

# Welcome to 'The Willows'

*Hi and welcome to your holiday home. Help yourselves to the tea and coffee, and anything else in the fridge or pantry. If you need to use any pantry items in any great quantity I would appreciate it if you would replace them for the next guests. There is plenty of linen, bedding and towels in the linen cupboard in the hallway or in the bedroom wardrobes. Please also make use of the CDs and DVDs.*

*Above all, make yourselves at home and I hope you enjoy your stay at 'The Willows'. Please complete an entry in the Visitors Book if you enjoy your stay. I welcome any feedback you may have to help me make it a better experience for subsequent visitors. You can email me at [kstarling4u@gmail.com](mailto:kstarling4u@gmail.com)*

*I would also appreciate shoes not being worn inside.*

*Cheers, Kerry*

## Some Helpful Notes for Visitors

**Emergencies** - Contact details if you need our assistance anytime are: 0274 585 741 (any time) or 351 8450 (during the working day) from the phone in the house. I am likely to be at my fiancée, Sandy's house in the evenings. Our number is 362 8796. Unfortunately, Cell phone coverage at Lake Tarawera, where we live, is non-existent. I can receive email at [kstarling4u@gmail.com](mailto:kstarling4u@gmail.com) any time.

**Keys:** The two keys on the blue tags provided will open most of the access doors to the house, including the front door, kitchen door, access to garage and access to spa. The combination for the lockbox holding the keys is **176**, but just turn the knob, pull the lock box door and it will open.

**Access Code** - The code to access the house from the garage is **C0937**. The same code works for the master bedroom door and the spare key holder on the door outside the conversation lounge.

**Security** – The motion sensitive security system has been de-activated. If you do lock something by accident, a cake tin on the shelf in the kitchen cupboard above the gas cooker has keys for everything.

**Fire Extinguisher & First Aid Kit** – These are provided on the shelves at the rear of the laundry.

**Window Locks** – Don't press in the window key locks or you won't be able to open the windows. If you do so by mistake there are keys in some of the similar locks around the house.

**Flat above Garage** – The self-contained flat above the garage is available for an additional \$150 per night (I may need a day's notice to prepare it). It has a further king bed, single bed, shower, toilet, kitchenette and TV. I stay here sometimes in between guests, but not while guests are staying.

**Phone** – The telephone is toll-call restricted but is available for local calls. The number (for people to contact you) is (07) 348 2856.

**WiFi** – Complimentary wireless fibre broadband internet access is available. The ultrafast broadband is responsible for all the cords and cables under the bookshelf in the dining room.

Network name: **Willows WiFi**

Password: **Filmfan45**

**Oven and Microwave** – The clocks need to be set for both to work. The manuals are in the cupboard above the microwave if you struggle to operate. The controls on the left are for the upper oven and the ones on the right are for the bigger, lower oven.

**Dishwasher** – Simply load the dishwasher, add powder, close door and select the wash option.

**Washing Machine** – Pull the top of the centre agitator unit up and out to add laundry powder then reinsert. Do not put laundry powder in this top part which is for fabric softener. Laundry powder is provided under the tub or on the shelf above. Select the washing option you require. The machine sometimes stops if the load is unbalanced. If this happens, simply lift the lid, spread the washing out evenly and it will start again. It helps to load everything in evenly to start with.

**Dryer** – The dryer in the laundry is reasonably simple to operate. Please use this dryer, rather than the ones in the garage. Please do not overfill the dryer and clean the lint filter after each use.

**TV/DVD in Entrance Lounge** – Instructions:

1. This TV is only available for watching DVDs.
2. Select HDMI from the TV Source button to watch DVDs and turn the DVD player on. The manual for the DVD player/recorder is there if you need assistance, or use the buttons on the side of the TV.

