



Chase Tenants and Residents Federation

Code of Conduct

This document sets out:

- How members are expected to conduct themselves
- Ground rules for open or general meetings to which all tenants, residents or the general public are invited
- The importance of confidentiality
- Discrimination – abiding by our Equality and Diversity Policy
- Conflicts of interest
- Political affiliation
- Abiding by our Constitution
- Dealing with breaches of the Code of Conduct

Members Conduct

Members should at all times:

Be responsible for ensuring they are prepared for meetings by reading all relevant papers and bringing them to the meeting.

Follow the guidance of the Chair in the conduct of the meeting.

Speak through the Chair and keep to the subject being discussed. Only one person should speak at a time and there should be no cross talking.

Be respectful and courteous to each other; support and assist other members in seeking the best solution to problems being discussed.

Allow each other the opportunity to speak and comment.

Follow the agenda and help each other to reach effective decisions.

Remember you are representing the views of (and are accountable to) your community or your residents group.

Be mindful that the purpose of the meeting is to benefit tenants and residents generally and not specific individuals.

Bear in mind the rights of individual tenants and residents, and the duties of staff when proposing solutions to problems.

Get agreement from the Federation, prior to speaking or writing on behalf of the Federation. All correspondence sent on behalf of the Federation should be made available to all members.

Operate within the rules laid down in the Constitution.

Abide by the terms outlined in the following sections.

Ground rules for open meetings

- No cross talking
- Keep to time and stick to the agenda
- Be open
- Listen to each other
- Staying relevant – keep to the point
- Respect others views
- No abusive or racial language

Confidentiality

Members must respect all individual tenants'/residents' confidentiality, whether they are present or not, and refrain from mentioning specific individual cases which may cause embarrassment or identification of an individual.

Any information or items discussed with the landlord that is of a confidential nature, must not be disclosed to anyone else **provided** the landlord has clearly stated the confidential nature of the information or item.

Respecting confidentiality is not just a fundamental right, it is a legal obligation.

See also Section 12 of the Constitution.

Discrimination

No member will discriminate on any ground against any other member of the Federation or public. Discriminatory behaviour will not be tolerated.

All members will abide by our Equality and Diversity Policy.

See also Section 10 of the Constitution.

Conflicts of interest

Individual members:

Should disclose any interest, whether personal or on behalf of any group they represent, that they consider may affect or influence their approach to the matter under discussion.

Must understand that membership of the Federation does not entitle them to more (or less) favourable treatment by staff.

Must use the normal procedures for reporting repairs, complaints etc.

See also Section 5.5 of the Constitution.

Political Affiliation

Individual members may be affiliated to, or be members of a political party but they must not represent a political party in their role as a member of the Federation.

Paid up members of a political party must advise their Association, in writing, of a) their membership of a political party and b) their agreement that they will not bring politics into any Association meeting or discussion.

Paid up members of a political party must advise the Federation, in writing, of a) their membership of a political party and b) their agreement that they will not bring politics into any Federation meeting or discussion.

Paid up members of a political party cannot be proposed, or otherwise elected, as an Officer of the Federation's Executive Committee.

See also Section 5.4 of the Constitution.

Abiding by the Constitution

All members should familiarise themselves with, and abide by, the Constitution.

See also Section 8 of the Constitution.

This Code of Conduct will be used in conjunction with the Constitution.

Breaches of the Code of Conduct

If a member of the Federation does not abide by the Code of Conduct, the Chair will implement the procedure outlined in Section 8 of the Constitution.