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@home NEW ZEALAND – ASSESSMENT SCHEDULE

This schedule is your copy of the minimum hosting requirements to belong to @home NEW ZEALAND.

You are asked to use this schedule to prepare for the assessor's visit. You must meet all the requirements of the schedule. Please note that an extra charge of \$50 could be incurred for a return visit if a major item needs addressing, ie mainly a safety issue.

Do not tick the squares – the assessor does this on their visit. You are welcome to make a copy to check off the items if you wish. Pages 1-7 will remain with you to refer to, if required.

Please ensure that the information the assessor fills in on page 8 is correct for our records. The assessor will send page 8 to the secretary for processing.

Host's name: _____

Date Assessed: _____

Assessor's name and signature: _____

Assessor's Recommendation:

Assessor's Comments - Items to be addressed, or other information (if necessary):

Host Comment:

If you wish to comment on:

- the assessment process
 - the assessor who visited you, **or**
 - if you would prefer another assessor, **or**
 - another matter relating to
@home NEW ZEALAND assessment
- please write/email to the secretary

Address:

Secretary
@home NEW ZEALAND
30 Simpson Road
PAPAMOA 3118, BAY OF PLENTY

Email: secretary@athomenz.co.nz

Your comments will be considered in confidence by the Board.

PROPERTY APPEARANCE

Assessor to tick checkboxes if requirement met

-External – Buildings, grounds, and Gardens

The property has clearly visible gate or roadside identification.....

ie Property name and/or street or rural number. Clear directional signs erected on long or multiple access-ways.

Buildings, their fixtures, and exterior décor are maintained in a sound, clean condition

and must be fit for the purpose intended. Pathways and steps are clear, safe and well lit. Driveway or access adequately maintained with suitable guest parking. **-Internal – Guest areas**All guest areas are tidy. Cleanliness of home. Good quality floor coverings are provided. Internal décor, furniture and fittings are properly maintained in a sound condition. Well secured fittings: eg door knobs, light switches, lamp shades etc. **-RESERVATIONS PROMOTION and GUEST SERVICES**

Assessor to tick checkboxes if requirement met

To make clear to guests exactly what is included in the price quoted for accommodation,

including GST, and other chargeable activities/amenities.

To describe fairly to all guests and prospective guests the amenities,

facilities and services provided by the property. Allow the guests to see the accommodation, if requested, before check-in. Basic reservation details recorded. Cancellation policy to be clearly defined and explained at time of reservation. Any host policies (eg smoking, security, food, emails) are made known to guests. Advertising should include whether children and/or pets are part of the home. Promotional material accurately portrays the property **-Guest arrival and departure**Host must be present during guests' check in and check out. Guests are made to feel welcome on arrival.

Once guests have checked in, they must have access to the property and to their

rooms at all times. New guests are shown to their rooms and all areas to which they have access. Provision is made for guests arriving/departing outside normal hours. All necessary information relating to accommodation and services provided is given to guests. Brochures and information on local attractions are available. Hosts are knowledgeable about surrounding activities and attractions.

BEDROOMS*Tick column for each bedroom as applicable***-Size, Space and Comfort.**

- At least one window with clear glass to provide natural light.
- Access to fresh air.
- Sufficient useable space around furnishings and fittings.
- Adequate space to place and store luggage.
- Fully openable doors.
- Guests have not less than 30 cm of space for access to both sides of a double bed.
- Paper tissues and drinking glasses, either here or in ensuite facilities.
- Current reading material available.

-Heating.

- Adequate, safe, in-room heating provided at no extra cost.
- Heating levels appropriate to the size of the room and climate.
- Some form of bed heating available where necessary

-Lighting.

- Rooms should be well lit with electric lighting.
- All bulbs, unless decorative or a tube, should have a shade or cover.
- Bedside reading light placed at a suitable height for reading and controllable from the bed.

-Beds and Bedding – size and quality.

- All beds to be of sound condition.
- All mattresses to be of sprung interior or similar quality, modern and comfortable,
with mattress covers and bottom sheet.
(Note: Wire-wove, “Vono” or similar bases are unsatisfactory).
- Adequately presented beds with clean linen and bed covers in good repair.
- Adequate range of bedding, including sufficient blankets/duvets.
- Spare pillows and blankets available.
- All linen provided fresh for each guest and changed at least every 4 nights during
each guest’s stay. Unless environmentally precluded

-Furniture, fittings.

