



## **Tenants' Scrutiny Panel Code of Conduct**

This Code of Conduct provides a set of guidelines that members of the Maryhill Housing Association Tenants' Scrutiny Panel (the Panel) agree to follow to fulfil their duties. Every Panel member should read and sign the code of conduct, agreeing to uphold its principles. This ensures that everyone understands the conduct expected, and what you can expect from others.

### **Personal conduct**

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

1. Always operate within the guidelines laid down by the Scrutiny Panel Terms of Reference.
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 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 participate in 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.
8. Be objective and fair in undertaking the scrutiny work, through listening and keeping an open mind when assessing all the evidence and facts.

### **Meetings**

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

1. If a Panel member is unable to attend a meeting, please advise the Corporate Services Manager (in advance whenever possible).
2. Please silence or switch off mobile phones.
3. Ensure that any personal or individual enquiries/grievances are raised out with the meeting with appropriate staff members.
4. Allow everyone an equal chance to be heard.
5. Be polite, tolerant, and non-confrontational; refraining from use of intimidating behaviour, foul language or violence.

6. Not attend Panel meetings or participate in scrutiny projects under the influence of alcohol or illegal drugs.
7. Do not record of meetings using audio/video/electronic devices without the prior consent of those present.

## **Confidentiality**

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

1. Not disclose any information marked as confidential which has been provided to you as a Panel member.
2. Not write down or use any personal details that you may gain access to for personal use.
3. Not include in any reports produced by the Panel any information that can personally identify anyone spoken to during a scrutiny project, without their express permission.
4. Where any information is discovered by the Panel which gives cause for concern, raise these concerns in line with the Association's Whistleblowing Policy.

## **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 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 membership of the Panel.
3. Panel members must follow normal procedures for reporting repairs, complaints, etc., particularly in communications regarding their tenancy or contract with the Association.
4. Panel members should not use their position to obtain any financial gain or advantage.
5. Panel members who have 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 Panel.
6. Panel members must resign from the Panel should they become members of Maryhill Housing's Board

## **Equal Opportunities**

Panel members should understand and accept that scrutiny of services is for the benefit of all: Maryhill Housing Association, 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**

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 incentive or bribe.

## **Breaches of the Code**

1. If the Code is broken, the Panel member will receive a warning advising that if the code is broken again, they 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, they may be suspended or expelled from both the meeting and the Panel. This will be reported to the Corporate Services Manager.

## **Appeals Process**

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

The Panel decision will stand until any appeal has been determined by Maryhill Housing'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>	