



COMMUNITY HOUSE

**27 STRATHALLAN ST
TIMARU**

ADMINISTRATION MANUAL

June 2021

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STATEMENT OF PURPOSE

Community House is owned and run by the Community Trust of Mid and South Canterbury to support not-for-profit community organisations in a shared space.

Community House offers affordable office accommodation and resources for over twenty-five “Not for Profit” community organisations within the South Canterbury region.

All Mid and South Canterbury not-for-profit organisations are able to use the facilities at Community House, such as the meeting room, interview rooms and photocopier.

The Community Trust of Mid & South Canterbury Inc provides the resources and staffing to run Community House, but it is self-funding through rents and grants. The Chief Executive Officer is responsible for the administration and day-to-day management of the House and reports directly to the Community Trust Board.

A Tenants’ Committee meet regularly to discuss issues and make recommendations relating to the Community House facility and services provided.

KEY STAFF

Liz Shea**Chief Executive Officer**

Community House and
Community Trust of Mid & South Canterbury Inc

P O Box 983

TIMARU

Ph: 03 687 7361

MOB: 021 819 687

Email: ceo@comtrust.org.nz

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Community House and
Community Trust of Mid & South Canterbury Inc

P O Box 983

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Ph: 03 687 7589

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Kathryn Barber**Operations Co-ordinator**

Community House and
Community Trust of Mid & South Canterbury Inc

P O Box 983

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Ph: 03 687 7360

Email: office@comtrust.org.nz

Tenants Committee

Chris Thomas – Timaru Senior Citizens Assn

Fiona Pierce – MS South Canterbury

Airini Knight – Alzheimer's South Canterbury

GENERAL SERVICES

GENERAL SERVICES

Air Conditioning
Artworks
Automatic Doors
Binding Machine
Brochure Display Panels
Carparks – Clients and Tenants
Charges for Services
Cleaning, Rubbish and Recycling
Community House Management
Communal Kitchen Area
Confidential Document Disposal
Covid Management
Emergency Management Plan
First Aid Supplies
Health and Safety
In/out Board
Insurance – Property and Liability
Interview Rooms
Laminator
Lighting
Mail/Pigeonholes
Meeting Room 10
Monthly Accounts
Notice Boards
Office Signage
Office Space Allocation
Photocopier, Scanning & Pin Numbers
Power
Rubbish and Recycling
Smoke Free Building
Stationery and Paper Supplies
Storage space
Telephones, Internet, Wifi connections and charges
Tenant Committee Meetings
Visitors Log
Website – Community House

AIR CONDITIONING

The ground floor has air conditioning control panels which control two or three separate offices, so that atmospheric conditions in the building are maintained at comfortable levels. Instructions for the changing of the control settings are on the wall beside each controller. Each room on the first floor has an individual heat pump with controller. Instruction books have been provided for each room.

Control panel should be set at **20-22 degrees** during winter and **19-20 degrees** in summer. Please note that the system will not work below 18 degrees. Please contact CEO in the first instance for correct settings or any variation required. The heat pumps come on automatically each morning and turn off at the end of the day.

The system is checked, and the filters cleaned every three months by Thompsons Refrigeration.

ARTWORKS

Artwork may include paintings, patchwork or quilting, sketches, photography and children's work from schools.

Artwork from the Arts Society and other local artists can be displayed and sold at prices marked.

Two paintings by Anita Rodgers were donated to Community House by the artist.

The Community Trust purchased a painting by Helen Brazier and a sketch by John Mansel.

Local art groups and Ara Polytech are asked to provide art to promote local artists' works. The primary purpose is to display "local" art from within the Mid & South Canterbury Region.

AUTOMATIC DOORS

The main entrance to the reception area is through automatic sliding doors. A control panel allows for the doors to be left fully open, locked or on automatic. It is important that the power supply to the doors (in ceiling of foyer by the automatic doors) **is left on** as this maintains the back up battery charge in case of failure.

The control panel is set for automatic and should only be changed in consultation with Community Trust staff. The door opens and remains open when the fire alarm is triggered.

