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Code of Conduct

Introduction

It is vital for the reputation of Beyond Housing that everyone who works for, or represents, Beyond Housing is held to the highest standards of conduct. This Code is based on the standard code for Housing Associations developed by the National Housing Federation, and is for use by individual colleagues, Board members, contractors and certain involved residents.

How the Code is structured

The Code is split into four main parts, which are:

1. Acting in the best interests of Beyond Housing and its customers: you have a responsibility to carry out your role in line with the social purposes of the association.

2. Behaving with integrity: the reputation and good name of Beyond Housing depends in part on compliance with this Code, and with the laws, policies and procedures that it refers to. The integrity of those involved needs to be beyond doubt, and seen so to be.

3. Conducting yourself professionally and treating others well: professionalism, consideration and respect for others, and a commitment to the principles of equality, diversity and inclusion, are fundamental to the delivery of social purpose.

4. Protecting yourself, others and the environment: you have a responsibility while on Beyond Housing's business to protect your own health, safety, security and wellbeing and that of others, and, where reasonable, to make the most positive possible environmental impact.

Each part of the Code comprises a set of principles and detailed expectations. Where its requirements apply differently to different groups (board members, involved residents and colleagues we use subheadings within the relevant section to distinguish them.

Application of this Code

The Code cannot aim to cover every situation in which people may find themselves as they perform their roles. You need to apply good judgement even where the code does not contain specific requirements. It is always important to consider how any action taken or decision made aligns with Beyond Housing's purpose and values, and what impact it may have upon customers and reputation. The application of this code will be supported by policies and procedures.

Terminology used in this Code

‘Board’

Includes any board of management, management committee, board of trustees, and all similar governing bodies however named.

‘Board member’

Includes all members of governing bodies whether they are formally known as non-executive directors, trustees, board members, management committee members, etc. It includes co-optees and any other nominees, whether or not they enjoy voting rights, and all members of sub-committees who are not also members of the main governing body.

‘Contractors’

Includes those other than board members, colleagues and involved customers who are directly involved in delivering Beyond Housing’s business activities. This includes contractors, subcontractors, consultants and agents.

‘Beyond Housing’

Beyond Housing and all its subsidiaries.

‘Involved customer’

Includes residents and other customers (as defined below) who are formally involved in delivering, or scrutinising, Beyond Housing’s business activities.

‘Known relationship’

For the purposes of this code means related parties and close connections, it is not envisaged that relationships with acquaintances should be covered by this term.

‘Microaggression’

Is a term used for brief and commonplace verbal, behavioural or environmental slights that may communicate hostile, derogatory, or negative attitudes towards certain groups of people.

‘People with whom you are closely connected’

In broad terms, means your family, relatives or business partners as well as businesses in which you have an interest through ownership or influence. The term includes your spouse or unmarried partner or civil partner, children, siblings, grandchildren and grandparents.

‘Residents and other customers’

Includes residents, tenants, leaseholders, shared owners and users of other services provided by Beyond Housing, for example Reach and Respond.

‘Colleagues’

Includes Beyond Housing’s employees and any other persons fulfilling the role of a paid employee, such as those deemed to be workers, interim placements, or those on secondment from another organisation.

Our values

At Beyond Housing, we all uphold and promote the following values through our everyday conduct:

- Considerate – Respecting, trusting and caring about each other and the customers we serve
- Collaborative -Working smarter together and with our partners to deliver quality homes, services and living spaces
- Ambitious – For ourselves, for our customers and communities. We aim higher to achieve more
- Accountable – For the decisions we make and the services we provide. We own it every time.

PART I: Acting in the best interests of Beyond Housing and its customers

You have a responsibility to discharge your role in line with the purposes and values of Beyond Housing.

A. Meeting your responsibilities

The principle

You must fulfil your duties and obligations responsibly, acting at all times in good faith and in the best interests of Beyond Housing and for the delivery of its strategic objectives.

Expected of all

A1 You must always try to fulfil the requirements of your role to the best of your ability. If any circumstances arise that limit your ability to meet your responsibilities, you must raise this through the appropriate channels.

A2 In carrying out your role, you must always seek to further Beyond Housing's strategic objectives, reflecting Beyond Housing's desired culture.

