

# HIRER'S HANDBOOK



## MANUREWA MARAE

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# NAU MAI KI MANUREWA MARAĒ

On behalf of the staff and Marae Trustees,  
we hope you enjoy your stay here at Manurewa Marae.

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Ko au te marae, Ko marae ko au

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# NGA MATUKURUA

## THE TWO BITTERNS: A TALE OF MANUREWA

Around the name of Matukurua, centres the historic memories of two fortified hills at Manurewa, which were known as Matukutureia, the vigilant bittern and Matukutururu, the bittern standing at ease. Names which commemorate two chiefs who commanded the forts. Matukutururu was nicknamed because in time of expected war, he had gone eel fishing and fallen asleep, to be captured, with his people by the enemy. Matukutureia by vigilance had saved his Pa and people.

The two Pa's were collectively known as Nga Matukurua, by the Ngai Huatau branch of the Wai-o-Hua people. The affairs of Hua-rangi, son of Hua-tau brought about complications, which makes the theme of this story. He first married Takawai, a chieftain of the closely related sub-tribe of Ngai Tahu. The marriage complied fully with Maori customs. They had a son called Tamapahure, and other children of promise. On the death of Takawai, Huarangi ignored the claims of many eligible cousin-in-laws and sister-in-law, took to wife Kohe, a woman outside the tribal pale, though of high rank, she belonged to another tribe, the Ngati Paoa. This mixed marriage caused great disapproval, so that when Huarangi introduced Kohe into his Wai-o-Hua circle, he was in an ever difficult position. The couple's unhappy domestic affairs were soon brought to a crisis under the following circumstances. Kohe was now expecting her first-born and craved the preserved pigeon foods of her Ngati Paoa homeland.



When her father heard of her desire, he set aside for her a Rahui kereru or pigeon preserve, an area still shown on Country Maps as Te Hape-o-Kohe (the child-bearing of Kohe). The presentation of huahua-kereru (preserved pigeons) were placed by Kohe in her food stores, nor did she allow any of them to the relatives and children of the first wife. This act of meanness resulted in much unpleasantness until Hua-rangi took Kohe to live in

Matukutururu. Leaving Tamapahure and his children by the first wife. Tamapahure now assumed chieftainship of Matukutureia in his father's place. At Matukutururu, Kohe gave birth to her son Tamapahore, and later to other children, the second child being a girl named Hineawhea. When Hua-rangi died, his children by the two marriages continued to live apart, to his sons. Tamapahure and Tamapahore being recognized as chiefs of their respective pa's. One of the consequences of this extra-tribal marriage was the refusal to grant the girl full tribal rights. When the time came for Hineawhea to be tattooed, the family instruments kept at Matukutureia were rudely refused. Kohe had long endured belittlements and this was the last straw. She visited her step-son's pa and on the flocked marae said many acidulous things to his discomfort. She sang a kaioraora (cursing song) which is not translatable, being over epic in its pungency. Then, with her daughter and younger children she returned to her home at Piako. Tamapahore, bowing to the rules of Uru Tane, had no personal grievance over his sister's tattooing belittlements. He lived on Matukutururu, with his children and married. One day the men of Matukuru were kite-flying and Tamapahore's kite ascended the highest, so Tamapahure caused his cord to foul of his brothers and break it. The kite drifted towards Huaraki. Hence the place name, in its full form, Te manu rewa o Tamapahore (the drifted-away kite of Tamapahore). This was a valued kite, so off Tamapahore went with his family to where his kite had drifted. At last he was guided to Pukekotaretare, near Mercury Bay, and there was found the kite of Tamapahore). For a time, he settled here and took to his wife, a woman of the Ngati Hoi, but later he and his family joined his mother's people at Piaki. There, his descendants are still known as Nga Manu Aute (The kite people).

## OUR WHARE

Here on our marae we have a variety of whare for hire. Each whare has its own purpose and holding capacity.

