

SHOTOVER HOUSE STAFF ACCOMMODATION RULES

- 1 Board and Lodgings will be deducted from weekly wages in line with the Continuum Staff Accommodation rules as below
- 2 The style of accommodation allocated to an individual is strictly subject to availability at the time of residency. Management reserve the right to allocate and relocate staff to alternative room types within the complex if they deem it necessary.
- 3 These rules will be updated and residents will be advised of any amendments

Staff Accommodation Policy and Guidelines

THREE STRIKE POLICY

The three strike policy has been put into place to ensure that the residents adhere to the house rules. The house rules are set out to protect the individuals living on the site, the property and all of its contents.

Strikes may be issued to individuals for the following reasons:

Damage to any facilities

Smoking or vaping within the facilities

Drunk and disorderly behaviour

Bullying and harassment

Consumption of Food/cooking in any rooms

Lack of respect to roommates' personal space and privacy

Having visitors outside of visiting hours

Not signing visitors in and out through visitor sign in sheet

Giving out the front door code to anyone not permitted in the hostel

Parties and loud music Stealing – including items in the kitchen

Not cleaning the kitchen after using any items Lack of personal hygiene

Not following any rules that were signed in contract

When a strike is issued you will receive a notification letter and the reason for the strike.

The FIRST STRIKE will be kept on file for 3 months, the Second Strike will be kept on file for 6 months and a third strike could result in EVICTION from this staff accommodation.

In the event of damage to property the resident may receive a strike and will be liable for the costs of repairs or replacement of the items damaged. Depending on the severity of any damage caused the Accommodation Manager will at their discretion have the right to evict the resident and will be dealt with on a case by case basis. Failure to pay for damage will result in eviction

Continuum Hotels reserves the right to withdraw the benefit of staff accommodation of any resident that does not respect and adhere to the following rules that are designed to ensure that the interests of all residents are looked after.

Accommodation is allocated by the Accommodation Manager. No changes can be made without their consent. The housing rules may be updated from time to time to serve as a better guide to residents.

BEHAVIOUR

- 1 Be considerate – take responsibility for your actions and as a tenant at this property it is expected that you will be respectful of all other tenants.
- 2 Not adhering to this principle may result in strikes being issued, which may lead to your eviction from the accommodation
- 3 There is a noise restriction between the hours of 11pm and 7am - this will be measured by a level of noise that would stop other occupants from sleeping
- 4 Noisy gatherings in rooms and common areas will not be tolerated
- 5 There will be no unauthorised parties where tenants gather at any time of the day or night in accommodation areas, be respectful to other tenants.
- 6 Shotover House has a ZERO tolerance of harassment and bullying. If you feel that there is any behaviour like this happening, please contact accommodation manager.
- 7 If an individual displays such behaviour it will affect residency and potentially their employment.
- 8 Tenants involved in fighting will be evicted.
- 9 All tenants must be respectful of other people's property and belongings.

KEY REPLACEMENT/FRONT DOOR CODE

- 1 Keys for the accommodation room doors will be issued to you and it is your responsibility to keep this safe – if damaged or lost you will need to pay to replace the key at a cost of \$30NZ.
- 2 Code for the front door is changed every month. The new code will be disclosed through the group chat.

SMOKING OR VAPING

- 1 Smoking or vaping is not permitted within the accommodation building including the decks and the common room - all smoking is to take place outside the premises
- 2 If found responsible for setting off the fire alarm, you will be liable for any non-emergency call out fees. The burning of incense and naked flames – e.g. candles or the cooking of items in your room could set off the alarm and are not allowed.

CLEANLINESS AND INSPECTIONS

- 1 Accommodation, the common room and all areas of the accommodation are to be kept clean and tidy at all times.
- 2 Accommodation will be inspected on a routine basis - these will happen every 3-4 weeks by the Accommodation Manager or delegate. You will be informed in advance of any inspections.
- 3 The Accommodation Manager will enter rooms in an emergency – including having to carry out urgent repairs. Please be aware if there is an individual leaving a shared room the manager will have to enter the room for inspection.
- 4 Room will need to be accessed to assess bond refunds.

- 5 The resident will be present at the time of the duly notified inspection and if not will have deemed it permissible to conduct the inspection without the resident being present.

6. Cleanliness of Common Areas and Cleaning Charges

6.1. The Tenant/Occupant must maintain all common areas — including, without limitation, the kitchen, lounge, and shared rooms — in a clean and tidy condition at all times.

6.2. Without limiting clause 6.1, the Tenant/Occupant is required to:

- (a) clean all shared appliances after use, including stoves, microwaves, toasters, ovens, and any other appliances;
- (b) clean all utensils, cookware, and dishes after use;
- (c) promptly clean any spillages on tables, floors, or other surfaces; and
- (d) ensure that all personal items are returned to their designated storage location and not left in common areas.

