

This Code of Conduct is a common sense list of guidelines to make things more pleasant for everyone taking part in resident involvement activities. The purpose is to contribute to a positive and constructive atmosphere for all tenants and leaseholders, officers, contractors, councillors and guests, and to ensure that everyone understands what behaviour is expected from them.

If someone breaches the Code of Conduct at a meeting or activity they will be asked to modify their behaviour or leave. If a person continues to breach the Code of Conduct, despite having what is acceptable behaviour explained to them, they could be suspended from resident involvement activities.

General behaviour in resident involvement activities or groups

- Act with fairness, courtesy and respect.
- Listen to others views and don't interrupt or dominate discussions.
- Make positive contributions especially when offering constructive challenge.
- Work together to achieve objectives.
- Don't use insulting or threatening language, discriminatory remarks or raise personal disputes. This covers in person, by phone, written, text, email or on the internet.
- Make sure you are representing the groups' views when communicating on behalf of an association or residents' group.
- Don't expect preferential treatment from councillors, officers or contractors as a result of being involved.
- Always use the established procedures to report issues such as repairs, complaints, request for service, etc even if they have been reported before.

Before a meeting, training session, workshop, or association activity

- Send apologies if not able to attend.
- If there are papers read them in advance.
- Try to arrive in time for a prompt start.

Conduct in Meetings

- Contribute only 'through the chair' by seeking their attention.
- Not to interrupt the meetings by holding conversations with others.
- Operate within the rules set out in the terms of reference or constitution.
- Declare any potential conflicts of personal interest that can affect discussions.
- Make new residents, visitors and observers feel welcome, and give new participants the opportunity to speak and become involved.

- Accept that the purpose of council led meetings is to benefit tenants generally and not individuals.

Role of the Chair

- Manage the agenda and timing of meetings.
- Encourage all to participate and to allow all attendees reasonable opportunity to speak.
- Sum up at the end of each discussion topic from agenda.
- Ensure that no personal motives or interests affect a judgment of decisions or any actions.
- Undertake initial or regular training on 'chairing skills'.
- If someone breaches the code of conduct explain that if they do it again they could be asked to leave the meeting.

Confidentiality

Residents must:

- Respect all individual tenants'/residents' confidentiality, whether present or not.
- Refrain from mentioning in public specific individual cases which may cause embarrassment or the identification of an individual.
- Not disclose any information shared with or by the officers that is of a confidential or commercially sensitive nature.

Financial responsibility

Residents who are acting on behalf of other residents (eg as a committee member of a TRA) are in a position of trust. They must, where finance is involved:

- Take reasonable care in management and accounting of funds.
- Ensure that accounts are accessible and available for audit.
- Spend money only on things that have been agreed by the committee.
- Make sure funds are used properly and there is consultation with members about expenditure, (not required for small running costs).
- Not obtain a personal gain or achieve ulterior objectives.
- Take reasonable care and precautions where property or facilities are made available for use (eg equipment should be stored properly so it is not stolen).