- Acceptable quality opaque curtains, blinds or shutters should be provided on all
windows, including glass panels to doors, fanlights, and skylight windows to afford
privacy and exclusion of light and excessive noise where necessary.
- A wardrobe or clothes hanging space with sufficient hooks or hangers per person.
- All drawers, wardrobes and cupboards used by guests must be free from host’s clothing
or any other personal material or belongings.
- A chair or seat is provided.
- Bedside tables provided.
- Electric razor point or a power point beside mirror in each bathroom or bedroom.

Bedrooms Continued -Safety and Security.

An Emergency Evacuation notice (as available on website www.athomenz.org.nz) must be provided in each bedroom and other guest areas showing exit and assembly points,

- and including the property address
- A torch to be provided in each bedroom.

BATHROOMS	<i>Tick column for each bathroom as applicable</i>
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- Where bathrooms are shared, at least one bathroom for every 4 persons –
- including family
 - If toilets are shared – at least one for every 4 persons- including family
 - Flush toilet, with seat and lid
 - Toilet paper, holder, spare toilet rolls, and toilet brush provided
 - A covered waste bin is provided in shared toilets
 - Shower and/or bath and washbasin with plug available with hot and cold running water
 - Soap dish or soap dispenser located in each bath/shower cubicle
 - Shower (if provided) has curtain or door unless part of wet bathroom style
 - Some form of ventilation, either mechanical or outside opening window
 - Windows have opaque glass, curtain or blinds where necessary for guest privacy
 - A towel rail(s) adequate for towels supplied
 - Clothes hook/s provided
 - A mirror with good lighting provided
 - A face cloth, hand towel, and at least one bath towel per guest provided
 - New soap/liquid soap provided
 - Suitable flat surface or cabinet for personal toiletries
 - Adequate floor space provided in bathroom (stool provided, if room)
 - Adequate hot water capacity to meet reasonable guest demand
 - Some form of safe heating where necessary
 - Bathroom and/or toilet that is not an ensuite can be locked

PUBLIC AREAS	<i>Assessor to tick checkboxes if requirement met</i>
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-Breakfast / Dining Facilities.

- Seating provided for number of guests that are catered for.
- Adequate heating available in rooms.
- Adequate natural light and ventilation is provided.
- Assessor to determine that there is reasonable quality crockery, cutlery and glassware sufficient for number of guests.
- Adequately sized tables and acceptable circulation space.
- Thermometer is present recording appropriate refrigerator temperature (2-4 degrees)
- All refrigerated food must be adequately packaged or covered

-Lounge Area

- An adequate, comfortable relaxation area.
- Comfortable seating provided for number of guests.
- Adequate heating available in room.
- Adequate natural light and ventilation is provided.
- Suitable reading material/entertainment facilities available.

CLEANLINESS *Assessor to tick checkboxes if requirement met*

-Cleanliness / Servicing

- All bathrooms, toilets, kitchens and items involving direct contact for guests, such as bedding, linen, baths, showers, wash basins, WC's, flooring, seating, crockery, cutlery and glassware must be adequately cleaned with no evidence of prior occupation.
- All common areas available to guests are cleaned daily.
- All occupied rooms are serviced daily unless otherwise agreed.
- Servicing of rooms is to include rubbish removal, amenity replacement, cleaning of bathroom, shower and toilet.
- Insect control measures are available.

Safety and Security *Assessor to tick checkboxes if requirement met*

- A minimum of one dry powder fire extinguisher with a minimum weight of 0.9kg must be visible and available for immediate use.
- For up to 5 guests, smoke alarms in each guest bedroom and other strategic places.....
- Alarms are tested monthly.
- Domestic type smoke detector batteries tested and replaced regularly.
- Alternatively (Required for more than 3 guest bedrooms – 6 or more guests accommodated):**
- A hard-wired and interconnected approved fire detection system is installed.
- Where a monitored fire detection system is in place but there are no detectors or audible alarms in the bedrooms, additional smoke detectors must be installed in those rooms.
- There must be unimpeded access at all times to emergency exits.
- All areas, including decks, should be in good repair, safe, and free from obstructions.
- Adequate levels of lighting for safety and comfort in all public areas, including landings and steps at night
- Stairways to have a minimum of one hand rail
- Adequate measures provided for the security of guests and their property
- A current first aid kit is provided on site
- All electrical equipment is in good working order
- Emergency contact number for guests if hosts absent from property

MEALS

Assessor to tick checkboxes if requirement met

All meal preparation and food storage areas must be of the highest standard

of cleanliness and hygiene.

Hosts to be present at meals (not required for self-contained accommodation).

Table linen, including serviettes shall be clean and unused for each meal.

Special dietary needs catered for on request.

-Breakfast

Breakfast must be available to all guests.

The following minimum is to be provided:

Selection of cereals Toast and spreads

fruit, either fresh, stewed or canned Yoghurt.....

pure fruit juice (not fruit drink) water

tea milk

coffee (ground - not instant unless specifically requested)

For *Full Breakfasts*, the minimum is as above plus a cooked breakfast dish.

GENERAL

Assessor to tick checkboxes if requirement met

-Extra Facilities/Recreational.

All recreational facilities available to guests are in good operating condition

with instructions available.

Appropriate safety clothing or equipment is provided in good working order.

-Compliance

Adequate insurance/liability cover arranged

Has your Insurance Company been advised that you are operating as a Bed and Breakfast?

Agreement to operate in compliance with @home NEW ZEALAND Code of Practice.

Replace existing logo with picture on national website (up to 10 photos allowed).

NB: New members will need to be issued with their User Name and Password before this can be done

-Statutory Obligations

Statutory obligations should be met in full, where applicable. Examples are:

Resource Management Act. - Appropriate Consents held:

Fair Trading Act

Fire Safety and Evacuation of Buildings Regulations.

Note to Hosts:

To maintain the high standards required to belong to @home NEW ZEALAND all members must have their property re-assessed every two years. Please ensure that you have met all the requirements of the Schedule before the assessor visit. Assessors will try to minimise travel costs and time by combining several assessments.

Present your property as you would for a prospective guest. Assessors are experienced hosts who can offer advice if asked.

The Schedule sets minimum standards. There are other items you can also provide for comfort and safety, such as fire blanket or larger extinguisher in country areas; non slip bath mats in bathrooms; heated towel rails; passage night lights; electric blankets where required (regularly checked).

Your co-operation is appreciated and your membership is valued.

SUSTAINABILITY and ENVIRONMENTAL CONCERNS

Are you responding to the environmental concerns of our visitors and the wellbeing of our country?

Many overseas tourists are now concerned that accommodation providers are making the smallest carbon footprint possible with their operation and are treating their environment in an eco-friendly fashion.

Listed below are suggestions that will help you achieve some of these requirements:

- Advertise what you do on your website, brochure, or in your compendium as per samples listed: Have a paragraph/page dedicated to the items you are utilizing towards sustainability, such as:
 - √ **Community involvement:** List the activities you are involved with in the community, eg groups, meals on wheels, employing a disabled person to garden; organising a beach/park clean up.
 - √ **Waste management:** buy bulk toiletries and decant into eco-friendly containers; recycle and re-use; bio degradable bags for bins and scraps; worm farm; compost; grass clippings as mulch; ash for your garden; recycling ink cartridges/paper; select produce with minimum packaging and polystyrene; recycling of grey water for garden (at least).
 - √ **Pollution prevention:** using bike/walking instead of car; plant based/natural insecticides; companion gardening.
 - √ **Energy efficiency:** lighting and energy audit – most areas do this for free; energy star rated appliances; install flow restrictors in the shower heads; hot water cylinder wraps
- The recycling of all possible rubbish
- Composting fruit and vegetable waste where possible, or starting a worm farm.
- The use of eco-friendly cleaning agents (eg products supplied by and certification by KiwiGreen – www.nzkiwigreen.co.nz – product can be ordered and paid for on Kiwigreen’s website).
- The use of eco-friendly lighting where practical and recycling of used eco-friendly light bulbs.
- Turning off electrical appliances and lights when not in use.
- Growing your own fruit and produce as much as possible, avoiding transportation of same.
- Buying recycled products, eg computer paper, toilet paper, etc.
- Using clothes driers for laundry as little as possible.
- Advising your guests of the efforts you are making to foster sustainability by noting the practices you are using in your compendium. It will encourage many of your guests to recycle, use less water, etc, while they stay with you.
- Providing guests with additional receptacles for recyclable rubbish.
- Avoiding purchase of wasteful supplies, eg paper napkins, plastic throwaway cups/plates/cutlery, etc.
- Reusing computer stationery and office supplies.
- Purchasing products in environmental friendly packaging where possible

Add your own ideas to this list and advise us for future inclusion on this sheet.