6.3. Where the Tenant/Occupant fails to comply with this clause and the Landlord/Operator is required to arrange additional cleaning, a **cleaning charge of \$10 per infraction** may be applied, provided that:

- (a) the charge reflects a reasonable estimate of the actual cost incurred; and
- (b) the Tenant/Occupant is notified of the infraction and the reason for the charge.

6.4. Any cleaning charge imposed under this clause shall be **payable by the Tenant/Occupant as a separate charge** and may be recovered as a debt owing under this agreement or, where permitted by law, deducted from the Tenant/Occupant's bond.

6.5. For the avoidance of doubt, cleaning charges under this clause are **not penalties**, but a genuine pre-estimate of the costs incurred as a result of non-compliance.

ALCOHOL, DRUGS AND UNLAWFUL ACTIVITIES

- 1 Alcohol may be enjoyed responsibly, however if an individual is in a shared dorm alcohol can only be consumed in common areas out of respect to fellow roommates.
- 2 Intoxication or excessive drinking is breaching other tenant's quiet enjoyment and may result in a strike.
- 3 No Alcohol in common areas after 11pm, this is out respect for other tenants.
- 4 Any resident found with illegal drugs or illegal items will be evicted immediately and their details shared with the NZ Police.
- 5 Prostitution and/or the running of any business activities is not permitted on this site
- 6 Weapons of any description are NOT allowed in this accommodation. This includes but is not limited to firearms and knives. ALL items that could be classified as "weapons" are to be disclosed to the accommodation manager - arrangements to store these items off site in accordance with the legal requirements of NZ law will be made with the accommodation manager.

PETS

- 1 No pets are permitted in this accommodation at any time.

ROOMS

- 1 Accommodation manager is available for departures and arrivals from 8am – 4pm Monday to Friday. If you are arriving outside of these times, we can arrange with the hotel to store luggage until open times.
- 2 Check out is at 11am, inspection of room is required prior to bond being returned. If you need to check out prior to 11am, please arrange with accommodation manager.
- 3 No modifications to rooms are allowable unless discussed with accommodation manager.
- 4 No pins, nails or adhesives such as blue tack are to be used on the walls of any room within the facility.
- 5 Furniture is not to be removed from the facility. All furniture must be returned in the same condition it was when the resident moved in and will be checked during a final inspection. If rooms are damaged, money may be deducted from the occupants bond.
- 6 All rooms should be regularly aired with fresh air to reduce the risk of mould forming. If mould does form then residents should manage this or contact the Accommodation Manager to seek advice. During fine weather windows may be left open as this assists in managing dampness.
- 7 The resident may not assign or sublet their room without the Accommodation Managers approval.
- 8 Open fires, cooking, candles or burning of items such as incense in rooms is not permitted. This is a serious fire hazard.
- 9 Rubbish bins in rooms must be emptied regularly and taken to reception main wheelie bin.
- 10 Residents must clean and vacuum their rooms & bathrooms on a regular basis.

HEALTH AND SAFETY

- 1 Residents of accommodation are responsible for taking all practical steps to ensure the safety of themselves and others.
- 2 On arrival you will be briefed in terms of fire safety - should you discover a fire then you must set off a manual call point as soon as possible to alert other residents and then evacuate the building using the nearest fire exit. Do not take items with you – leave as soon as you hear the alarm.
- 3 You must notify the Accommodation Manager of any hazards within your living space or on the property. For all hazardous incidents, fill out an incident report once first aid (if required) has been administered and procedures have been followed.
- 4 Harassment, bullying or physical abuse of residents in any form will not be tolerated and may be subject to a strike and/or eviction at the discretion of the Accommodation Manager.
- 5 Smoke detectors are placed inside the accommodation for the Resident's safety. Tampering with fire extinguishers, alarms, fire evacuation plans and smoke detectors is an offence and could incur fines (as at the date of these Rules) up to \$1,200.00.
- 6 Beach St fire door is alarmed at all times and is not to be used as an exit, only for emergency use. Activating this will incur a fine of up to \$1,200.
- 7 The balcony in the kitchen/common area, overlooking Beach St has a maximum of 8-person threshold. Furniture is not to be taken out onto the balcony. Please respect

neighbours and maintain suitable behaviour as the area is surrounded by tourist and visitors to Queenstown

VISITORS

- 1 Visitors are allowed from 10am – 9pm. Visitors **must sign in and out** from sign in sheet at reception.
- 2 Maximum of 2 visitors per tenant as we would like to ensure all tenants can enjoy hostel communal spaces.
- 3 No guests are permitted in dorm style rooms, only access to common areas. Respect your roommate's privacy.
- 4 Codes for the door are forbidden to be shared with others. If codes are shared, this will invoke the Strike procedure. We need to maintain all staffs security in the hostel.
- 5 The Accommodation Manager may ask visitors to leave the premise at any time.
- 6 Visitors are bound by the same rules as residents and non compliance may impact on the accommodation of the visitor's host resident. Any damage caused will be at the cost of the host resident.
- 7 Family/Friends are not allowed to stay at the hostel UNLESS this is discussed with the manager in which case a Friends & Family rate will be offered if there is availability.

