

# AVIVA House Rules

## Dear Volunteer...

We want you to have a thoroughly enjoyable and rewarding stay with us in South Africa – and a fun one too. With experience we have found that certain actions by a minority can have a negative impact on the majority of volunteers who understand the need for guidelines which allow everyone to enjoy the accommodation at AVIVA House.

To help us maintain the high standards of cleanliness, comfort and safety that make AVIVA House a home from home for all of our volunteers, please read these House Rules and abide by them throughout your stay, thank you!

### General

1. At all times of day, please be respectful of others where noise levels and cleanliness are concerned.
2. Please clean up after yourself as you go. Everyone has the right to find the house in a reasonably clean condition at any time of day, so please don't leave anyone to battle through your leftover mess whether it be in the bedrooms, showers, kitchen, lounge or garden.
3. Noise levels must be kept to an absolute minimum after 10pm, especially in areas of the house & garden close to bedrooms to avoid disturbing anyone who might be trying to rest. Please restrict late night activities to the lounge or the rear garden where you will not disturb others.
4. If you are entering or leaving the property late at night or early morning, please do so quietly!
5. AVIVA House is a NO SMOKING area. Smoking is restricted to the front and rear garden. Cigarettes must be extinguished in the ashtrays provided - lit cigarettes may not be brought into or through the property for any reason – similarly, smoking in doorways is not permitted.
6. Any volunteer caught in possession of, or found to be using illegal drugs at AVIVA House or during their stay in South Africa will be escorted from the premises and may be reported to the local authorities.
7. For your own security ensure the security gate is locked every time you enter or leave the property.
8. If you are the last person to leave the property at any time of day, please ensure that all windows and doors are locked before you go.
9. Please switch off lights/TV as you leave the room if they are not likely to be needed for a while.
- 10. Without exception, volunteers are not allowed to bring guests into AVIVA House or to invite them to stay overnight without express permission from an AVIVA team member.**
11. Care of AVIVA House & its contents – Replacement/repair costs for items of property or structure damaged through reckless and/or inappropriate behaviour will be charged to the individual concerned.
12. Please take good care of the keys issued to you – Replacement costs for lost keys will also be charged to the individual concerned.
13. Laundry – The local laundrette offers a drop-off and collect service for your personal laundry, which includes powder, conditioner, wash, dry and fold. If you choose to wash your smalls in the shower please hang them on the washing lines provided. Except for the washing line area, no items of personal laundry are to be left hanging anywhere in, on or around the house, garden, fence or balconies.

## Swimming Pool

14. No food or drinks are to be taken in the pool.
15. No pushing, running, jumping or dive-bombing is allowed in the pool area.
16. Please dry yourself before re-entering the house or lying on your bed.
17. Please do not carry wet/dripping items through the house!

## Showers & Toilets

18. Please leave the showers and toilet areas in a clean condition after every use.
19. Towels are not to be left in the shower areas, please use the end of your bed or the washing lines for this purpose.
20. Personal toiletry items must be kept in your own toiletry bag in your room and not left lying around in the shower rooms or any other part of the house – any items left in this manner may be removed for safe keeping.

## Bedrooms

21. Please use the cupboards and hanging space, which are provided for your use – to ensure there is equal space for everyone, please use one shelf only.
22. Personal belongings must not be left lying around the room, likewise, laundry and any items likely to offend the noses of your roommates should be kept in a laundry bag and washed at the earliest opportunity. Any items left lying on the floor will be removed for safe keeping.
23. Respect the wishes of others who may need more sleep than you. If you wish to read late please use the lounge, if you arrive home late at night please try to avoid waking anyone else up.
24. Linen is changed every Thursday - If you would like your linen changed, please strip your bed and leave your used linen on your bed ready for collection. Please leave your duvet & pillows on your mattress ready for the House Keeper to make your bed with clean linen.
25. Baphumelele & Masigcine volunteers take their current bedding on shift with them - a freshly made bed will be ready for you on return to AVIVA House.
26. Please note: Although we have no problems with volunteers getting together, bed-sharing in the dorm rooms is not permitted. If you do feel that you want to get to know each other better, we can recommend local backpackers and hotels that can provide you with a private room.
27. Beds – Unless your linen requires changing, you must make your bed each morning and ensure that your personal items, clothing, toiletries etc are packed away neatly. If your project does not require you to spend nights away from AVIVA House, you must keep the bed allocated to you for the duration of your stay – depending on requirements at the time, the Volunteer Coordinator may allocate a different bed to you from time to time. Volunteers on shifts (e.g. Baphumelele or Masigcine) are likely to be allocated a different bed after each shift.

Continued on next page...

## **Lounge**

28. Please take care when handling the Hi-Fi, TV and/or DVD.
29. Please switch off the Hi-Fi, TV/DVD if you are the last to leave the room.
30. Please return DVDs, CDs, books and magazines to where you found them and keep the coffee table clean and tidy.
31. After lounging on the settee, please replace sofa cushions.
32. Take care when preparing the fire and use only the firelighters, lighter, wood, tools & fireguard provided – if in doubt please ask. If embers are still burning in the fire at the end of the night, make sure the fireguard is fitted and that no flammable items are left in the vicinity of the fire.
33. Ensure that candles are extinguished if you are the last person to leave the room.
34. Personal items must not be left in the lounge – this includes clothing, shoes, ipods etc – any items left in this manner may be removed for safe keeping.

## **Volunteer Coordinator's Office**

35. The office is normally open during working hours Monday to Friday (except public holidays) – the office will be locked when the Volunteer Coordinator is absent. Entry may also be restricted if a private meeting or welcome brief is taking place.
36. A selection of reference materials and books are available in the office for volunteers, though these must not be removed from the office without permission from the Volunteer Coordinator.

## **Volunteer PC & Internet Access**

37. A Volunteer PC is available for Internet Access and for burning your digital photos to a CD.
38. We will provide you with an Internet Account and R30 of credit to get you started. You can then top-up your credit for approx 45c per Mb as you need it.
39. Food and drinks are not permitted at the computer desk.

## **Kitchen**

40. After every meal or drink, please wash, dry and put away any items you have used.
41. Please wipe down the worktop, cutting board, oven, hob and sink area after every use (South African insects love your leftovers!).
42. Keep a regular check on your food in the fridge to make sure it is still fresh. Any food which is found out of date, leaking or inadequately packaged will be thrown away to prevent cross contamination.
43. Try to keep your food to a specific area of the fridge to avoid mix-ups.
44. Please label your food if it has to be used within a certain period after being opened.
45. Please make use of your personal lockable cupboard for valuable items, laptops, passports, dry groceries etc.

Thank you for taking the time to read this. If there is anything you're not sure of please ask and a member of the AVIVA team will be happy to assist!