



Resident Voice Group Code of Conduct - Appendix 2

Code of Conduct for all City of London Corporation Housing Resident Voice Group Members.

Members must:

- promote a working environment that is welcoming, cooperative and productive
- be courteous and respectful to others
- be objective and open-minded
- give open and honest feedback based on experience and evidence.
- make decisions which are fair and equitable to all tenants and leaseholders
- read information and prepare for discussions
- respect the decisions reached by the group and refrain from raising them again unnecessarily
- never give the media (including posting on social media) information gained through involvement

Members must not:

- interrupt or speak over others
- bully or threaten any person
- verbally attack, insult or use language that can cause distress
- attend meetings under the influence of alcohol or non-prescribed drugs

Confidentiality:

- respect the confidentiality of tenants, leaseholders and Housing Services
- members must keep all the information they obtain through their role confidential until it is in the public domain
- members must not use any information obtained through their role for personal gain, nor pass it to others who may use it in such a way