly pro-rata basis over the term of the recipient's Accommodation Contract.

1. For recipients who have selected the annual or semester payment option from the Accommodation Contract, a maximum credit refund of \$1,000 will be issued at the end of each semester.
2. For recipients who have selected the weekly payment option from the Accommodation Contract, the grant will be paid weekly and deducted from the weekly board payment.

The grant cannot be transferred or applied towards any administration or contingency fees.

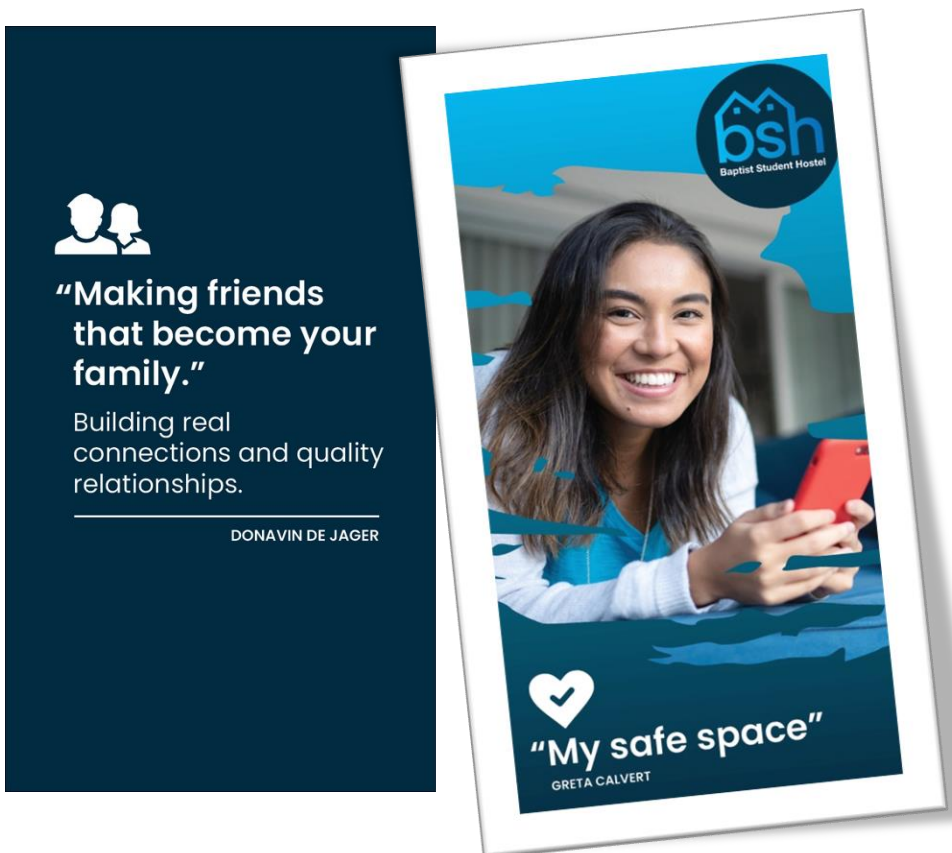
Should the recipient leave the Hostel for any reason during the tenure of the grant, the grant will be cancelled. In such a case, the student will then be required to pay any outstanding board due in terms of clause 4 of the Accommodation Contract.

The grant may be held in conjunction with other scholarships, bursaries, or awards, so long as those scholarships, bursaries, or awards permit co-tenure.

Closing Date

1 October (ahead of the February academic intake).

Applicants will be notified of the decision concerning their grant application within 4 weeks. Late applications may be considered if any funding allocation remains.



BAPTIST STUDENT HOSTEL - HARASSMENT POLICY

Last updated October 2020; to be reviewed.

Rationale

Baptist Student Hostel is committed to the principle that every person is entitled to be safe from sexual harassment, bullying or abuse.

Guidelines

It is important that the person making a complaint of harassment perceives the complaint will be taken seriously.

Definition of Harassment

Any unwelcome comment, conduct, or gesture that is insulting, intimidating, humiliating, malicious, degrading or offensive. It might be repeated or an isolated incident, but it is so significant that it adversely affects the recipient. It can include physical, degrading or threatening behaviour, abuse of power, isolation, discrimination, sexual and/or racial harassment. Harassment is behaviour that is unwanted by the recipient even if the recipient does not tell the harasser that the behaviour is unwanted.

