

Ethical Standards 2018

Wellhouse Housing Association is an ethical, not-for-profit business and a registered social landlord. Our source of income is tenants' rent money and we are a custodian of this income: all financial decisions will be driven by the understanding of this fact. We will uphold our customers' confidentiality and personal dignity at all times. We will implement a code of ethical practice, which meets the expectations of our customers, our funders and other stakeholders. We will live by our vision and values.

- Our work will be carried out in an open and sensitive manner, taking the needs of all stakeholders into account.
- We will treat our staff, our customers and our associates with courtesy and respect, maintaining confidentiality and protecting personal sensitive information. We have a separate [privacy statement](#).
- We will vigorously defend the good name of the Association when necessary and act in the best interests of the Association and or customers at all times. Refer to the [staff](#) and [committee](#) codes of conduct and the [CIH ethical standards](#) for housing staff for more information.
- We will not tolerate or condone abusive, threatening or anti-social behaviour of any kind towards our committee members, our employees, our associates or our customers and will ensure that even seemingly minor complaints are investigated and acted upon.
- We will embrace diversity. Refer to our [equality and diversity statement](#).
- We will ensure that equal access to all of our services is enjoyed by everyone.
- We will invest in our people, encouraging development on both professional and personal levels, in line with the "[Investors in People](#)" standards.
- We will maintain accreditation as a [real living wage](#) employer.
- We place [value for money](#) considerations at the heart of all of our decisions and are developing our policy
- We are committed to following environmental best practice in all of our activities and the provision of all services and to this end, adopted our own [sustainability policy](#) in 2017.
- In all developments, where practicable, we will adopt the design requirements of the Secured by Design accreditation and the Housing for Varying Needs standard.
- We aim to procure goods and services from those who share similar values and can support community benefit clauses in contracts.
- We will encourage the development of the social economy in Wellhouse and greater Easterhouse, as a member of [EHRA](#).
- Specifically, we will provide affordable, quality accommodation for [Connect Community Trust](#), which delivers a range of services in our community.
- We will ensure that the community we serve is at the heart of decision-making and has the opportunity to contribute to all aspects of service planning and delivery in a rational, constructive and co-operative manner.
- We will strive to provide fully inclusive facilities, services and activities to the residents of Wellhouse to enhance quality of life, economic and social inclusion, reduce inequalities, address deprivation, develop individual social capital and act as a catalyst to progress the wider regeneration of the area.