### WHARENUI - NGA MATUKURUA

Nga Matukurua is our meeting house where all formal events are held, such as Tangihanga and youth court. This house is also used for informal gatherings such as Kapa Haka practise and sleeping groups.

Sleeping Capacity 200

Meeting Capacity 200+

### BIG HALL WITH WHAREKAI - MATUKUTUREIA

Matukutureia is our large dining room used for housing large functions, such as wedding receptions, formal dinners, community shows and many other functions.

Dining Capacity 300+

### SMALL WHAREKAI – MATUKUTURURU

Matukutururu is our smaller dining room situated behind Nga Matukurua. This room is used mainly for small meetings, conference, practises and small birthdays.

Dining Capacity 100

Meeting Capacity 100

### WHAREPAKU - TOILETS

#### Ablution Block

Male	Female
4 Toilets	4 Toilets
4 Showers	3 Showers
4 Hand Basin	6 Hand Basin
1 Urinal	

#### Behind Wharenuui Block

Male	Female
2 Toilets	2 Toilets
1 Shower	1 Shower
3 Hand Basin	3 Hand Basin
1 Urinal	

## MARAE WELCOME\*

Kawa dictates the ancient procedures a tribal or sub-tribal unit will apply in all encounters with another tribe, sub-tribe or individual persons. Manurewa Marae practices, principle and values are under the tikanga of Tainui waka.

Please ask any questions if you are unsure as we look forward to having in the care of our Marae

### POWHIRI

If this is your first time to Manurewa Marae a powhiri will be held to welcome you.

Manuwhiri (visitors) gather at the gate/entrance to the marae/building or room. Manuwhiri are called onto/into the marae/building or room by tangata whenua (hosts) kaikaranga. Women walk at the front of the roopu onto/into the marae/building or room. Manuwhiri kaikaranga may respond to tangata whenua karanga if one is available.

Once in the whare/building or room the men are asked sit at the front with your speakers and women sitting directly behind the men.

Tangata whenua will begin the whaikorero. Tainui kawa is tau ututu which means the speakers alternate between tangata whenua and manuwhiri, the last speaker is always tangata whenua.

Whaikorero is complemented with a waiata that is appropriate to the occasion, the manuwhiri, and the content of the whaikorero and to the person doing the whaikorero. After the waiata everyone sits except for the speaker.

### TIKANGA

As a guideline to support those unfamiliar with the powhiri process the following is provided to assist you.

- Do not interrupt a speaker
- Do not walk in front of the paepae/ speaker at any time
- Do not applaud a speaker
- Do not criticize a speaker's dialect, hesitant manner or anything else about their whaikorero
- Woman do not speak until the formalities are complete or if asked by the Kaumatua
- Manuwhiri are then greeted with a hongi by tangata whenua. Men lead this process.

Karakia is directed by tangata whenua kaumatua who may offer manuwhiri to say the karakia. A hiimene may follow.

The formal process of a powhiri is completed with kai. The kai (food) reflects the mana of tangata whenua.

### WHAKATAU

If you have been to the marae before then this process of welcome will be utilised. Often this will be held in the wharenui with the manuwhiri on the left side and the tangata whenua on the right. This process is more informal because you only need to be formally welcomed once.

The tangata whenua side will speak first followed by a waiata followed by a speaker from the manuwhiri side and their waiata. Once this process is complete the whakatau ends with hariu and light refreshments. \*

## HIRAGE RELATED COSTS

All fees and charges are quoted at the time of the booking. The amounts are subject to review and change annually. All fees are GST inclusive.

If you are a regular community organisation or crown agency you maybe invoiced. by making a payment to Manurewa Marae for hirage you will be deemed to accept the terms and conditions outlined in this booklet.