A3 You must not act in a way that discriminates against, or unjustifiably favours, particular individuals, groups or interests, including on the basis of any protected characteristics they may have.

A4 You must consider the impact of your actions on the safety and wellbeing of others.

A5 You must respect the principle of collective decision-making and corporate responsibility.

Expected of board members

A6 You must ensure that you declare to the Governance Manager any relevant personal relationships, employment and other appointments you hold, and that these do not interfere with your ability to perform or conflict with your role as a board member.

Expected of colleagues

A7 You must consult your manager before taking any other paid or voluntary work that may interfere with your existing job, or conflict with terms set out in your contract of employment.

A8 You must complete the appropriate declaration form for any outside work you undertake, and you must ensure that Beyond Housing's time or resources are not utilised in connection with any outside work (paid or unpaid).

A9 Your outside work must not include the provision of the same services or goods (as provided in your job role) to Beyond Housing customers or colleagues for payment to you.

A10 Any accreditations gained whilst employed by Beyond Housing and which apply only in the delivery of Beyond Housing's business must not be used to accredit work undertaken outside the company.

B. Representing Beyond Housing

The principle

In representing Beyond Housing in any capacity, including at external events, in dealings with outside bodies and on social media, you are an ambassador for Beyond Housing and must uphold and promote its values, objectives and policies.

Expected of all

B1 In representing Beyond Housing, you must act in accordance with its values, policies and goals.

B2 You must not conduct yourself in a manner that could reasonably be regarded as bringing Beyond Housing into disrepute.

B3 You must not make derogatory, false or otherwise damaging comments, in person or through any medium, about Beyond Housing or any person, service or organisation connected with it.

B4 You must not seek to officially represent the views or position of Beyond Housing without prior authority.

B5 You must adhere to Beyond Housing's policies in the use of email, intranet and internet services including social media.

B6 When representing Beyond Housing through any medium, including social media, you must at all times act with professionalism.

B7 Where any personal social media accounts refer to your role with Beyond Housing, you must make it clear in what capacity you are communicating.

B8 If you intend to engage in an activity, including political or campaigning activity, which may reasonably be regarded to affect Beyond Housing, you must obtain prior consent. Such consent will not be unreasonably withheld unless your activity poses a material risk to Beyond Housing. You must not use Beyond Housing time or other resources for this activity.

Expected of board members

B9 Individuals with a conflict should not take part in discussions and decisions relating to that conflict and should be prepared to resign if the conflict is material or longstanding, and in the opinion of the board cannot be managed appropriately.

PART II: Behaving with integrity

The reputation and good name of Beyond Housing depends on compliance with this code, and with the laws, policies and procedures that it refers to, or underpin it. The integrity of those involved needs to be beyond doubt, and seen so to be.

C. Conflicts of interests

The principle

You must take all reasonable steps to make sure that no conflict arises, or could reasonably be perceived to arise, between your duties to the association and your personal interests, other duties and relationships.

Expected of all

C1 You must formally declare to Beyond Housing, at the earliest opportunity, any interests which may, or may be perceived to or may in the future, conflict with the duties of your role, by completing the appropriate declaration form.

C2 You must declare any known relationship to a person applying for or performing a role within Beyond Housing and must not be involved in their appointment, performance management or reward. You must declare any relationship in advance to the HR team.

C3 You must declare any known relationship to a resident, potential resident or other customer of the association. You must not be involved in decisions relating to their relationship with Beyond Housing, or seek or accept preferential treatment for them.

C4 You must declare any known relationship to a person or organisation seeking appointment as a contractor or supplier to the association and must not be involved in their appointment, performance management or reward. You must declare any relationship in advance to the procurement team.

C5 You should avoid using Beyond Housing contractors and suppliers for private purposes but where this is unavoidable you must not receive preferential rates or a favourable service as a result of your connection with the company.

C6 You must not use, or attempt to use, your position to promote personal interests or those of any connected person, business or other organisation for personal gain.

C7 You must inform your line manager and HR of any criminal charges, convictions, or conditional cautions issued to you whilst employed by Beyond Housing, whether or not you feel they are relevant to your employment. If you use company fleet or pool vehicles you must also declare any traffic offences to the fleet manager. Appropriate confidentiality of this information will be maintained.

