Community Counts
Milnbank
Housing Association
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TO:	Governance Sub-Committee
PREPARED BY:	Linda Sichi (Deputy CEO)
SUBJECT:	PERSONAL RELATIONSHIPS AT WORK POLICY
DATE MEETING:	24 November 2025
APPROVED BY:	Paul Martin (CEO)

PERSONAL RELATIONSHIPS AT WORK POLICY

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PERSONAL RELATIONSHIPS AT WORK POLICY

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1. MILNBANK HOUSING ASSOCIATION (MHA) STRATEGIC

OBJECTIVES

MHA's mission is to provide excellent homes and services in a thriving community. We believe that people living in the MHA community should:

- Have warm, safe, and affordable homes, and receive excellent services from MHA.
- Live in neighbourhoods that are clean and well cared for, with real community pride.
- Have access to opportunities and services that promote a good quality of life.

2. MHA's VALUES

Working as 'One Milnbank' so that we offer the same quality of services, support and housing to all tenants and residents.

3. LEGAL & REGULATORY COMPLIANCE

The Management Committee leads and directs MHA to ensure good outcomes for its tenants and other service users. The Scottish Housing Regulator's Regulatory Framework Financial & Regulatory is applied. MHA adheres to all relevant legal employment requirements associated with this policy.

4. POLICY INTRODUCTION

MHA recognise that employees may form friendships and sometimes personal relationships with colleagues or those connected with their work. While we do not wish to interfere with these relationships, MHA is duty bound to ensure that all staff behave appropriately, adhere to our standards of conduct set out in our policies and, avoid behaviours which could lead to allegations of impropriety.

This policy sets out MHA's expected standards regarding personal relationships connected to work. We ask that you speak to your line manager if you are unsure of the standards expected of you. If the expected standards set out below are not met, we will manage any breaches following our disciplinary procedure.

This policy applies to all staff, workers and volunteers within MHA. The policy and procedure are non-contractual. MHA may change it at any time as is appropriate. Should changes be made, we will communicate these to you a minimum of four weeks before they take effect.

5. POLICY AIMS

- To be clear on our standards and expectations concerning personal relationships at work.
- To manage any situations out with the expected standards in
- accordance with this policy.
- To manage situations that may arise in a fair, consistent and appropriate way, and comply with all relevant discriminatory legislation.

6. DEFINITION

For the purposes of this policy, the term personal relationships is defined as any relationship, from friendship through to two people 'being in a relationship together.'

7. WHAT MHA EXPECTS FROM EMPLOYEES

- not allow any close personal relationships with a colleague, contractor, client, customer or supplier to influence your conduct, judgement or decisions while at work.
- declare a close personal relationship with a colleague or any other person connected to your employment to your line manager. If the relationship is between a manager/supervisor, we expect this to be declared to a more senior manager and the CEO.
- respect your surroundings, your colleagues and our organisation.
- not behave inappropriately during working hours, nor out with working hours with any matters connected or associated with your employment
- be aware of your behaviour in any social media interaction connected to personal relationships at work
- follow the highest standards of behaviour at conferences and all other internal or external events where you are there in connection with MHA.

8. WHAT EMPLOYEES CAN EXPECT FROM MHA

- to treat any information concerning a personal relationship connected to your work in the strictest of confidence. This will also be recorded on the personal files of both employees if both of you are staff and volunteers of MHA.
- to discuss the situation with those involved, this will be done by an appropriate senior manager. We may move one or both employees to another job in another function or, consider other working arrangements in line with the needs of the organisation. In these circumstances, MHA will discuss options with both employees and seek to reach an agreement regarding the transfer of one or both employees.
- If appropriate measures or working arrangements cannot be put in place, MHA may terminate the employment of one or both as a last resort.
- to apply similar principles to an employee who is in a close personal relationship with a client, customer, contractor or supplier, where the employee's job has the authority or a close connection with the individual. We expect the relationship to be declared to the employee's line manager. In these circumstances, MHA may move the employee to another job in another function or, consider other working arrangements in line with the needs of the organisation or, as a last resort may terminate the contract of employment with the employee.
- In situations where a close personal relationship with a Management Committee Member or, another volunteer, a client, customer, contractor or supplier, the MC Member/volunteer will be excluded from any discussions connected to the person they have a personal

relationship with. If this is not possible or appropriate, the MC member may be required to step down from their position.

9. TERMINATION OF EMPLOYMENT

If termination of employment is the last and final consideration available after other avenues have been explored, the following fair process will be followed:

- the employee will be invited by the employer to put forward suggestions for a suitable alternative working arrangement that meets the needs of our business.
- The CEO will take all suggestions and consider them.
- The CEO will produce a comprehensive and succinct report outlining the business reasons why it is not appropriate to continue with the employment relationship.
- the employee will be invited to a formal meeting in writing. Along with the letter, the employee will also receive the CEO's report and any other information the panel will have available to them.
- At the meeting, they will have the right to be accompanied by a TU representative or workplace colleague, and both parties (MHA and employee) will be given the opportunity to put forward their case.
- the meeting will be conducted by those with authority to dismiss
- the panel will deliberate (in private) over the information put before them before deciding.
- the decision of the panel will be communicated in writing to the employee within 5 working days of the decision being made; this letter will also provide details of how to appeal.
- the employee will be paid all accrued annual leave and TOIL not yet taken to the date of termination. As well as any payment in lieu of notice as set out in their contract of employment if a decision to dismiss is made.

10. EQUALITY & HUMAN RIGHTS

MHA's is committed to equal opportunities, and we will respond to the different needs and service requirements of individuals, and we will not discriminate against any individual for any reason outlined in Equality & Human Rights Legislation. An Equality Impact Assessment is attached to this policy.

11. DATA COLLECTION

Employees with alcohol or substance misuse problems who are referred for support, whether voluntarily or mandatory will be dealt with in the strictest confidence. MHA will manage all personal data in accordance with our obligations under the GDPR regulations and the Association's Policy.

12. POLICY MONITORING & REVIEW

The Personal Relationships at Work Policy will be reviewed by the Governance Sub-Committee every three years or in line with EVH updates, or as otherwise deemed necessary