Homestay with Wintec

Living in a homestay is a valuable part of your experience of being at Wintec and in New Zealand.

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Images courtesy of Education New Zealand

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Welcome to Homestay

Living in a homestay is a valuable part of your experience of being at Wintec and in NZ. It should be a fun, enjoyable and enriching experience for everyone. A flexible attitude towards your homestay family and new experiences will help you settle into your new life in New Zealand.

There is no such thing as a ‘typical’ NZ family, so homestay hosts can be parents with children, single parent households, retired couples or single host households. Most NZ households have pets (i.e. a cat or a dog) who live as part of the family, often in and outside the house.

NZ is a very multicultural country, and we therefore have families of all nationalities registered with us. Learning a new culture and living with a new family is fascinating, rewarding and fun. Accept that your host family will be different to your family back home and take on the adventure – it all adds to your international student experience.

What is provided?

All families must provide the following:

- A clean, comfortable home with a happy and relaxed atmosphere
- A furnished bedroom with a bed and comfortable mattress. A wardrobe or chest of drawers for clothing storage
- A desk or small table with a chair and lamp for study
- A heater (if required in winter)
- Access to Wi-Fi
- Access to kitchen facilities, laundry & ironing
- Three meals a day, 7 days a week (includes lunch for school) and access to snacks

A homestay is more than just a room rental. You get the opportunity of conversing in English, being involved in daily life and learning and having the company of other people while studying.

Homestay selection process

Homestay hosts are specifically selected for their kind and caring attitude and their desire to host and look after international students.

Families who apply to host international students must go through a careful application and selection process, which includes a homestay visit, police checks for everyone over 18 and a panel review of all applicants. Homestay families must also attend regular training sessions at Wintec in order to remain eligible to host students.

People to help you

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Everyone wants to make sure you are happy in Hamilton and studying well at Wintec. If you need help with anything, remember who is there for you:

- **Your homestay family**: They will be interested in your daily life and want to make sure you are happy and settled

Wintec’s International Centre is located in B-Block (City Campus) and can offer support:

- **Your Accommodation Support Team** offers support with homestay, accommodation and shuttle arrangements. Drop in times: Mon-Fri 2-3pm
- **The Pastoral Care support team** help with any non-accommodation & non-academic related matters you have. They also plan activities and outings for students, run orientation and help with anything that might stop you from studying at Wintec. You will see them regularly during your time at Wintec. Drop in times are Mon-Fri 3-4pm

For academic issues, you can seek out:

- **Your teachers & tutors** are there to help with any academic related questions you might have. Ask questions – it’s the best way to learn!
- **The Student Enrolment and Information Centre (SEIC)** help with enrolments, visa, fees, withdrawals and refunds.
Life in New Zealand

Welcome - Nau Mai! Your new life in New Zealand is about to start

Hamilton is New Zealand’s fastest-growing city located along the mighty Waikato River. It offers everything you need for an amazing student experience – great shopping, parks, restaurants, movies, river cruises, gardens, social spots and more – all without the big city hassles of traffic, smog & high rent.

Centrally located on the North Island, travelling to explore the country is easy.

Administration

Wintec has a number of procedures and rules in place to protect yourself and homestay hosts.

Minimum placement

Once confirmed, your homestay placement is for a minimum of 4 weeks. This must be prepaid to Wintec prior to arrival and is non-refundable.

• Leaving within the first 4 weeks: If you leave your homestay prior to the end of your pre-paid period, you forfeit any prepaid accommodation costs.

• Leaving after the first 4 weeks: If you choose to depart at the end of 4 weeks, you must plan ahead and give 2 weeks’ notice. You must complete Wintec’s “2 Week Notice Form” which is available from the International Centre. You must return the completed form to Wintec.

Paying rent

At the end of your prepaid period, you have to pay your homestay family directly. You must pay 2 weeks’ in advance and we suggest that you set up an automatic payment for this. This will create an electronic record of your rent payment & will ensure that you are always current. If you need help setting this up, please talk to your host family directly about this.

Damaging your homestay

If you accidentally break something or damage your room, talk to your homestay family. It is likely that your travel insurance will help cover the repair/replacement cost. Wintec is able to help you with this. Do not ignore it or cover it up. Talk to your host family & talk to us.
Homestay fees

The homestay fees set by Wintec are non-negotiable. Homestay hosts are not allowed to ask you to pay ANY additional costs over and above this, and you must speak to Wintec if they ask you to do so.