- Any repairs or maintenance is carried out by Southgate Fire and Safety

BINDING MACHINE

A manual coil binder is provided for use. Coils can be purchased from the Community House at cost price or purchased through Dowells Office Products. Contact Operations Co-ordinator for instructions and purchase of coils.

BROCHURE DISPLAY PANELS

Several areas are provided for tenants to display brochures, leaflets, newsletters and notices.

These areas include;

- Outside Notice Board available for tenants for promotion of their services, especially during awareness weeks or other campaigns (obtain key from Staff).
- Mediboard panel in west corridor – can only be used if prior arrangement made with Mediboard – Contact 03 348-3776
- Communal area notice board
- Office windows

CARPARKS – CLIENTS AND TENANTS

The House has 26 car parks for the following groups;

- 1 mobility park for visiting clients
- 1 car park for visiting clients
- 21 car parks leased to tenants of the building
- 3 car parks for Community Trust staff

Car parks are leased at \$15/week plus GST for tenants of the building only. *Notices are available in the resource area for display on unauthorized vehicles parked in the car park.*

Visitor car parks – Two car parks are available for visitors only. Not for tenant's use. For large meetings, *we advise that car parking is available at Sophia Street Carpark on a payment basis (ie \$6.00 per day)*

CHARGES FOR SERVICES

The Community House charges for the following services not included in monthly rental for tenants or for casual users.

- Meeting room hire - Casual
- Interview room hire - Casual
- Photocopying
- Typing
- Telephone line charges and calls
- Internet services

Details of the pricing for the above, and any other charges, can be found under Community House Services section on the Community Trust website . Please note that prices are reviewed annually and subject to change without notice.

CLEANING, RUBBISH AND RECYCLING

Cleaning of office space is the responsibility of the tenant. All tenants and users of the building are expected to keep their own offices tidy, as well as the communal areas and meeting rooms. Paramount Services are contracted to clean all common and communal areas including toilets.

It is the responsibility of tenants to ensure the building is kept clean and tidy. Clearly marked containers are in the café area with red for rubbish, yellow for plastics (excluding lids), green for food and tea bags, blue for glass (excluding lids) and a separate bin for paper towels. All lids and bottle tops now go into the red bins. The Otto Bins are managed by Community Trust staff but all tenants are expected to empty their own rubbish/recycling bins into the correct Otto bins.

Two vacuum cleaners are available for tenants – contact Operations Co-ordinator for location and availability. PLEASE check the dust bags once you have finished using the machine and, if full, empty into red bin. Filters are also to be cleaned regularly.

COMMUNITY HOUSE MANAGEMENT

Community House is managed by the Chief Executive Officer of the Community Trust of Mid & South Canterbury Inc on behalf of that Trust. The CEO reports directly to the Trustees, and whenever possible, liaison and feedback from tenants and users is encouraged.

COMMUNAL AND KITCHEN AREA

The Communal area is for socializing or networking with clients, other NFPs and tenants and Trust staff. It is not intended to be used as a meeting place and appropriate meeting rooms should be booked. Reminder that any confidential sharing of information is inappropriate in this area and if the need arises, tenants should move to own room or interview room for such discussions.

Please remove all cups, dishes and rubbish after using this area. Wipe up any spills on furniture and couches.

The kitchen facilities are provided for the use of tenants and their visitors to the House. All tenants contribute to the cost of tea/coffee/milk items which is included in the monthly rental.

IT IS EXPECTED THAT TENANTS KEEP THE KITCHEN AREAS IN A CLEAN AND TIDY STATE AND WASH THEIR OWN DISHES AFTER USE.

Dishes from meeting rooms and the upstairs kitchen can be washed in the downstairs dishwasher and returned to those areas when cleaned.

ALL FOOD SCRAPS ON DISHES AND TEABAGS MUST BE REMOVED BEFORE BEING PUT IN THE DISHWASHER.

Check that filter is clean and remove any tea bags or teaspoons from the filter.

Use **powerballs in dishwasher (put in cutlery basket)**. Please advise front desk when supplies are low.

