

# Getting involved with Newlon

## General Terms of Reference for resident meetings



### Purpose

The purpose of our Resident Involvement meetings is to give residents opportunities to provide input, feedback and to influence Newlon's involvement activities and services.

### Membership

Newlon residents who take part in these meetings are either currently participating in existing resident involvement activities or may be interested in doing so. These may include Newlon's Residents' Forum or other panels, the Think Tank, Mystery Shopping, Resident Inspections, communication groups, local groups, consultation activities such as focus groups or surveys, or other involvement activities that may arise.

### Code of conduct

#### General

- If arriving late, please do so quietly so as not to disturb the meeting.
- Refrain from unnecessary chatting while others are talking.
- Keep comments concise.
- Avoid dominating the conversation.
- Be aware of the tone you use and use respectful language.
- Choose to actively listen.
- Please don't interrupt others; raise your hand if you have a question or wish to contribute.
- Wait to be invited to speak by whoever is leading the meeting.
- Keep personal issues out of the conversation.
- It is the responsibility of every member to challenge remarks or behaviour that cause offence or make other members feel unwelcome.
- Offensive behaviours could result in an attendee being asked to leave.
- Members can be excluded for a period, or permanently from the group, for repeated inappropriate or offensive behaviour.

#### Online

- Keep yourself on mute while others are talking. Put phones on silent and leave the Zoom call quietly to take a call if you must.

- Use the hand raise icon if you have a question, or wish to contribute.
- Wait to be invited to speak by whoever is leading the meeting.

## Meeting reviewing

- The activities of groups will be reviewed periodically to make sure things are working as residents want them to work. They can be amended with the agreement of residents and Newlon staff to improve the ways in which we work together.