



Cossington Housing Co-operative Ltd

Tenant Members' Code of Conduct

1. Purpose

This Code of Conduct sets out the standards of behaviour expected from all tenant members of Cossington Housing Co-operative Ltd ('the Co-operative'). It aims to promote mutual respect, safeguard community wellbeing, and ensure that all members uphold the Co-operative's values of accountability, equality, respect, and shared responsibility.

2. Scope

This Code applies to all tenant members, their household members, and visitors when:

- Occupying or using Co-operative property or communal areas;
- Engaging with Co-operative staff, contractors, or committee members;
- Attending meetings, events, or any activity organised or endorsed by the Co-operative;
- Representing the Co-operative in any capacity.

3. Core Principles

- Respect Others – Treat neighbor's, staff, committee members, and contractors with dignity and courtesy at all times.
- Act Responsibly – Take responsibility for their behavior and that of their household members or visitors.
- Promote Community Harmony – Support a peaceful, safe, and inclusive environment free from harassment or discrimination.
- Uphold Integrity – Be honest, fair, and cooperative in all dealings with the Co-operative.
- Protect Property and Resources – Take care of their home, common areas, and shared facilities.
- Comply with Policies – Adhere to tenancy agreements, co-operative policies, and this Code of Conduct.

4. Expected Standards of Behavior

4.1 Towards Neighbor's and the Community

- Maintain a respectful, considerate, and non-disruptive attitude towards others.
- Avoid anti-social behavior, including excessive noise, threats, harassment, intimidation, or abuse.
- Respect the privacy, lifestyle, and cultural background of others.
- Report incidents of nuisance, damage, or safety concerns promptly to the Co-operative.

4.2 Towards Staff, Committee Members, and Contractors

- Treat all Co-operative representatives with professionalism and respect.
- Refrain from using offensive, discriminatory, or aggressive language or behavior.

- Follow proper communication channels for raising queries, repairs, or complaints.
- Cooperate reasonably with investigations, inspections, and scheduled works.

4.3 Property Care and Responsibility

- Maintain the property in good condition and report repairs promptly through the correct procedure.
- Do not carry out unauthorised alterations or cause damage to the property.
- Ensure that visitors or household members do not cause nuisance or damage.
- Use communal areas safely, keeping them clean and free from obstruction.

4.4 Participation in the Co-operative

- Engage constructively in meetings and community activities.
- Respect democratic decisions made by the elected Committee.
- Avoid behaviour that undermines the Co-operative's governance or reputation.
- Maintain confidentiality on sensitive or internal matters.

4.5 Equality, Diversity, and Inclusion

- Promote an environment free from discrimination or harassment based on race, gender, disability, religion, age, sexual orientation, or any other protected characteristic.
- Support the Co-operative's commitment to equal opportunities for all.

5. Unacceptable Conduct

- Harassment, bullying, intimidation, or verbal/physical abuse.
- Damage to property or misuse of communal facilities.
- False or malicious allegations against staff, members, or neighbours.
- Persistent non-engagement or refusal to follow reasonable instructions.
- Conduct bringing the Co-operative into disrepute.
- Breach of Co-operative policies, Rules or standards

6. Breaches and Consequences

Where a tenant member breaches this Code:

1. The matter will be investigated in accordance with the Co-operative's Complaints and Disciplinary Procedures.
2. Depending on severity, outcomes may include:
 - Informal warning or mediation;
 - Formal written warning;
 - Suspension or exclusion from meetings or activities;
 - Legal or tenancy enforcement action.
3. Serious or repeated breaches may result in referral to the Committee or external authorities as appropriate.

7. Tenant Responsibilities

- Comply fully with this Code of Conduct.



- Act in a manner that promotes the interests and reputation of the Co-operative.
- Notify the Co-operative of any changes in household circumstances or tenancy issues.
- Cooperate with the Co-operative to resolve issues fairly and promptly.

8. Declaration

I/We , confirm that I have read, understood, and agree to abide by the Tenant Members' Code of Conduct of Cossington Housing Co-operative Ltd. I understand that failure to comply may result in disciplinary or tenancy action.