### BOOKING FEE

It is required that on confirmation of booking that the deposit fee is made. This will be deducted from your total hirage rate. **This is a non-refundable fee\***

### HIRAGE RATE

This is payable prior to arrival

### BOND

You are required to have paid the bond prior to your arrival, hiring the marae. The hirer is responsible for all damages, breakages and losses of the buildings, grounds and chattels. You are also accountable for counting the dishes before and after use and checking against the stocktake list which will be provided as part of your induction.

Where there is no additional damages/breakages incurred during the Hirers stay the bond will be returned in full within three working days at maximum.

### DAMAGES/ BREAKAGES/ LOSSES

In the event that these shall occur, the full cost for repairs and/or replacement will be incurred to the hirer.

In the first instance these costs will be deducted immediately from the bond, with the remaining amount returned.

Where the costs exceed the amount of the bond, an invoice sent to the hirer directly on confirmation of the quote. This will be provided within 5 working days.

An administration fee may be included.

### DEBT RECOVERY

If the payment is overdue for more than a period of 30 days, Manurewa Marae may refer the debt to a collection agency.

The table below provide a reference to most common additional charges. Please note these costs are based on the amounts charged from our key suppliers

No	Detail	Type	Min Cost
1	General Keys	Loss	\$20
2	Keys (Main Areas)	Total key & lock replacement	\$300
3	Windows	Replace	TBA
4	Lead Window (Wharenuj)		TBA
5	Crockery	Printed with MM logo	TBA
6	Cutlery		\$5
7	Bowls/ Dishes		\$20
8	False fire call out	NZ Fire Dept	\$1000
9			

# MARAE COSTS

Manaaki Room (meeting room with large whiteboard)				
	Deposit Fee	Hirage Rate	Bond	Notes
Hourly Rate (min 2hrs)	\$80.00	\$150.00	\$250.00	\$80.00 non-refundable deposit
0 - 8 hrs	included	\$ 400.00	\$250.00	\$200.00 non-refundable deposit
8 - 24 hrs	included	\$ 600.00	\$500.00	\$200.00 non-refundable deposit
Matukutururu (small wharekai)				
	Deposit Fee	Hirage Rate	Bond	Notes
Hourly Rate (min 2hrs)	\$80.00	\$150.00	\$250.00	\$80.00 non-refundable deposit
0 - 8 hrs	included	\$400.00	\$250.00	\$200.00 non-refund deposit
8 - 24 hrs	included	\$ 700.00	\$500.00	\$200.00 non-refund deposit
Matukutueia (large wharekai)				
	Deposit Fee	Hireage Rate	Bond	Notes
Hourly Rate (min 2hrs)	\$80.00	\$ 150.00	\$250.00	\$80.00 non-refundable deposit
0 - 8 hrs	included	\$ 500.00	\$250.00	\$200.00 non-refundable deposit
8 - 24 hrs	included	\$ 800.00	\$500.00	\$200.00 non-refundable deposit
Matukurua (wharenuui)				
	Deposit Fee	Hirage Rate	Bond	Notes
Hourly Rate (min 2hrs)	\$80.00	\$150.00	\$250.00	\$80.00 non-refundable deposit
0 - 8 hrs	included	\$400.00	\$250.00	\$200.00 non-refundable deposit
8 - 24 hrs	included	\$700.00	\$500.00	\$200.00 non-refundable deposit
Matukurua & Matukutururu (wharenuui and small wharekai)				
	Deposit Fee	Hirage Rate	Bond	Notes
Hourly Rate (min 2hrs)	\$80.00	\$ 250.00	\$250.00	\$80.00 non-refundable deposit
0 - 8 hrs	included	\$700.00	\$250.00	\$200.00 non-refundable deposit
8+ - 24 hrs	included	\$1,200.00	\$500.00	\$200.00 non-refundable deposit
24+ hrs	included	\$1,200.00	\$ 1,000.00	7 day bookings 10% discount
Matukurua & Matukutueia (wharenuui and large wharekai)				
	Deposit Fee	Hirage Rate	Bond	
Hourly Rate (min 2hrs)	\$80.00	\$300.00	\$250.00	\$80.00 non-refundable deposit
0 - 8 hrs	included	\$800.00	\$250.00	\$200.00 non-refundable deposit
8+ - 24 hrs	included	\$1,300.00	\$500.00	\$200.00 non-refundable deposit
24+ hrs	included	\$1,300.00	\$1,000.00	7 day bookings 10% discount
Whole Complex (wharenuui and both wharekai)				
	Deposit Fee	Hireage Rate	Bond	
Hourly Rate (min 2hrs)	\$80.00	\$450.00	\$ 250.00	\$80.00 non-refundable deposit
0 - 8 hrs	included	\$1,200.00	\$ 500.00	\$200.00 non-refundable deposit
8+ - 24 hrs	included	\$1,600.00	\$ 1,000.00	\$200.00 non-refundable deposit
24+ hrs	included	\$ 1,600.00	\$ 1,000.00	7 day bookings 10% discount