**TV/Home Theatre/DVD Player in Entertainment Lounge** – Instructions:

1. Use the AV Input button on the top right of the TV remote to choose between TV and DVD viewing. The Home Theatre/DVD unit needs to be on to receive home theatre sound. Instruction manuals are in the TV cabinet drawer if required. If you can't receive home theatre sound, unplug the DVD unit for 20 seconds and start again.
2. Use the Sky remote to select channels – it is the Basic package + Sport (there should be enough movies for you to choose from those on the shelves).
3. The TV remote also provides the option of complimentary Netflix and YouTube viewing.
4. Turn everything off at their respective power buttons when you have finished viewing.
5. The DVDs are generally shelved in alphabetical order. Please return to the shelves in their appropriate places.

**Heating (winter only)** – The house is centrally heated with under floor gas heating. The control is the brown unit on the wall in the dining area. Turn on by pressing the bottom middle button (on/off). A red light will come on and within a minute or so the heat will come through the floor vents in each room. The bottom right button should be set to manual operation. Adjust the temperature thermostat control knob to your desired level of comfort – 3 or 4 is usually sufficient. The house will be noticeably warmer after about 20 minutes of heating. **PLEASE TURN OFF BEFORE GOING TO BED OR LEAVING THE HOUSE.** Use the ceiling fan to disperse the heat more effectively. If there is no warm air coming from the floor vents after a few minutes it is more than likely that the pilot light on the heater has gone out. The heater is on the outside wall of the master bedroom (opposite the tool shed). Access via the deck off the bedroom and remove the cover at the base of the heater. Instructions for re-lighting are in the green folder. A small purple flame is visible when working.

Feel free to use the log fire in the dining/living area and or the conversation lounge. There is firewood in the garage available for your use. There is also an electric heater in the home theatre lounge. Please make sure the curtain is tucked away to the side of the heater when in use.

**Gym Equipment in Garage** – Feel free to use this equipment but take care with the heavier weights. Younger children should probably not use the gym equipment.

**Children and Water** – Please supervise young children at all times, particularly when they are near the lake edge or spa.

**Children & Food/Drink** – No children + food or coloured drinks in the bedrooms or carpeted areas please. If there are any spillages, consult the stain removal guide on the inside of the laundry cupboard door, and apply remedy as soon as possible.

**BBQ** – The BBQ unit by the spa has been decommissioned. Use the BBQ on the front deck. Turn on the gas at the bottle first then the burners as required. When finished, turn off all burners and turn the gas off at the bottle. Please leave clean after use and advise me if the gas runs out.

**Spa Pool** – The on/off button for the spa (both the pump and heater) is on the wall above and to the right of the spa. Turn on by sliding the button down. The temperature is shown on the heater unit in the covered pump/heater box to the left of the hot water boiler. It takes about 20 – 25 minutes to increase the temperature by 1 degree or an hour to heat 2.5 degrees. Allow sufficient time to heat the spa, particularly if it has not been heated or used the previous evening. One knob on the spa edge turns the circulation jets on and pressing the rubber button turns the air bubbles on and off. There are some older “spa” towels in the bottom of the linen cupboard in the hallway.

Please wash your feet first with the hose provided and lift the lids off the spa very carefully to avoid catching and chipping off the small blue tiles. This is an adult job as most kids will be unable to lift the lids clear of the tiles. Put the lids up against the BBQ area or concrete block wall while using the spa.

**HAZARD WARNING - Do not sit in front of the square inlet area – the suction against a person’s back can be very strong and painful.**

If you wish to use later than 10.30pm, please do so quietly. Turn off after use with the sliding button on the wall. Please turn the spa off if not intending to use. If water drops below the first row of blue tiles above the fibreglass, top up with the hose provided. **Do not operate if water level is below the tiles** – the heater will burn out. Replace the fibreglass lids immediately after use to retain heat.

**Kayaks and Dinghy** – The kayaks and dinghy are at the front right of the section looking towards the Lake. The paddles are in the compound next to the tool shed and there are life jackets in the garage. Please return the kayaks, paddles and/or dinghy to the same places when you are finished.

