



"Enjoy your time with us!"

Building real connections and quality relationships

Information and Policy Booklet



Contents

WELCOME TO BAPTIST STUDENT		MEALS	15
HOSTEL	1	DINING ROOM	18
HISTORY	2	KITCHEN HOURS AND DUTIES	18
ADMINISTRATION	2	KITCHEN HYGIENE	18
MANAGERS	3	BUS STOP	19
SENIOR STUDENTS	3	CAR PARKING	20
APPLYING TO LIVE AT BSH	4	BICYCLES	20
CONFIRMING A PLACE AT BSH	6	CONFISCATION OF ITEMS	21
ARRIVAL	7	DAMAGE	21
SEMESTER AND TERM/STUDY		INTERNET ACCESS	21
BREAKS	7	UNPAID ACCOUNTS	21
BEDROOMS	8	PERSONAL HEALTH AND SAFETY	22
WHAT TO BRING	9	CONTACT INFORMATION	22
DECORATING BEDROOMS	9	COMMUNICABLE DISEASES	22
ROOM KEY AND FOB KEY	9	ILLNESS OR ACCIDENT	22
BEDROOM INSPECTIONS	9	PANDEMIC ACCOMMODATION	23
PERSONAL FRIDGES	11	MENTAL HEALTH	24
BEDROOM DESK LIGHTS	11	NOTICE, SUSPENSION, EXPULSION	24
WASHING CLOTHES	11	GENERAL HEALTH AND SAFETY	25
LINEN DAY – TUESDAY	11	FIRE SAFETY	25
PERSONAL MAIL AND PACKAGES	11	ELECTRICAL SAFETY	25
SECURITY	11	BATHROOM AND TOILETS	26
MEETING PEOPLE AND MAKING NEW		HALLWAYS	26
FRIENDS	12	HOSTEL SELF-CATERING FLAT	28
IMPORTANT HOSTEL INFORMATION		HOSTEL FLATS	32
	14	USEFUL CONTACT NUMBERS	33
VISITORS AND SIGNING IN	14	BSH POLICY DOCUMENTS	34

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.



"Friendship"

Meet new people, make lasting friendships



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 who are leaving their homes for the first time. Over the years the hostel has been run by many wonderful managers and seen many upgrades. In 2010, we renamed to **Baptist Student Hostel**.

ADMINISTRATION

Baptist Student Hostel is run by the on-site managers and governed by a non-profit trust. The Board of Trustees, which can have up to ten members, is in charge of the Trust's business. The current Board members attend local Baptist churches, including Hokowhitu Baptist Church and Palmerston North Central Baptist Church.

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



“My safe space”

Taking care of your mental & physical wellbeing



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 disciplined 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 BSH

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 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 BSH

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.



"Studying in Manawatu"

Arrive as a student, live as a local



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, pillowcase, 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.



**“Making friends that
become your family”**

Building real connections and quality relationships



PERSONAL FRIDGES

Residents can 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 at night 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 PACKAGES

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 hometown – 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





**“Making friends that
become your family”**

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 must 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 can 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.

VISITORS 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.

MEALS

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



“Great food!!!”

3 tasty home-made meals every day



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. Several 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 popcorn 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 serverly dishes, rinsing serverly 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

Unlimited Wi-Fi Internet is provided throughout the hostel. To connect to the wireless network, select “Baptist Hostel”, then log in to the network using the password provided when you arrive. Internet usage must comply with the **Internet Access and Usage Policy** found at the end of this booklet.

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 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 will 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 always maintain good levels of personal hygiene. 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.





“Self-Catered Flats”

Catering to students who have special dietary requirements



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 clotheslines 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. To connect to the wireless network, select “Baptist Student Hostel”, 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 8B is a unit with 4 bedrooms, two bathrooms, with open plan kitchen, dining, and lounge.



USEFUL CONTACT NUMBERS

Massey

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	
<i>Ambulance / Fire / Police</i>	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 Timetable

Palmerston North Urban Bus Route and Timetable

<https://www.horizons.govt.nz/buses-transport/bus-routes-transport>



Policy Documents

Everything you need to know

- ACCOMMODATION GRANT – PAGE 35
- HARASSMENT POLICY – PAGE 37
- CONCERNS & COMPLAINTS PROCESS – PAGE 40
- INTERNET POLICY – PAGE 41
- PRIVACY POLICY – PAGE 43



BAPTIST STUDENT HOSTEL - ACCOMMODATION GRANT

Updated: June 2026

INTRODUCTION

The Baptist Student Hostel makes a limited number of grants available each year for dependents of New Zealand pastors and missionaries to assist with accommodation costs. Students of missionary families and full-time ministry workers are eligible to apply for this grant.

