

# Housing Landlord Services Code of Conduct appendix

Housing Landlord Services  
Employees  
South Holland District Council  
Boston Borough Council  
East Lindsey District Council  
July 2026

## Revision History

Date	Version	Comments
22/04/2026	6.0	
06/05/2026	7.0	Reviewed by the SHDC Tenant Influence Panel

### 1. Background

The Competence and Conduct Standard applies to all Registered Providers, but its practical impact differs depending on organisational size. South Holland District Council (SHDC) is classified as a large, Registered Provider, meaning it must meet the full suite of regulatory expectations including staff competence development, behavioural standards, and professionalisation requirements in accordance with the Regulator of Social Housing's Competence and Conduct Standard. The standard requires providers to ensure that all relevant staff possess the necessary skills, knowledge, experience and behaviours to deliver good quality services, and to take appropriate steps to ensure contractor staff meet the same standards.

In contrast, Boston Borough Council (BBC) and East Lindsey District Council (ELDC) are small, registered providers with less than 1000 units, and while subject to the Competence and Conduct Standard, the expectations relating to qualification deadlines, professional accreditation and structural workforce requirements apply on an extended transition period for smaller providers, as recognised within the Government's response and impact assessments. Smaller registered providers are still required to ensure relevant staff and contractors meet competency and conduct standards, but the regulatory approach takes into account their scale and resource capacity.

To ensure consistent professional behaviours and tenant facing standards across all three councils, the SELCP Corporate Code of Conduct remains the primary organisational policy. The Housing specific Code of Conduct acts as an Appendix to this policy, setting out the additional role specific expectations required for staff delivering landlord services across SHDC, BBC and ELDC.

### 2. Introduction

This code of conduct sets out the behaviour we expect of our employees when entering and working within tenants' homes and communities. It aims to ensure that all interactions are professional, respectful and considerate of tenants' rights, privacy and wellbeing. This Code applies to all interactions with tenants, including in-person, written, telephone and digital contact, and to all situations where employees are representing the Council in the delivery of landlord services

### **3. The principles**

All employees must:

- Treat tenants and their homes with respect and dignity at all times.
- Have an ID badge to identify themselves.
- Act professionally and with integrity.
- Maintain tenant confidentiality and privacy.
- Follow health and safety regulations.
- Report any concerns about tenant welfare (including safeguarding) through correct procedures.
- Comply with all relevant laws and council policies.
- Have effective communication and tenant engagement practices.
- Embed tenant feedback into service delivery.
- Use learning from training to deliver great customer service.

### **4. Entry and conduct in a tenant's home**

#### **4.1. Prior notice and permission**

- Tenants must be given a full scope of works to be carried out, including accurate timescales ahead of all planned works. If the property is undergoing works involving planned maintenance such as a new kitchen, bathroom etc, the tenant must be notified two weeks before work starts so that they can plan.
- Tenants must be given a minimum of 24 hours notice prior to visiting for responsive repairs except in emergency situations.
- Prior to a visit, the tenant should normally be informed of who is visiting and the reason for the visit. This requirement may be waived in circumstances where advance notice could undermine the purpose of the visit, such as safeguarding concerns or tenancy audits.
- There may also be occasions where staff are in the local vicinity, such as when undertaking nearby visits and may request access without a prior appointment. In

these circumstances, and where contact would not undermine the purpose of the visit, staff where possible, make a courtesy phone call to the tenant before attending.

- Tenants are encouraged to request to see ID before allowing access.
- Employees must adopt varying communication methods adhering to individual needs including large print and translations and adhere to SHDC's Reasonable Adjustments Policy (SHDC employees only).
- Consider any tenant vulnerabilities and provide suitable flexibility e.g. working appointments around care visits. Offer face-to-face appointments for complex or vulnerable cases or at tenant request.
- Employees must not enter a property if a child (under 18) answers the door and no responsible adult is present.
- If a tenant refuses entry for valid reasons, the refusal must be respected, and concerns should be escalated accordingly. Valid reasons for refusal could include illness or for example the tenant has supporting needs that requires a trusted adult to be present before allowing entry.
- If a tenant refuses entry with no valid reason, the no access procedure should be followed. (The no access procedure means we will first make reasonable efforts to understand why access isn't possible and work with tenants to agree a suitable appointment, including offering different times and methods of contact. If access is repeatedly refused without a valid reason, this is considered a breach of the tenancy agreement and may ultimately lead to formal warnings and legal action to ensure essential inspections or repairs can be carried out.)

