

RESPECTFUL CONDUCT POLICY

APRIL 2026



LANARKSHIRE
HOUSING ASSOCIATION LTD



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(*Note Lanarkshire Housing Association hereinafter referred to as 'LHA')

1.0 BACKGROUND AND INTRODUCTION

- 1.1 LHA is committed to providing a safe, welcoming, and respectful environment for all our customers and team members.
- 1.2 To support this, LHA expects all customers to follow the behaviour standards outlined in this policy.

2.0 EQUALITY

- 2.1 LHA is committed to providing fair and equal treatment to all our current and prospective customers.
- 2.2 An Equalities Impact Assessment has been undertaken alongside the review of this policy. The assessment deemed that there are no negative impacts of this policy on any protected groups as outlined in the Equality Act 2010.
- 2.3 As with all LHA policies and practices, LHA ensures these adhere to Outcome 1 of the Scottish Social Housing Charter (Equalities).
- 2.4 LHA is happy to make this policy, and any associated documents, available in alternative formats to assist customers with needs e.g. large print, braille, audio etc.
- 2.5 In addition, and supporting our equality commitment, LHA has adopted the 'Happy to Translate' service, which bridges communication gaps for service users who struggle to communicate in English.

3.0 RESPECTFUL CONDUCT

- 3.1 LHA asks that all tenants, customers, and visitors:
 - Treat others with respect, courtesy, and consideration
 - Communicate in a polite and appropriate manner
 - Respect our team, people's homes, privacy and common spaces
 - Work with LHA, contractors, and neighbours to resolve concerns
 - Adhere to your tenancy agreement, factoring agreement, or any other contract you have with LHA

4.0 DISRESPECTFUL CONDUCT

- 4.1 People may act out of character in time of trouble or distress. There may have been upsetting or distressing circumstances leading up to a complaint.
- 4.2 LHA does not view conduct as unacceptable if a complainant is forceful or determined. In fact, LHA accepts that being persistent can be a positive advantage when pursuing a complaint. But angry, demanding or unreasonably persistent behaviour is not acceptable.
- 4.3 The following conduct and behaviours are not acceptable and will not be tolerated by LHA:
- Aggressive, abusive, or threatening language or behaviour
 - Harassment, discrimination, or intimidation of any kind
 - Damage to property or misuse of communal areas
 - Excessive noise or behaviour that causes nuisance or disturbance
 - Refusal to engage respectfully with or follow reasonable requests
 - Unreasonable and unrealistic service demands
 - Vexatious and derogatory comments towards LHA employees
 - Not accepting a decision or outcome without justifiable cause

5.0 APPROACH

- 5.1 LHA will always aim to address concerns fairly and proportionately. Where issues arise, LHA will:
- Listen to all parties involved
 - Seek to resolve matters informally where possible
 - Take appropriate action in line with the tenancy agreement, factoring agreement, or any other contract you have with LHA or contractors
 - In cases of threats of physical violence, LHA will seek advice and assistance from Police Scotland, or legal guidance if appropriate

6.0 ACTIONS

- 6.1 LHA will endeavour to remedy situations and obtain an amicable outcome. Below is an overview of the actions that LHA may take to try to resolve some situations and limit the circumstances in which LHA and its contractors may be subject to disrespectful conduct.

6.2 Telephone Calls

If we consider a call to be aggressive, abusive, or unreasonable, we will end the call. Prior to ending the call, the caller will be advised that their language, conduct, or behaviour is unacceptable.

The caller will be asked to change their behaviour, if the behaviour continues the caller will be advised that the call will be ended. All LHA

incoming calls are recorded for training purposes, and they may, on occasion, be used as part of a complaint investigation.

6.3 Written Correspondence (including email and text (SMS))

LHA will not accept any form of correspondence that is abusive to employees or contains allegations that lack substantive evidence.

If correspondence is deemed to fall into this category the sender will receive a response advising them that due to the content and tone of their correspondence, no further action will be taken.

If there is a genuine complaint, an investigation will be conducted in line with our Complaints Handling Policy.

7.0 INVESTIGATION OUTCOME

7.1 If following an investigation, there is evidence of disrespectful conduct the following actions may be taken to manage the situation and safeguard employees.

- In minor instances, a verbal warning or a warning letter may be issued. If disrespectful conduct persists, then contact could be restricted or terminated
- Restrict contact to written communication only for a specific period
- Other actions as considered appropriate, given the specific circumstances
- Report matter to police if appropriate (incidents or threats of violence will always be reported to the police)
- Raise a breach of tenancy action for recovery of the property

8.0 DECISION TO RESTRICT CONTACT AS A RESULT OF DISRESPECTFUL CONDUCT

8.1 Customers will be notified of outcome of an investigation relating to disrespectful conduct.

8.2 Any restrictions put in place will be for a limited period of 6 months at which point a review will be conducted.

8.3 Customers will be notified of the outcome of the review which may result in the restrictions being removed or continued for a further 6 months.

8.4 Restricted contact does not remove a customer's rights to access essential services; however, requests should be made in the agreed communication format.

9.0 RIGHT OF APPEAL

- 9.1 If a customer is unhappy with the decision they have the right of appeal. Appeals should be made in writing within 14 days of any actions being applied.

10.0 SUPPORTING DOCUMENTS

- 10.1 The implementation of this policy is supported by the following policies and procedures.

- Code of Conduct (employees)
- Scottish Secure Tenancy Agreement
- Short Scottish Secure Tenancy Agreement
- Complaints Handling Procedure
- Health and Safety Policy
- Lone working policy
- Anti- Social Behaviour Policy

11.0 MONITORING UNACCEPTABLE ACTIONS

- 11.1 Data will be analysed to identify and address reasons and take any appropriate action required. Corporate Services will report this information regularly in line with GDPR (and at least annually) to the Leadership Team and/or Management Committee. Staff members should report all incidents to their Line Manager and subsequently both parties are to complete the appropriate notification form and submit this to the Corporate Services Department.

12.0 POLICY REVIEW

- 12.1 This policy will be reviewed every three years or in response to legislative changes.