



RESPONSIBLE HOUSING CSR CODE OF CONDUCT

As a Responsible Housing provider, we will integrate Corporate Social Responsibility (CSR) principles into our business strategy and translate them into concrete practices – to be monitored on a regular basis and in cooperation with our partners.

This will help us to better fulfil our mission: to provide affordable, good quality housing and services responding to a variety of needs, and by doing so contributing to residents' well-being, quality of life and empowerment, and sustainable local communities.

Key CSR dimensions are: economic, social, and environmental sustainability, good governance and fair relations to stakeholders, and human resources. In the field of housing, they translate into the following main aspects:



Economic responsibility and sustainability

- Invest sustainably, ensuring cost effectiveness and balancing the level of services provided, the related costs and how far current and prospective tenants/residents can afford them, thus minimizing housing costs.
- Together with tenants/residents, endeavour to ensure that energy saving measures improve the affordability of total housing costs, including energy costs, and the comfort of dwellings.
- Invest in affordable housing on the long-term, contributing to more stable housing markets, thereby mitigating the negative effects of real estate speculation.
- Support responsible procurement practices and local economic growth and employment through partnerships, research and innovation.



Local social sustainability

- Ensure decent housing is available at an affordable cost, and will remain so in the future.
- Manage the housing stock so that homes are well maintained, with repairs and improvements carried out when required, involving tenants/residents in the decision process.
- Ensure security of tenure based on fair and safe tenancy agreements, and work with partners to help residents access the support they need to stay in their homes.
- Make sure we meet the diversity of households' needs, including those of the most vulnerable, treat fairly each current and prospective tenant/resident, and prevent all forms of discrimination.
- Work together with local authorities and other stakeholders to guarantee fair access to housing and related services, and that housing allocation increases social mix.
- Work together with local authorities and other stakeholders at local level to promote social cohesion within our neighbourhoods, and fight social and spatial segregation.



Environmental sustainability

- Reduce the environmental footprint of our housing stock through construction and retrofitting, to the highest standard possible, within our financial means and those of our tenants/residents.
- Cooperate with tenants/residents and their representative organisations to reduce energy consumption in our buildings and reduce energy poverty, to prevent pollution and promote a sustainable use of natural resources.
- Include green infrastructures and common green spaces in our estates and build partnerships with other organisations to create environmentally sustainable neighbourhoods.



Good governance and fair relations with stakeholders

- Ensure good communication and transparency on how and why decisions are taken, as well as on expenses and services provided.
- Work in partnership with local authorities so that those who are looking for a home are aware and well informed on available possibilities, and handle the allocation process transparently.
- Support greater stakeholders' engagement and real partnerships, based on mutual commitments and clear roles and responsibilities.
- Strengthen institutional and structured participation of tenants/residents, and facilitate this process by providing them with the necessary knowledge and information.
- Ensure accountability towards the different stakeholders and opportunities for feedback and joint evaluation and assessment of the activities carried out, as well as their impact.



Responsible human resources management

- Ensure diversity at work, as well as gender equality.
- Offer equal opportunities and fair employment conditions to all without discrimination.
- Support employability and professional development through mentoring, training and learning opportunities.
- Ensure a safe working environment and well-being at work, including good work-life balance.

Organisation

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This Code of Conduct was co-produced by Housing Europe, the International Union of Tenants, DELPHIS and the European Responsible Housing Stakeholder Forum.

It reflects our commitment to CSR and our contribution to Responsible Housing in Europe, in line with the 2014 Brussels European Declaration on Responsible Housing.



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