

Code of Conduct

Introduction

This Code of Conduct sets the standards for how Forum members should behave towards each other, Newlon staff, contractors and other residents in carrying out their work.

Personal conduct

At all times, members are expected to:

- Work towards achieving the aims of the Forum.
- Always operate within the rules laid down by the Forum's constitution.
- Treat each other, Newlon staff, contractors and other residents with courtesy and respect at all times.
- Respect each other's views, even if they are different.
- Conduct themselves in a way that does not discriminate on any grounds against any other member, resident, contractor or Newlon officer. Discriminatory language will not be used in discussions. All those who attend meetings have the right to be treated with dignity and respect, regardless of their race, colour, ethnic or national origins, nationality, gender, marital status, age, sexuality, religion, or any other matter, which causes people to be treated with injustice.
- Not behave in any way that brings the Forum or resident involvement generally, into disrepute.

Conduct at meetings

Forum members are expected to:

- Arrive on time so that meetings can start on time.
- Always cooperate with the Chair, to help them get through the business of the meeting.
- Listen carefully to what each other has to say – without interruption.
- Work positively together by supporting the collective views of the Forum – even if they personally disagree.

- Come prepared to meetings by reading all the paperwork beforehand and bringing it along, with a digital device to view it on wherever possible.
- Make sure their mobile phone is switched off or kept on silent.
- Skills. Forum members are expected to:
Keep abreast of current housing legislative and regulatory requirements.

Confidentiality

Forum members are expected to:

- Treat as confidential any information they receive that has not been made public.
- Respect the confidentiality of any personal information they receive.

Conflicts of interest

Forum members are expected to:

- Declare any conflict of interest that affects their ability to remain impartial in the Forum's work. A conflict of interest occurs when a member's personal or business interests affects their ability to fairly represent the best interests of all residents. See the constitution for further guidance.
- Always use the agreed Newlon procedure for reporting repairs or making any other service request about their property.
- Never use their position to seek special treatment for themselves, their family, relatives or friends.

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

Expenses and other support

Forum members are expected to follow the 'Residents' expenses and support policy' when making a claim and produce a receipt for out-of-pocket expenses when required.

Breaches of this Code of Conduct

All Forum members are expected to abide by this Code of Conduct. They will be responsible for their own conduct; where this is inappropriate and interferes with the functioning of the Forum, the Chair will intervene.

Breaches of the Code at Forum meetings will be dealt with by either:

- A warning.
- A five minute timeout.

For a serious breach, the member can be excluded from the meeting. Forum membership can be withdrawn if a serious breach is proven.