Harassment can be said to occur when:

- One person subjects another person to repeated unsolicited, or unwelcome, sexual or abusive conduct.
- There is verbal or physical conduct, including misuse of written, and or visual material, of a sexual, or abusive nature by one person toward another.
- A person's conduct is unwelcome and offensive and might reasonably be seen as unwelcome and offensive, or a threat is made if the other person does not accept the conduct.
- The conduct is of such a nature, or is persistent, to the extent that it impacts on the individual's participation in the life of the Hostel or their health.

Some of the common reactions to having been harassed are anxiety, fear, embarrassment, vulnerability, guilt, and anger.

PROTOCOLS FOR HARASSMENT GRIEVANCES

The Baptist Student Hostel has appointed two harassment contact persons (HCP) to receive accusations or reports of harassment against any person/s associated with the Hostel. One contact person will support the affected person while the other contact person will be available to represent the person to whom the accusation has been made against if they choose them or they may choose an alternative support person.

The harassment contact person is able to:

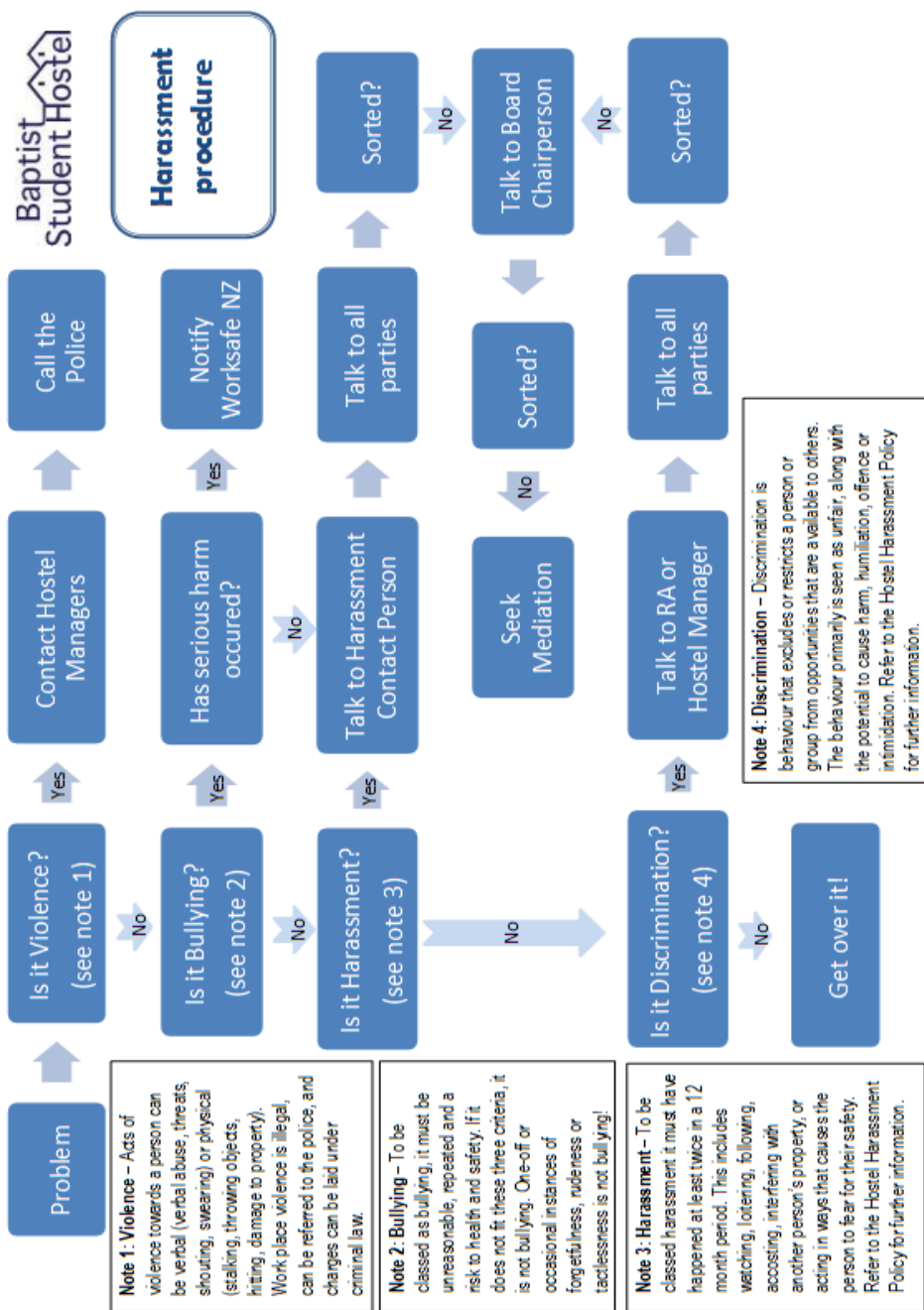
- Keep your details confidential, and not disclose these unless authorised by you.
- Assist you to identify the type/s of complaint (e.g. racial harassment).
- Outline the various complaint options and resolution procedures available to you.
- Support you when meeting with, or writing to the other party (as required).
- Explain the need for you (and friends and family) to keep the allegation confidential.
- You may choose to resolve the complaint in the following ways:
- You may meet privately with, or write in confidence to the Respondent to describe the alleged harassment and to ask that the behaviour cease. An HCP or another support person can accompany you to a meeting if required.
- You may request that the complaint is mediated.
- At any stage, you may choose to complain to an appropriate external agency such as the Human Rights Commission, the Race Relations Office, or the Police.

