



HOUSING STAFF CODE OF CONDUCT

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	April 2026
All tenants	May 2026
Corporate Leadership Team	June 2026

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 was carried out with the Strategic Tenant Advisory Panel (STAP) in April 2026, and they were happy with the draft Code of Conduct as presented to them.

4.2. Following feedback from STAP, a tenant-wide consultation was carried out during May 2026, to ensure all tenants had the opportunity to give their views on the draft Code of Conduct. This consultation was conducted via a survey on

the council's website, which was promoted via our social media channels and emailed to our database of tenants who have agreed to receive surveys from us. The tenant consultation received just two responses, both of which supported the new documents:

"It is good to see that you will have qualified staff who understand the job and have the confidence to do the job and give correct guidance to tenants and leaseholders."

"It all looks good and easy to understand."

- 4.3. As such, no changes have been made to the draft which was consulted on.
- 4.4. Following approval of this Code of Conduct, it will be published on the council website, and communicated to tenants via tenant newsletters, bulletins and on the council's social media channels.
- 4.5. This Code of Conduct can be made available to tenants in alternative formats (e.g. large print, alternative languages) upon request.

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.