

# KETTERING BOROUGH COUNCIL TENANT FORUM REPRESENTATIVES CODE OF CONDUCT

To ensure fair and democratic participation all Tenant Representatives should adhere to the following code of conduct whilst carrying out their role.

For the purposes of this code of conduct a tenant representative, is a person from a specific area, formally recognised by Kettering Borough Council as representing the views, opinions and concerns of tenants in that area

## **1 REPRESENTING TENANTS IN YOUR AREA**

### **You must:**

- 1.1 Gather tenants' views on issues of concern and raise these views impartially and sensitively to the tenants' forum, the Council or other organisations.
- 1.2 Gather responses from the Forum and other organisations to issues raised by tenants and feed them back in an appropriate and satisfactory manner.
- 1.3 Ensure, in your role, you always express the opinions of the tenants in the area you represent, even if this view conflicts with your own personal opinions.

## **2 GENERAL BEHAVIOUR**

### **You should:**

- 2.1 Be polite and courteous to all other Tenant Representatives and support and help one another with any problems, which may occur within your roles.
- 2.2 Not use any language or behaviour that may cause offence to others.
- 2.3 Be respectful and considerate to the rights of individuals and the duties of Councillors and Staff.
- 2.4 Not expect to receive any better or worse treatment/service from Councillors or members of staff due to your position as Tenant Representative.
- 2.5 Use normal procedures when reporting issues such as repairs, complaints, request for service, etc. The Tenants' Forum is NOT the platform for reporting day-to-day issues
- 2.6 Comply with conditions of tenancy. The Council reserves the right not to work with any Tenant Representative who has been in breach of their tenancy conditions.
- 2.7 Do not approach the media regarding any unresolved issue. Such issues should be subject to normal reporting to allow an opportunity for resolution.

### **3 CONDUCT DURING MEETINGS**

#### **You should:**

- 3.1 Follow the guidance of the Chair throughout the meeting.
- 3.2 Allow others to speak, listen to them and respect their views, even if they do conflict with your own opinions.
- 3.3 Avoid cross-talking and allow for others to comment. Ensure you signal to the Chair if you wish to speak and keep comments relevant to the topic of discussion.
- 3.4 Avoid using jargon, or if it is necessary to do so, fully explain your language.
- 3.5 Prepare for the meeting by reading the relevant information beforehand and bring a copy of these documents to the meeting for reference.
- 3.6 Enter the meeting quietly and discreetly if you are late to avoid disruption, or if you have to leave early.
- 3.7 Switch off mobiles phones during meetings to avoid disturbance.

### **4 CONFIDENTIALITY**

#### **You must:**

- 4.1 Keep any information or material received whilst fulfilling your role as tenants representative confidential and must not divulge it to any person, organisation or the press unless advised otherwise. This information may be from other tenants, tenant representatives, councillors, staff or confidential reports.
- 4.2 Recognise and respect tenants'/residents' confidentiality at all times, whether in their presence or not.
- 4.3 Individual issues must only be discussed with the appropriate office in office hours and is NOT a subject for the forum

### **5 DISCRIMINATION**

#### **You must not:**

- 5.1 Discriminate against another person regardless of age, gender, marital status, religion, race, colour, ethnic or national origins, sexuality, ability/disability or any other matter that might cause offence.

**6 POLITICAL INTEREST**

**You:**

- 6.1 May be associated with, or part of a political party, however you may not represent this party or its views within your role as a Tenant Representative.
- 6.2 Must make political affiliations known when discussing issues where this could be of influence.

**7 BREACH OF CODE OF CONDUCT  
Is not acceptable and will not be tolerated**

- 7.1 Where an individual considers that a breach in this code of conduct has occurred, the matter should be reported to The Tenancy Service Manager detailing:
  - Who they consider has breached the code of conduct
  - When the breach occurred
  - Nature of the breach
  - If appropriate, who witnessed the breach
- 7.2 The Tenancy Services Manager will inform the Tenant Representative accused of the alleged breach, detailing the breach and date it occurred, and work to bring the situation to a conclusion that satisfies both the person reporting the breach and the Tenant Representative accused of the breach.
- 7.3 If the situation cannot be brought to a conclusion satisfactory to both parties. The Head of Housing shall, with the agreement of both parties, convene a meeting of at least three forum members (Tenant representatives, councillor and council officers) to consider the nature of the breach and decide on appropriate action that may include but is not exclusive or pre-determined to:
  - No further action
  - Written warning
  - Exclusion from specified groups and panels
  - Withdrawal of recognition as a Tenant Representative. resulting in the commencement of immediate selection a new representative for that area

**THE COUNCIL RESERVES THE RIGHT NOT TO WORK WITH ANY TENANT REPRESENTATIVE WHO HAS NOT COMPLIED WITH THE TERMS OF THIS CODE OF CONDUCT**

I, the undersigned, have read and understood this code of conduct and its implications and agree to adhere to the above code

Name: .....

Address: .....

Representing: .....

Signed: ..... Dated: .....