You cannot ask families to pay less than the above fees as the fees are set and must be fair for everyone.

<table>
<thead>
<tr>
<th>FOR 2018, THE FEES ARE:</th>
<th></th>
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<tbody>
<tr>
<td>Weekly homestay fee (students 16 or 17 years old)</td>
<td>$270</td>
</tr>
<tr>
<td>Weekly homestay fee (students 18+ years old)</td>
<td>$250</td>
</tr>
</tbody>
</table>

Special Rates

<table>
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<tr>
<th>Holding Room Fee</th>
<th>50% weekly fee</th>
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</thead>
<tbody>
<tr>
<td><strong>If you are away from your homestay for 7+ days at a time</strong></td>
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</tbody>
</table>

Changing homestays

If you would like to move to a new homestay family, you must complete the 2 week notice form (if you are currently with a Wintec homestay family) and also complete the ‘International Student Homestay Application Form’ (available via email or from B-Block Reception). Bring the completed form to the International Centre or email it to international.accommodation@wintec.ac.nz

Host obligations

Homestay Hosts have signed a contract with Wintec and are obligated to adhere to certain guidelines and expectations.

Host families are not allowed to:

- Provide you with alcohol, illegal narcotics, prescription medicines and/or other mind-altering substances;
- Make decisions about your health-care;
- Inflict any harassment on you (i.e. verbal, physical or sexual);
- Borrow money or make use of valuables belonging to you under any circumstances.
- Act as a guarantor for you for any financial arrangements (i.e. loan, house rental or credit card);
- Host more than four international students at any one time (from Wintec or otherwise).

Host families must contact Wintec if:

- They have any concerns about your health, welfare and/or safety;
- If they notice or suspect your participation in illegal activities;
- If they become aware of or suspect that you are being harassed;
- There is a medical emergency and/or serious accident or illness, or a someone in the house has an accident or has an illness that may affect you;
- There is any abrupt or unexplained change in your behaviour;
- If you permanently depart the residence without notice;
- If you are intending to move out of the home;
- If you are under 18 years old and
  - You are intending to be away from home overnight, and/or
  - Be home after curfew, and/or
  - Your host family will not be home overnight;
- If you are too ill to attend classes and are not able to contact Wintec yourself;
- There are changes to who lives at the house, including new pets;
- They find out that you are intending to travel around New Zealand or elsewhere.

Dealing with issues and complaints

If you feel unhappy with your homestay hosts, we suggest the following:

1. Talk to your homestay host about what is bothering you. If it is something minor, they might be able to address this for you directly;
2. Come and see the International Centre during drop in times;
3. Email us at international.accommodation@wintec.ac.nz to make an appointment or let us know what we can do to help

We will try and support both you and your host family through any issues you might have and try and get to a solution.

If a complaint is made, it has to be done in writing (email is sufficient) and Wintec will investigate. Wintec remains impartial and will support you through this process.

For very serious issues, we are able to re-house you to emergency accommodation until a resolution has been finalised.
Settling In

Living with a new family is a big step – it is an exciting adventure but it will take some time for you to feel ‘at home’ in your new home.

Many students experience an emotional rollercoaster shortly after arrival after the big build-up of excitement about the upcoming adventure.

Once you arrive, you might be tired and jet lagged. Everything is different – the language, the food, family, home and school. It is normal to feel anxious and homesick.

Be reassured that this is very normal and almost all students go through this when they first arrive – and it does get better once you get used to everything.

To help you, we have dedicated support team for you – the Pastoral Care Team:

• Location: International Centre B-Block, Wintec City Campus
• 24 hour support line: 021-703-730

Communication with your host family and the Pastoral Care team is important at this time. We are available to help and support you with any questions or problems that may occur.

