



York Residents Federation Code of conduct



We will be

- Professional by:
- ✓ remembering that you are representing the views of, and are accountable to, your community or your residents' group.
 - ✓ listening to each other and allowing each other the opportunity to speak and comment. Respecting the views of others and their right to speak.
 - ✓ ensuring you are prepared for the meeting by reading all the relevant papers and bringing them to the meeting.
 - ✓ never being under the influence of drink or illegal drugs
 - ✓ treating tenants, contractors, staff and each other with respect and courtesy
 - ✓ Undertaking training to keep up to date and to drive the Federation forward
- Confidential by:
- ✓ respecting the confidentiality of tenants and housing services
 - ✓ checking if there are any concerns or queries regarding confidentiality
 - ✓ working within the requirements of relevant data protection legislation
- Safe by:
- ✓ following good health and safety practice
 - ✓ paying attention to our own and other's safety
 - ✓ raise any health and safety issues immediately
- Fair by:
- ✓ being objective and open-minded
 - ✓ declaring any conflicts of interest
 - ✓ taking into account the views of all tenants
 - ✓ giving open and honest feedback, based on the evidence acquired
 - ✓ never falsifying or misrepresenting findings

A team by:

- ✓ remembering that the purpose of the meeting is to benefit residents generally and not specific individuals
- ✓ appreciating and respecting differences – in knowledge, background, ability to speak in public, etc. Never discriminating on any ground against any other member of the group.
- ✓ keeping a sense of humour!
- ✓ keeping to the commitments we make at meetings
- ✓ contacting other group members if unable to keep a commitment
- ✓ working together to stick to the agreed timetable for reporting
- ✓ coming prepared by reading all the relevant papers beforehand and bringing them with you to the meeting.