SELECTION CRITERIA

Selection will be based on:

1. Applicant's Christian background and parents' full-time role in ministry
2. Grants are considered on a case-by-case basis and awarded on merit

VALUE OF GRANTS

1. The amount allocated for accommodation grants is set each year when the annual budget is approved. This is normally 4 grants of \$2000 equaling \$8000.
2. Individual grants are limited to a maximum of \$2000 per year or a maximum of \$1000 per semester within that calendar year.
3. A maximum of two grants will be awarded to any one applicant.
4. The Hostel Managers are authorised to approve grants up to the amount approved in the annual budget, provided the application falls within the criteria outlined above. If there is any variation from these criteria the Board will make the final approval.

CONDITIONS OF THE GRANT

1. The tenure of the grant is one year.
2. The grant application must be submitted with the application for Hostel accommodation.
3. 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.

- A maximum credit refund of \$1000 will be issued at the end of each semester.

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 Conditions of Residence in the Accommodation Contract.

The value of the grant will be applied on a weekly pro-rata basis up until the time a student leaves the Hostel.

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

Applications for the Accommodation Grant will close on 1 February for the first semester and 30 June for the second semester. Late applications may be considered if any funding allocation remains.

Applicants will be notified of the decision concerning their grant application within 4 weeks.



BAPTIST STUDENT HOSTEL - HARASSMENT POLICY

Updated: April 2026

INTRODUCTION

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

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.

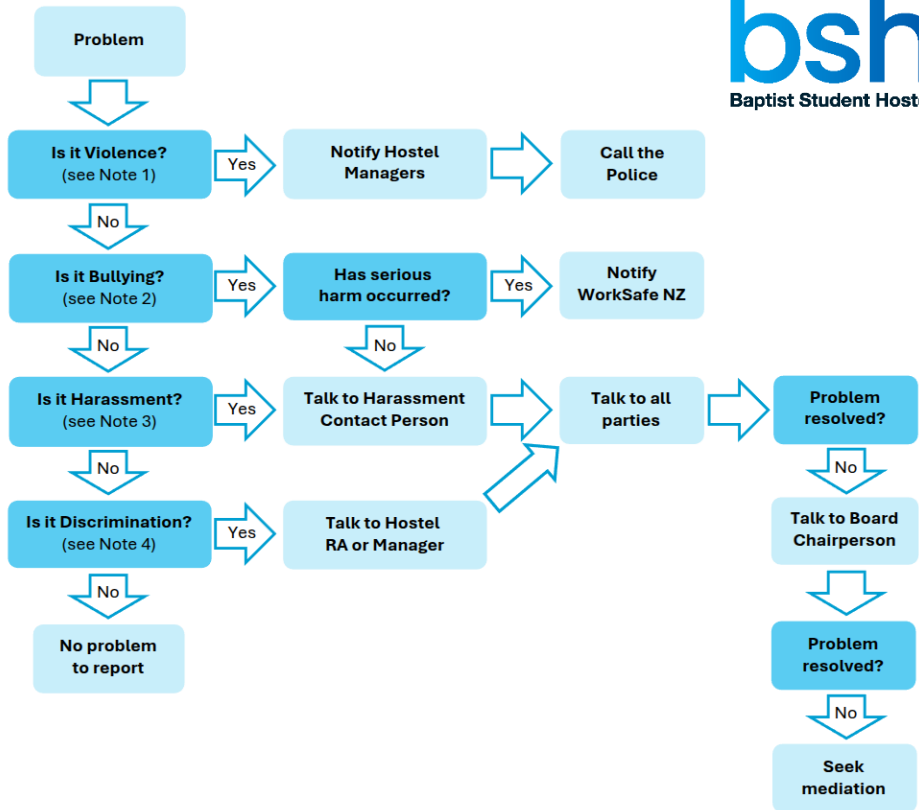
The contact people are a Member of the Board of Trustees:

- **May Dabb**, may@bsh.nz or 027 4336 420
- **Brent Norrish**, brent@bsh.nz or 027 431 5678

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



Note 1: Violence – Acts of violence towards a person can be verbal (verbal abuse, threats, shouting, swearing) or physical (stalking, throwing objects, hitting, damage to property). Workplace violence is illegal, can be referred to the police, and charges can be laid under criminal law.

