



**CCEL**  
**CHRISTCHURCH**  
**COLLEGE OF ENGLISH**  
in partnership with the University of Canterbury

# Living in Homestay



Welcome to your CCEL Homestay experience! We're excited to have you here and hope you enjoy living in New Zealand. This guide will help you understand what to expect and how to have a happy and comfortable time with your Homestay.

## What Your Host Family Will Provide

Your host family will give you:

- Your own bedroom
- A comfortable bed with clean sheets and warm blankets
- Heating to keep you warm, like a heater and an electric blanket or hot water bottle
- A desk with good lighting to help you study
- A wardrobe or drawers for your clothes
- Your own house key
- A working smoke alarm near your bedroom
- Free Wi-Fi internet
- Breakfast and dinner on school days
- Breakfast, lunch, and dinner on weekends and public holidays
- The chance to practise speaking English together

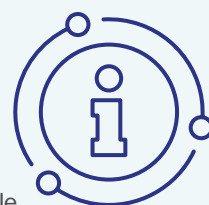
## What will life be like in your Homestay?

Homestay is not like staying in a hotel or guesthouse; in Homestay, you are part of the household. You'll get to join in everyday life and learn more about how people live here. Life may feel different from your home country, but don't worry – our friendly CCEL staff are always here to help.

Every family is different. You might live in a big or small house, with many people or just a few. New Zealand is a country with many cultures, so your Homestay family might come from different backgrounds too.

## Tips for a Happy Homestay

Every Homestay requires a period of adjustment for the host as well as the student. The longer you stay in the Homestay, the more comfortable you will feel. Here are some ideas to help you settle more easily:



- **Be friendly and polite.** Smile, say "please", "thank you", and simple greetings like "Good morning" and "Thank you for the meal". Even small words like these will help you feel more at home and improve your English.
- **Join in mealtimes.** Try to eat at least one meal a day with your Homestay family. It's a great time to talk and practise English! Please don't use your phone at the table – leave it in your room during meals.
- **Keep things tidy.** Make sure your room is clean and that you clean up after yourself in shared spaces like the kitchen and bathroom.
- **Practise English.** Your Homestay family, no matter where they are from originally, will help you practise speaking English. Don't be shy – try to talk every day!
- **If your Homestay goes away.** Sometimes your Homestay family may need to go away overnight. If this happens, they must let CCEL know. You might be able to stay home alone, or we may need to arrange a temporary Homestay for you.

## What are New Zealand homes like?

Everyone helps keep the home tidy. Your family will appreciate it if you help too, like making your bed or clearing your plate. You can do simple things like making your bed, clearing your plate after meals, and keeping your room neat. It's also kind to offer help with cleaning up after dinner – and your hosts will love it if you cook a meal from your country one day!

Some Homestay families will show you how to do your own laundry, while others may prefer to do it for you. Clothes may take a few days to dry, especially in winter, so be patient.

If you smoke or vape, please do it outside only. In winter, people wear warm clothes inside and use heaters – just remember to turn heaters off when you're not using them or if you go out. You can use the internet, but please only use legal websites to watch or download shows and music.

## How should you use the bathroom?

In New Zealand, most people take one short shower a day, usually no longer than 10 minutes. If your shower is too long, there might not be enough hot water for the rest of the family.

Bathrooms in New Zealand are not waterproof like in some other countries, and they don't have drains in the floor, so it's important to keep the bathroom dry. Please try not to splash water, and if you spill any, clean it up carefully. You can ask your Homestay family what to use to dry the floor. Water can cause serious damage, and if something gets damaged because the bathroom was left wet, you may be asked to pay for the repair.

If you're not sure how to use the shower or toilet, don't worry – just ask your host family for help. Also, please remember to buy your own shampoo, soap, toothpaste, and other toiletries. You can bring them from home or buy them at a local supermarket.

## What about food and mealtimes?

Your family will give you breakfast and dinner on school days, and all meals on weekends. Breakfast and weekend lunches are usually simple, and you'll serve yourself. Your host family will show you where everything is and what you can eat. If you plan to be out for dinner, just let your family know beforehand.

## How can you get along with your host family?

Your host family is excited to get to know you and help with your English. Dinner and evenings are great times to chat and practise your English – try to join in! If you'll be home late or away overnight, please tell your family so they don't worry. Communication is key to success in a Homestay.

Most New Zealanders go to bed around 10 or 11 pm, so if you're still awake, please be quiet so you don't disturb them.

Part of the reason you have decided to study in New Zealand is to have a new experience so make the most of being in a new place! Even if you love spending time with your Homestay, make sure to go out exploring on your own or with friends. Talk to new people, see new places, have good stories to tell. There are so many cool things you can do cheaply or for free.



## What should you do if you're not happy in your Homestay?

If you have any problems, please talk to the Homestay Team. You can also email [homestay@ccel.co.nz](mailto:homestay@ccel.co.nz) anytime. We want you to be happy in your Homestay and are here to help!

## How can you extend your Homestay?

If you want to stay longer, please get a Homestay Extension Form from Reception and ask your host family to sign it. Remember to pay CCEL at least a week before the extra time starts – don't pay your host family directly. You can only extend while you're still studying at CCEL.

## What do you need to do when moving out?

Before you move out, please tidy your room and make sure you pack all your belongings – including laundry, phone chargers, and anything else you brought. Don't forget to thank your Homestay family for welcoming you into their home!

If you decide to move out of your Homestay early, you need to let both CCEL and your host family know at least one week before you leave. You'll also need to collect an Early Departure from Homestay form from Reception and ask your Homestay family to sign it. CCEL will refund any Homestay fees you've already paid for the time you won't be staying.

## What do you do if you want to take a holiday from your Homestay?

If you want to take a holiday while you're living in a Homestay, you'll need to get a Holiday Form from CCEL Reception. Please fill it out and return it at least one week before you plan to go. Holidays must be taken from Monday to Friday.

- If you're going to be away from your Homestay for **7 consecutive nights or more**, you only need to pay **\$25 per night** to keep your room while you're gone. CCEL will refund the extra Homestay fees at the end of your stay. Just remember – you must tell your Homestay at least one week before you leave, or you won't get a refund.
- If you take a break from studying at CCEL but choose to **stay in your Homestay** during that time, you'll need to pay an extra **\$20 per night** as a Homestay Supplement. You can pay this at Reception.

We hope you have a wonderful time with your Homestay! If you ever have questions or need help, please come and talk to us – we're happy to support you.

## CCEL Christchurch

University of Canterbury Campus  
Solway Avenue, Ilam, Christchurch  
PO Box 31212, Christchurch 8444,  
New Zealand

**Ph** +64 3 343 3790  
**Fax** +64 3 343 3791  
**Email** [study@ccel.co.nz](mailto:study@ccel.co.nz)

