

ARCADIA HOUSING AUTHORITY

CUSTOMER CODE OF CONDUCT

Arcadia Housing Authority (AHA) provides important housing services to the public in the AHA service area. Safety is the critical principle by which AHA operates. A successful partnership between AHA and the public is dependent upon AHA employees and the public behaving in a mutually respectful and courteous manner. In an effort to improve the experience of its applicants, residents and public at large, the AHA Board of Commissions have adopted a policy that is commonly referred to as the Customer Code of Conduct (**Code**). The Code sets out prohibited behaviors for everyone who communicates with AHA staff in the course of access or use of AHA operations. It authorizes certain personnel to expel from AHA property persons who commit Code of Conduct Violations (as defined herein) for a minimum period of 12 business hours and terminate further communications with those individuals until such conduct has been resolved.

POLICY

It is the mission of the AHA, through the efforts of dedicated, well-trained employees, to provide a safe and secure environment for customers and employees to exchange communications at the AHA. AHA has established a Customer Code of Conduct to promote a mutually respectful operating environment for its residents and public at large. A Copy of this Policy shall be displayed and publicly posted for customer reference in the AHA Lobby and Administrative Office.

VIOLATIONS AND PROHIBITED BEHAVIORS

No individual may engage in inappropriate conduct on, at, or in, either the public or non-public areas of AHA facilities, including at administrative offices, common areas of AHA properties, operational and maintenance facilities.

The following are those behaviors and activities that are prohibited at AHA:

A. Animals

Bringing any animal other than a guide dog or service dog other than a service animal as permitted by federal statute or regulation onto AHA property without advance authorization from the AHA. Guide dogs and service dogs are permitted provided that such guide dog or service dog is accompanied by a disabled person, blind person, person with visual disabilities, deaf person, or a person who is responsible for training a guide dog or service dog.

B. Commercial Activity/Solicitation

1. Soliciting money or selling goods or services for a fee on any AHA properties or facilities without the express permission by the AHA.
2. Delivering or distributing handbills or flyers of a commercial nature on any AHA properties or facilities without the express permission by the AHA.

C. Conduct/Civility

1. Spitting, defecating, or urinating.
2. Discarding litter, except into receptacles designated for that purpose.
3. Bringing commercial or large-size shopping carts onto AHA properties.
4. Roller-skating, roller-blading, or skateboarding on AHA sidewalk areas.
5. Indecent exposure.
6. Stealing or willfully damaging, defacing, or destroying AHA property.
7. Otherwise disorderly or inappropriate conduct that is inconsistent with the orderly and respectful communication with AHA staff and Authority representatives.

D. Food, Drink, Alcohol, and Drugs

1. Consumption of food or possession of any open food container in AHA Lobby areas or consumption or possession of any open beverage container. This prohibition does not apply to a person providing food or beverage to any child under age five.
2. Drinking alcoholic beverages or possessing open containers of alcoholic beverages on AHA property.
3. Smoking tobacco in any form, or using electronic cigarettes or vaporizers, on the premises of administrative offices or maintenance facilities

E. Noise and Behavior

1. Playing any radio; cassette, cartridge, or tape player; or any similar device, including but not limited to: a CD player, an iPod, an MP3 device, or a mobile phone, unless such device is connected to an earphone that limits the sound to the hearing of the individual user.
2. Engaging in indecent, profane, boisterous, unreasonably loud, or otherwise disorderly conduct under circumstances in which such conduct tends to cause or provoke a disturbance. This is not intended to prohibit ordinary conversation between staff and/or the general public in normal conversational tones.
3. Causing sounds that are unreasonable and highly disruptive of other individuals using AHA facilities or services, including but not limited to: loud, abusive, indecent, profane, or drunken conduct.
4. Fighting.
5. Behavior that is disruptive, harassing, or threatening in nature to AHA customers or employees.

F. Weapons

1. Carrying or possessing a firearm if customer does not have on his or her person a valid weapons carry license issued pursuant to federal & State Law.
2. Lighting an incendiary device (e.g., match, lighter, torch).

IMMEDIATE EXPULSION FROM AHA PREMISES

AHA staffs are authorized to inform any person observed violating the AHA's Code of Conduct that unless they cease and correct such conduct, they will be expelled immediately from AHA property. If after such warning the individual(s) do not cooperate with such order, AHA staff is authorized to immediately contact the Arcadia Police or Sheriff's Department who then escort the violator off the premises and may be criminally trespassed from the AHA property.

Any expulsion order issued under this section shall be effective for a minimum of 12 business hours following the expulsion. Failure to immediately comply with an expulsion order and remain off AHA Property while the expulsion order is in effect shall be grounds for issuance of an

order for criminal trespass. A person can be expelled from AHA Property by AHA staff either orally or in writing.

Any AHA Staff issuing such order shall prepare and submit to the Executive Director a written summary of the facts accurately recording the circumstances pertaining to the violation. The Executive Director shall then render a final decision/determination in the matter which may include, direct counseling of violator, affirm or resend expulsion and/or take any other action deemed appropriate to diffuse or resolve the conduct violation.

BE IT FURTHER RESOLVED that such Customer Code of Conduct is adopted via Resolution 15-10.

ADOPTED THIS 19th DAY OF NOVEMBER 2015

BOC Vice-Chairman, L. Velasco

Executive Director, Becky-Sue Mercer