Common Courtesies

Unwritten manners and behavioural expectations are a great way of making a good first impression which help set up a good relationship with any new people you meet. Most important are the following:

• Be on time. New Zealanders place great importance on being punctual. Being late is seen as very rude and disrespectful. If you know you are going to be late, make sure you contact the person you are meeting to inform them of this.
• Always say ‘please’ and/or ‘thank you’.
• A common greeting is “Hi, how are you”. You are expected to reply and also ask how the other person is, i.e. “Great, and you?”
• Subjects such as salary, mortgages and age are considered private and are not common topics of discussion.
• Take your shoes off when entering someone’s the house – most houses are carpeted and we want to avoid making marks on the floor.
• NZers can be offended by personal comments such as ‘you have put on weight’, ‘she is skinny’ or ‘he looks old/grey’ so try to avoid these.
• Respect the home – it is not a hotel. Personal and private property of your family is not your property. Always ask before you borrow or use anything that is not yours.
• People in NZ do not have servants and they have busy lives. Boys and girls have family tasks to do to help such as washing the dishes, setting the table, taking the dog for a walk. You should help too, so you feel part of the family. Try to do your job cheerfully. Your host family will be pleased (and use the time to talk and improve your English).

Expectations - Communicate and live life as a Kiwi

Be part of the family and join the family outings and gatherings when invited to do so. Communicate with your homestay frequently to avoid any misunderstands.

If you do not understand things clearly, ask them to repeat it, explain what they mean and to slow down. Kiwis are known to speak fast and use a lot of kiwi-slang. Keep asking for clarification – you will get there!
The New Zealand Home

Most New Zealanders live in free standing (detached) single family homes around the outside of the city centre. The majority live on a small section of land so that families have a backyard and outside space to enjoy. Very few families choose to live in apartments in the city centre. Most people travel to work/school by car or use public transport.

What to expect:

- **Location & Transportation:** Homestay hosts are not expected to drive you to/from Wintec each day but all hosts have good access to public transport. They will make time to show you how to get to and from Wintec safely. Expected travel time to campus will range from 10-40 minutes each way.

- **Locking up – safety and security:** You will be provided with a house key on arrival. You must keep this safe and advise your homestay host should you loose this. When leaving the house, you must ensure all windows and doors are closed and locked securely.

- **Pets:** Most families have a pet at home – typically a cat and/or a dog who live both inside and outside and are treated as a member of the family.

- **Working Families:** Most hosts work outside the house during the day, and return home in the evening for a shared family meal and time together.

- **Wi-Fi:** All hosts have Wi-Fi at home, although some have a monthly data limit you cannot exceed. Ask them about the password to get connected. Important: It is illegal to download movies in NZ.

Expectations - Chores and cleanliness.

In NZ, household chores are typically shared equally between men and women, and children from a young age are also taught to help out around the house.

You may also be asked to help in some way. Families will not ask you to vacuum the house, or scrub the toilets or clean the fridge, but may ask you to help set the table for dinner, or place dirty dishes in the dishwasher after dinner. Don’t be offended – this is a great opportunity to bond with your hosts and practice and improve your English.

Keeping warm

NZ houses are usually much colder than those in your country. You may have central heating or your climate may be much warmer. Most New Zealand people prefer to wear a warm sweater rather than turn on a heater. You may need to wear more clothes to keep warm. New Zealand weather is very changeable. It is important to take a warm sweater with you every day, and a coat when it is raining or you may become unwell.

Health and safety

You must speak with your homestay hosts about what to do in an emergency, i.e. fire or earthquake. They will advise where to meet and what to do when an alarm sounds:

- **House Alarm (if available):** XXX

- **Smoke Alarm:** All NZ homes have smoke alarms – a loud siren sounds if there is smoke/fire in the house. You must get out of the house as soon as possible and dial 111. Do not re-enter the house or stop/return to get personal belongings.

In the case of an earthquake, you must drop, cover and hold. Do not leave the house and go onto the road.
Kitchen and Food

The kitchen is often the central part of the house, where families spend time preparing meals and socialising. It is typically an open space with access to the lounge and dining area.

Homestay accommodation includes the provision of all your meals – breakfast, lunch & dinner with the access to snacks if needed. Hosts will provide you with healthy, nutritious and well-balanced meals but their diet will likely vary from your regular diet back home. You will need to be flexible and open to trying new things.

What to expect

Breakfast: A typical NZ breakfast consists of cereal, toast and a hot drink. It is normal for families to ask you to ‘help yourself’ which means that you:
- Take food out of the kitchen cupboards and prepare your own bowl of cereal, fruit, tea/coffee and milk
- Toast bread & find some spreads (i.e. butter, jam)
- Make yourself some coffee, tea or a hot chocolate

Lunch is often a cold meal, including a sandwich with cheese/ham/eggs, fruit, muesli bar and perhaps a muffin/cake. In winter, families might provide a hot lunch in the form of leftovers from the night before or prepare soup for you.