COMMON ROOM AND KITCHEN USE

- 1 The common room and kitchen is provided for the use of residents and must be kept clean at all times please note that these areas are SHARED spaces that all tenants have access to.
- 2 Please do not leave cooking unattended in kitchens as this is a fire hazard, there is a call out fee for the fire alarm being triggered and the person responsible is liable for the costs incurred.
- 3 Dishes used must be cleaned and put away after use before leaving the common room
- 4 Be courteous of fellow tenants, the communal items are there for everyone's use and enjoyment i.e at meal times, everyone is trying to cook, please share items and offer up space
- 5 Food in fridges and freezers are left at your own risk and no responsibility will be taken for said items.
- 6 You must label all food baskets and items in the fridge with your name and room number. If food is not labelled it will be discarded, and no responsibility will be taken for items left in these areas or discarded.
- 7 Please ensure that food is kept neat and tidy to allow other residents to use the facilities
- 8 Property left in communal areas will be treated as lost property and disposed of after 72 hours if unclaimed. Check with Accommodation manager.
- 9 Any resident found using others property will be issued with a strike against their accommodation
- 10 While the Accommodation Manager will clean these areas they are not there to tidy up after residents.
- 11 All equipment is used at your own risk and must be used in a safe manner.
- 12 Food is not to be consumed in accommodation rooms and must be eaten in the Common Room - dirty dishes in rooms could cause issues with rodents and other issues and can result in a strike.

- 13 During 10pm – 5am kitchen is open for use of microwaves, kettle, and toaster. This is for safety reasons.
- 14 Balcony located in the kitchen is open from 9am - 8pm. Please be aware we have neighbours and are on the Main Street so please keep the volume down. Max of 8 persons and no furniture outside.
- 15 No sleeping in communal areas
- 16 Share the TV and be aware that others may also wish to watch other shows

PROVISION OF LINEN AND OTHER ITEMS

- 1 All beds will be issued a mattress protector - at the termination of your stay it is your responsibility to leave the mattress protector on the bed.
- 2 Sheets, pillowcases, and duvet covers are required to be taken to reception and placed in linen baskets once checking out.
- 3 Please leave duvet and pillow on the bed.

REMOVAL OF RUBBISH

- 1 Rubbish bins are located in the storage room at reception – all rubbish from rooms should be cleared at least weekly to the main rubbish bins.
- 2 As the accommodation manager is unable to be at the building 24/7 we ask if the rubbish bins in the kitchen are full we would like you to take responsibility and bring these rubbish bags to the bins situated next to reception. There are replacement bin bags in the kitchen.

PAYMENT OF BOND AND RENT

- 1 Payment of 1 week's bond is required at the start of your residency.
- 2 Rent will be deducted from payroll from any residents employed at Novotel Queenstown Lakeside or Kamana Lakehouse – any resident not employed by either of these hotels will be paid for by the staff member. The arrangement to pay the staff member for this will be at their sole discretion.
- 3 The resident acknowledges the rights of the Accommodation Manager to retain and/or apply some or all of the bond to make good any damage, replace property, clean the premises, replace keys or locks, pay unpaid rent.
- 4 Rent may be assessed and amended with 1 month's notice to the resident at the discretion of the Accommodation Manager.

LAUNDRY

- 1 Laundry room is open from 8am – 10pm
- 2 A coin operated laundry both washing machines and dryers is located on the first floor.
- 3 A cost of \$4 per machine.
- 4 Laundry is available for your own use. This is a coin operated system. Please be mindful of other guests using the machines. If laundry is not collected on time, it will be removed by management.
- 5 Please be respectful of others in the room and ensure you are not hanging clothing around the hotel or exterior of the building.

STORAGE

- 1 A storeroom exists for sports equipment and baggage – residents leave their items at their own risk, only the accommodation Manager will access the store, so residents need to arrange suitable times to lock items away.

- 2 Queenstown is the adventure capital of the world. There is a storage area for your Sports equipment such as:
Snowboards/Skis/Boots
Bikes
Hiking shoes
Please be mindful of space and the smell of your equipment. Do not have this equipment in the rooms. Strikes will apply.

