Competence and Conduct Policy

Frequently asked questions for residents

Draft for consultation | November 2026

You should feel confident that the people providing your housing services know how to do their jobs and treat you with respect. These FAQs explain what our draft policy would mean for you.

The policy is not yet final. We are asking residents and staff for their views before it goes to our Board for approval, planned for December 2026.

1. About the policy

What does "competence and conduct" mean?

Competence means having the skills, knowledge and experience to do a job well. Conduct means how someone behaves. Both matter when we provide services to you.

What is the policy for?

It explains how we would recruit, train and support people, check the quality of their work and deal with concerns. It also includes a Code of Conduct: the rules about how people working for us must behave.

Who would it apply to?

It would cover our staff, temporary and agency workers, volunteers, Board and committee members, and people delivering services on our behalf. Contractors would have to meet competence and conduct requirements through their contracts.

Why are you asking residents about it?

Your experience helps us understand what good service looks like and where we need to improve. We want you to help shape the policy and check how well it works, not just read it after it has been agreed.

2. What you can expect from us

How should staff and contractors treat me?

- Be polite, listen to you and take your concerns seriously.
- Treat you fairly, without discrimination, bullying, harassment or language that blames or stereotypes you.
- Explain decisions clearly, tell you what will happen and when, and keep you informed if things change.
- Be honest about mistakes and help put things right.

What should I expect when someone visits my home?

They should show identification, arrive at the agreed time or let you know if they are delayed, and respect your home. They must work safely, report hazards they notice, including damp and mould, and must not smoke or vape in your home.

What if I need extra help to communicate?

Tell us what would help. Staff should adapt how they communicate and the support they offer. This could include an interpreter or information in an accessible format.

Can I give a member of staff a gift to say thank you?

Please do not give staff cash, vouchers or gifts, even small ones. They must politely decline them. This helps keep services fair for everyone. You can still tell us when someone has provided a good service.

What if I already know a member of staff personally?

You do not have to end a friendship or family relationship. If their work could affect you, they must tell their manager and step back from decisions about your home, rent, repairs or complaint. Another colleague would deal with these matters fairly.

Can I contact staff through their personal phone or social media?

Please use our usual work contact routes for housing matters, even if you already know the person. Staff must keep work and personal contact separate. They must politely decline new personal social media connections with residents they meet through work.

3. Training and qualifications

How would you make sure staff can do their jobs well?

We would check the skills and experience needed for each role, provide an induction and ongoing training, and review staff work regularly. Managers would use supervision, checks on calls and case records, resident feedback and complaints to identify improvements.

What would staff learn about?

Training would depend on the role. It would cover areas such as respectful customer service, equality, protecting personal information, health and safety, and recognising abuse or neglect. Resident-facing teams would also learn about complaint handling, residents' support needs, domestic abuse, damp and mould, and reporting hazards.

Would every member of staff need a housing qualification?

No. The draft sets recognised qualification requirements for certain senior housing managers and executives. Other staff would still need the right skills, training and any professional qualifications required for their jobs.

When would senior staff need these qualifications?

The draft sets a deadline of 1 October 2029 for relevant senior staff to hold, or be working towards, a suitable qualification. Karibu's earlier internal target is for those who need to study to be enrolled by 31 March 2028. This does not mean everyone must have finished their course by that earlier date.

4. Your information and safety

How would my personal information be protected?

Staff must only access your records when they need them for their work, keep information secure and only share it where permitted. They must not put your personal information into artificial intelligence (AI) tools that Karibu has not approved.

What if staff are worried about my safety or wellbeing?

They must take concerns seriously and follow our procedures to help protect you. This includes reporting concerns about abuse, neglect or exploitation. They cannot promise to keep a safety concern secret if action is needed to protect someone.

5. Raising a concern

What should I do if someone does not meet these standards?

Please tell us. You can contact us by phone, email, through our website or in person, or make a complaint through our complaints process. This includes concerns about a contractor working on our behalf. Explain what happened and, if you can, when it happened and who was involved.

What if my concern is about a manager or the complaints team?

You can still raise it. If the concern is about a manager, senior staff or the team handling the complaint, it should be passed to someone independent of that team.

Will raising a concern affect how I am treated?

You should never be treated unfairly for raising a concern. We want to hear when something has gone wrong so we can address it and improve our services.

What would happen after I raise a concern?

We would handle your complaint through our complaints process and consider any concerns about staff skills or behaviour fairly. Action could include extra training, closer supervision or formal action where appropriate. If residents could be at risk, we may change duties or increase supervision while the concern is addressed. Concerns about contractors would also be dealt with through their contract.

6. Having your say and finding out more

How can I help shape the policy?

You can share your views through the resident consultation, survey, tenant panel and other engagement opportunities. Tell us what matters most to you, whether the expectations are clear and what you think is missing. We would explain how residents' views have been taken into account.

How would residents check whether it is working?

The draft commits us to sharing an annual summary about training, qualifications, conduct-related complaints and lessons learned. Residents would be able to question how the policy is working through the tenant panel and other scrutiny opportunities. We would also seek residents' views when reviewing it.

Can I read the full policy or ask for another format?

The draft commits us to publishing the policy and a resident-friendly summary of the Code of Conduct on our website. You can ask for information in another language or format. Please contact us through our usual contact routes if you need help accessing it or taking part.