

## Metropolitan housing Partnership Group Code of Conduct for Tenant and Resident Associations

1. Purpose of the Code of Conduct  
This Code of Conduct explains how members are expected to carry out their duties. Members should be mindful at all times that they are representing the views of the *name of TRA*. All members are expected to abide by the following rules.
2. Confidentiality  
The business of the *name TRA* may involve members dealing with issues that may be of a sensitive and/or controversial nature (although this will be very limited).
  - Members must exercise discretion and care in performing their duties and responsibilities;
  - If confidential information is discussed it must not be passed on to anyone who is not a member unless otherwise agreed at a *name TRA* meeting;
  - When committee members leave or resign from the *name TRA*, they are expected to continue to act with discretion and not disclose confidential information they were party to during their term of office as a *name TRA* member;
  - Upon leaving the *name TRA*, members must return all equipment and confidential paperwork.
3. Conduct of meetings  
Members must at all times observe accepted practice while taking part in a meeting:
  - To arrive on time for meetings and observe the *name TRA* meeting ground rules;
  - To follow the guidance of the Chair in the conduct of the meeting;
  - To be courteous to each other and support and assist other members in seeking the best possible solution to problems being discussed;
  - To allow each other the opportunity to speak and comment;
  - To remember that the purpose of the meeting is to benefit members generally and not specific individuals. Personal issues should not be raised;
  - Not to speak on behalf of the *name TRA* outside of meetings without prior agreement from the group.
4. Externally  
Members will at all times pay due respect to the *name TRA* and individual members.
5. Conflict of interest  
*name TRA* members:
  - Must not expect favourable treatment by *name landlord* staff, nor should they be treated any less favourably: e.g. completion of repairs or housing allocations etc;
  - Must use current *name landlord* procedures when reporting repairs, problems and in making complaints etc;
  - Must disclose if they have an interest in any contracts being awarded by *name landlord* or MHP, for example if they have a close relative working for a

company bidding for a repairs contract. In these circumstances, individual *name TRA* members must abstain from discussions and decisions about an item in which they have a personal, financial or material interest.

6. Partnership

- *name TRA* members, *name landlord* staff and other partners should at all time work in an atmosphere of mutual respect and courtesy;
- When dealing on behalf of the *name TRA* with *name landlord* or MHP or other relevant organisations, the *name TRA* committee members must ensure that any views they put forward have been agreed at properly convened meetings of the group;
- Members expressing personal opinions outside of *name TRA* meetings must ensure that they do so strictly in a personal capacity.

6. Equality & Diversity

- The *name TRA* has an Equality & Diversity statement which every member must adhere to.
- No *name TRA* members will discriminate against any other member, member of *name landlord* staff or other partners. Discriminatory language or behaviour will not be tolerated and could result in disciplinary action.

7. Constitution

It is important for *name TRA* members to be aware of the constitution of the group and adhere to it at all times.

8. Attendance

*name TRA* committee members are expected to regularly attend meetings. Non attendance at three meetings without prior notification could lead to an individual no longer being considered as a member of the group. Attempts will be made by *name landlord* staff and other members to make contact with absent members.

9. Breach of Code of Conduct

Breaches of the Code of Conduct will result in a member being subject to the *name TRA* disciplinary procedure which could result in suspension or dismissal from the group.

**Declaration**

I \_\_\_\_\_ (please print name) hereby confirm that I have read and understood the Metropolitan Housing Partnership Code of Conduct for TRA's. I agree to abide by the Code of Conduct at all times during my membership of the group.

Signed \_\_\_\_\_

Date \_\_\_\_\_