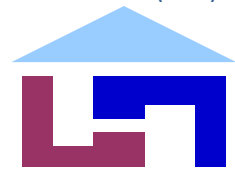




Registered Charity (226684)

## Tenant Fact Sheet



CESSA Housing Association

### Gifts and Hospitality Involving Staff – The Constraints

#### Can I give my Scheme Manager or other staff a gift?

We know that many of our residents think highly of their scheme managers and other members of staff. We also know that sometimes residents may want to show their thanks, or recognise a special occasion, by giving them a gift. However, in order to protect residents and our staff, we have strict rules on what staff may and may not accept<sup>1</sup>. All staff are subject to the same policy on accepting gifts and hospitality that forms part of their Code of Conduct (Policy B16).

If, at any time, you would like to offer a small gift or token of appreciation to a member of staff please bear in mind that:

- Any decision to offer a gift must be freely made by you and staff must never solicit or request one. (This note is intended to explain the restrictions that apply and not to suggest that a gift should ever be offered or is expected).
- Staff are unable to accept gifts of cash, cheques or vouchers at any time.
- Staff may only accept personal, non-monetary gifts (worth no more than £5), except in exceptional circumstances and only where agreed in advance with the Director of Housing. Over a twelve month period, staff may not accept personal gifts totalling over £250 in value given to them either by individuals or collectively by several people.
- Staff may always accept items of a nominal value such as birthday or Christmas cards.
- Staff may only accept hospitality where the event is part of the life of the community.
- Staff may not accept an invitation to act as an executor or trustee. It is also not appropriate for staff to invite or influence a resident to make a Will or Trust under which they are named as beneficiary.

The Code of Conduct requires that staff politely decline any offer that is outside of our policy, so please do not be offended if they do.

#### How do I say thank you for good service?

If you have received a service that you are pleased with and would like to say thank you, then please let us know either by phoning, writing or sending an email. Getting a thank you is not expected, but is always welcome.

#### Legacies or Donations

If a resident is minded to make a donation or bequeath a legacy in their Will out of gratitude, the most helpful way to do so is by doing so to CESSAC, which is a registered charity. CESSAC is able to make the widest use of donations, including giving money to CESSA HA or to benefit its tenants. Donations can either be made directly or e.g. via the 'mydonate' website:

<https://mydonate.bt.com/donation/donate.html?charity=cessac>

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<sup>1</sup> The average age of our tenants is high and this inevitably results in many being defined as vulnerable. It is vital that professional boundaries are maintained between staff and tenants to avoid any suggestion of impropriety, such as that tenants only receive the service they have already paid for if they also provide what could be perceived to be a tip or bribe.