

RUSS Charter and Code of Conduct (Members, volunteers, staff, contractors, residents and visitors)

RUSS is a Community Land Trust that builds sustainable, permanently affordable and community-led housing and community spaces in London. Established in 2009, it has grown from a small group meeting around a table to an organisation with over 1000 members, widely regarded as a pioneer in the community-led housing sector.

RUSS's Board of Trustees is collectively responsible for setting the overall strategic direction for the organisation, monitoring performance against its strategic objectives and ensuring that the organisation's resources, finances, people and projects are being managed effectively. Some elements of the Board's work are carried out through sub-committees and working groups, which can be made up of trustees, volunteers, staff and contractors.

As an organisation, RUSS is governed by the RUSS rules, which are based on the model rules for Community Land Trusts. Our Rules and Policies are found on the [Policies section of our website](#).

All members, volunteers, staff, contractors, residents and visitors known to RUSS are expected to actively and constructively contribute to the aims, principles and projects of RUSS. They will be supported by, and able to collaborate with, other RUSS members, volunteers, staff, contractors and ultimately the Board of Trustees. RUSS will provide a range of volunteering opportunities, with associated guidance and support appropriate to the needs of our people and projects. We aim to make membership, volunteering and working for RUSS a meaningful and positive experience and to further the aims of the organisation.

RUSS members, volunteers, staff, contractors, residents and visitors known to RUSS are expected to uphold the law, RUSS's values, principles and reputation, to adhere to and uphold RUSS's rules and Policies and to treat the organisation and its members with respect. This includes communicating in an open, courteous and truthful way, whether in person, by phone, writing, online platforms, digital media and any other method or format. When engaging with external or third party stakeholders, including social media platforms and the press, prior approval should be received from relevant RUSS team members, including the Communications team, interim Managing Director and/or the RUSS Board. Staff and contractors should also abide by their employment contract suite of documents.

The RUSS Board of Trustees will be ultimately responsible for ensuring the above Charter and Code of Conduct is adhered to by the organisation, members, volunteers, staff and contractors.

Where a member, volunteer, staff member, contractor, resident or visitor believes that the organisation has not fulfilled their obligations, the RUSS Complaints Procedure, found on the [Policies section of our website](#), can be actioned upon written request.

Where the RUSS Board of Trustees believes a member, volunteer, staff member, contractor, resident or visitor known to RUSS has deviated from the above Code of Conduct with an associated negative impact to RUSS or its members, volunteers, staff, contractors, residents or visitors, RUSS will:

1. Communicate with the member or members, volunteer, staff member, contractor, resident or visitor in order to clearly raise the concern, with the aim of resolving the issue collaboratively and constructively. Communication may be directly from the Board of Trustees or another approved, appropriate representative.
2. If the above action does not resolve the issue within appropriate timeframes in the view of the Board of Trustees, a formal written warning will be issued directly from the Board of Trustees, explaining the reason for this action, with the aim of resolving the issue collaboratively and constructively.
3. If the above further actions do not resolve the issue within appropriate timeframes in the view of the Board of Trustees, a letter from the Board of Trustees rescinding their RUSS membership will be issued to the relevant party, along with amendments to or removal from RUSS communication and document platforms, as appropriate, explaining the reason for this final action.

If it is clear an impasse has been reached and resolution is not forthcoming or possible within appropriate timescales, in the view of the Board of Trustees, RUSS will need to take action as detailed above, in order to protect the projects, reputation and wellbeing of the organisation and its other members, volunteers, staff, contractors and visitors.

RUSS will undertake every reasonable effort to ensure all disputes are resolved amicably and constructively within appropriate timescales in the view of the Board of Trustees, with any member, volunteer, staff member, contractor, resident or visitor.