- **Ensure all appliances are turned off after use.**

- **Please clean any appliances used, ie toaster, sandwich press, microwave**
- **At the end of each week, please remove old food/lunches/beverages**
- **Leftover catering can be shared, but needs to be covered during the day or stored in the fridge overnight. Any old leftovers are to be put in the green bin.**
- **Contact reception when supplies are low, not when they are all gone!!!!**

CONFIDENTIAL DOCUMENT DISPOSAL

The shredder has now been removed and all confidential paper/documents can now be disposed of in the security bin next to the photo copier. This bin is available for everyone to use.

If you own your own shredder, please empty your shredded paper directly into **GREEN OTTO BIN** on the garage when container is full.

COVID MANAGEMENT

The New Zealand Government posts all information for the public on <https://covid19.govt.nz/>. Please check for yourself the current alert level system and remember there is a press session daily from the Government and the Ministry of Health which updates on the status and alert level for COVID-19 in New Zealand. Official media outlets cover this.

Community House is following Government guidelines but should alert levels change or there is a national or local lockdown, Community House will follow those guidelines and where necessary, will close down until otherwise directed. All tenants would be expected to work from home unless deemed an essential service.

A Covid QCR code has been set up for Community House and can be used by both tenants and visitors to record their location. Currently the country is at Alert Level 1 and the Community Trust will continue to adhere to Ministry of Health guidelines.

EMERGENCY MANAGEMENT PLAN

The emergency Management Plan is set out as a separate document. All tenants need to read this document and ensure that they fully understand the Emergency Management Plan

FIRST AID SUPPLIES

Supplies are held in the ground floor kitchen area. Regular checks are made to ensure supplies are up to date. Tenants should notify reception immediately when supplies are low.

Please note that Panadol is not supplied.

HEALTH AND SAFETY

Health and Safety is everyone's responsibility under the Health and Safety at Work Act 2015. The Health & Safety Policy as required under the Act is reviewed annually by the Trustees. The policy is signed off by the Chair and the CEO and displayed in the café area. Quarterly reports

are presented to the Trustees and a copy is displayed on the noticeboard and emailed to each tenant group.

Addendum 3 to the Licence to Occupy, details the Health and Safety requirements for each tenant.

Each tenant is responsible for their own Health and Safety Plan with the Community Trust having an overarching policy for Community House.

This includes:

- Six monthly fire drills
- Monthly checks on fire safety equipment,
- Identifying, isolating and minimizing recording hazards
- Recording all accidents within Community House
- Providing regular training and updates on H&S issues
- Secure premises monitored by Code9 and First Security
- Installing and monitoring security cameras

See Safety and Security Measures

IN/OUT BOARD

An In/Out board is situated in Reception and all tenants are required to use this board to enable Reception to know who is available. Please use it to advise your whereabouts, return to work or carpark availability.

Accurate recording at the end of the day gives the last person in the office responsible for setting the alarm reassurance that there is no one left in the office.

Please be considerate and use the board daily.

INSURANCE – PROPERTY AND LIABILITY

Insurance cover for Community House and its own assets are the responsibility of the Trust. Tenants are responsible for insuring their property and equipment in their room including public liability, as set out in the Tenancy Agreement.

A copy of the current insurance policy is to be provided to the CEO on request.

INTERVIEW ROOMS

There are two interview rooms available for use by tenants and outside organisations. Tenants have free use of the rooms and outside groups pay the current charges as stipulated under the Community House section on the Community Trust website. The rooms **must** be booked and recorded through the online booking system, Skedda. Any cancellation must be actioned in Skedda immediately so that the room is available for other tenants and outside groups. Failure to cancel a room in time could result in a charge being made.

Each interview room contains a panic alarm which should be activated in an emergency situation where possible.

Please ensure, you are close to the alarm if your safety is in **doubt**.

Every effort will be made to assist the person who has hit the panic button, without endangering anyone.

See "Panic Button" under Security for further information.

LAMINATOR

A small A4/A3 pouch laminator is provided in the Resource Area. Pouches are available from the Operations Co-ordinator and the price of these is detailed under the Community House Services section on the Community Trust website. The laminator needs to be used in accordance with the instruction manual.