Dinner is the biggest meal of the day & families usually eat dinner together at the table between 6-8pm. The meal often includes a protein (i.e. chicken, beef or lamb), vegetables and rice/noodles or potatoes. It is the time when families sit together to talk about their day and share stories.

Helping you settle in

Families understand that you will miss food from back home. Talk to them about what you really like to eat, show them pictures and recipes.

There are a number of Asian based supermarkets around Hamilton where you can buy ingredients you might be more familiar with and which you might not find in a typical NZ supermarket. Ask your host family about these!

Perhaps you can also offer to cook for the family one day?
If you miss something specific, perhaps you can seek out one of the many ethnic cafes and restaurants around the city where you can purchase something that will remind you of home.

Different table manners

- Talking during dinner is normal and expected. Ask about their day, and they might ask about you yours. They are interested in you. They care.
- We use knives, forks and spoons.
- Slurping food or eating noisily is considered impolite. We bring our cutlery to our mouths (rather than vice versa) and eat quietly.
- If you don’t like something, eat the other food provided. It is ok to tell your host that you didn’t like this or that.
- If you would like some more, ask your host to help you.

IT IS ACCEPTABLE TO: IT IS NOT ACCEPTABLE TO:

- Tell your family what you like to eat and what you don’t like
- Ignore dinner time because you don’t like the food
- Try new foods you have never seen before – be brave! It’s an adventure
- Come home late without telling your host family you won’t be home for dinner
- Be flexible & open to trying new foods
- Take food into your room
- Tell your family if you are not going to be home for a meal
- Use your cellphone at the dinner table – it’s a time to be social and talk
Laundry

NZ homes typically have a small room dedicated to washing clothes where the washing machine & dryer (if available) can be found.

The laundry typically has easy access to the outside (i.e. backyard and/or garage) so that hanging clothes up to dry is easy.

Provided

You will have access to a washing machine in your home. Some families may also have a clothes driers available. Despite this, wet washing is typically hung up in the sun to dry in the fresh air. Do not be embarrassed to share this custom with us, it is very normal.

Clothes dryers are only used on particularly wet and cold days, i.e. mainly in winter.

What to expect

Most host parents will offer to wash your clothes for you, including your underwear. Ask them where to put your dirty washing and when to change the sheets on your bed.

If you prefer to do your own washing, talk to them and ask them to show you how to use the washing machine and where to hang up your wet washing. You may have some clothes that you wish to hand wash yourself. Ask your host where to do this, what you can use and where to dry them.

**IT IS ACCEPTABLE TO:**
- Only use the washing machine with a full load of washing.
- Use the clothes drier on hot and sunny days
- Speak to your host family about where you can hang your underwear if you do not want to hang it in a public space for others to see
- Wash underwear/clothing in the bath/shower

**IT IS NOT ACCEPTABLE TO:**
- Sit on tables or pillows
- Don’t talk loudly on Skype / Messenger late at night – this might wake the family
- Wash underwear/clothing in the bath/shower

Living and Dining Room

A living room, often referred to as a lounge room is the hub of the home. Depending on the size of the house, there can be one or two social living spaces.

If there is only one living room in the house, it’s likely to serve multiple purposes: be it a place to watch TV, play games, spend quality time with family or hang out with friends.

If the house has the luxury of two living areas, one is usually a formal living room or lounge room, reserved for reading, relaxing and entertaining, while the other might be media and family room.

It is an open space for the whole family and you are encouraged to spend time here. It is a social space for everyone in the house, and host families really enjoy having you join in. Don’t spend all your time in your room – come out, join & and participate!
Your Bedroom

Each homestay student will be given their own private bedroom. Students are not allowed to share bedrooms either with host family members or other students. If there are other international students in the house, they will each have their own bedroom.

Sometimes you will need quiet time in your room to study, but please do not spend all your time in your bedroom. Talk to your family and your English will improve. Families are disappointed when you avoid communication and spend most of your time in your room. This is not polite.

There are no locks on bedroom doors in NZ. You may close the door whenever you like and your room is your private place to sleep and study. If there are young children or pets who insist on entering your room, please tell the host parents.

