



# COMMUNITY HOUSE

27 STRATHALLAN ST  
TIMARU

## ADMINISTRATION MANUAL

*April 2024*

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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 twenty “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

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### **Tenants Committee**

Chris Thomas – Timaru Senior Citizens Assn

Fiona Pierce – MS South Canterbury

Airini Knight – Alzheimer's South Canterbury

Anne-Marie Chapman – Citizens Advice

Robyn Valentine – Community Accounts Service

# **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)*

## 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 to 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 dish tablets 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 photocopier. This bin is available for everyone to use.

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

**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 ROOMS 10 & 16

Meeting 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.

Use of screen, camera and speakers for online sessions is available in Room 10. When booking a room, please advise the Operations Co-ordinator to obtain speaker/microphone.

Room 16 also has a screen for online access, but the camera and speakers need to be booked also.

In Room 10, ensure doors to outside courtyard are shut and locked, especially at afterhours 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 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 in a clean and tidy condition.**
- **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 all white boards.**
- **Turn off heat pumps.**
- **Lights and heaters should be turned off at the end of each meeting.**
- **Glass into the blue bin.**
- **Plastic into the yellow bin excluding lids.**

- **Other rubbish including lids, paper towels and cardboard food containers go into the red bin.**
- **Food scraps to be put into 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/BROCHURE DISPLAY

Each office is provided with one noticeboard for their own use. There are notice/brochure areas throughout the House and a 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.

Brochures can be displayed on the Mediboard panel in west corridor. Most brochures can only be used if prior arrangement made with Mediboard – Contact 03 348-3776 but there is room also for local brochures. See Office Co-ordinator for details.

### 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.

<b>PHOTOCOPIER, SCANNING AND PIN NUMBERS</b>
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A Ricoh Copier is provided by the Trust for the 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 and an email address can be set up to send scanned items from the photocopier.

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 log out after use by pressing the RESET button to clear your PIN.**

Please advise Operations Coordinator if there are any issues.

<b>RECEPTION SERVICES</b>
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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 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.

<b>SMOKE FREE BUILDING</b>
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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.

## **SWIPEDON VISITOR LOG**

A Visitor Log using SwipedOn is held at the reception and is 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. All Trust staff and tenants are also asked to register daily. An email is sent to staff and tenants to inform them that a visitor has been signed in for their appointment.

## 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](http://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.

## CAR PARK PLAN AND LIST OF USERS

Office No	Organisation	Phone No	Car Park No
1	Citizens Advice Bureau	687 7362	18
2	Youthline		24
3	S C Multiple Sclerosis	687 7375	17
4	Community Accounts Service	687 7737	16
5	Aoraki Foundation	687 7366	25
	Aoraki Foundation		26
6	Volunteering Mid and South Canterbury	687 7367	7
7	Alzheimers S C	687 7583	8
8	Life Education Trust	687 7369	2
9	Elder Abuse Response Service	687 7372	15
11	Laura Ferguson Trust		3
12	Waimate Centre Care Counselling		13
14	Age Concern	687 7581 687 7588	10
16	Stopping Violence Services		12
17	Available for lease		
18	Stroke Foundation	687 7582	23
19	Age Concern		4
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	No tenant		
24	Enabling Youth - SVS	687 7370	5
25	Stopping Violence Services	687 7377	11
26	Stopping violence Services	687 7376	14
27	No tenant		6
	Disability/client		1
	Disability/client		22
	Ethan Pierce		9