#### 4.2 Identification and communication

- Employees must always carry and display official identification.
- Upon arrival, they must introduce themselves, state the reason for their visit, and show identification before entering. If no identification is provided the tenant may refuse entry.
- Use clear, polite and plain English language or translation and interpretation services where required.
- If a scheduled appointment cannot be kept, every reasonable effort must be made to notify the tenant as soon as possible on the same day and to offer a new

appointment as soon as practicably possible. Failure to attend an appointment without prior notification may result in the tenant raising a formal complaint with South Holland District Council. Where notification is not possible due to an emergency, critical incident, or other unforeseen circumstances preventing communication, this will be taken into account when considering any complaint or compensation claim.

#### 4.3 Respect for tenants and their homes

- Employees must treat the tenant, their household, their property and any pets with care and respect.
- Do not move or touch personal belongings unnecessarily or without permission.
- Avoid making excessive noise or disruption such as playing music loudly.
- Keep the working area within the home clean and tidy, clearing up after work is completed and at the end of each day. This could include dust sheets being used to protect flooring or furniture. Tenants may be asked to remove their belongings where it is appropriate to do so before works begin after receiving prior notice. The property should be left in a state of how it was prior to the works being completed.
- Upon entry, the employee should ask tenants whether they would like them to wear protective coverings over shoes.
- Ensure any rubbish is removed and disposed of correctly at the end of each day and on completion of works.

### 5 **Ongoing communication**

#### 5.1 Keeping in touch

- Provide tenants with clear and appropriate contact details (such as a direct email address or named team mailbox), ensuring tenants know how to reach the right person.
- If further visits or communication are required, this should be explained to the tenant so that they are kept informed.
- Tenants should be made aware of timeframes including a proposed date for completion where appropriate.

- At the end of each interaction, employees and operatives should ask tenants whether there is anything else they need help with, to ensure all concerns are addressed and no issues are left unresolved.
- Proactively communicate if responsibilities change, for example, during periods of long-term leave, sickness, or handovers.

## 6 Professional behaviour and ethics

### 6.1 Appropriate conduct

- Do not smoke, vape or consume alcohol in a tenant's home or garden.
- Do not use offensive, discriminatory or inappropriate language.
- Do not engage in arguments, confrontations, or personal disputes with tenants.
- Avoid personal comments, jokes or remarks that could be misinterpreted.
- Tenants should not be asked to make hot drinks or provide food. Tenants can offer should they wish to do so, and employees are able to accept or politely decline.
- Employees to be responsible for own welfare facilities and not be reliant on tenants.
- No personal devices are to be used to hold tenant information or photographs.
- Employees to demonstrate their understanding of any negative stereotyping, handling challenges and dealing with conflict and working with a diverse range of tenants with complex needs.

### 6.2 Privacy and confidentiality

- Do not discuss a tenant's personal circumstances with others unless required for legitimate purposes (e.g. safeguarding concerns).
- Ensure confidential discussions are held in appropriate environments.
- Any documents, photographs or records must be handled with confidentiality and stored securely in line with the SELCP ICT Acceptable Usage Policy.

### 6.3 Gifts and personal relationships

- An employee should not accept significant personal gifts from contractors, outside suppliers or members of the public, although the Council will allow employees to

keep insignificant items of token value such as pens, calendars, and diaries. Full details on gifts need to be viewed in the SELCP Corporate Code of Conduct.

- Employees must not give or loan money to tenants or accept any loans or money offered by tenants.
- Any potential conflicts of interest (e.g. personal relationships with tenants) should be notified to the people manager ahead of the visit.

#### 6.4 Quality workmanship and repairs

- Workmanship must meet agreed specifications and industry standards and comply with Health and Safety practices.
- Only approved and appropriate materials and methods will be used.
- Operatives must arrive suitably prepared for the work required, including bringing appropriate materials, tools and equipment necessary to complete the job safely and to an acceptable standard.
- Operatives must only carry out work that is within the scope of the authorised job order, unless additional work is both within their competency and skill set and within the Landlords Repairs Responsibilities in line with the Housing Repairs and Fitness for Habitation Policy.
- Where an employee needs to leave site during the day, such as to collect materials, as far as possible the tenant should be made aware to manage expectations.

### 7 **Safety and security**

#### 7.1 Personal and tenant safety

- Employees must adhere to health and safety laws and council policies. The Councils Policy for Health and Safety and the Procedure for Safe Driving at Work should be read in conjunction with this Code and applied accordingly for employees who have driving duties within their job.
- Employees must report if unsafe conditions are observed (e.g. hoarding, gas leaks, Damp Condensation and Mould (DCM)) it must be reported to the appropriate teams. (For example in SHDC properties, DCM should be reported immediately to [dcm@sholland.gov.uk](mailto:dcm@sholland.gov.uk))
- If a tenant behaves aggressively, employees should withdraw and report the incident to their line manager.