Provided

Your homestay host will provide you with a clean and tidy room, including:
- A comfortable bed, including blankets, pillows, sheets and duvet
- A desk, lamp and chair
- Space for storage, i.e. dresser or shelves or a wardrobe

In winter, you will be provided with a heater, but this must be used responsibly. It must only be used when you are in the room, and must be turned off overnight or when you leave the house. You cannot hang clothes from it to dry them.

Your room is your own private space. If your door is closed, it implies that you do not want to be interrupted. Host families that want to get your attention must knock before entering your room.

Sleeping

In NZ, we sleep between the sheets. This means your bed will have a duvet/cover and a sheet set – you should sleep on top of one sheet and under the other, using the duvet on top of the sheet for additional warmth. Ask your host if you are unsure.

Cleaning your room

You are responsible for the maintenance and cleanliness of your room. Your homestay host expects you to maintain this to a reasonable standard, and the following are expected:

- **General**: Before leaving, ensure clothes are picked up, rubbish is placed in the bin and the floor is clean.
- **Windows & fresh air**: When you wake in the morning, open the curtains/blinds and open the window to get fresh air into the room.  
  - In winter, your window may have condensation on it. The fresh air will help dry this and prevent mould forming on the curtains  
  - When you leave the house, remember to close the window  
  - Windows may have a security stay fitted. These are for security purposes and have been fitted by your homestay host. You may not alter or remove these. Doing so may incur repair/replacement costs.
- **Your bed**: Make your bed each morning – pull the covers back & straighten it up. You must change your sheets weekly, so speak to your host about this. Get new sheets from them so you can put fresh sheets on your bed. Place used sheets in the washing area/laundry.
- **Food**: NZ is prone to ants, so food is not allowed in your room. We consume meals in the kitchen / dining area. Dry snacks (i.e. chips) are ok to eat in your room as long as these are stored in a closed/sealed container.
- **Heating**: In the cooler months, you will be provided with a heater. Only use it when you are home & in your room  
  - Do not leave heaters turned on  
    1. when you leave the house or have a window open; and  
    2. when you go to sleep at night; electricity is expensive & it is a fire danger; Turn it off when going to bed.  
  - Do not move any item against a heater and/or hang clothing on the heater to dry. Each of these will cause a fire.
- **Vacuuming**: Rooms must be vacuumed at least once a week – either by you or your host. Speak to them about this. If your host will do it, ensure that everything is off the floor so this can be done quickly and easily.
- **Rubbish**: Do not collect recycling/rubbish in your room. Empty your bin regularly.
- **Incense & Candles**: You cannot burn anything in your room, i.e. burn/light incense, oil or candles. This is a very serious fire danger.
Bathroom and Toilet

The typical NZ bathroom contains a sink (basin) and either a bathtub, a shower, or both. In some homes, the toilet is included in this room, whereas other homes might have a separate room.

Some families will have a main family bathroom and toilet, as well as a private smaller bathroom for the homestay parents (accessed through their bedroom and called an ensuite). This is for their private use only.

What to expect

You will be sharing the bathroom and toilet facilities with others in the house.

Provided

Families will provide toilet paper and hand soap, but you are expected to provide your own toiletries, i.e. you must bring your own shampoo & conditioner, toothbrush & toothpaste, soap and/shower gel, hair products and creams. It is not acceptable to use your host’s products.

Routine

In most homes, the bathroom is a very busy place in the morning as everyone tries to get ready for the day. Try to be as quick as you can. Ask your host family what is the best time to shower and how to do this.

In NZ, we pay for water use and the electricity to heat the water, so it is normal to shower once a day (rather than take a bath) and to shower for 7-10 minutes. If you shower at night, please do so before 10pm to avoid making too much noise.

Toilets

NZ toilets are “sit-down” toilets. We do not squat in order to use them. Please do not squat on the seat. You can flush toilet paper down the toilet.

• Males: If you are standing, please lift the toilet seat before urinating and put the seat down after. Do not urinate on the seat or the floor. If you do, please clean up your mess. Homestay hosts are not maids and do not wish to clean up after you. If you cannot aim without missing, you must sit down.

• Females: Ask your host mother about the disposal of your sanitary items (i.e. menstrual pads or tampons). Do not put pads down the toilet. Your host mother will talk about this with you.

Keeping it clean

Since these are communal spaces, everyone must ensure that they are kept clean and tidy. That means you must leave the bathroom as you found it – clean.