Expected of board members

C8 Individuals with a conflict or potential conflict should not take part in discussions and decisions relating to that conflict and should be prepared to resign if the conflict is material or longstanding, and in the opinion of the board cannot be managed appropriately.

D. Bribery, gifts and hospitality

The principle

In your role with Beyond Housing, you must not offer, seek or accept bribes or inducements to act improperly or corruptly. You must not seek or accept gifts, hospitality or other benefits from individuals or organisations that might reasonably be seen to compromise your judgement or integrity or place you under an obligation to those individuals or organisations. You must not seek or accept preferential treatment in the provision of benefits such as housing accommodation or employment.

Expected of all

D1 You must not solicit or seek gifts or hospitality or other benefits.

D2 Any gifts or hospitality offered to or by you must be either declared or declined in accordance with the probity policy.

D3 If you are offered a bribe, hospitality or a gift, which is or may be in return for expected preferential treatment, you must decline and declare this immediately to the appropriate person, as directed by the probity policy.

E. Funds, resources and personal benefit

The principle

You must not misuse Beyond Housing's funds or resources, or seek preferential treatment for your own personal benefit.

Expected of all

E1 You must ensure that Beyond Housing's funds and resources are used properly and efficiently.

E2 Your procurement decisions must be guided by Beyond Housing's policies and fairness in decision-making and in line with relevant law.

E3 You must take all reasonable measures to protect Beyond Housing's funds, resources, property and assets from fraud, theft, damage and misuse.

E4 If you claim reimbursement for any expenses you must do so in line with Beyond Housing's policies and procedures.

F. Confidentiality

The principle

You must process information in accordance with the law and Beyond Housing's policies and procedures.

Expected of all

F1 You must not disclose, without the required permission and authority, any personal data about tenants, customers, or colleagues.

F2 You must not disclose, without authority, any confidential or sensitive business information. This duty continues to apply after you have left Beyond Housing or stepped down from your position.

F3 You must not, without authority, pass or distribute to the press or media or any other external recipient(s) any unpublished information or materials relating to the association, unless you are doing so in accordance with Beyond Housing's whistleblowing policy and procedure.

F4 You must not prevent another person from gaining access to information to which they are entitled to by law.

G. Reporting concerns

The principle

You must report to the appropriate person within the association any reasonable suspicions you have about possible wrongdoing in line with your association's relevant policies and procedures.

Expected of all

G1 If you have a concern about possible wrongdoing, you must immediately report it via the appropriate internal channel or external body. This includes becoming aware of potentially risk of harm to a child or to an adult with a vulnerability, dishonest or fraudulent activity, and material breaches of this Code or relevant legislation including health and safety. Appropriate channels would include 'something's not right' for safeguarding or general concerns about customers, WhistleB for anonymous reporting of whistleblowing or, fairness, respect, equality, diversity & engagement (FREDIE) and inclusion/harassment issues, contact the Risk Manager for potential data protection breaches, use the health and safety management system for health and safety issues, or for non-urgent issues you could ask your rep to raise it at the relevant committee or forum.

G2 If you believe that you are being required to act in a way which conflicts with this Code or legislation, you must immediately report it via the appropriate channel.

G3 You must not victimise or disadvantage any person who uses or intends to use Beyond Housing's confidential reporting (whistleblowing) procedures to report actual or alleged wrongdoing.

PART III: Conducting yourself professionally and treating others well

Professionalism, consideration and respect for others, and a commitment to the principles of equality, diversity and inclusion, are fundamental to the delivery of social purpose.

H. Respect for others

The principle

You must treat all others with respect and consideration.

Expected of all

H1 You must treat everyone you have contact with in the performance of your role with equal respect, care and consideration. This includes your use of written communication tools such as Teams messaging, emails, internal and external social media such as Workplace.

H2 You must show respect for individuals' chosen identities.

H3 You must promote, through your own behaviours, an organisational culture that is welcoming, accepting and accommodating to people of all backgrounds, cultures and personal and protected characteristics.

