



Residents' Code of Conduct

1. Silence
 - 1.1 Silence must be observed after 9 p.m. on Sunday to Thursday. Silence must be observed after 10 p.m. on Fridays and Saturdays.
 - 1.2 Music and T.V. must be of no disturbance to fellow residents at anytime. Use headphones if necessary.
2. No Smoking in any Avalon Buildings

No smoking is allowed in the buildings according to government regulations (dining-room, toilets, bathrooms, passages, rooms and vehicles.)
3. Alcohol / Swearing / Shouting
 - 3.1 No abuse of alcohol, medication or any other substance will be tolerated.
 - 3.2 No swearing and shouting among residents or to staff will be allowed.
4. Respect and Consideration
 - 4.1 Respect the privacy of fellow residents by knocking on the door. Wait to be invited in. Don't just enter.
 - 4.2 Respect the property of fellow residents. Don't take anything from anyone without permission.
 - 4.3 Treat fellow residents and all staff members with respect and consideration.
 - 4.4 Treat management and board members with respect.
5. Visits in Rooms and Outside Visitors
 - 5.1 Residents are allowed to visit one another in rooms until 9 p.m.
 - 5.2 Outside visitors are allowed until 9 p.m. NO STAY-OVER IS PERMITTED.
 - 5.3 Residents will be held accountable for the behaviour of their visitors.
6. Respect for Property
 - 6.1 Banging of doors is not permitted.
 - 6.2 The damage of any property, in anger or not, is not permitted.

7. Dining Room & Kitchen

- 7.1 Acknowledge kitchen staff by saying ‘Thank you’ and ‘Please’.
- 7.2 Complaints are to be noted in the suggestion file in the office.

8. Hygiene

- 8.1 Bath regularly. Keep hair and nails tidy and clean.
- 8.2 Keep bedrooms clean and tidy.
- 8.3 Flush toilet after use.
- 8.4 Clean bath after use.
- 8.5 No items such as catheter parts, linen savers or plastic bags to be flushed down toilets.
- 8.6 No littering(including cigarette butts)

9. Outside Gate

- 9.1 Gate will be locked at 9 p.m. at night.
- 9.2 Use of gate after 9 p.m. needs to be arranged with security officer.

10. Lights and Heaters

- 10.1 Please switch lights and heaters off when not in use.

11. Transport

- 11.1 I will obey all the rules whilst using Avalon vehicles/
- 11.2 I will wear seat belts.
- 11.3 I will pay the required fee

12. No Loans / Buying / Selling

It is not permitted to borrow, lend, buy or sell personal belongings/property/money to or from fellow residents, any employee of Avalon or one of their Outsourced Companies.

The following action will be followed if the Code of Conduct is not adhered to.

- a. Resident will be requested to meet with management to explain his/her action.
- b. If resident breaks the Code of Conduct, then he/she will be given a (written) verbal warning or a written warning.
- c. After three written warnings, a final warning will be issued.
- d. A disciplinary inquiry may be arranged at the discretion of management with an independent attorney acting as the chairperson of the inquiry.
- e. Management reserves the right to issue a FINAL written warning and/or terminate residency at any time Management deems it necessary in the interests of the Avalon Association.

Signed: _____ Date: _____

Print Name: _____

Witness: _____

Print Name: _____

This Code of Conduct replaces all previous Codes of Conduct. (Updated 15/1/2013)

