

Leaseholders' Representative Group Code of Conduct.

General

- Members should at all times observe accepted practice while taking part in a 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 speak through the Chair, and follow the Chair's guidance in the conduct of the meeting
- To follow the agenda, and help each other to reach effective decisions
- To remember that the purpose of the meeting is to benefit leaseholders generally and not specific individuals
- To bear in mind the rights of individuals and the duties of staff when proposing solutions to problems
- Not to speak or write on behalf of the group without the prior agreement of the group. Any correspondence sent on behalf of the group should be made available to all members of the group
- To operate within the rules laid down in the Terms of Reference. To abide by a majority decision.
- To consult and get agreement from the whole Committee if an individual committee member wishes to write or speak on behalf of the area based committee.

Discrimination

- No member will discriminate on any ground against any other member of the Committee or public. 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.

- Any member hearing or seeing something which they feel is discriminatory agrees to raise their concern about the comment in the meeting.
- Any member continuing to act with discrimination or in a discriminatory way will be asked to leave the committee, and may face further action from the Trust.
- All members are requested to adhere to the Equality and Diversity statement & policy.

Conflicts of interest

Individual Members:

- Should disclose any interest, whether personal or on behalf of any group they represent, that they consider may affect or influence their approach to the matter under discussion
- Must not expect to receive more or less favourable treatment by staff because of their membership of the Committee
- Must use the normal procedures for reporting repairs, complaints etc

Confidentiality

- Members should respect all individual residents' confidentiality, whether present or not, and refrain from mentioning specific individual cases which may cause embarrassment or identification of an individual.
- Any information or items shared with the landlord that is of a confidential nature must not be disclosed to anyone else apart from members of the Committee.

Political affiliation

- Individual 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 Committee.

Breach of Code of Conduct

If a member of the Committee, or member of the public, does not abide by the code of conduct or breaches any other requirements set out in these terms of reference, then the following action may be taken:

If the breach occurs within a Committee meeting

- The Chair will warn that if they break the code again they may be asked to leave the meeting. The Chair may give two further

warnings (a maximum of three warnings in any one meeting and/or three consecutive meetings).

- If a member of the Committee, or member of the public, continues to ignore the code, then the Chair will ask the meeting to vote on whether the member should be asked to leave. Where the Committee ask a member to leave, they may also decide at a subsequent meeting on a member's expulsion (to be determined by a two-thirds majority of the Committee, two-thirds of whom must vote for expulsion). A member will not be eligible to rejoin the Committee for one full year following expulsion.

If the breach occurs outside of a Committee meeting

- The matter will be discussed at a subsequent Committee meeting and the Committee will decide on appropriate action depending on the individual circumstances. Action could range from a written or verbal warning to expulsion. (Any decision to expel must be determined by a two-thirds majority of the Committee, two-thirds of whom must vote for expulsion). A member will not be eligible to rejoin the Committee for one full year following expulsion.