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<thead>
<tr>
<th>IT IS ACCEPTABLE TO:</th>
<th>IT IS NOT ACCEPTABLE TO:</th>
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<tbody>
<tr>
<td>Leave the bathroom tidy – no water on the floor or hairs left in the shower/sink</td>
<td>Leave wet towels or dirty clothes in the bathroom. Place washing in the laundry &amp; hang up wet towels</td>
</tr>
<tr>
<td>If you accidentally make a mess in the toilet, you must clean this up. Homestay hosts are not expected to clean urine up</td>
<td>Not have a bath every day. In NZ we shower at least once (sometimes twice) a day</td>
</tr>
<tr>
<td>Be respectful of others. Do not use too much hot water</td>
<td>Leave all your personal items on the sink (ie make-up, toothbrush etc). Ask your host about where to keep these</td>
</tr>
</tbody>
</table>

Bathroom and Toilet

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Some families will have a main family bathroom and toilet, as well as a private smaller bathroom for the homestay parents (accessed through their bedroom and called an ensuite). This is for their private use only.
Homestay Rules and Regulations

The following rules are formulated with a view of the safety and welfare of yourself and the homestay host, with the consideration of others and the protection of property.

The rules and expectations are not an exhaustive list. In becoming a homestay student, you accept the responsibilities and obligations of being a good student, neighbour and citizen, whether or not they are detailed in the rules.

If you fail to comply with these rules and any updated or variation of them, it will constitute a failure by you to comply and may lead to disciplinary action against you, including termination of your right to reside in Wintec approved (homestay) accommodation.

Your homestay hosts have also signed a contract with Wintec to regulate their behaviour and outline our expectations of them.

General behavioural rules

• You are expected to respect the rights of others and to act in a supportive, responsible manner.

• You must not act in an insulting or threatening manner towards anyone in your homestay, whether they be permanent members of the household, visitors, friends and/or other students.

• You may not enter anyone else’s room in the house without their permission. You must knock before entering if they are home/the door is closed (this also applies to your homestay host if they want to enter your room at any time)

• Any action by you or your guests, which may threaten the safety of others in your homestay or their property, may result in the termination of homestay agreement.

Harassment

Harassment has no place within a homestay, and is not accepted at any time, by anyone.

• You may not behave towards other residents in any way that may constitute harassment (defined as the act of systematic and/or continued unwanted and annoying actions of one party or a group, including threats and demands, regardless of its motivation).

• Any serious incidents of harassment may lead to the immediate termination of your homestay agreement, and can also result in the expulsion from Wintec.

• Harassing behaviour may take the following forms (but is not limited to):
  - Offensive jokes
  - Expressing stereotypes (assumptions about an individual’s behaviour/values, identity or perceived identity or culture based on a group they belong to) in an offensive or insensitive manner
  - Derogatory or offensive material sent through the mail, email, by mobile phone text or published on a social media website
  - Unwanted physical contact
  - Intimidation
  - Abuse
  - Assault (either verbal or physical)

If you believe that you are being harassed, seek advice immediately from the Accommodation Team or the Pastoral Care Team at Wintec. The on-call number team is available 24 hours a day for all student emergencies: 021-703-730

Noise

New Zealand families often go to bed early, and you must therefore show extra restraint of your noise level.

• No loud noise is permitted between 9pm and 7am (times when most other residents will be sleeping). This includes loud noise generated by online gaming, talking on Skype/WeChat or listening to music/movies etc.

• This includes weekends and public holidays.

• You must lower your noise level when asked to by your homestay hosts

If you experience problems with the volume of noise that you cannot solve, contact a member of the Wintec Accommodation Team.
Visitors and parties

A visitor is anyone who is not permanently living in the homestay. The following rules apply to all visitors into the homestay:

- You must obtain permission from your homestay host(s) if you want to have people (1 or more) come and visit. A text/phone call will be sufficient in most cases, and this must be communicated to them prior to you meeting up.

- If you want one or more people to stay for dinner or have a meal with the family, you must ask your hosts politely and respect their decision.