H4 You must not harass, bully or attempt to intimidate any person, or use threatening or aggressive behaviour or other discriminatory behaviours. You must seek to avoid microaggressions in your speech and behaviour.

H5 You must not display materials in your workplace or use language in the performance of your role which other people might reasonably find offensive.

H6 You must report through appropriate channels any instances of unfair or unequal treatment in the workplace and, where it is your role to do so, you must investigate any such reports thoroughly, with compassion and respecting confidentiality. Appropriate channels include reporting it to your line manager, to HR or using the anonymous whistleblowing tool - WhistleB

H7 You must not make or attempt to make any covert recordings of customers or employees.

H8 You should ensure there is no conflict of interest arising from your behaviour in your personal life or your views expressed/actions on social media - your behaviour in your personal life and on social media can impact on perceptions of you in your role and on Beyond Housing.

I. Working with residents and other customers

The principle

You must be professional, fair and courteous in all your dealings with residents and other customers.

Expected of all

I1 You must seek and value views from residents and other customers when making decisions that will affect them.

I2 You must not allow any personal relationship with a resident or other customer to influence how you discharge your role and responsibilities.

I3 You must not give personal gifts or loans of money to, or receive personal loans or gifts of money from, residents or other customers.

I4 You must handle residents' and other customers' money only where absolutely necessary and only in accordance with the requirements of your role, and ensure that a receipt is completed for every transaction. In any event, you must operate in accordance with the association's financial policies, procedures and controls to ensure appropriate handling of any and all funds.

I5 You must not invite or influence a resident or other customer unless they are a person who you are closely connected to, to make a will or trust under which you are named as executor, trustee or beneficiary.

J. Professional relationships

The principle

Board members, colleagues and involved customers must maintain constructive, professional relationships with each other, based on a sound understanding of their respective roles.

Expected of all

J1 You must comply with the law, your terms of appointment and the requirements of our management systems (including company policies and procedures) relating to your role.

J2 You must not ask or encourage the commitment of wrongdoing, including any breach of this Code.

Expected of board members

J3 Your relationships with colleagues and involved tenants must be constructive and professional.

J4 You must set an example by demonstrating the highest standards of integrity and ethics and your alignment with the values, policies and objectives of Beyond Housing.

Expected of board members and involved customers

J5 Where it is necessary to raise issues of colleagues, board or contractor performance, these must be raised constructively and through the appropriate channels.

J6 You must not undermine or appear to undermine the authority of a senior officer in their dealings with a more junior member of colleagues.

J7 You must behave in a professional manner, maintaining independence and integrity at all times. This will include avoiding inappropriate personal familiarity with colleagues.

J8 Unless you have specific and, where practicable, written delegated authority to do so, you must not individually give instruction or direction to any colleague or contractor.

Expected of colleagues

J9 You must behave in a professional manner, maintaining independence and integrity at all times. This will include avoiding, in a professional setting, inappropriate personal familiarity with board members and involved residents.

J10 You must not use informal channels to lobby or influence board members or involved customers on matters of Beyond Housing's business.

J11 You must not knowingly mislead the board¹ or any of Beyond Housing's committees or panels. In presenting information, you must set out the facts and relevant issues and risks truthfully.

K. Learning and development

The principle

In partnership with Beyond Housing, you must take responsibility for your own learning and development, regularly updating and refreshing your skills and knowledge.

Expected of all

K1 You must play an active part in Beyond Housing's supervision and performance appraisal processes as applying to you.

K2 You must offer open and constructive feedback to others and invite feedback about your own performance.

K3 You must make your personal training and development needs relevant to your role known to the association.

K4 Unless there are exceptional reasons, you must attend learning and development events and complete learning and development activities as required.

Expected of board members

K5 You must keep your knowledge up to date in those areas in which you are a specialist, as well as keeping abreast of any matters relating to your association and the wider housing sector.

¹ Including subsidiary boards

PART IV: Protecting yourself, other people and the environment

You have a responsibility while on Beyond Housing's business to protect your own health, safety, security and wellbeing and that of others, and to minimise harmful environmental impacts.

L. Health, safety and security

The principle

Your conduct, actions and decision making must promote the health, safety, security and wellbeing of yourself or others.