Please turn off after use.

LIGHTING

All issues with replacement or faults of lights should be referred immediately to Chief Executive Officer or Operations Co-ordinator.

MAIL/ PIGEONHOLES

Mail is delivered to P O Box 983, Timaru. Tenants are able to use this Box Number free of charge and their mail is collected daily and delivered to their pigeonholes. Also any messages or notices are placed here.

Courier parcels will also be delivered to the pigeonholes unless they are too big. These parcels will either be delivered to your office or left at reception for pickup.

MEETING ROOM 10

Meeting Room 10 **must** be booked and recorded through the online booking system, Skedda. Any cancellation must be actioned in Skedda immediately so that the room is available for other tenants and outside groups. Failure to cancel a room in time could result in a charge being made.

Users of the rooms must leave them in a clean and tidy condition.

Lights and heaters should be turned off at the end of each meeting. In Room 10, ensure doors to outside courtyard are shut and locked, especially at after hours meetings. If not properly locked, the security system is rendered inoperable. If Security is called, you are liable for the charge out fee.

If food and beverage is supplied at the meeting, provision of these supplies is the responsibility of the meeting organiser. Supplies to include milk, tea, coffee and sugar. This includes tenants who book a room as the kitchen supplies are for tenants and their visitors only, not for meetings.

When your meeting has ended:

- **Please ensure the room is left clean and tidy.**
- **Taking dishes to the kitchen and placing in dishwasher**
- **Vacuuming floor if necessary. The vacuum cleaner is kept in the garage.**
- **Putting chairs and tables back to original format**
- **Clean the mobile whiteboard**
- **Turn off heatpump**
- **Glass into the blue bin**
- **Plastic into the yellow bin excluding lids**
- **Other rubbish including lids, into the red bin**
- **Foodscraps to be put into green bin**
- **Paper towels and cardboard food containers in green bin**

This will ensure the room is ready for the next user.

MONTHLY ACCOUNTS

The Community Trust invoices tenants monthly for the services they have used during the previous month. These services may include;

- Telephone line rental and calls
- Internet
- Security Breach callouts
- Replacement keys
- Photocopying

Monthly rental payments are to be made by Direct Credit only.

NOTICE BOARDS

Each office is provided with one notice board for their own use. There are notice/brochure areas throughout the House and a lockable Notice Board outside. These areas should be used with consideration for the needs of other users, and notices should not be placed there, as a means of permanent display. Any out-of-date notices are to be removed once event has finished.

Where possible, avoid using sellotape on windows as it marks the window etching – please use blue tac instead.

Any banners or flags should be kept angled to allow easy access in hallway and not create a hazard by being placed too far out into the hallway.

Outside banners should follow TDC guidelines and not create a hazard for pedestrians in the street. Banners to be brought in daily or during high winds.

OFFICE SIGNAGE

Each office is provided with uniform signage, name on the outside Directory Board and a name on the “In/Out” board by reception.

OFFICE SPACE ALLOCATION

Details of what office space is allocated to each group, along with the associated costs, is held in the Community Trust office. Criteria for office space allocation is as follows:

a) Criteria for Office Space

- The group must be a not-for-profit, non government group.
- The group must be a legal entity or be under such an umbrella.
- Priority will be given to groups who operate for at least 20 hours per week, and have a voluntary component to their activities.
- Groups must work with an open door policy and be prepared to work co-operatively and in harmony with other groups in Community House,
- Normally, only one office will be allocated per tenant but further space may be allocated on a case by case basis, where there is a proven need.
- Each group is expected to contribute to Community House – e.g. fire warden/first aiders.

b) Criteria for Shared Office Space

- As for a) above, except that these groups will be working less than 20 hours per week from the office.

c) Criteria for Office-in-a-Box

Suitable for small organisations, that only need an office on the “odd” occasion. With this service, Community House provides:

- A mailing address and a pigeonhole
- The advantage of using 27 Strathallan St, PO Box 983, Timaru, as their postal address.
- Free access to the meeting room on a booking basis
- Free access to interview rooms on a booking basis
- Ability to store their own lockable cabinet within the storage area.
- Access to all other shared resources within the building.