WIFI

1. The hostel has provided a temporary solution for the WIFI, each floor has 2 Wi-Fi modems, whichever is nearest to your room please go to the modem and look at the bottom of the device to see which network and password you should connect to
2. Please note that there is a separate modem for common room which is situated next to the tv and another one for reception. Please ask accommodation manager for password while they are in office.

MAIL

We are happy to accept post and keep it at reception for you. However, packages are your personal responsibility. Please ensure you organise delivery times with delivery services.

SOCIAL MEDIA

Please be aware that social media is a public space. Remember when living in Shotover House you are still representing the owner of our business which can affect your employment if any issues may occur.

SECURITY

1. CCTV is in operation 24 hours throughout all public areas
2. If you want management to search the camera footage for any reason – there may be a service fee charged at the managements discretion and privacy of data will be maintained so your request may be refused

MAINTENANCE

All residents must take all reasonable steps to ensure that the accommodation is kept free from pests, including rats, mice, cockroaches, bedbugs, ticks, silverfish and ants.

Residents will report any damage to the Accommodation Manager immediately to ensure quick repair.

MANAGER ON SITE HOURS

Manager hours are displayed on the notice board at reception. Times can vary each week.

You can email her on Shotoverhouse48@gmail.com and arrange to meet as she will not be based in Reception as she is doing things around the Hostel.

Residents can only contact her during these hours unless a real Emergency but there is no requirement for her to be in the building outside of these hours.

In the event of an emergency and she is not available then residents should contact the Hotel as the Hotel is staffed 24 hours.

Hostel phone number is: +64 27 359 8318

EMERGENCY RESPONSE TEAM

All residents residing in accommodation agree to form part of the Accommodation Emergency Response Team. Upon the sound of an alarm all residents are to report to the Fire Panel located at on Shotover Street and await further instruction in relation to emergency response.

JOINT OCCUPANTS

Where the Residency consists of more than one person, each of those persons agree that:

- 1 The rights of the Resident under this Agreement are conferred on each of the persons identified as the Resident jointly and not jointly and individually or individually.
- 2 An Agreement, representation or warranty by the Resident binds them jointly and each of them individually.
- 3 Each person is responsible for the acts and omissions of each other person.
- 4 A breach by one of them constitutes a breach by all of them; and the right of the Accommodation Manager (including a right of termination) which is exercisable against one Resident can be exercised in respect of this Agreement against both of them.

TERMINATION OF ACCOMMODATION

- 1 Residents must be either employed by Novotel Queenstown Lakeside or Kamana Lakehouse or the partner of an employee staying in a shared room with them. On termination from employment you will have 14 days to move out of the accommodation.
- 2 In order to stay at the accommodation through your notice period all rent must be paid in advance until the day you plan to leave.
- 3 Novotel and Kamana require a 4-week notice period for resignation. The staff accommodation also has a 4-week notice period, if this is not upheld there may be consequences with your bond.
- 4 In order to stay in the accommodation, you must have provided and maintained your contracted notice period of employment.
- 5 Tenant must leave the premises before 11am after final inspection is undertaken
- 6 A final inspection of your accommodation will be undertaken by the Accommodation Manager and an inspection report will be completed. Successful completion of this inspection as well as the return of all items including door key, linen if any and any other items belonging to the accommodation will result in the return of any bond due – this will occur on the next weekly pay run.
- 7 All rubbish must be removed and the accommodation cleaned and tidied.
- 8 Linen must be stripped off the bed and brought to laundry basket located at reception,

- 9 Once the resident has left the premise after the final inspection they must not return without the permission of the Accommodation Manager.
- 10 If you find alternative and more permanent accommodation, a 7-day notice is required ahead of moving out. If you move out within these 7 days unfortunately, we will not be able to offer a refund for the week's rent. This is due to organizing rent with payroll and accountants.

ACKNOWLEDGEMENT OF ACCOMMODATION RULES AN REGULATIONS

I Your name here have read and agree to the conditions listed above for my accommodation arrangements as set out by the Continuum Staff Accommodation rules.

I agree to the board and lodgings deduction of Leave blank per week to be deducted from my wages while living in the supplied accommodation until the time of my final notice period.

RESIDENT Your name here

RENTAL START DATE Arrival date here

FIRST DEDUCTION DATE Leave blank

(one weeks bond and one week in advance)

FIRST DEDUCTION AMOUNT Leave Blank

WEEKLY RENT Leave Blank

SIGNED _____

SIGNED BY ACCOMMODATION MANAGER  _____

DATED Arrival date here