- Guests must:
  - Be sober, quiet and well-mannered
  - Leave quietly when they depart, and advise the homestay family (if practicable) that they are now departing. As a guide, visitors should depart by 9pm unless special permission is given by the homestay hosts that a later departure is acceptable
  - Visitors are not permitted to enter the homestay alone on your behalf or be left alone in the home while you (the homestay student) departs the house

- Overnight guests:
  - If a family member or a friend wants to stay overnight, you must discuss your plans with your homestay hosts in advance. A minimum notice period of 48 hours is expected.
  - Overnight guests must adhere to the same rules expected of homestay students, and it is the responsibility of the homestay student to ensure their conduct

- Parties (defined as an event that has 5+ invited guests)
  - You may not have a party in your homestay home at any time unless you have permission from both your homestay host and Wintec prior to the event
  - Evidence of an unauthorised party in the homestay home may result in disciplinary action taken by Wintec and you may be asked to leave your homestay.

Alcohol use

New Zealand has strict laws and guidelines in place to control and safeguard the purchase and consumption of alcohol.

- Under no circumstances, are students under the age of 18 allowed to purchase, own, store, distribute, make or consume any alcohol at any time.

- Homestay hosts may also set their own rules and guidelines regarding alcohol consumption in their home. Students must abide by these rules at all times. If you are unsure about whether you can or cannot consume alcohol in your homestay, you must ask them prior to bringing any alcohol onto the property.

- Anyone who chooses to use alcohol will be held fully responsible for his/her behaviour while under the influence of alcohol.

Any breaches of the alcohol rules/guidelines or if your homestay hosts/Wintec have concerns about your use of alcohol, we will intervene and set behaviour expectations for you. Parents may be informed, support services may be engaged and failure to comply with the specifics set, can result in the termination of your homestay contract and/or your place at Wintec.

The Health Promotion Agency (http://www.alcohol.org.nz/) offers information and guidelines for responsible drinking. They also have a number of online self-assessment tools relating to alcohol consumption.

Drugs

New Zealand has strict laws about the use, distribution and/or manufacture of illegal drugs.

- You may not possess, cultivate, manufacture, use and/or distribute any non-prescribed or illegal drugs. This includes marijuana, which is an illegal substance in New Zealand.

- You may not distribute prescribed drugs.

If you are discovered possessing, using or selling such substances you may be evicted within 24 hours and may face criminal prosecution which will affect your ability to remain in NZ and/or apply for any future visas for NZ.

In such cases, you will still remain liable for any prepaid accommodation fees.
Smoking

Nearly 85% of New Zealanders are smokefree, and the NZ Government aims to have NZ 95% smokefree by 2025. It is very expensive to smoke in NZ, and if you require help to quit smoking, please speak to the Wintec Health Services (https://www.wintec.ac.nz/student-resources/support-services/health-services)

To support this initiative, all Wintec campuses are smoke free, which means:

- Smoking is not permitted in any building or on any campus controlled by Wintec (this includes e-cigarettes).
- This rule applies to everyone studying, visiting or walking through a Wintec campus.

Most homestay families are also smokefree and you must respect this decision & house rule. If you are living in a smokefree homestay and are a smoker, the following rules apply:

- You must be aged 18 year and over (it is illegal to purchase cigarettes if you are under 18 years of age)
- You must not smoke anywhere inside the house (which includes sitting in your room with the window open or smoking in the bathroom with the fan on).
- You can smoke
  - At a designated smoking area outside of the house - speak to your homestay host about where this is, and ensure your cigarette butts are disposed of correctly; or
  - You must take a walk and be off their property entirely if they have set this house rule (which could also be a condition of their personal rental agreement).

Breaches of the smokefree house rule can result in the termination of your homestay agreement with your host, and the loss of any prepaid homestay fees.

If your bedroom (or any other part of the house) has been contaminated or soiled by smoking, you can be charged for the commercial cleaning of all furnishings such as the bed, bedding, linen, curtains, carpet, and any furniture fabric.

Safety and security

- You must behave in an appropriate manner and ensure your actions do not put yourself, your hosts and/or their children/visitors at risk.
- You may not own/store firearms or any other weapons at your homestay property. They are strictly forbidden at all times. You may also not carry any firearms/weapons on you at any time and/or bring these to Wintec.
- You may not have or use fireworks in and around your homestay. All fireworks are strictly forbidden at all times.

Keys and security tags

You will be given a house key (and alarm code if necessary) on arrival at your homestay. This key/alarm security tag are your responsibility:

- Do not lend your keys to anyone.
- Do not write your homestay address on a key tag/chain.
- Keep your keys with you at all times when you leave the house.
- If you lose or damage your keys (or security tag) or if they are stolen please report this to your homestay host immediately.
- You will be charged the cost of replacing each lost key and security tag.