# RULES & REGULATIONS

## GENERAL

To ensure that our Marae remains a safe and functional venue for all, the following general terms of use are provided.

- a) The stated capacity for facility you have hired must not be exceeded. Please check with the "[Our Whare](#)" section
- b) All statutory rules, regulations and bylaws must be observed by the hirer
- c) Manurewa Marae is a smoke free (including vaping), drug free, alcohol free (including kava), drama free and violence free zone. We have a zero tolerance approach. Necessary action will be taken in the event that drug, alcohol or violence occurs which may include police action, criminal charges and no further hireage of the marae
- d) No animals are permitted within the marae area with the exception of guide dogs for the visually impaired or official registered animals of the NZ Police
- e) The hirer must not allow any illegal activities to take place in or outside the Marae during the hireage period.
- f) It is the hirer responsibility to contact the police immediately if there are any safety concerns from a person(s) disorderly behaviour. The Marae may make this decision if deemed necessary
- g) Manurewa Marae takes no responsibility for loss or damage to the hirers property and/ or equipment. Any property or equipment left within the Marae is at the hirers risk. Please see the Health & Safety section for further information
- h) No removal of furniture, chattels or equipment is permitted from Marae grounds
- i) Noise levels must be kept to an acceptable limit at all times
- j) Please treat all our whare with respect. We ask that
  - a. no running, climbing or playing with balls be allowed in the whare as this has often resulted in significant damage
  - b. no open flames be lit
  - c. no hooks, pins or other instrument be used that cause damage to the walls and ceiling of the whare.
  - d. Powder, glitter or confetti is permitted.
- k) Additional charges may be incurred for cleaning, replacement, loss, repairs and administration cost. Where costs exceed the bond amount an invoice will be issued to recoup the remaining costs.

## ARRIVAL

Upon your arrival make sure that you are aware of;

- Operating marae equipment
- Emergency exits
- Light switches



- Emergency procedures: Fire alarms, fire hose and extinguishers
- Waste management

You are invited to take note of discrepancies you may find upon your arrival particularly those that may impact on your stay and bond refund.

## **OUT OF BOUNDS AREA**

- Wharekura area (High School at the back of the Marae)
- Whare Oranga Clinic (Building on the right of top carpark)
- Underneath Decking Area
- Maori Warden Building
- Puna Reo (Early Childhood Centre)
- All other areas on the marae not being used for hire

## **SECURITY**

Your main contact person for your hireage will receive a set of Marae Keys. Please adhere to looking after these keys. Any lost keys will incur charges.

Security on the Marae becomes the responsibility of the hirers outside of normal working hours, this includes locking down all hired areas, and closing the gate at the agreed time between you and the administrator.

The Marae is fitted with CCTV for the safety of the Marae and your time on the with us the CCTV system will record and evidence may be pulled from it in the event where misconduct has happened.