President: Trevor Knight
Email: toTKdirect@xtra.co.nz
Secretary: Jacqui Looker
 30 Simpson Road
 Papamoa, TAURANGA
E-mail: secretary@athomenz.co.nz



Membership ID Number _____
 (office will add this if not known)

To be sent to National Secretary by Assessor

Information required for: member's records, printing of membership certificate/membership card and authorisation for use of logo for member's advertising purposes

Name of Hosts Assessed: _____

Property Name: _____

Property address: _____

Mailing address, (if different from above): _____

Phone: _____ Fax: _____ Mobile: _____

Phone: (0800) _____ Email: _____

Preferred email for @home NEW ZEALAND website: _____

Website: _____

Date Assessed: _____ Assessor's name/s: _____

Assessor's signature: _____ Host's signature: _____

Assessor's Recommendation: Please tick the required recommendation below---

APPROVED _____ DECLINED _____

APPROVED SUBJECT TO ASSESSOR'S COMMENTS BEING ADDRESSED _____

Assessor's comments, items to be addressed or other information (if necessary):

Continue on back of page, if necessary

President: Trevor Knight
Phone: (07) 866 3991
Secretary: Jacqui Looker
 30 Simpson Road
 PAPAMOA 3118
 Bay Of Plenty



E-mail: secretary@athomenz.co.nz

Or toTKdirect@extra.co.nz

Website: www.athomenz.org.nz

Membership Criteria	Code of Practice
<p>1 @home NEW ZEALAND membership is open to all New Zealand based persons who provide personally hosted bed and breakfast accommodation to paying guests in their own residence, or in a self-contained unit on the same property title or immediately adjacent thereto.</p> <p>2 Membership is obtained and retained by compliance with documented policies, standards and operational criteria.</p> <p>3 Home hosts may have up to ten paying guests at any one time on their property.</p> <p>4 Home hosts must be resident on the property and available to carry out the following hosting activities:</p> <ul style="list-style-type: none"> • personally greeting and farewelling guests • offering suitable complimentary light refreshments and making them available • providing breakfast, which must be included in the tariff • inviting guests to share the home and the facilities of the property and generally being involved with them during their stay • providing guests with the appropriate amount of privacy, company, and information • making guests feel welcome and “at home” as part of the host family. 	<p>@home NEW ZEALAND has formulated the following Code of Practice which members are required to observe.</p> <ol style="list-style-type: none"> 1 To provide the highest standards of quality, service and personal hospitality on their property. 2 To ensure a high standard of courtesy, cleanliness, comfort, catering and service appropriate to quality home hosting. To always strive to offer value for money. 3 To describe clearly and accurately to booking agents, guests and prospective guests the amenities, facilities and services provided and the customs of the family home. 4 To make clear to guests exactly what is included in all prices quoted, including GST. To allow guests to see accommodation, if requested, before booking. 5 To make no supplementary charge to guests for facilities and services included in the agreed rate, and to clearly explain the cost of additional services when this is requested. 6 To honour all confirmed bookings as binding. 7 To deal promptly and courteously with all enquiries, reservations, correspondence, requests, comments and complaints. 8 To be alert to the special needs of prospective visitors at the time of booking. 9 To comply with the various laws, regulations, and bylaws that affect home hosting. 10 Any printed material on which a member has included the Association logo is to be submitted to the secretary, if requested. The Association Logo must not be a principal feature on such printed material. 11 Members who resign from the Association are obligated to notify the national secretary of their resignation. 12 It is advisable that members state in their advertising the type of breakfast they serve, ie continental or full. 13 Support other members of the Association, including the referral of would-be guests when unable to accommodate those persons. (as per the Association's Constitution 10.6). It is not considered acceptable to refer an overflow of guests to friends.
Revised 1 July 2005	Revised 9 February 2009

Mission Statement

To promote the growth and quality of farm and home hosting in New Zealand

Sample Escape Plan

