

All Committee members are required to sign this Code of Conduct

1. Courtesy

Committee members should behave in a reasonable and courteous manner towards other committee members, councillors, Northwards staff and the general membership of the group. Northwards Housing may request that groups take action to deal with committee members who fail to act in accordance with this guideline or whose behaviour brings the group or Northwards Housing into disrepute. In the case of abusive or threatening behaviour this may include the removal of the offending person from the committee.

2. Commitment to Equality & Diversity

Committee members must ensure that they operate in an open and non discriminatory manner. All residents or staff irrespective of their political belief, nationality, ethnicity, gender, religion/belief, sexual orientation, age or ability must be treated with courtesy and respect.

3. Confidentiality

Committee members should treat as confidential all information given to them by a tenant or resident where action is required on that tenant or residents' behalf. Deliberate disclosure of confidential information of any kind may result in Northwards Housing requesting the removal of that person from the committee.

4. Disputes

Northwards Housing may temporarily suspend recognition of TRGs during disputes. This could include disputes between the TRG and Northwards Housing, between two or more TRGs or between committee members of the same group. This is to allow time to investigate the cause of a dispute and to make recommendations to resolve it. TRGs will be expected to comply with recommendations resulting from any investigation or mediation. During the period of suspension groups will not be eligible for financial support, training or involvement in consultation initiatives.

5. Financial Monitoring

Relevant committee members must attend *Basic Book-keeping* training when the committee is formed and as necessary to refresh their

knowledge. Where it is found that deliberate financial mismanagement has taken place, Northwards Housing will expect committee members involved to be deselected from the committee. Such persons will be excluded from further involvement with registered TRGs. Where necessary, Northwards Housing may instigate police involvement in investigations. Where mismanagement is a result of lack of information or training, members will be asked to attend relevant training.

6. Political Allegiance

Northwards Housing requires that all TRGs act in a non-political manner when conducting their business. Groups should refrain from discussing or commenting on local or national political issues. Groups should invite equal involvement from all local councilors, irrespective of their political party.

Councilors cannot be committee members of a TRG, but can be invited to attend committee, public and annual general meetings in either a listening or speaking capacity. They are not eligible to vote.

7. Complaints

If your TRGs is dissatisfied, or has complaints about members of Northwards staff regarding their dealings with the group, the committee should direct a written complaint to the appropriate line manager. A full response will be provided to the group from the relevant Northwards manager.

Where individual residents have complaints about Northwards staff, these should go through Northwards Housing's formal complaints procedure.

8. Criteria for Committee Members for Northwards Housing Recognised TRGs.

Being on a committee involves representing and being an ambassador for your community. Northwards Housing's work and reputation relies upon us all upholding and promoting Northwards Housing's Values and Objectives. (See Appendix 1). Northwards Housing will not recognise groups if one or more committee member of the group:

1. Has rent arrears or other housing-related debt of more than £250 and no satisfactory arrangement to pay
2. Is undergoing an enforcement case with Northwards Housing
3. Is a former Northwards Housing tenant with legal possession order against them

4. Is a former Northwards Housing tenant who did not end the tenancy according to the agreement
5. Has been proven to demonstrate behaviour which spoils(t) the peaceful enjoyment of others, or you are/were violent to or threatened other tenants or residents, your landlord's staff or agents
6. Has an unspent conviction for a community offence or are the subject of an Anti Social Behaviour Order or other civil restraining order and we believe you are a significant risk to the community. (See appendix 2)
7. Financial mis-management/fraud including unresolved issues.

8. Harmful Actions

If Northwards Housing believes that the operations of the TRG are being harmed by the activities of a committee member or Northwards Housing is being brought into disrepute by them, or their actions are contradictory to Northwards Housing's aims, values or objectives, then Northwards Housing may instigate investigatory proceedings.

The member will be invited to an investigatory meeting with Northwards and where appropriate officers of the committee, to establish facts and try to resolve any issues. If the allegation is found, then Northwards will ask the Committee to remove the member from the TRG.

If the TRG refuses to remove the member from the Committee, then Northwards reserves the right to dis-establish the TRG.

9. Cessation of Membership

A committee member of the TRG shall cease to be a member:-

1. Under the provisions of Harmful Actions
2. If a committee member moves out of the area covered by the TRG
3. If a member fails to attend for 3 consecutive meetings? without giving just cause via the secretary or chair of the group (?)

10. Failure to follow the code of conduct

In the event of an alleged breach of the Code by a member of a TRG any investigation or action will be initiated by the Chair, or Vice Chair, of the TRG with the support of the Resident Involvement Officer. Subsequent action will be considered in accordance with the TRG constitution.

In the event of an alleged breach of the Code by a TRG any investigation or action will be initiated the Resident Involvement Officer. Subsequent action will be considered in accordance with the TRG constitution.

As a Committee member on (Name of TRG) a Northwards Housing recognised TRG, I acknowledge the contents of the Code of Conduct for TRGs and agree to all its terms.

Signed: _____ **Date:** _____

Print Name: _____

Signed: _____ **Date:** _____

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Signed: _____ **Date:** _____

Print Name: _____

Appendix 1

Northwards Housing Value and Objectives

Our values

Committed to our employees

We will value and support our employees to develop and retain a highly skilled and motivated staff team.

Accountable

We will be open with and accountable to tenants, employees, the Council and partners in of our dealings.

Service that is top class

we will provide an excellent and accessible level of service to all of our customers.

Tenant focused

Tenants are at the heart of everything we do. We will involve tenants in our decision making, consult and listen to them to develop and improve services.

Local services

We take pride in being based within North Manchester and delivering local services to our customers.

Embracing equality and diverse communities

We will treat everyone fairly and with respect, and we will embrace diverse communities and identities.

Our objectives

Warm, safe and affordable homes

To provide warm, safe and affordable homes for all our tenants through advice, support and a multi-million pound investment programme, which will create jobs for local people.

Successful communities

To contribute to the regeneration of North Manchester, and work with partners to help develop successful communities.

Quality services

To work with customers to develop and deliver excellent services that satisfy their needs and aim to meet their aspirations.

Value for money

To provide sound financial management, and to ensure that we offer excellent value for money to our customers.

Safer places to live

To work with partners and local communities in helping to reduce crime, fear of crime, and anti-social behaviour.

An attractive environment

To help develop a safe, attractive and sustainable environment within North Manchester, which contributes to the pride and well-being of local communities.

Promote equality and diversity

To understand the needs and aspirations of the diverse communities of North Manchester, and to work with partners to address inequality and to meet the needs of vulnerable people.

List of Offences

1. Aggravated burglary
2. Aggravated vehicle taking
3. Any offence where racial motivation has been proved
4. Arson criminal damage endangering life
5. Breach of Anti Social Behaviour Order
6. Dealing, being concerned in the supply or intending to supply any controlled drug
7. False Imprisonment
8. Homicide or attempted murder
9. Indecent assault
10. Rape
11. Robbery
12. Second or subsequent offences of burglary
13. Serious offence against children included sex or violence
14. Three or more serious motor vehicle crimes which will include taking without consent, criminal damage to vehicles
15. Use of firearms
16. Wounding/GBH with intent (Section 18)
17. Wounding/GBH without intent (Section 20)

Rehabilitation

We only need to know about convictions that are not spent. More information about this is available from Northwards Housing.

A conviction which results in a sentence of more than 2 $\frac{1}{2}$ years will never be spent.