

## → Discrimination

No customers will discriminate on any grounds against any other person(s) or group(s) at the meeting. Discriminatory language will not be used during discussions. All those who attend meetings have the right to be treated with dignity and respect, regardless of their race, colour, age, religious or political beliefs, disability or illness, gender, marital status, sexual orientation, class, learning difficulty, appearance or employment status.

## → Political affiliation

Customers may be affiliated to / or be a member of political groups but they must not represent such groups while attending Trust meetings.



## → 5. Breach of the code of Conduct

Where customers breach the Code the Trust can and will take the following actions, dependant on the severity of the behaviour:

- Advise verbally that Code has been breached
- Verbally request change in behaviour
- Terminate the telephone conversation, interview or meeting
- Confirm in writing that behaviour in breach of the Code
- Note incident on computer system
- Insert warning flag on computer system
- Refuse to carry out interview or visit
- Take appropriate legal action

A separate code of conduct has been developed for employees of Halton Housing Trust.

This document can be provided in large print, audio, electronic and Braille formats.  
If you require this information in another language, please ring 0151 510 5000

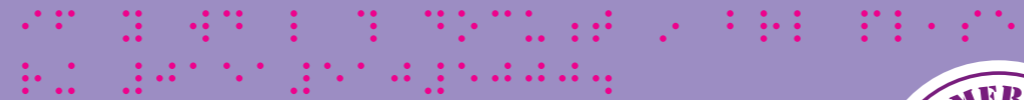
यदि आपनि এই तथा अना भाषाए पते चान, तहले दया करे 0151 510 5000 नखरे फोन करन।

यह सूचना यदि आपको किसी अन्य भाषा में चाहिये तो कृपया नंबर 0151 510 5000 पर फोन करें।

یہ معلومات اگر آپ کو کسی دیگر زبان میں چاہیے تو براۓ مہربانی نمبر 0151 510 5000 پر فون کریں۔

如果你需要其他語文版本的本資訊，請致電 0151 510 5000

Jeśli chcieliby Państwo otrzymać powyższe informacje w innym języku prosimy zadzwonić pod numer 0151 510 5000



## How to contact us

Halton Housing Trust, Daresbury Point, Green Wood Drive, Manor Park, Runcorn, Cheshire WA7 1UG

Telephone: 0151 510 5000 Fax: 0151 510 5100

email: info@haltonhousing.org website: www.haltonhousing.org

Company registration number: 5099862 Registered charity number: 1111346 Housing Corporation Registration: L4456

To report a repair call freephone 0800 195 3172



# setting standards



customer code of conduct →



**The customer code of conduct gives a clear outline of the standards of behaviour that Halton Housing Trust expects from its customers, as well as the type of behaviour that will not be tolerated.**

**The code covers both day-to-day contact (informal) and any meetings that customers attend along with staff which are usually more structured and formal.**



### → 1. Day-to-day contact

This can include contact which is face-to-face, in writing, over the telephone or via email and website. Customers shall answer all correspondence received from the Trust, where appropriate and respond to any contact made or messages left by Trust staff when requested to do so.

Customers will:

- Show respect and courtesy to staff at all times.
- Treat staff as you would like to be treated.
- In assisting the Trust to address issues raised, shall provide as much information as possible so that a timely response or decision can be made.

### → 2. Confidentiality

Any information provided to us regarding customers personal or financial circumstances will be dealt with in the strictest confidence. All data held in respect of customers will be recorded and processed in accordance with the Data Protection Act 1998.

Any person(s) not included on the tenancy/application will be required to provide written authority from the customer to discuss the details of their tenancy/application. This includes any partner, spouse, relative or agency where not named on the tenancy/application. In the first instance telephone authorisation by the customer will be accepted.

### → 3. General Conduct

Customers must expressly not:

- Personally criticise any individual, whether they are a tenant, resident or member of staff
- Use foul, abusive or offensive language
- Engage in any form of racial, sexual or other form of harassment

### → 4. Conduct at meetings

All customers present at Trust meetings should observe the following accepted practices while taking part in a meeting:

- Being courteous to each other, supporting and assisting other customers and staff in seeking the best possible solution to the problems being discussed
- Allowing each other the opportunity to speak and comment
- Respecting each others opinions or views
- Being reasonable and honest
- Following the agenda, and helping to reach effective decisions
- Following the guidance of the Chair in the conduct of the meeting
- Only one person speaking at a time and no cross talking
- Ensuring that they are prepared for the meeting by reading all the relevant papers and bringing them to the meeting
- Speakers going through the Chair and keeping to the subject being discussed

### → Confidentiality

People should respect all individual customers confidentiality, whether present or not, and refrain from mentioning specific individual cases which may cause embarrassment or identification of an individual. Any information or items shared with the Trust that is of a confidential nature must not be disclosed to anyone, apart from those present at the meeting, in order to allow the business of the meeting to take place.

