Cornwall Rural Housing Association Limited

Code of Conduct for Board Members, Colleagues, Shareholders and Involved Customers

1. Introduction

1.1 Cornwall Rural Housing Association Limited (CRHA) has adopted the National Housing Federation Code of Conduct 2026 ("the NHF code").

1.2 The document sets out the principles (a code of conduct) for how CRHA Board members, colleagues, involved customers and shareholders should conduct themselves.

1.3 The Code of Conduct will be kept under review and may be amended from time to time.

2. Terminology

2.1 **Board** – includes any board of management or committee and all similar governing bodies, however designated.

2.2 **Board member** – includes all members of governing bodies, however designated and includes co-optees or nominees.

2.3 **Colleagues** - includes CRHA paid employees, including any agency personnel or secondees.

2.4 **Involved customer** – includes any tenant involved in delivering or scrutinising CRHA's business activities. It does not include tenants who are members of the board, who are covered by those provisions applying to board members.

2.5 **Shareholders** – CRHA expects each of its shareholding members to comply with the principles of this code and those provisions relating to board members.

3. CRHA Values

As well as the code of conduct, you should familiarise yourself with our core values which guide how we operate and how we behave as a business, service provider and employer, which are:

- **Customer First** – Our customers are at the heart of what we do
- **Inspire** - to be a great example to everyone that we engage with
- **Commitment-** to provide safe, affordable, quality homes
- **Integrity** - having strong principles in what we do, being respectful
- **People Focus -** investing in our people so that they can be the best that they can be

Our values should apply in all aspects of our service provision and in our dealings with others.

4. The main principles of the code

Meeting your responsibilities
You must fulfil your duties and obligations responsibly, acting at all times in good faith, with integrity and honesty and in the best interests of the housing association and for the delivery of its strategic priorities.

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

You must take care to always act with integrity and in a way which will not risk the reputation of CRHA.

Conflicts of interest
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.

Bribery, gifts and hospitality
In your role with the housing association, you must not offer, 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.

Funds, resources and personal benefit
You must not misuse the housing associations funds or resources or seek preferential treatment for your own personal benefit.

Confidentiality
You must process information in accordance with the law and the housing associations policies and procedures.

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

Respect for others
You must treat all others with respect and consideration.

Working with Customers.
We place great emphasis on maintaining good, trusting and long-term relationships with our customers and residents.

You must be professional, respectful, fair and courteous in all your dealings with customers. You should, at all times, act with empathy, honesty and professional curiosity and in line with the values and expected behaviours of CRHA.

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

Learning and development
You must undertake any learning and development as requested by CRHA and in line with your role and of being an employee of the housing association, including any behavioural and cultural awareness support.

Continued professional development is also encouraged alongside role specific learning.

If your role falls within the designated roles of 'Relevant Manager' or 'Relevant Service Provider (SP) Manager' then you must undertake the necessary level of training and qualification as required within the Regulator of Social Housing's Competence & Conduct Standard.

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

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

Primary reference document – 2026 Code of Conduct National Housing Federation

Date Reviewed	Changes to the Policy	Date to be Reviewed	Approved By	Author
April 2024				
February 2025	No changes made	Feb 2028	Board	DWB
July 2026	Primary reference document changed to 2026 Code of Conduct National Housing Federation.	Feb 2028	Board	DWB