

Themes from discussions

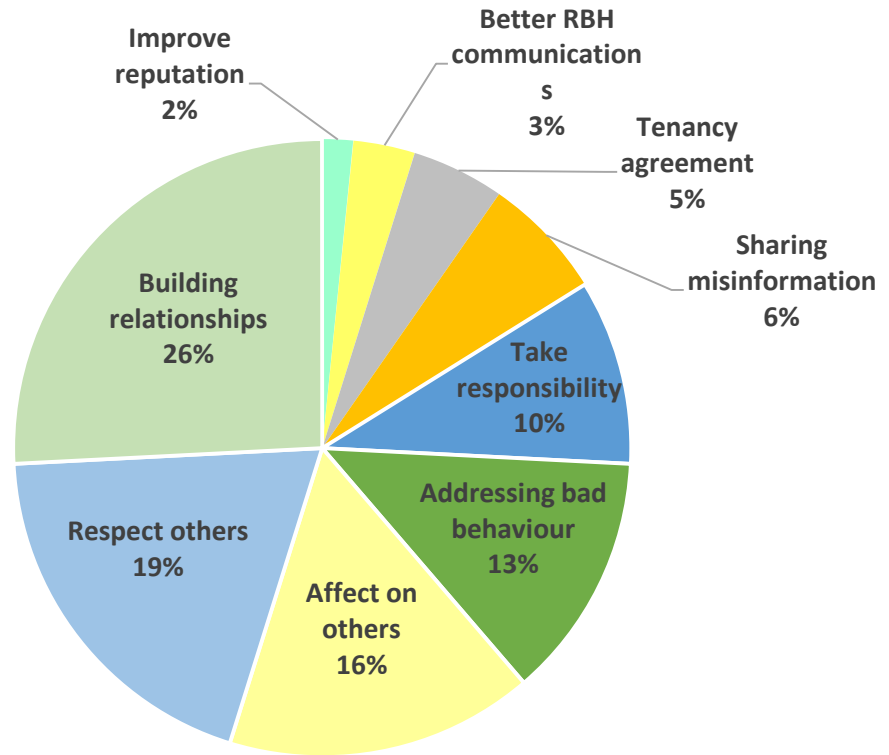
Attendees were asked to tell stories about a time when someone did something that made them feel good, or when someone did something that made them feel bad.

Everyone wrote down what they got from each story

Those notes were analysed and key themes identified

- Building relationships
- Respecting others
- The affect behaviour has on others
- Addressing bad behaviour
- Taking responsibility
- Not sharing misinformation
- Tenancy agreements
- Better RBH communications
- Improving estate reputation

Code of Conduct discussion themes (from 63 comments)



We all agreed the main message is
“treat people as you would like to be treated yourself”

Questions and suggestions

Mythbusters which give aim to stop scaremongering and misinformation being spread should be shared in Newsletters as well as online

The floods brought everyone together – we should find something positive that has the same affect, like sharing food, gardening, music or sport

Tenants need to know when something they have complained about has been dealt with – a feedback loop from RBH to let them know what has happened.

People don't know how their behaviour impacts others. We need to find a way to show or tell them

Tenants need to assume no-one has reported an incident or issue rather than thinking someone else is bound to have said something to RBH

Tenants need to know more about how the incident management process works

Behaviours we want to see

Be positive about where you live

Be open & honest

Compromise

Be kind

Respect one another

See the potential in others

Take responsibility for your actions

Notice what affect you are having on others

Work together to do good things

Check your facts before you share information

Set a good example

Don't judge - other people may be struggling

Include others in your activities

Treat people the way you would like to be treated