



Professional boundaries

What you can expect from
Broadland Housing Association
employees and contractors

This leaflet explains the guidelines Broadland Housing Association employees and contractors must follow in their work with tenants, and how tenants can raise any concerns or comments about their behaviour.

What are 'professional boundaries'?

Professional boundaries are a clear set of guidelines for employees when working with tenants. The guidelines ensure that our employees are professional and treat you and your home with respect at all times. Employees are sometimes in a position of power in their relationship with a tenant, which must not be abused. Tenants' rights should be respected at all times.



It is important for employees to establish a rapport with tenants and provide friendly and accessible services. However, professional boundaries ensure there can be no accusations of favouritism or prejudice in the way employees work.

Clear professional boundaries mean you can be confident that there are rules in place to protect you, and that you have control over who enters your home and how your information is shared with others.

Money and gifts

Broadland Housing Association employees are not allowed to accept gifts from tenants or give tenants gifts. Please do not be offended by this. It helps to ensure that everyone is treated fairly and there can be no accusations of favouritism.

When you make a payment, you should always be given a receipt. Please ask for a receipt if you are not offered one.

Broadland Housing Group employees should not:

- lend you money or ask to borrow money from you
- accept money or property left to them in a will by you or a former tenant
- act as a witness or be appointed as an executor of a tenant's will.



Contractors

All Broadland Housing Association employees or contractors who are entering your home to carry out work will carry official identification. Always ask to see their ID. If you are suspicious, do not let them into your home. Please contact either your sheltered housing scheme manager or Customer Services to check their identity. On a sheltered housing scheme we will ask your permission before a contractor is allowed to access your home.

Confidentiality

Anything you discuss with a Broadland Housing Association employee will not be shared with any other tenant. Equally we will not discuss any other tenant with you.



We will not give out your personal details, such as your telephone number, without your permission. There may be times when we need to share information with other professional bodies or organisations to safeguard your wellbeing. Please see our Privacy Policy for more about how we store and use your personal data. (Available on our website or a contact us for a printed version.)

What you should expect

Broadland Housing Association believes in open, honest, dependable and equal relationships with people. We expect our employees to be professional and respectful to tenants. This means employees should:

- use appropriate language when talking to you
- ensure your needs are met, where possible, either by themselves or by other agencies
- not talk about their own personal needs and concerns when discussing your support needs
- respect your individual needs and wishes
- politely decline if you offer them a gift
- politely decline any invitation to join you for a social outing.

Who can I contact?

If you have any concerns about a Broadland Housing Association employee or contractor, please contact us (details overleaf). We will treat your concern in the strictest confidence.



Broadland Housing Head Office:

Broadland Housing Association
NCFC Carrow Road, Norwich
NR1 1HU

Customer Services:

T: 0303 303 0003

W: broadlandgroup.org



**TENANTS
ONLINE**