## **CARPARKS**

- Ensure that the speed limit is adhered at all times
- No parking along the front driveway
- Disabled parking is for disabled ONLY
- Be aware of children at all times

## **USAGE OF MARAE EQUIPMENT**

Ensure you are inducted on using our Marae equipment and read instructions on how to use all equipment. All Marae equipment have instructions posted. Please ensure the users are familiar with the instructions before allowing them to utilise.

- Ovens/Stoves
- Chiller
- Emergency Equipment
- Dishwasher

Any damage including graffiti made to the premises or grounds, will incur charges.

## WHAT TO BRING

This table is a list of items hirers will need to provide as well as a list of items the Marae will provide whilst on your stay here. The last column is optional of where we will provide the items which will incur extra charges.

Provided	Hirer	Marae	Marae also can hire out:	Prices per item
<b>Blankets</b>	✓			
<b>Pillow Case</b>	✓		✓	\$0.50
<b>Sheets</b>				\$1.00
<b>Towels</b>	✓		✓	\$1.00
<b>First Aid Kit</b>	✓			
<b>Toilet Paper</b>	✓			
<b>Cleaning Products</b>	✓			
<b>Tea Towels</b>	✓			
<b>Rubbish Bags</b>	✓			
<b>Rubbish &amp; Waste Removal</b>	✓		✓	\$150.00
<b>Bins, Buckets, Mops, Brooms</b>		✓		
<b>Mattresses</b>		✓		
<b>Pillows</b>		✓		
<b>Tables &amp; Chairs</b>		✓		
<b>Vacuum</b>		✓		
<b>Cutlery, Pots and kitchenware</b>		✓		
<b>Projector/Screen (Matukutureia)</b>	✓		✓	\$80.00 per day
<b>BBQ</b>	✓		✓	\$50.00 per day

## HEALTH AND SAFETY

It is the responsibility of the hirer to ensure the health and safety of all persons attending. Please ensure this person attends the induction for the full health and safety briefing.

A Health and Safety briefing will be completed with the main hirers, this will include but not limited to; evacuation point, out of bounds areas, gas valves, bin areas, and parking.

### **FIRE WARDEN**

It is hirers responsibilities to delegate a Fire Warden to be responsible for informing their whanau on Fire Evacuation area, health and safety boards and first aid kits.

### **FIRE ALARMS**

If the fire alarm is triggered by mistake, the hirer will be responsible for all charges incurred by the local Fire department. The cost for these call outs is approximately \$1000.00.

### **ENTRY AND EXIT POINTS**

The hirer must ensure that access and egress for emergency vehicles are available at all times. This includes the private and public access ways that must be kept clear at all times

### **SUPERVISION OF CHILDREN:**

While the marae endeavours to provide a safe environment for children it is the responsibility of your whole group to ensure the safety and behaviour of your children while in the marae. Please ensure they are appropriately supervised at all times while on the marae.

### **FIRST AID KITS:**

It is hirers responsibilities to provide their own First Aid Kit. Please ensure that this has been sorted.

### **HAZARDS, ACCIDENTS & INCIDENTS:**

In case of any emergency please call 111, for fire, police or ambulance. In regards to any hazards, accidents or incidents, whilst staying on the marae. You are required to fill in a Hazard, Accident & Incident Form, which are located on our Emergency Bulletin found in each Wharekai (See pg 21 for Map)

### **EMERGENCY CONTACTS**

All emergency contacts and marae contacts will be allocated on the Emergency Bulletin in each Wharekai (See pg. 21 for Map).

# HYGIENE

Manurewa Marae have cleaning schedules for the kitchen and toilets outlining all the jobs that need to be completed on a daily base, to ensure that the cleanliness of the Marae is kept at a high standard throughout your hireage.