PHOTOCOPIER, SCANNING AND PIN NUMBERS

A Ricoh Copier is provided by the Trust for use of tenants and other groups. Price per copy can be found on our website under Community House Services and subject to change.

Your office computer can be assigned to the Ricoh for direct printing.

An email address can be set up to receive scanned items from the photocopier at no charge.

Each user is allocated a PIN Number to use with the photocopier. It is the responsibility of the user to ensure this PIN Number is not lost as they are liable for all copying done using that number.

Please ensure you are logged out after use by pressing the RESET button to clear your PIN.

Please advise Operations Coordinator if there are any issues.

POWER

The meter box and fuse box for the building are in the Citizens Advice Office No 1. All electricity charges to the tenants are included in their rental payments.

RECEPTION SERVICES

The Trust also provides reception services 25 hours a week from 9.00am to 2.30pm. Outside these hours Citizens Advice Bureau, will answer the bell and ensure that visitors are welcomed and dealt with appropriately.

Clients and visitors will be asked to sign in the visitors log and scan the QCR code for Community House. They will be asked if they have an appointment with a tenant and if so, directed to the appropriate office. Where requested by the tenant, clients will be asked to remain in the reception area and tenant is then expected to manage client to own office.

See VISITORS LOG for more details.

SMOKE FREE BUILDING

The Community House is a smoke free /vape free building. Smoking/vaping is permitted in the carpark area only or in the Council free space in Strathallan Street.

STATIONERY AND PAPER SUPPLIES

Community House provides paper for the photocopier and other consumables to ensure these items of equipment can be used. The use of all items is charged to the users account. Paper either by ream or box can be purchased from the Community Trust.

STORAGE SPACE

Storage space is provided in the garage area at the rear of the building. Storage space is an extra cost but added to the monthly rental payment. The storage spaces are to be kept tidy at all times, and this is the responsibility of the tenants storing items there. Shelving and cupboards are available for use in the garage – contact Community Trust staff for availability.

TELEPHONE, INTERNET AND WIFI CONNECTION AND CHARGES

The Trust provides each tenant that requires a landline with a digital telephone that has inbuilt answering service. Each extension has a Direct Dial In number and calls can be transferred throughout the building to another tenant's extension.

Tenants are charged for all outward calls as set out on the Spark account received monthly by the Trust.

High speed fibre Broadband is provided and charged to each tenant on a monthly basis and included in the telephone account. If no phone connection is required, a separate charge is made for internet usage only.

A charge for services to tenants will apply for service to their number, otherwise initial start up is covered by the Trust.

Wifi is available for use by tenants and visitors, especially when internet access is required for meetings. Code for access is available on request. Please use this service wisely.

TENANT COMMITTEE MEETINGS

Tenants Committee meetings are held quarterly, or as needed, where committee members are able to raise any issues or concerns regarding facilities and services at Community House. The Committee members are elected by the tenants.

The Tenants Committee minutes are shared with the Community Trust Property Committee and any issues raised can then be managed in consultation with the CEO.

VISITOR LOG

A Visitor Log is held at the reception desk to be completed by all visitors. This register is to be taken by Community House Staff and checked during any evacuation of the building to ensure all visitors are accounted for.

A Covid19 QCR is available upon entry to the building, at reception and next to the sign in board for use by visitors and tenants to meet the Covid19 government requirements.

WEBSITE – COMMUNITY HOUSE

Community House does not have a dedicated website but it is included as a separate dropdown page on the Community Trust website at www.comtrust.org.nz.

- Information on Tenants and their contact details can be found on this site.
- Room bookings through Skedda can be made and photos of the meeting rooms are available.
- A link to the Community House Facebook page along with updates and recent news.

