



HOUSING STAFF CODE OF CONDUCT

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| Related policy | Housing Staff Competence & Conduct Policy |
| Date for review | July 2029 |
| Procedure author | Mike Bailey, Tenant Engagement & Independent Living Manager |
| Procedure owner | Gill Butler, Chief Officer (Housing) |
| Approved by | Cabinet |

| Revision history | | | |
|-------------------------|------------|----------------------|------------------|
| Version | Date | Revision description | Procedure author |
| 1 | March 2026 | New | Mike Bailey |

| NEW PROCEDURE / PROCEDURE REVIEW | |
|--|-----|
| New procedure | Yes |
| Early review – change in legislation | |
| Early review – significant changes in practice | |
| Review due – significant changes | |
| Review due – cosmetic changes or unchanged | |
| Other reason | |

| Reason for new policy / summary of changes |
|--|
| To ensure compliance with the Regulator of Social Housing's Competence and Conduct Standard which comes into effect from October 2026. |

| CONSULTATION | |
|--|------|
| List of people/roles who have been consulted | Date |

| | |
|---|------------|
| Chief Officer (People and Customer Services) Organisational Development & Engagement Manager | March 2026 |
| Housing Leadership Team | April 2026 |
| Housing Management Team | April 2026 |
| Strategic Tenant Advisory Panel | |
| Independent Living Forum | |
| All tenants | |
| Corporate Leadership Team | |
| Cabinet Member for Housing & Homelessness | |

DISSEMINATION

| Role | Awareness | Essential |
|-------------------|-----------|-----------|
| All housing staff | | Yes |
| All tenants | | Yes |

TRAINING

| Role | Trainer | Date completed |
|-----------|---|----------------|
| Awareness | Organisational Development & Engagement | |

MONITORING AND COMPLIANCE

| Method | Responsibility | Frequency |
|---|----------------------|--|
| Staff 1:1s and performance & development reviews | All housing managers | At least quarterly 1:1s, and annual performance & development reviews |

1. Purpose

- 1.1. Folkestone & Hythe District Council (“the council”) is committed to providing high quality services to the residents it serves.
- 1.2. The council’s vision for the housing service is to:

“Create an excellent housing service – one that is digitally enabled, easy to do business with, and where tenants are at the heart of everything we do”

- 1.3. This Code of Conduct will help achieve this vision by setting out the standards of behaviour expected from all housing landlord service staff, for the clarity of staff and tenants alike.

2. Legal / Regulatory Framework

- Regulator of Social Housing Competence & Conduct Standard
- The Seven Principles of Public Life
- Folkestone & Hythe District Council Constitution / Officer Code of Conduct

3. Responsibilities

3.1. *All housing landlord service staff* will:

- Comply with the corporate Officer Code of Conduct
- Comply with the corporate Competencies & Behaviours Framework
- Comply with this Code of Conduct, and report any breaches to their line manager

3.2. In addition, *Housing landlord service managers* will:

- Ensure their staff comply with all three of the above
- Take action to address any instances of non-compliance, in line with the Housing Staff Competence & Conduct Policy and the council’s HR policies and procedures

4. Resident Consultation

- 4.1. Initial consultation on this Code of Conduct will be carried out with the Strategic Tenant Advisory Panel and the Independent Living Forum. Their feedback will be used to refine the draft Code of Conduct.
- 4.2. Following feedback from those groups, a tenant-wide consultation will be carried out, to ensure all tenants have the opportunity to give their views on the

draft Code of Conduct. This feedback will then be used to finalise the draft Code of Conduct before it is presented to Cabinet for approval.

- 4.3. Following approval of this Code of Conduct by Cabinet, it will be published on the council website, and communicated to tenants via tenant newsletters, bulletins and on the council's social media channels.

5. The Housing Staff Code of Conduct

- 5.1. In addition to the corporate requirements for all council staff to comply with the Officer Code of Conduct and the Competencies & Behaviours Framework, all housing landlord service staff are also required to comply with this specific code of conduct, which is based on the Chartered Institute of Housing's Code of Conduct.

- **Act with integrity and respect**

Links to corporate behaviours: Working Together, Understanding Others, Integrity & Ownership, Reasoned Thinking

- Always be honest, transparent, fair and comply with all legal requirements
- Show integrity, respect, empathy and trust
- Make informed, impartial and professional decisions
- Never allow personal, political or financial interests to influence your decisions
- Carry out all duties in the best interests of the communities we serve
- Safeguard any confidential or sensitive information you access as part of your work
- Act as a role model for equality, diversity and inclusion
- Challenge inappropriate behaviours or attitudes which contradict this Code of Conduct
- Report any breaches of this Code of Conduct to your line manager

- **Maintain professional competence**

Links to corporate behaviours: Working Together, Always Improving, Constantly Building Skills

- Keep your skills and knowledge up-to-date
- Seek guidance, advice and support where needed
- Share your expertise with colleagues
- Self-assess your own learning and development needs
- Be flexible, adaptable and solve problems creatively
- Embrace change and ensure it improves the service we provide

- **Be responsible and accountable**

Links to corporate behaviours: Working Together, Understanding Others, Integrity & Ownership

- Take ownership for your actions and learn from mistakes
- Recognise the impact your work has on the people and areas we serve
- Drive positive outcomes and support and influence colleagues to do so
- Show and promote good ethical conduct
- Take opportunities to innovate

6. Key Controls and Reporting

- 6.1. This Code of Conduct will be reviewed every three years, unless changes to the Regulator of Social Housing's Competence & Conduct Standard and/or any other legislation require it to be reviewed earlier.
- 6.2. Tenants will be consulted on any proposed changes to this Code of Conduct before they are adopted.

7. Equality and Diversity

- 7.1. The council is committed to promoting equality of opportunity and to eliminating discrimination on the grounds of any protected characteristic or any other difference that could lead to discrimination or unfair treatment, considering the principles of the Equality Act 2010.
- 7.2. The provisions set out within this Code of Conduct aim to have a positive impact for all tenants, including vulnerable tenants, and those who have one or more protected characteristics.