

Heylo Housing Heylo Connect event Attendee Code of Conduct

1. Introduction & Purpose

Please read this carefully and ask about anything that you do not understand before joining the meeting.

- 1.1 Heylo Housing is committed to enabling our customers to ask us questions and engage with us about things that impact them. We are actively seeking ways to ensure that our Board and decision-making bodies have access to and insight into the views and needs of the Heylo's residents, stakeholders, and future customers, and uses this information to inform decisions where appropriate.
- 1.2 Informed by feedback from our HHRP Customer Committee members, we will be organizing online 'Heylo Connect' live events through which customers can learn more about our arrangements and have an opportunity to ask questions and get answers to specific topics.
- 1.3 The purpose of this Code of Conduct is to provide a set of guidelines for those, who are not representatives of Heylo, who want to attend these 'Heylo Connect' live events and raise questions/comments.
- 1.4 At Heylo Connect events, members may wish to raise issue which are confidential or sensitive to them. **We would please ask those individuals not to do so.** Should any resident or customer have an issue which they wish to raise in relation to their personal circumstances, they can do so by contacting portfolio@heylohousing.com or on 020 3744 0415. If someone raises such an issue, it may be necessary for Heylo representatives to refuse to respond to that question, referring the individual to other means of contact.
- 1.5 All attendees are required to follow this Code of Conduct when attending Heylo Connect live events, asking questions or making comments. Behaviour by any attendee which breaks this Code of Conduct will result in them being asked to leave the Heylo Connect live event. Anyone attending who is asked to leave may not be permitted to attend another Heylo Connect event.

2. Process by which any comments/questions may be raised – in advance or at the Heylo Connect event

- 2.1 Any attendee may submit a question or comment in relation to the subject matter of that Heylo Connect agenda at any time before the date of the meeting and during the meeting itself via the chat box functionality. Comments/questions asked before the event should be submitted via email to info@heylohousing.com. It should specify:
 - 2.1.1 who is submitting the question/comment.
 - 2.1.2 the property address their matter relates to or their own property address should they be a resident;
 - 2.1.3 what the question or comment is;
 - 2.1.4 the details of any Heylo officer they may have discussed the matter with to date (as relevant and so as to ensure we can review what may have been stated previously);
 - 2.1.5 if relevant, what solution or answer they are hoping to achieve or consider appropriate in the circumstances.(Please note that while we require customers to confirm their personal details we

will not share any personal information with others on the Heylo Connect events. This effectively means questions discussed at the event will be treated as 'anonymous').

- 2.2 Upon receipt, Heylo will consider whether the comment/question is appropriate for inclusion in the meeting discussions. Any comments or questions that are considered by Heylo representatives to be offensive, inappropriate, or contain any information that may put at risk any person, complaint, legal or other established process will not be recognised or accepted.
- 2.3 Questions / comments that are accepted will be collated and presented during the meeting. Any additional questions that are raised during the meeting will be reviewed and if accepted, then included in the meeting discussion, time permitting.
- 2.4 The Heylo Connect event moderators and/or Chair will present questions asked anonymously. Personal data will not be shared with the group as a whole.
- 2.5 All questions/comments which warrant a response and which are not answered at the Heylo Connect event, will also be responded to in writing within 14 days after the meeting.

3. Process by which you may attend a meeting and notifying us of any accessibility needs

- 3.1 Heylo Connect events are currently planned to take place on Wednesday 26 July 2024, Thursday 21 November 2024 and Thursday 23 January 2025 from 7-8pm. Meetings may go over their estimated time due to the subject matter or discussions arising at that Heylo Connect event. As above, any question asked in advance or at the Heylo Connect event which warrants a response which is not answered at the Heylo Connect event, will be responded to within 14 days of the Heylo Connect event.
- 3.2 So that we can ensure our technology is able to meet the requirements of our attendees, you may register your attendance for our Heylo Connect events by completing a registration form up to midday on the day of the meeting. All requests must:
 - Confirm your full name, address, telephone number and email address.
 - Provide your consent for Heylo to contact you after the meeting to discuss any questions you ask in more detail.
 - Confirm if you have any accessibility needs in relation to the meeting which we will seek to support. Please note that all meetings will take place remotely on Microsoft teams and that we are unable to host face to face meetings at this time. However, we can seek to support by arranging for an interpreter or respond to other accessibility needs provided we are given 4 working days notice.
- 3.3 Heylo may refuse a request from someone wishing to attend a meeting if it can reasonably be shown that the purpose of anyone attending is to disrupt, undermine or otherwise interfere with the Heylo Connect event. Similarly, any attendee refusing to introduce themselves or provide a valid reason for wanting to attend may also be refused.
- 3.4 Attendees appearing under the influence of alcohol or illegal drugs/substances, causing disruption or obstructing the conduct of business, will be asked to leave the Heylo Connect event immediately, may be removed virtually, and will not be permitted to re-enter or attend another Heylo Connect event.
- 3.3 Attendees are asked to:
 - arrive on time to enable Heylo Connect events to start promptly.
 - Treat everyone (employees and customers / residents alike) with consideration and

respect their contributions to meetings.

- Agree to leave the meeting at the end of meeting or sooner should they be asked to do so by the Chair in accordance with this Code of Conduct.
- Not record the meeting, recognising that there will be a summary of the meeting business and any slides shared after the meeting and recording the meeting may interfere with the natural discussions as well as require the consent of the other attendees to their being recorded.

3.5 Where someone makes a comment or question in advance which is rejected in accordance with this Code of Conduct but then attends a Heylo Connect event and seeks to restate that rejected question or comment, the Chair will further reject the question and remove the attendee from the Heylo Connect event digitally.

3.6 Should an excessive number of attendees seek to attend a Heylo Connect event, Heylo reserves the right to limit the number of people attending, admitting people on the basis of those who were first to be sent the joining details.

4. Raising specific issues

4.1 Attendees are reminded that they should not raise issues relating to their specific arrangements at the Heylo Connect event, as we will not have access to their lease or other information to be able to confirm the position.

5. Equality and diversity

5.1 Attendees must be fully committed to the principles of equality and diversity and agree to be aware of their individual responsibility for ensuring that the principles of equality and diversity are evident in their behaviour when attending Heylo Connect events.

5.2 No attendee will discriminate on any grounds against any other attendee or Heylo representative nor use discriminatory language, derogatory or personal remarks.