## 7.2 Protection of vulnerable tenants

- Anyone attending a tenant's property must be aware of and trained in safeguarding responsibilities concerning adults or children at risk.
- Any concerns about a tenant's welfare or a member of the household must be reported in line with safeguarding procedures.
- Work considerately with tenants who have additional needs such as knocking loudly, allow additional time for door to be answered, speaking slowly and clearly and ensuring any warnings regard noise and disruption are given where applicable.

## 7.3 Health and Safety legislation

- Employees must be equipped with, and use, all necessary and appropriate Personal Protective Equipment (PPE) where required by Health and Safety policy, regulations and instructions from their manager/service manager.
- All accidents and near misses must be reported through the Councils accident and near miss procedure.

## 7.4 Vehicle conduct and parking

- Employees must park considerately, ensuring they do not block driveways, pathways, emergency access routes or cause inconvenience to tenants. Where parking options are limited due to operational requirements, employees should take reasonable steps to minimise disruption, advise tenants where appropriate, and be prepared to move their vehicle if access is required.
- Engines should not be left idling unnecessarily. Periods of idling may be acceptable where needed for heating or air conditioning during breaks, or for safety or operational reasons.

## 8 **What we expect from tenants**

- Tenants should treat all Council Employees/ Contractors and Agents with courtesy and respect.
- Tenants should look after their home and gardens.
- Tenants should be a good neighbour by showing consideration and respect for others, avoiding behaviour that causes nuisance, disturbance, or annoyance, and helping to maintain a safe and pleasant living environment for the community.

- Tenants should ensure their homes are well-ventilated if smoke is present before officers arrive. Since their home is considered a workplace of our officers, persistent smoking during their visit may result in the appointment being cancelled.
- Tenants should look after their pets to keep them secure and not causing a hazard. Staff may ask tenants to secure or put pets away during visits where necessary for safety.
- Tenants should report repairs to the Council as soon as possible and allow access to the home.
- Tenants should follow their tenancy agreement terms.

## **9 Complaints and reporting misconduct**

### **9.1 Tenant complaints**

- Tenants have the right to report concerns about officer conduct. Tenants must be informed about the complaints process, and it must be formally logged with the Housing Complaints team.
- All complaints or expressions of dis-satisfaction should be reported to the Council, by the employee.
- Complaints should be handled promptly, fairly and professionally and in line with the Councils Comments, Compliments, Complaints and Compensation Policy.

### **9.2 Reporting breaches of conduct**

- Any breaches of this Employee Code must be reported to the Council.
- Upon a breach being identified, the council will consider whether further sanctions should be taken such as an apology, training, compensation and managing poor performance.

## **10 Compliance**

- All employees must undergo mandatory training on this Code of Conduct.
- A breach of the Code of Conduct may lead to disciplinary action in line with the Councils agreed Disciplinary Policy.

## 11 Linked policies and procedures

The Housing Code of Conduct should be read in conjunction with the following policies and procedures:

- SELCP Code of Conduct for Council Employees Policy
- SELCP Disciplinary Policy
- SELCP Equality Diversity and Inclusion Policy
- SELCP Improving Performance at Work Policy
- SELCP Learning and Development Policy
- SELCP Grievance Policy
- SELCP Workforce Development Strategy
- SELCP Competence and Conduct Policy
- SELCP Reasonable Adjustments Policy
- SELCP Safeguarding Policy
- SHDC Housing Comments, Compliments, Complaints and Compensation
- ELDC Housing Comments, Compliments, Complaints and Compensation
- BBC ELDC Housing Comments, Compliments, Complaints and Compensation
- SHDC Contractor Code of Conduct

### **Acceptance of the Code of Conduct**

Employees are required to confirm their understanding and acceptance of the Housing Code of Conduct appendix to the Corporate Code. This acceptance of the Code by the employee must be completed before the end of their second week of employment with the Council.

The employee will be able to accept the Code by accessing the Corporate Library on First4HR to confirm their acceptance of the Code.

Alternatively, an employee is able to accept the Code by signing the document below and then scanning and return this page of the Code only to HR (HR@pspsl.co.uk) for retention on the employee's personal documents in First4HR.

**I confirm that I have read the Councils Corporate Code of Conduct and the Housing Code of Conduct appendix and I declare that I fully understand the standards of conduct that I have to follow to as an employee of the Council:**

<b>Name of Employee</b>	
<b>Department of Employee</b>	
<b>Job Title of Employee</b>	
<b>Date of start of Employee</b>	
<b>Signature of Employee</b>	
<b>Date the Code signed by Employee</b>	

Any queries about the Code should be discussed first with your people manager who will be able to contact the HR team at PSPS to assist with any questions or concerns about acceptance of the Code.