Expected of all

L1 You must comply with your responsibilities in the health and safety policy and underpinning procedures and you must not knowingly put your own or others' health, safety, security or wellbeing unnecessarily at risk.

L2 If you have any concerns about the health, safety, security or wellbeing of yourself, another individual or a group of individuals connected with the association, you must report this immediately through the appropriate channels. Health and safety issues should be reported to the health and safety team, security issues should be reported to the facilities team and wellbeing issues should be report to your line manager or HR.

M. Protecting the environment

The principle

Within your role at the association, you must strive to avoid or reduce possible negative environmental impacts.

Expected of all

M1 In carrying out actions or making decisions in the performance of your role, you must consider the environmental impact of your decisions and where you are able, seek to achieve positive environmental outcomes.

Expected of board members

M2 You should consider the long term environmental impact of your decisions.

Review and approval

The Director of People will review this code of conduct every 2 years, or sooner subject to statutory / regulatory requirements.

Annex 1 to Code of Conduct

Conduct when working in a customer's home

Guided by our values: ambitious, collaborative, accountable, considerate

Customer influence and scrutiny

This annex to the code of conduct has been shaped using customer insight, reflecting what customers have told us matters most when we visit their homes. We have listened to customers' expectations about how they want to be treated, how colleagues should behave, and the experience they should receive, and have built these expectations directly into this code. To ensure we are delivering on what customers helped design, there will be an opportunity for customers to scrutinise how this code is being applied in practice six months after implementation, providing assurance that the standards set out here are being consistently met.

Purpose

This code of conduct sets out the standards expected of all colleagues and contractors when working in a customer's home or private outdoor area. It applies to all types of visits, including repairs, surveys and appointments relating to tenancy matters or services we provide.

Our values guide how we create positive, respectful, and trustworthy experiences for customers. Everything we do should reflect what customers tell us matters most to them: **respect, clear communication, professionalism, reliability, empathy, and taking responsibility**¹.

Professional behaviour

Ambitious

We aim for excellent customer experiences every time.

- Arrive prepared for the work you are undertaking, and any personal safety risks (PSRs)
- Represent the organisation positively through your behaviour, language, and actions.

Considerate

Act courteously, respectfully, and professionally at all times.

- Use respectful language and tone
- Never swear, use derogatory remarks or be dismissive

¹ Based on transactional customer surveys from April 2024 to January 2026

- Follow agreed instructions and scopes of work.

Customers value colleagues who are polite, professional, and take pride in their work.

Respect for customers and their homes

Considerate

Treat every customer and their home with dignity and respect.

- Check for user defined characteristics (UDCs) indicating a need for reasonable adjustments to meet specific needs of the customer in advance, so you can adapt your approach, e.g. give them more time to answer the door, specific language needs, etc.
- Treat the customer's home with the respect you would give your own
- Be mindful of cultural, religious, and personal differences
- Avoid judgemental comments or assumptions
- Respect household routines, family members, and pets.

Accountable

Handle customer property with care at all times.

- Protect their home: use dust sheets, shoe covers, and take care of belongings
- If damage occurs, report it immediately and honestly
- Never remove customer property (unless authorised as part of the task).

Customers notice and value colleagues who are tidy, careful, and respectful of their space.

Identification, appearance and conduct

Accountable

- Carry and clearly display your ID badge – make sure it is in date and not expired
- Wear approved uniform and PPE where required
- Maintain a professional appearance and good personal hygiene.

Collaborative

- Do not bring unauthorised people into the customer's home
- If another colleague must join you, explain this before they enter.

Communication, listening and being heard

Collaborative

- Communicate clearly, honestly, and in plain language

- Explain what you are there to do, how long it is likely to take and when entering rooms or accessing utilities
- Keep customers updated throughout
- Explain decisions, outcomes and next steps before leaving (is the job complete, are there any next steps for the customer or for you to take).

Considerate

- Listen actively and take concerns seriously
- Do not make assumptions about their home or situation
- Avoid dismissive language such as “that’s normal”

Customers want to feel listened to, heard and involved, even when issues cannot be resolved immediately. Clear communication is highly valued.

Punctuality, reliability and respecting time

Accountable and considerate

Respect customers’ time.

