THA: Tenant Influence Panel (the Panel)

Member role and code of conduct – July 2024

The role

1. As a member of the Panel, you must be a tenant of THA.

2. The role on the Panel is to:

- Scrutinise THA's performance.
- Influence THA strategies and policies.
- Influence how THA delivers their landlord services.
- Conduct deep dives in specific areas and provide evidenced based recommendations to THA.

3. You will have to attend at least four meetings per year, through an online meeting. This will include pre-meeting reading of papers and preparation.

4. You will need a laptop or phone and an internet connection and video to dial into meetings.

5. You will understand and agree that the meetings are not there to progress individual / personal THA matters you might have with THA, these must be pursued through the usual channels.

6. You will not be formally acting as a representative for other tenants, although views collected from other tenants are welcome to be shared at meetings as part of your view and influence into the work that THA do.

7. Be inclusive, supportive and challenge THA in a constructive way, we expect all members to abide by the code of conduct (below).

Code of conduct

Respect and dignity

- Treat all members, staff and stakeholders with respect and dignity.
- Listen actively and consider the views and opinions of others.
- Avoid any form of discrimination, harassment, or bullying.

Confidentiality

- Maintain the confidentiality of sensitive information discussed with the Panel.
- Not disclosing any confidential information to people outside of the Panel.

Integrity and honesty

- Act with integrity and honesty in all dealings.
- Declare any conflicts of interest and refrain from participating in discussions or decisions where such conflict exist.

Commitment and participation

- Attend all meetings regularly and punctually.
- Prepare adequately for meetings by reading all relevant documents and materials.

Accountability

- Be accountable for your actions and decisions.
- Ensure that decisions are made in the best interest of THA and its tenants.

Professionalism

- Always conduct yourself in a professional manner.
- Avoid any behaviour that could bring the Panel or THA into disrepute.

Collaboration

- Work collaboratively with other Panel members, staff, and stakeholders.
- Foster a positive and inclusive environment with the Panel.

Continuous improvement

- Seek opportunities for personal and professional development.
- Be open to feedback and willing to improve your skills and knowledge independently or through training opportunities provided by THA.

I understand the role of member and agree to act in line with the code of conduct.

Member name:

Member signature:

Date: