

South Cambridgeshire District Council

Code of Conduct for all Tenant Involvement

1. A member of the Housing Engagement Board, panels and working groups must:
 - a. Promote a working environment that is welcoming, cooperative, and productive.
 - b. Be courteous and respectful to others.
 - c. Work for the public interest.
2. We encourage good behaviours and we want to build a cohesive team, so members must not:
 - a. Interrupt or speak over people.
 - b. Bully or threaten any person.
 - c. Verbally attack, insult, or use language that can cause distress, in or outside the meetings, or on social media.
 - d. Seek preferential treatment for themselves, friends or relatives.
 - e. Use social media or other communication channels to make personal, discriminatory or political statements / comments when acting on behalf of SCDCs involved tenant groups.
 - f. Do anything which may cause the authority to breach any of the equality enactments (Equality Act 2010).
3. Confidentiality
 - a. Members must keep all non-public information or internal paperwork they obtain through their role confidential and in a secure place until it is in the public domain. This includes documents or information held electronically. Such paperwork should be disposed of via shredding or confidential waste disposal and not through general / household waste and recycling.
 - b. Members must not disclose or distribute confidential, personal, and / or commercially sensitive information.
 - c. Members must not use any information obtained through their role for personal gain nor pass it to others who might use it in such a way.
4. Expenses
 - a. Expense forms will be supplied to members to claim.
 - b. Members should ensure that any expense claims are accurate and evidenced as agreed and in line with carrying out their role.

5. Gifts and Hospitality

- a. Members should report any gifts and hospitality offered to them in relation to their role on the Board / panel / group to the Resident Involvement Team.
- b. Members will not accept or give any gift or hospitality from or to staff members, contractors, or residents.

6. Supporting the effective running of meetings

- a. The role of the Resident Involvement Team is to help facilitate meetings and any tenant involved activities. Members should respect the capacity and resources of the team and not make unreasonable demands on their time. Requests for additional information should generally be made via the Chair.
- b. Make decisions which are fair and equitable to all tenants and leaseholders.
- c. Read information and prepare for discussions.
- d. Give apologies for absence in advance of the meeting and attend meetings on time.
- e. Understand and support the role of the Chair, adhering to the Chair's instructions regarding agenda items and points of discussion.
- f. Declare any conflicts of interest (such as family, business or financial involvement) in any matter under discussion. Should a member have a conflict of interest, they shall recuse themselves from the meeting for the duration of the discussion.
- g. Respect the decisions reached by the group and refrain from raising them again.
- h. Will not raise political views or personal views unless personal experience is relevant and would add weight and clarity to the agenda item.
- i. Will not attend meetings under the influence of alcohol or drugs.

7. Breaches of the Code of Conduct

- a. Any breaches of the Code of Conduct, or complaints, are to be addressed by the Head of Housing. Concerns or complaints regarding the Head of Housing can be raised to the Chief Executive of the Council.

Signed by _____ on _____ 2025

Signature _____