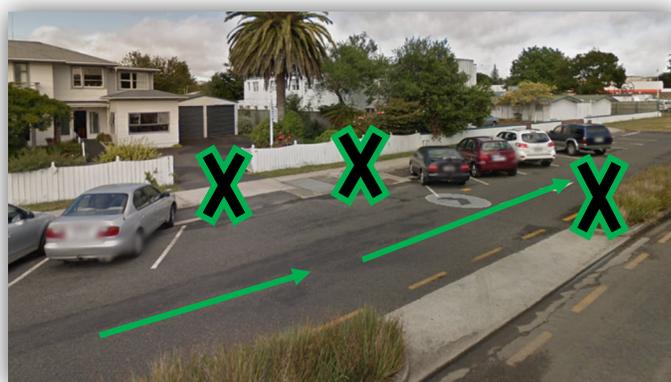


RELA Homestay Newsletter – August 2017

Thank you for your great support through this busy time. While we were juggling the comings and goings of 5 Tour Groups plus well over 100 regular students your speedy email and text replies were greatly appreciated! Thank you all, you are fantastic!

Parking and dropping off students

Please drop your student off and collect them on the school side of the road. We do not want students crossing Pukuatua Street. Also please do not angle park for drop offs or stop in or near the driveways. We have many problems caused by people backing out at the same time as others are trying to turn in from the road. We need you to let your student out and drive off. Please see the diagram below. Thank you for your help on this.



Main Office Driveway



Second Driveway to School Grounds



Brewster Room and B'Block Flats

Homestay payments

Homestay payments are made on Fridays and are direct credited each fortnight. Please refer to the attached Homestay Payments Policy for more detailed information.

Homestay requests

Can you please reply to these emails telling us if you can host the student or not. Either is fine, but if you can't host then it means we can move on quickly and ask another homestay. This is particularly important during our busy times.

New staff members

We welcome Paula Diaz to RELA. Paula is our Activities coordinator. She also looks after our South American and Spanish Market, and is part of the Homestay Team managing the process of bringing new homestays on board including all the homestay visits and some of the placements.

Murray Wade joined the RELA team this year as our Activities Guide.

Welcome Murray and Paula!



Communicating with us

We need to cut down the number of phone calls in the office. Please only phone if something is urgent. We like to have all messages by e-mail, as we often need to go back to check if there is miscommunication. If you need to get an urgent message to a student, please ask Paula or Reiko (whoever answers the phone) to pass it on - you don't need to ask for me (Teri).

I use my personal mobile for text messages that I want to pass on quickly. Some of your text replies brighten up my day 😊 however, if you need help after school or during the weekend, please always use the RELA number. Please email RELA english@rela.co.nz and in an emergency call the school number 07 3490473 (This is a 24/7 number and will be answered by one of our office staff).

If the address in your contacts is teri.rela@gmail.com please change it to english@rela.co.nz I use the Gmail account for **outgoing mail only**, this account only gets checked when I'm at work so we risk important email messages not being answered quickly if I am away.

Arrival and Departure Information

We can normally tell you what time your student will arrive or leave no later than the Thursday before they are due to come. We need to wait for the shuttle company to give us the estimated times. Sometimes you will have a student coming and another going. We ask you to please reply to each email to confirm that you have received each lot of information. Your speedy replies are much appreciated! **And it means much less chasing up for me to do, hooray!**

Activities at RELA

Our 1 - 3 activities timetable and after school and weekend activities are uploaded to the RELA website every Thursday. If you want to know what your activity student is doing or what we have planned please look here <http://rela.co.nz/accommodation/homestaying-rela/> The activity students are given a hard copy each Monday.

If a student is part of a Tour Group you will receive an itinerary, homestay contact list and in most cases your student's accommodation form a week or two before the group arrives.

When we send you the initial email with a homestay request if your student is part of a Tour Group we will tell you this. If they are not, then you can count on them being a regular student who has either enrolled at RELA independently or through an agent. These students do not have an itinerary.

If we have an accommodation form for your student we will email it to you. Unfortunately we do not receive these for every student.

If you are unsure of something a good place to start is your Homestay Manual or RELA contract. If you need a hard copy of either of these please let us know and we can have them ready for you to collect from the office. You will also find the most up to date Manual on our website <http://rela.co.nz/files/2014/07/Manual-for-Homestay-Families-Booklet.pdf>

Family photo

Would you mind sending us one or two nice clear family photos outside your home, preferably on a beautiful sunny day. We only need a couple, please. If you have no children then perhaps one of you doing something fun or with your pet/s 😊

Thank you for your continued support!

Chris, Teri and Paula 😊