COMMUNITY HOUSE TENANTS DIRECTORY
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Ground Floor**Rooms 1****Citizens Advice Bureau****Anne-Marie Chapman**

0800 376 222

Ph: 687 7362

Ext 732/742

Room 2**Restorative Justice**

No Phone

Room 3**S C Multiple Sclerosis**

Fiona Pierce

Ph: 687 7375

Ext 715

Room 4**Community Accounts Service**

Robyn Valentine

Ph: 687 7364

Ext 707

Room 5**Aoraki Foundation**

Brittney Bowie

Nicola Buckingham

Ph: 687 379

Ext 703

Room 6**Volunteering Mid & South Canterbury**

Ph: 687 7367

Ext 704

Room 7**Alzheimers South Canterbury**

Cheryl Rose

Airini Knight

Nadine Rawlins

Chantelle Litten

Ph: 687 7583

Ext 723/733/734

Room 8**Life Education Trust**

Helen Beveridge

Ph: 687 7369 Ext 709

Room 9 (Shared Office)**Accredited Visiting Service**

Sonia King

Ph: 687 7587 Ext 727

Room 9 (shared Office)**Elder Abuse Response Service**

Sarah Hendry

Ph: 687 7372 Ext 712

Room 11**Room 12****Waimate Centre Care Counselling**

Sam Roebeck

Bettina Mielenz

No phone

Room 13**Laura Ferguson Trust**

David Tie

Pip Byrne

Jessica Rodger

Ph: 687 7586 Ext 714

Room 14**Timaru Senior Citizens**

Chris Thomas

Ph: 687 7581 Ext 721

Ph: 6877588 Ext 728

Room 16**Workbridge Timaru**

Vanessa McCasgill

Amy Linwood

No phone

Room 17
Workplace Support

Vicki Snow
Ph: 687 7366 Ext 706

Room 18
Stroke Foundation

Christine Holling
Ph: 687 7582 Ext 722

Room 19
SVS, IFS
Tania Andrews
No phone

Reception
Community Trust of Mid & South Canterbury Inc
Operations Co-ordinator

Kathryn Barber
Ph: 687 7360 Ext 700

Room 21
Community Trust of Mid & South Canterbury Inc
Community Relations Manager

Lorel Hallinan
Ph: 687 7589 Ext 729

Room 22
Community Trust of Mid & South Canterbury Inc
Chief Executive Officer

Liz Shea
Ph: 687 7361 Ext 701

Upstairs

Room 23 – Upstairs
Fale Pasifika O Aoraki
Badi P Taafaki

Rooms 24 - Upstairs
Enabling Youth SVS

Mark Soal
Ph: 687 7370 Ext 710

Room 25 – Upstairs
Stopping Violence Services

John Benton
Ph: 687 7377 Ext 717

Room 26 – Upstairs
Stopping Violence Services

Helen Macdonald
Ph: 687 7376 Ext 716

Room 27 - Upstairs
Fale Pasifika O Aoraki
Kuana Levi
Ph: 687 7585

Ext 725

CAR PARK PLAN AND LIST OF USERS

Office No	Organisation	Phone No	Car Park No
1	Citizens Advice Bureau	687 7362	18
2	Restorative Justice		25
3	S C Multiple Sclerosis	687 7375	17
4	Community Accounts Service	687 7737	16
5	Aoraki Foundation	687 7379	8
6	Volunteering Mid and South Canterbury	687 7367	7
7	Alzheimers S C	687 7583	24
8	Life Education Trust	687 7369	2
9	Elder Abuse Response Service	687 7372	15
9	Accredited Visiting Service	687 7587	15
11		687 7581	9
12	Waimate Centre Care Counselling		13
13	Laura Ferguson Trust		3
14	Timaru Senior Citizens	687 7581 687 7588	10
16	Workbridge Timaru		12
17	Workplace Support	687 7366	6
18	Stroke Foundation	687 7582	23
19	Stopping Violence Services		11
Reception	Community Trust of Mid & South Canterbury Inc	687 7360	20
21	Community Trust of Mid & South Canterbury Inc	687 7589	19
22	Community Trust of Mid & South Canterbury Inc	687 7361	21
23	Fale Pasifika O Aoraki		4
24	Enabling Youth - SVS	687 7370	
25	Stopping Violence Services	687 7377	14
26	Stopping violence Services	687 7376	26
27	Fale Pasifika O Aoraki	687 7585	5