## KITCHENS

- Maintain food hygiene practises
- Ensure kitchens are not overcrowded
- Children must not be in the kitchens at all times
- Follow cleaning instructions for the chiller
- WHITE mops are only used in the kitchen and dining areas
- Clean stoves after every use
- Ensure gloves, hair-nets and covered shoes are worn at all times
- Please read and use all bins as marked in both kitchens
- All rubbish to be removed to appropriate areas, daily
- Return all equipment to correct storage areas

## TOILETS (DAILY CLEAN)

- BLUE mops are to be used in the toilets ONLY
- Showers and toilets to be cleaned and mopped daily
- Emptying rubbish bins when necessary
- DO NOT TOUCH sanitary disposal units
- Ensure gloves are worn when cleaning
- Sign toilet checks allocated on toilet walls

## CLEANLINESS

During your stay you are responsible for maintaining the hygiene standards of the Marae, and providing all your own cleaning products, toilet paper, rubbish bags to ensure our Marae is kept at a high standard. We recommend cleaning roosters, to ensure that the upkeep of our Marae is kept to a high level on a daily basis.

**Linen:** You have a choice of providing your own linen or hiring the Marae linen. For hired Linen, at the completion of your hireage, all dirty linen to be put into a tidy pile in the middle of the wharenuī, to be collected and washed.

## MARAE GROUNDS

Ensure that the Marae grounds are litter free at all times, bins are provided. All hirers are expected to clean the premises daily. Do not leave it to the last day to clean up. Ensure all Marae property is treated with respect. No smoking, drinking on Marae Grounds at all times. If these rules are broken, the hirer will lose their bond.

## WASTE MANAGEMENT

It is the hirer's responsibility to remove all the rubbish from the Marae on a daily basis. This includes the hirer's rubbish, food scraps and waste. No rubbish must be left on the Marae premises. Please ensure that you have a system in place, to have the rubbish removed on a daily basis, to ensure hygiene and cleanliness are upheld throughout the hireage.

## RECYCLING

Manurewa Marae have adopted a more productive approach to waste management and the disposal of waste. Recycling is a very important part of our approach. We would appreciate your co-operation with all recycling activities on the Marae and that the recycle bins.

All recycle bins will be checked post hireage, to ensure that this has been done correctly. All rubbish must be removed from premises by the hirer, on a daily basis. Any rubbish left on premises will incur charges.

Marae Recycling Bins Provided:

- Paper/Cardboard – Large yellow cage in the carpark
- Glass/Plastic/Aluminium – Yellow wheelie bins
- Food Scraps – Scrap buckets will be provided
- All other waste – Rubbish bins will be provided (must supply your own black rubbish bags) hirer responsible for removal on a daily basis.

# MANUREWA MARAE MAP



## LOCATIONS

#	AREA	#	AREA
1	Evacuation Point	7	Matukuturu
2	Maori Wardens Office	8	Taiohi Whai Oranga
3	Medical Clinic	9	Nga Matukurua
4	Porticoms	10	Matukuturia
5	Puna Reo OUT OF BOUNDS	11	Administration Office

6	Wharekura OUT OF BOUNDS	12	Ablution Block
NB	The red areas on the map are the H&S boards		

## CLEANING SCHEDULE

TICK	Matukuturua (Wharenui)
	All rubbish removed and bins sterilised <b>NB: All rubbish must be taken off-site</b>
	Floor thoroughly vacuumed and in the Mattress Room
	Mattresses stacked properly in Mattress Room (see picture on wall in Mattress Room)
	All chairs stacked properly in the front corner
	All couches nicely sitting up against back wall
	All pillows returned and stacked on the shelf in Mattress Room
	Marae Atea swept (front of marae, outside)
	Linen
	All used linen counted (see stocktake form) placed inside one sheet and put into the laundry box found by main office
	Unused linen counted and left neatly folded in cupboard in Mattress Room
	Matukutururu (Kitchen behind Wharenui)
	All rubbish removed and bins sterilised <b>NB: All rubbish must be taken off-site</b>
	Tables and plastic chairs cleaned & stacked properly in corner
	Floor swept and mopped (with hot water & disinfectant ONLY)
	Removal and disposal of all decorations
	All dishes, utensils packed away in appropriate cupboards/drawers (see pictures, labels and signs on cupboards/drawers)
	All kitchenware counted (see Stocktake Form)
	All benches and walls to be cleared and cleaned
	All windows and window sills cleaned (with window cleaner and paper towels ONLY)
	Stoves cleared and cleaned
	Fridge cleared and cleaned
	Staircase swept and mopped (with hot water & disinfectant ONLY)
	Toilets/Ablution Areas
	All rubbish removed and bins sterilised <b>NB: All rubbish must be taken off-site</b>
	Showers and hand basin cleaned and sterilised
	Toilets and urinals cleaned and sterilised
	Mirrors, windows and window sills cleaned (with window cleaner and paper towels ONLY)
	Floor swept and mopped (with hot water & disinfectant ONLY)