The contact people are Board member for the affected person and the Hostel Board Chairman for the person whom the accusation is made against.

Contact details: **Mrs May Dabb**, Ph. 06 353 0298 or 027 4336 420
(Board Chairman) **Mr Geoff Dixon**, Ph. 06 5600 610 or 021 607 454.

Failure by the Respondent, in the case of fellow-students and associates, to cease and desist in the harassing behaviour is likely to result in their immediate exclusion from the Hostel. If the harassing behaviour is enacted by an employee of the Hostel it will be dealt with under the terms of the employment contract.

HARASSMENT PROCEDURE



1. It is our responsibility to provide a safe environment for all students. We regard harassment as a serious offence and it will not be tolerated. Given the sensitive nature of harassment complaints, we have established specific procedures to assist in dealing with harassment (see Schedule 3). We encourage you to acquaint yourself with the procedures for complaint. Full support will be provided for complainants.

WHAT IS HARASSMENT?

2. Harassment is language, or visual material, or physical behaviour: - Of a sexual, racial, bullying or discriminatory nature (which is) - unwelcome/offensive/hurtful (and is) - repeated or significant enough to cause detriment.

3. Harassment is any unwanted comment, conduct or gesture directed toward an individual or a group of individuals, which is insulting, intimidating, humiliating, malicious, degrading or offensive, and is either a repeated or an isolated incident, which is so significant that it adversely affects someone's performance, contribution or work environment. Harassment is a form of discrimination.

4. Harassment also includes promises or threats, both explicit and implied, in return for sexual favours. It is not necessary for the harassed person to have told the harasser that his/her behaviour was unwelcome or offensive.

COMPLAINTS

5. If you feel that you may have been a victim of harassment you should bring the matter to the immediate attention of the appropriate contact person. The following personnel have been appointed as contact people for any enquiries or complaints concerning harassment.

- Female Contact: **May Dabb**. Phone Number 027 433 6420
- Male Contact: **Geoff Dixon**. Phone Number 021 607 454

1. Any discussions with these people will be treated in the strictest confidence unless there are serious concerns for your well-being and/or there is a statutory obligation to take steps. The decision about making a complaint remains with you. The personnel named above have our complete support to perform their duties. Any disputes that cannot be resolved "in house" will be referred to an outside mediator for independent consideration.

7. You may also take complaints to the Human Rights Commission, Union, or representative of your choice at any time. However, there may be times when considering whether to take a personal grievance or a complaint to the Human Rights Commission that you may need to make an election of what process to follow. Should you be in this position, you should take your own independent advice.

