



Code of Conduct





Code of Conduct

This short information guide will help you to develop a Code of Conduct for your Tenants and Residents Association (TRA) or other engagement group.

What is a Code of Conduct (CoC)?

A Code of Conduct (CoC) is a set of values, rules, standards, and principles outlining what the expectations are of members of a group/committee/panel/organisation.

For example in a TRA setting, the Code of Conduct outlines what behaviour is appropriate and acceptable.

Involving the group in setting the rules should make it easier to implement the consequences of breaching the rules if it happens.

Getting the Basics Right in Developing a Code of Conduct (CoC)

The content of the CoC may include but not be limited to:

- Introduction
- General conduct/meeting ground rules
- Declaration of interest/loyalty/conflicts of interest/ political affiliation
- Confidentiality
- Breaches of the CoC and what will happen



Example of a Simple Code of Conduct (CoC)

We ask everyone who attends our meetings to commit to the following code of conduct:

- Members should aim to be punctual at meetings. If a member is unable to attend a meeting, they should notify the Chair or the Secretary in advance of the meeting time.
- In their roles as members, residents must behave responsibly and with integrity. Members must never use their position to seek preferential treatment for themselves, or relatives. They should not use their position to be treated favourably when requesting services from the (insert name of Landlord) or other organisations.
- Members will be aware of the Equalities statement set out in the Terms of Reference or constitution and should not act in a way that is intentionally contrary to these.
- Members are expected to conduct themselves in a respectable manner, respecting all members, staff, and any other visitors in meetings.
- Members should remember their role as a representative is to bring forward the views of other residents as a collective. It is inappropriate for members to raise matters that directly relate to their personal circumstances.
- Members should be aware of the confidential information that they may be privy to or may be told to them by other residents.

- Offensive, disruptive, threatening, or abusive behaviour and language shall not be permitted and will be considered unreasonable behaviour.
- Disclosure of interest - Any member, including the chair, with a vested interest in the matter to be discussed will be required to declare it at the beginning of the topic, or when that interest becomes apparent. If this does not happen, the consequences may be one of the following: a) Ask the person to leave the meeting during the item b) Allow the person to stay and take part in the discussion but not to vote c) Allow the person to fully participate in the item being discussed, but only if the majority of the group can see no prospect of gain for the person d) Any other suitable decision as agreed the group.

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- Members wishing to speak should indicate to the Chair by raising their hand (face to face or online), and then wait to be called upon to speak. All speakers should address the Chair. It is the Chair's role to make certain everyone who is willing is given the opportunity to put forward their views.
- Members should be sensitive to the needs of those who may not be used to speaking in unfamiliar/public settings or whose first language is not English.
- Only one person shall speak at a time and there should not be any separate discussions within the meeting.
- If there is a persistent breach of the CoC during a meeting, the Chair has the right to request that you leave the meeting immediately. If this offending behaviour persists in the next meeting, this may be followed by a vote to exclude the offending member.



Your CoC should be developed in a democratic way ensuring there is input from tenants and the landlord. Reviewing and comparing other CoCs is useful when developing your own. However, it is important that your CoC is relevant to your group.

Further information

If you have any questions regarding this document or if we can help in any other way, call us on **0161 868 3500** or email info@tpas.org.uk