Note 2: Bullying – To be classed as bullying, it must be unreasonable, repeated and a risk to health and safety. If it does not fit these three criteria, it is not bullying. One-off or occasional instances of forgetfulness, rudeness or tactlessness is not bullying!

Note 3: Harassment – To be classed harassment it must have happened at least twice in a 12-month period. This includes watching, loitering, following, accosting, interfering with another person's property, or acting in ways that causes the person to fear for their safety. Refer to the Hostel Harassment Policy for further information.

Note 4: Discrimination – Discrimination is behaviour that excludes or restricts a person or group from opportunities that are available to others. The behaviour primarily is seen as unfair, along with the potential to cause harm, humiliation, offence or intimidation. Refer to the *Definition of Harassment* for further information.

BAPTIST STUDENT HOSTEL – CONCERNS & COMPLAINTS PROCESS

- Concerns or complaints about Baptist Student Hostel are treated seriously
- The handling of such matters should always be governed by trust and respect – two of our key values at BSH
- If you have a concern or a complaint about the hostel, it is important that the Managers are made aware of it so that the matter can be correctly addressed



You can raise your concern/complaint in the following ways:

- Talk, or write, to the Managers directly
- Contact an RA, who will then pass your concern on to the Managers, anonymously if preferred



Your concern/complaint will then be recorded in a Register



The concern/complaint will be addressed



A follow-up conversation and/or written response will be sent to the relevant person, via an RA if anonymity is preferred



The Board will be notified of any concerns/complaints ahead of its monthly meeting

Issues of a more serious nature, such as harassment, are covered in BSH's **Harassment Policy**. In such cases, you are advised to contact the following Board members:

May Dabb on 027 4336 420 or may@bsh.nz

Brent Norrish on 027 431 5678 or brent@bsh.nz

BAPTIST STUDENT HOSTEL – INTERNET POLICY

Updated: April 2026

INTRODUCTION

The Baptist Student Hostel (Hostel, we) has a 'safe and caring environment that has Christian ethos and values'. The Hostel provides wireless Internet access (Internet, WiFi, network) for residents (resident, user, you, your, their) to assist them with their academic study and for personal use.

The access and use of the network must adhere to the Hostel's ethos and values and comply with New Zealand legislation. The Hostel Managers will have discretion in dealing with any infringements on a case-by-case basis.

CHANGES TO THIS POLICY

The Baptist Student Hostel will review this policy from time to time and reserves the right to issue amendments, which will then be conditions of access and usage of the Hostel network from that point on.

ACCESS

1. Prior to Internet access being provided, the resident must read, understand, agree to follow, and sign the Internet Access and Usage Declaration.
2. Sharing of the Internet connection and WiFi password is not permitted. Visitors who require WiFi access must request permission from the Hostel Managers and must comply with this policy.
3. Hostel Management may monitor network usage and enforce restrictions on the network to assist compliance with this policy.
4. Bypassing Hostel security protocols, including but not limited to, the use of personal modems and of tunnelling and/or external proxies, is prohibited.
5. Accessing illegal, objectionable (per NZ law), and/or sexually explicit material is prohibited.
6. Access may be removed from users who do not adhere to this policy, and action taken under the terms of the Baptist Student Hostel Accommodation Contract or Harassment Policy.
7. Access may be removed from users whose device is intentionally or unintentionally affecting the network or other users, until the problem has been resolved.

RESPONSIBILITY

1. Users are responsible for the devices they connect to the Hostel network.
2. Users are responsible for the security of their own devices, including setting up device passwords and updating antivirus software.
3. Users must not carry out activities which could adversely affect the network or other users. This includes, but is not limited to the following:
 - Breaking into or using another user's device without their express permission.
 - Distributing viruses and malware to devices inside or outside of the network.
 - Sending inappropriate or spam messages or emails to users inside or outside of the network.
 - Masquerading as another user (or an outside organisation) on the network.
 - Objectionable/malicious use of a device, or of the network.
 - Downloading large quantities of data or using Peer-to-Peer (P2P) or torrent software on the network.

COPYRIGHT INFRINGEMENTS

The New Zealand Copyright Act 1994 and Infringing File Sharing Amendment 2011 prohibit the sharing of copyrighted material by electronic means. The Internet account holder is liable for any illegal filing sharing activity, no matter who actually used the account to share the files.