8. This procedure is designed to protect your rights. We will treat all complaints very seriously. Any person who is found, after an investigation, to have engaged in harassment, maybe subject to disciplinary outcomes, which includes but is not limited to summary termination of residency.



BAPTIST STUDENT HOSTEL – INTERNET POLICY

Last updated October 2020; to be reviewed.

Baptist Student Hostel endeavours to provide a 'Supportive Christian Environment with a Family Atmosphere.' Internet access is provided for residents as an optional service to assist them in achieving 'Encouraging Academic Achievement and Christian Commitment.'

Access

1. Internet usage at Baptist Student Hostel is in keeping with this philosophy. The internet is provided for resident's personal use, and to assist them with their academic study.
2. Prior to internet access being provided, the resident must:
 - Read, understand agree to follow, and sign the Internet Access and Usage Declaration.
3. Access may be removed from residents who do not follow the protocols listed in this policy, and action taken under the terms of the Discipline and Termination of Residency Policy and/or the Harassment Policy.
4. Access will be removed from residents whose device is infected with a virus or other malicious programmes that are affecting other users or the Baptist Student Hostel network until the problem has been resolved.
5. All reasonable action will be taken to connect your devices to the network. If software/hardware problems on your devices prevent this, we will advise where the appropriate software/hardware could be obtained to correct it.



Responsibility

1. Users are responsible for devices connected to their account.

Users are responsible for the security of their own devices setting up passwords and firewalls. Users must have a current antivirus programme installed. **Login passwords for internet access must be kept confidential i.e. NOT SHARED**

No unauthorised sharing of the internet connection or sharing of passwords is permitted. Failure to adhere to this may result in the termination of your internet access.

2. Carrying out activities which could adversely affect the network or users of the network is prohibited. This includes, but is not limited to the following:
 - Breaking into, or using another resident's connected device without their express permission.
 - Distributing viruses/worms/Trojans etc. or using them to get into another user's device inside or outside of the LAN (Local area Network) or WLAN (wireless local area network) is prohibited.
 - Sending 'spam' or other inappropriate messages or junk email to users is prohibited.
 - Masquerading as another user (or an outside organisation) on the network.
 - Objectionable/malicious use of a device, or of the network.

Downloading

1. The bandwidth – data transfer and transfer speed – may be restricted at any time. The use of P2P (Peer to Peer) programmes is prohibited!
2. Illegally downloading or sharing copyrighted software over WLAN (Wireless Local Area Network) to any user within or outside is prohibited.

Connection via cable or wireless

Every device to be connected to the user's account will be Mac addressed.

Copyright (Infringing File Sharing) Amendment Act 2011

The law is called the Copyright (Infringing File Sharing) Amendment Act 2011. It amends the Copyright Act 1994 to provide owners of copyrighted works such as movies, TV shows and music a quicker and easier way to penalise people infringing their copyright via online file sharing. The intention of the law changes is to crack down on peer-to-peer file sharing.

What's covered by the new law?

Online file sharing that infringes copyright. "File sharing" is defined by the new law as:

- material uploaded or downloaded from the Internet (and)
- Using an application or network that enables the simultaneous sharing of material between multiple users.
- The person who owns the Internet account (account holder) is liable, even if he or she wasn't the person who broke the law. Allegations of copyright infringement made against you (the account holder) by a copyright owner is presumed to be correct unless you give evidence or reasons why you aren't guilty

You get 2 notices (warnings) and then, following the 3rd notice, the copyright owner can take you to the Copyright Tribunal.

Depending upon circumstances, generally, the minimum penalty is \$275 and maximum \$15,000, payable to the copyright owner.

How does the three-strike system work?

Basically, the account holder receives two notices, or strikes, per rights owner from their Internet Service Provider and then, after the account holder receives the third strike within 9 months, the rights owner can apply to the Copyright Tribunal for a penalty of up to \$15,000 against the account holder.