Damage to property and buildings

You are responsible for the upkeep of your room, including its contents and all fittings and furnishings.

- You will be held responsible for any behaviour that results in the need for replacement, repair or professional cleaning of your room/ shared facilities in the house if these are required as a direct result of your actions.
- You are expected to pay for costs involved in cleaning, repairing or repainting your room if you have not maintained it to the standards set or to the condition of the room on arrival, fair wear and tear excepted.
- Please discuss any accidental damage with your homestay hosts. Your insurance should cover any accidental damage caused by you in the house, but hosts/Wintec must be informed.
- You are responsible for the behaviour of any guests you have at your house.
- You may not damage walls with adhesives, nails or similar products used to hang up pictures/shelves etc. without the expressed prior permission from your homestay host.
Overnight/Weekend/Holiday Absence

Students over the age of 18

• You must notify your homestay host whenever you are going to be away from home overnight (in case there is an emergency).

• It is polite to contact your homestay family if you are going to be home late/after-hours and will not be home for dinner.

• You are not entitled to a refund or reduction of homestay fees if you are away for less than 7 consecutive days.

• If you are away for 7+ days in a row, you must pay a room holding fee to your host family (50% of your weekly homestay fee).

Students under the age of 18

• You must inform your homestay host of your whereabouts if you are not going to be home for dinner, i.e. if you have plans after class.

• Unless you have prior written permission from Wintec (as per the under 18 application forms/policies), you must be home within Wintec’s set curfew times of 9pm or 11pm depending on the day of the week. Homestay families are obligated to report any curfew breaches and there are consequences to repeated missing curfew or bad communication with homestay families.

• If you have gained permission to go on holiday/be away from your homestay overnight, you are not entitled to a refund or reduction of homestay fees if you are absent for less than 7 consecutive days.

• If you are going to be away for 7+ days in a row, you must pay a room holding fee of 50% of your standard homestay fees in order to retain your room with your homestay family.

Moving out of your homestay

If you are wanting to leave your homestay (i.e. moving to another homestay, going flatting or returning home), you must give 2 week’s written notice.

You must complete and return the ‘2 week notice form’ to Wintec. Your 2 week notice period only starts once the form is signed by you AND the homestay.

Once a move out date has been set and you are getting ready to leave, we expect the following:

• You must leave your room clean & tidy.

• Ensure that all drawers/wardrobe etc. are free from personal items and rubbish.

• Take all sheets off your bed and place all sheets/bedding/towels etc. in the laundry.

• You must return all keys/garage door openers/security alarm tags that were issued to you. They must all be in working order. Any lost or broken items may incur charges which you are responsible for.

Right to change rules

Wintec reserves the right to amend or add to these rules at any time. A current copy of these rules will available online.
Important Contact Information

Living with a homestay family in a new country, speaking a new language is a big change and it is normal to feel a little stressed, worried and anxious. We are here to help!

Your key support network at Wintec:

- **Pastoral Care Support team**
  Drop in times: Monday – Friday 3-4pm
  Emergency Phone: 021-703-730

- **Homestay / Accommodation Support**
  Drop in times: Monday-Friday 2-3pm
  Email: international.accommodation@wintec.ac.nz

In addition, you can contact the following:

- **Wintec Health Centre (including counsellor)**
  Opening Times:
  City Campus: Mon-Fri 8.30am – 3.30pm
  Rotokauri Campus: Mon-Fri 9am-2pm
  Phone: (07) 834 8869
  Email: healthservices@wintec.ac.nz
  Web: www.wintec.ac.nz/student-resources/support-services/
  health-services

- **Angelsea Medical Centre (after hours health services)**
  Always open, every day, 24 hours a day
  Phone: 07-858 0800
  Location: Gate 1, Thackeray & Angelsea Street (4 min walk from City Campus)

- **Wintec Security**
  Always available, 24 hours a day
  Phone: 0800 852 900 (free phone number, no charges)

- **Hamilton Police (for non-urgent calls, i.e. theft)**
  Location: 12 Bridge Street, Central Hamilton
  Phone: 07-858 6200

**In an emergency (i.e. fire), please call 111**