**Sprinklers (summer only)** – The property has an automated sprinkler system for the gardens and lawn which activates each morning during the warmer months. They come on progressively in separate zones, starting with the garden outside the master bedroom.

**Fuse Boxes** – There are 2 electrical fuse boxes for the house. The one on the back wall of the garage covers the main bedroom, adjacent lounge, laundry and upstairs flat. The hallway fuse box covers everything else. If a fuse trips, go to the fuse box and reset the appropriate switch.

**Garage Door** – To close the garage door from inside, press the labelled button next to the light switch by the fridge in the entrance area between the house and laundry. A remote is also provided here.

**Mind your Head and Step** – The large bedroom above the home theatre lounge has some low and unusual ceiling angles, which are sometimes hard to notice. Mind your head when walking about upstairs and be extra careful when descending the stairs. These can be slippery in bare feet or socks.

**Breakages and anything not working** – Please advise of any breakages or damage. I would ask that you replace any significant breakages or leave extra money for me to do so. Please also let me know ASAP (text, phone or email) if you discover anything not working or broken.

**Attic** – Please avoid the upstairs attic, which I use for storage or as a laundry drying room.

**Trout Flies (summer only)** – The lakes around Rotorua are renowned for producing trout flies over the summer months. These are small, black, swarming insects that can be a nuisance, but they don't bite. They are attracted to light in the evenings, so please use the screens on the windows and doors where available, or close windows and doors when there is a bright light on inside. They have a lifespan of about 24 hours and there will often be dead trout flies on the window sills in the morning. They leave black smudges when you try to clean them away so use a wet cloth, if necessary.

**Rubbish** – Please place rubbish destined for the Landfill in the wheelie bin with the red lid. Clean, recyclable material (cardboard, cans and clean, washed plastic (though no plastic bags)) should be left in the larger wheelie bin with the yellow lid. Any glass should be kept separate in the smaller blue or green plastic containers in the garage. Rubbish collection day is Thursday and Recyclables are only collected every second week. If you see other bins out in the street when you are staying, please take the corresponding bins to the top of the driveway if you are comfortably able to manage. Otherwise, I will come and take them up the drive after work on Wednesday on the tow bar of my car.

**On Departure** – Please leave the house in the condition that you found it and ready for the next visitors. There will sometimes be new visitors arriving on the same day as your departure. Please turn everything off, except the oven. Return all utensils, equipment, furniture and appliances to their original positions. The vacuum cleaner and mop are in the laundry, with a supply of cleaning products. Strip the sheets and pillowcases from the beds you have slept in and place, with used towels, in the laundry (not duvet covers unless soiled). Would you please wash your sheets and towels and hang them out on the line, if time and weather permit. Leave the washed linen and towels in the laundry baskets during the winter months. Please make the beds with the dry linen or, if still wet, use clean linen from the cupboard in the hall.

Alternatively (and if you have not already paid in advance via your booking site), you may leave \$75 and I will arrange for the laundry and housekeeping to be done on your behalf. Please advise ASAP if you want to exercise this option. Even if you have paid the \$75 cleaning service, if you have time, would you please strip the beds of sheets and pillow cases only and put the first load of washing on prior to departure? This is a great help to me if other guests are arriving later that day.

Unless alternative arrangements have been made please depart by 11.00am (there will sometimes be new guests arriving in the afternoon), close all windows and lock all exterior doors with the keys (except the access door from the dining room to the garage and do not use any locking bolts). Leave one set of keys on the kitchen table, **exit via the front door, lock it and leave the other set of keys in the combination lock box at the front door (combination 176).**

If you enjoyed staying at my house and if you have 2 minutes to spare at some stage, please review the property on the website that you made the booking. That would be much appreciated.

Thanks for choosing to stay at my property. Have a safe journey home and I hope to see you again!

*Best wishes  
Kerry Starling*