



## **Code of Conduct**

This Code of Conduct provides a set of guidelines that members of the Tenants' Scrutiny Panel agree to follow in order to fulfil their duties. Every Scrutiny Panel member should read and sign the code of conduct and agree to uphold its principles. This ensures that everyone understands what kind of conduct is expected and what you have a right to expect from others.

### **Personal Conduct**

#### **All Panel members are asked to:**

1. Always operate within the guidelines laid down by the Scrutiny Panel Terms of Reference and the Volunteer Policy.
2. Remember that the purpose of the Panel is to improve services for all tenants of the Association and not for specific individuals.
3. Act in a professional manner in order to develop and maintain a balanced relationship of mutual respect.
4. Acknowledge that everyone has the right to be treated with dignity and respect, regardless of ethnic or national origin, disability, gender, sexuality, marital status, age, religion or economic circumstances.
5. Not enter into any discussions, talks or public speaking or write any documents or letters on behalf of the Panel without the prior approval and agreement of the Panel, and that the agreement is noted.
6. Make any correspondence sent or received on behalf of the Panel available to all Panel members.
7. Recognise and respect that some individuals may have more time to participate than others.

### **Meetings**

#### **All attendees are asked to observe the following protocol:**

1. If a Panel member is unable to attend a meeting, please advise a Tenant Participation Officer in advance (if possible).
2. Please silence or switch off mobile phones.

3. Ensure that personal or individual enquiries/grievances are raised **outwith** the meeting with appropriate staff members.
4. Allow everyone the chance to be heard.
5. Refrain from using intimidating behaviour, foul language or violence.
6. Do not record meetings using audio/video/electronic devices without the prior consent of those present.
7. Make all comments through the Chair.
8. Accept that the Chair will have the casting vote at all meetings.

### **Confidentiality**

Panel members should understand that information and discussions carried out during a Scrutiny exercise will be of a confidential nature and must not be disclosed to anyone other than Scrutiny Panel members.

### **Media Disclosure**

No member of the Panel should disclose information on behalf of the group to the media, including social media, without agreement of the Scrutiny Panel membership.

### **Conflict of Interest**

1. Panel members must declare any interest which could affect or influence decisions they are taking within the Panel.
2. Panel members must not expect to receive different treatment by the Association because of their volunteer status.
3. Panel members must follow normal procedures for reporting repairs, complaints etc.
4. Panel members should not use their position to obtain any financial gain or advantage.
5. Panel members who has been served with a legal notice by the Association will accept that their membership of the Panel be suspended until such time as their dispute is resolved; failing which they will be deemed to have resigned their position on the Scrutiny Panel.

### **Equal Opportunities**

Scrutiny Panel members should accept that their scrutiny of services is for the benefit of all Castlehill tenants and residents irrespective of location, race, age, sexual orientation, disability, gender, religious belief, trans status, nationality or ethnic origin. Panel members should actively promote equality of opportunity.

### **Gifts and Hospitality**

Scrutiny Panel members should not accept any gift, favour or hospitality which is intended as, or might be deemed by others to have the effect of an inducement.

### **Breaches of the Code**

1. If the Code is broken, the Panel member will receive a warning from the Chair that if the code is broken again, he or she will be asked to leave the meeting.
2. If a Panel member continues to break the Code, a vote will take place and if the majority of Panel members present agree, he or she may be suspended or expelled from both the meeting and the Panel. This will be reported to the Director of Housing Services.
3. If a member of the Panel feels the Chair has breached the Code of Conduct then they may ask the Panel to vote on whether the Chair should be asked to leave the meeting. If the majority of the membership is dissatisfied with the actions/performance of the Chair they may vote to remove them from the Chairing rota or have their membership of the Panel terminated. This will be reported to the Director of Housing Services.

### **Appeals Process**

If an individual or group is not satisfied with the decision made by the Membership of the Scrutiny Panel then they may appeal to the Chief Executive of Castlehill Housing Association.

The Scrutiny Panel decision will stand until any appeal has been determined by Castlehill's Chief Executive.

### **Declaration**

I, the undersigned, agree to be bound by the terms of the above Code of Conduct and understand that a breach of the terms and conditions which has been upheld through any appeals process will require my resignation from the Panel.

<b>Name</b>	
<b>Address</b>	
<b>Signed</b>	
<b>Date</b>	