

Tenants and Residents Committee

CODE OF
CONDUCT

FOUNDATION HOUSING LTD TENANTS AND RESIDENTS COMMITTEE

CODE OF CONDUCT

Last updated: July 2021

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PURPOSE

To ensure a shared understanding of the expectations of TRC members, the Code of Conduct is a guide to appropriate behavior while representing the Foundation Housing TRC. All TRC members will be required to agree to the following Code of Conduct.

RESPECT

Discussions concerning the TRC should be professional and constructive.

TRC members will listen to one another's opinions in an unbiased and non-judgmental manner, and allow others to speak without interruption.

Respectful and constructive communication is expected during meetings and when representing the TRC to external third parties including other tenants, residents, Foundation Housing staff and other organisations.

TRC members are expected to value and embrace the diversity of views, beliefs, culture and lived experience within the TRC.

CONFIDENTIALITY

TRC members are required to keep matters discussed in the TRC confidential unless otherwise indicated.

Within a meeting setting there may be some sensitive matters that arise which may be strictly confidential. In these circumstances, a declaration of confidentiality will be raised by the Chairperson, or Foundation Housing staff member and recorded in the minutes of the meeting. TRC members are required to keep such matters discussed in the TRC confidential.

All private and personal information about TRC members is confidential.

EFFICIENCY

For the efficient and timely running of the TRC, the Chairperson will attempt to address all items raised on the agenda within the time allotted for the meeting. To assist with this TRC members will:

- come prepared for meetings
- arrive on time for meetings
- endeavour to contribute where possible, as required and as time allows
- stay on the topic of the agenda item being discussed
- inform the Chairperson if unable to attend a TRC meeting.

PERSONAL BOUNDARIES

Personal boundaries are rules which a person creates to determine reasonable, safe and permissible ways for other people to behave around them.

TRC members are encouraged to be sensitive to the personal boundaries of others. This might mean:

- asking if someone is comfortable with how close you are sitting near to them and/or whether they want you to touch them in any way including hand shaking and or hugging
- not presuming that TRC members will want to share emails with each other or have contact with each other outside of the TRC
- not being offended if someone does not want to discuss their home or personal life.

BREACH OF CODE OF CONDUCT

Following the Code of Conduct will help the TRC meetings to run smoothly, with a collective understanding of the expectations we have of each other. When there seems to be a breach of the Code of Conduct the following process needs to be followed:

- Breaches of the code of conduct will be investigated and managed as appropriate by the Secretary;
- If members are aware of breaches of the code of conduct, they should draw this to the attention of the Chairperson or FHL staff.
- Complaints between members should initially be resolved amongst each other
- If this step is unsuccessful in resolving issue, the Chair is informed and participates as a third member to try and resolve issue without impacting the TRC.
- Mediator/ Secretary to work with members to help resolution
- If unresolved, and one member needs to be removed, the Chair, Secretary and one TRC member, chosen by both conflicting members, decide on outcome.

TRC MEMBER AGREEMENT

I, _____, agree to abide by the Foundation Housing Tenants and Residents Committee (TRC) Code of Conduct as set out in this document.

Date _____