The first strike is called a Detection Notice, the second a warning notice, and the third an Enforcement notice. Each detection notice and warning notice will carry a minimum \$25 charge plus any administration charges. The enforcement notice will carry a stipulated fine which will be contested through the court system. If an infringement has happened an infringement notice will be sent to the Baptist Student Hostel. The information will show the Internet Protocol (IP) address and the copyright violation made including a fine or court action.

Baptist Student Hostel Policy Response and Action

Baptist Student Hostel will search its server database logs and match the IP address to the detection notice, warning notice, or enforcement notice. The offending computer will be identified and matched to the person who signed the policy. They will be fully liable for all costs that come from this, including any administrative costs incurred by Baptist Student Hostel. If any of the above notices come after the person whose IP address has been identified has left Baptist Student Hostel, the past resident will be still liable. This will include any associated costs of finding and delivering infringement notices also any costs relating to court action.

If a court notice/notices are issued by a copyright holder to Baptist Student Hostel the IP address identified will be held fully accountable for breaking the law and the internet policy assigned.

The use of but not limited to peer-to-peer protocols like Gnutella and Bit Torrent with peer-to-peer software like u Torrent, Bit Comet, Frost Wire, Ares, Lime Runner, and Vuze for the purpose of copying or distributing copyrighted material using Baptist Student Hostel Internet connection is prohibited.

No violation of copyrighted material may be placed on the intranet at Baptist Student Hostel; this includes but is not limited to movies, music, ebooks as an example.

Emerging Issues

If unforeseen issues arise, Baptist Student Hostel reserves the right to issue directives and/or amendments to this policy, which will then be conditions of access and usage.

A condition of using the internet connection at Baptist Student Hostel is full adherence to the conditions of this policy and any subsequent amendments.

BAPTIST STUDENT HOSTEL - PRIVACY POLICY

Last updated October 2020; to be reviewed.

The Baptist Student Hostel collects and holds information from a range of sources. The following steps will be taken to ensure compliance with the 12 principles of The Privacy Act (1993).

1. Necessity Principle

Only information, which is essential to the efficient and effective running of the Hostel will be gathered.

2. Collection Principle

Collection of personal information will be from the individual concerned. Where this is not possible, the information collected will be checked, by the individual concerned, at the first practical opportunity.

3. Right to know your rights

Forms for the collection of information will include the following statement:

'The information on this form is being collected by Baptist Student Hostel, for the purpose of XXXXXXXXXX. Its collection complies with the provisions of The Privacy Act (1993). You are entitled to view a copy of this form, and to attach any correction to it.'

4. Means Principle

Personal information will not be collected in a manner that is unlawful, unfair, or which will cause unnecessary intrusion.

5. Security Principle

Personal information will be protected using the following steps:

- a. Resident and staff applications, and signed employment contracts will be stored in a locked room.
- b. Access to the Hostel computer will be restricted to the Managers and staff whom they authorise.
- c. The computer password will be changed every three months.
- d. Employment contracts will include a 'Confidentiality' clause.

6. Access Principle

Baptist Student Hostel will confirm whether it holds personal information about an individual, in response to a request from that individual, and will provide copies of that information if requested, with the exception of evaluative material, e.g. Referee's reports.

7. Correction Principle

Residents and staff will be entitled to request the correction of any of their personal information held and/or to have a correction attached to the information.

8. Updating Principle

No personal information will be used without it being checked for accuracy, and ensuring that it is up to date, complete, relevant and not misleading.

9. Disposal Principle

Personal information will not be kept longer than necessary.

10. Use Principle

Personal information will be used only for the purpose for which it was gathered.

11. Disclosure Principle

Personal information will not be disclosed to other parties with the exception of:

- a. Guarantors should a resident fail to pay their fees
- b. Parent/Guardian/Next of Kin should we seek medical attention for the resident, have serious concerns about the behaviour/welfare of a resident, issue a formal warning to a resident or terminate the residency of a resident.

12. Unique Identifier Principle

Baptist Student Hostel will not assign any unique identifiers, and will only request disclosure of any unique identifier except for the purpose it was assigned.

Privacy Officer

A Board Member will act as Privacy Officer for Baptist Student Hostel.



www.bsh.nz

Phone: (06) 355 5107
Email: info@bsh.nz

163 Fitzherbert Ave
Palmerston North 4410
New Zealand