If the Baptist Student Hostel receives an infringement notice, Hostel Management will search its network access logs to identify the offending device and match it to the person who accessed the infringing material. The identified person will be fully liable for all costs that come from this, including any administrative costs or court costs incurred by Baptist Student Hostel, even if the identified person has left the Hostel. No copyrighted material may be shared on the Baptist Student Hostel network; this includes but is not limited to movies, music, games and software.



BAPTIST STUDENT HOSTEL - PRIVACY POLICY

Updated: April 2026

INTRODUCTION

The Baptist Student Hostel (we, us, our) is responsible for promoting and protecting the privacy of residents, users, and staff. This Privacy Policy (policy) sets out how we collect, use, disclose, and protect personal information in accordance with the New Zealand Privacy Act 2020 (the Act).

In this Policy, you and your refers to the individual providing personal information to us or whose personal information has been provided to us. This Policy applies to your use of the Baptist Student Hostel website and accommodation services. By accessing our website and by using our services you agree to the terms of this Policy.

CHANGES TO THIS POLICY

We will review this policy from time to time and will publish updates to our website. Your Personal Information is subject to the policy in effect at the time it was collected, unless otherwise agreed.

COLLECTION OF PERSONAL INFORMATION

To provide you with our accommodation services, we collect personal information. This includes, but is not limited to your name, date of birth, phone number, email address and physical address, dietary requirements/allergies and medical conditions, payment information, the content of all communications and any other information which assists us to provide you with our services.

We collect personal information about you when you provide it to us, including via our website and any related service, through any application or registration process, or through any contact with us (e.g. telephone, call, email, or in person). Personal information may also be provided by third parties whom you have authorised or where the information is publicly available. In the first instance, we will collect personal information from you directly. Where we collect your information from third parties, we will notify you as soon as practicable (unless an exception applies).

Our website, Internet service provider, and any third-party platforms we use, may automatically collect information from you, such as IP address, location, and other browser and device information.

HOW WE USE YOUR PERSONAL INFORMATION

When you have applied for accommodation with us, we will use your personal information to verify your eligibility, to undertake reference checks for you (if necessary), to facilitate payment of services, to contact you, and to provide you with our services.

We may use your information to market our services and events to you, and to conduct research and statistical analysis (on an anonymised basis). If you unsubscribe from our marketing emails, then we will not send you such communications. If required, we will use your information to comply with our legal obligations or for any other purpose authorised by you or the Act.

DISCLOSING YOUR PERSONAL INFORMATION

As a resident of the hostel, we may disclose your personal information to your guarantor should you fail to pay your fees, or to your nominated contact person in case of an emergency, or a wellbeing or behavioral concern.

We may also disclose your personal information to external providers that we use for our website, data management, and communications. These third parties may be located outside New Zealand, which may mean your personal information is held and processed outside New Zealand.

We do not otherwise share your personal information to third parties, except where required by law or where authorised by you. We may transfer your information in the case of a sale, merger, consolidation, liquidation, reorganisation or acquisition.

PROTECTING YOUR PERSONAL INFORMATION

We will have reasonable security safeguards to keep your personal information safe from loss, unauthorised activity, or other misuse.

ACCESSING AND CORRECTING YOUR PERSONAL INFORMATION

You have the right of access to your personal information that you have provided to us, and to request the correction of that information. Any information related to you which is provided by a referee or other third party will not be given to you in keeping with the privacy obligations to the provider of that information.

PHOTOS AND SOCIAL MEDIA

The Hostel may take photos of Residents participating in social activities for promoting the Hostel on social media. The person taking the photos on behalf of the Hostel will ask Residents for consent.

SECURITY CAMERAS

The Hostel has security cameras to protect students and the property. Surveillance warning stickers are placed at each entrance to the Hostel. Video footage is used to investigate security incidents or concerns and is not kept long term unless there has been an incident. The camera system is only accessible by Hostel staff and recordings are not shared with third parties except as required by law enforcement.

CONTACTING US

If you would like to request access to, or correction of, your personal information, you can contact us at:

163 Fitzherbert Ave
Palmerston North 4410
New Zealand
Phone: +64 (06) 355 5107
Email: info@bsh.nz

If you have any questions about this Policy, our privacy practices, or wish to make a complaint about the Policy, you can contact the Hostel Privacy Officer:

Lesley Fail (board member)
Email: lesley@bsh.nz





www.bsh.nz

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

163 Fitzherbert Ave
Palmerston North 4410
New Zealand