

# **Middleborough Housing Authority**

## **Client Code of Conduct Policy**

### **1. Purpose:**

This Code of Conduct Policy sets out the responsibilities of all persons (hereinafter referred to as "clients") coming in contact with Middleborough Housing Authority employees, contractors, and volunteers. The term "client" in this policy refers to all tenants, tenant's guests and family members, other recipients of housing assistance, applicants, landlords and any other persons conducting business with the housing authority. This policy is meant to help dispel any confusion as to what behavior is not acceptable but is not necessarily all-inclusive and can be modified from time-to-time. This policy is meant to prevent clients from interfering with the rights of employees, contractors and volunteers to freely work in an environment that is peaceful, comfortable, and professional. The policy also outlines the procedure(s) to be followed if a client violates their responsibilities under this policy.

### **2. CLIENT BEHAVIOR**

All clients of the Middleborough Housing Authority are expected to maintain proper behavior when coming in contact in any way with a Middleborough Housing Authority employee, contractor, or volunteer. Proper behavior is to be maintained at all times, whether the contact is in person, on the telephone, or in writing (including email). Proper behavior is defined as follows: addressing the person with respect and courtesy in words, tone, and voice level; not talking over or interrupting the person; treating the person in a professional manner and with courtesy at all times; and following the proper procedures as outlined in housing authority policies, rules, and regulations.

Unacceptable client behavior will not be tolerated. Unacceptable behavior can be, but is not limited to, personal verbal attacks; abusive, degrading, or rude comments; physical gestures or attacks; nuisance or annoying calls, messages or letters; foul and/or vulgar language (including swears, obscene language, and name calling); aggressive or malicious behavior, either verbal or physical, that would harm, ridicule, embarrass, defame, insult, intimidate, or threaten; any other improper comments or conduct that a person knows or ought to know would be unwelcome, offensive, embarrassing or hurtful.

### **3. VIOLATIONS; ACTION(S) TO BE TAKEN**

Clients conducting themselves in an unacceptable manner may be found to have violated this Code of Conduct Policy. All instances are to be immediately reported to the Executive Director for action. The Executive Director will document and review each instance to the best of his/her ability and take appropriate action as follows:

- Initial Action: Oral (with memo to the file);
- Second Action: Written (with memo to the file);
- Third Action: Written notification that correspondence with the office shall be limited (i.e. only by phone or only in writing)
- Fourth Action: Service of No Trespass Order (when client is not allowed in office area)
- Final Action: Termination of assistance (if applicable)

If a client's behavior is considered to be serious, the Executive Director may BEGIN with a more serious form of discipline, up to and including termination.

Residents living in properties owned by the housing authority are subject to having their leases terminated for harassment (per violation of this policy and the lease Section IX and Section X).

Adopted by the Board of Commissioners: November 13, 2013  
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