- Attend within the agreed time window; use technology to notify customers you are on your way
- Inform them as soon as possible if delayed or unable to attend.

Ambitious

- Reliability builds trust – strive to set a high standard.

Missed appointments, long waits and lack of updates damage customer trust and confidence.

Completing work properly and taking ownership

Accountable and Ambitious:

- Complete work to a high standard and avoid unnecessary temporary fixes
- Bring the right skills, tools, and materials
- Never close jobs as complete if they are not.

Collaborative:

If work cannot be completed:

- Explain why, apologise where appropriate and log follow on work correctly
- Use technology such as doorstep appointments, and CRM to improve the customer experience and aid colleague understanding

- Explain next steps before leaving.

Inaccurate job closures damage customer trust and confidence. Customers value colleagues who take ownership and follow through until issues are resolved competently. They understandably get frustrated by the need for repeat visits.

Health, safety and leaving the home secure

Accountable:

- Follow all health and safety procedures and risk assessments
- Use tools, equipment, and materials safely and correctly
- Keep work areas tidy and minimise hazards
- Report accidents, incidents, or near misses immediately.

Considerate:

Before leaving:

- Remove hazards, tidy the work area and ensure the home is secure
- Reassure the customer that safety checks have been completed.

Customers expect to feel safe and secure in their home once work is finished.

Safeguarding, vulnerability and empathy

Considerate:

- Maintain professional boundaries at all times
- Take account of health conditions, disabilities, mental health needs, and caring responsibilities. Adjust your communication and approach where needed.

Accountable:

- Report safeguarding concerns immediately using the somethings not right and/or personal safety risk process
- Never ignore or dismiss concerns about safety or wellbeing.

Customers who are vulnerable value empathy, understanding, and being treated with care.

Privacy, confidentiality and boundaries

Considerate:

- Respect privacy at all times: Access only relevant areas and avoid unnecessary contact with belongings
- Only take required photos (e.g. to evidence property condition or job completion), and with consent where necessary.

Accountable:

- Keep customer information confidential and never share customer details or images without authorisation
- Do not form inappropriate personal, financial, or emotional relationships
- Do not accept, give, or request gifts, tips, or favours unless permitted by policy
- Do not give personal contact details; only use approved work contact details such as your Beyond Housing mobile number and email address
- Do not transport customers in your own or a work vehicle.

Conduct within the home

Considerate:

- Ask permission before using customer facilities (e.g. toilets, electricity, water)
- Do not smoke, vape, drink alcohol, or use drugs in or near the home, and never attempt to work in a customer's home with levels of alcohol or drugs that are above the legal limit.

Accountable:

- Minimise disruption and leave the space clean, tidy, and secure.

Tools, equipment and vehicles

Accountable:

- Use company equipment responsibly, for work purposes only and secure tools and materials when not in use
- Do not use customer vehicles or equipment.

Equality, fairness and non-discrimination

Collaborative:

- Treat every customer fairly, and with respect.

Accountable:

- Challenge abusive, discriminatory or harassing behaviour appropriately. Leave the property if that is appropriate
- Report discriminatory conduct to your team leader/manager immediately.

Use of technology and social media

Ambitious:

- Use technology effectively to enhance the customer experience, e.g. job acceptance, 'on route' notifications, doorstep appointments, CRM
- Ensure customers understand next steps before you leave.

Accountable:

You must not:

- Post about customers or job locations on social media
- Take unnecessary photos or share images without consent
- Use mobile devices for personal reasons during visits.

Honesty, transparency and integrity

Accountable:

- Be honest about work carried out, time spent, and materials used
- Never exaggerate qualifications, experience, or authority
- Declare conflicts of interest.

Collaborative:

If something goes wrong:

- Explain clearly and openly
- Set realistic expectations about next steps.

Transparency helps maintain trust, even when outcomes are not immediate.

Reporting concerns and incidents

Accountable:

- Report complaints, concerns, or incidents promptly using correct systems/processes e.g. somethings not right and/or PSR
- Cooperate fully with investigations when required.

Compliance and accountability

Accountable:

- Follow all policies, procedures, and legal requirements
- Accept responsibility for your actions and decisions
- Understand that breaching this code may lead to disciplinary action.