TICK	Matukutureia (Top Kitchen and Hall beside carpark)
	All rubbish removed and bins sterilised <b>NB: All rubbish must be taken off-site</b>
	Kitchen and Hall floors swept and mopped (with hot water & disinfectant ONLY)
	Chiller cleared, cleaned and mopped
	All equipment washed and stacked to be counted
	All benches, walls, stove and dishwasher to be cleared and cleaned
	Disabled Toilet to be cleaned, floors swept and mopped (with hot water & disinfectant ONLY)
	All windows and window sills cleaned (with window cleaner & paper towels ONLY)
	<b>Grounds</b>
	All rubbish removed and bins sterilised <b>NB: All rubbish must be taken off-site</b>
	All outside windows cleaned (with window cleaner & paper towels ONLY)
	Site Check – Please note for any broken windows, graffiti, equipment please add onto incident form found on the Health & Safety Noticeboard
	<b>Cleaning Equipment</b>
	Return all brooms to correct places
	Mops and buckets rinsed thoroughly with hot water and stand upside down, outside in broom cupboard, to drain and dry
	<b>Recycle/Rubbish</b>
	All rubbish must be removed and taken off-site (this is the responsibility of the hirer)
	Recycling to be taken up to Recycle Area and placed in <b>YELLOW</b> bins – Plastic/Tins/Glass (not broken)
	<b>GREEN</b> bins – Only to store rubbish whilst staying onsite, must be taken away prior to Post Inspection
	<b>Health &amp; Safety</b>
	Health & Safety Board – All forms given to Marae Staff
	Kitchen equipment and stocktake form completed (will be provided)



# FEEDBACK FORM

Thank you for utilising the Manurewa Marae. We hope that you enjoyed your stay and we look forward to seeing you again. We would appreciate it, if you could give us some feedback on your stay, so that we can continue to improve our services. Please complete and return by post, email or fax.

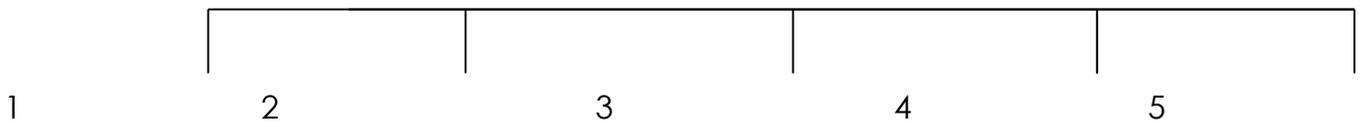
Contact Name: \_\_\_\_\_

Date: \_\_\_\_\_

Date/s of Hireage: \_\_\_\_\_

Feedback Scale:

Poor      Below Average      Average      Above Average      Excellent



Please add ranks into boxes supplied:

1. The cleanliness on arrival at the Marae

2. The helpfulness of staff when booking the Marae

3. The helpfulness of staff while you utilised the Marae

4. Was everything supplied as requested      Yes / No

5. The overall experience of your stay/hireage

6. Please state any further comments:

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