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## Accepting Gifts and Hospitality

### Can I give my estate manager a gift?

We know that many of our residents think very highly of their estate manager and other members of Hanover staff. We also know that sometimes residents may want to show their thanks by giving them a gift. However, in order to protect residents and our staff, we do have some strict rules on what staff can and cannot accept as a gift. All Hanover staff are subject to the same policy on accepting gifts and hospitality which forms part of their Code of Conduct.

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 which apply and not to suggest that a gift should be offered or is expected).
- Staff are not permitted to accept gifts of cash, cheques or vouchers at all.
- Staff cannot accept personal gifts worth in excess of £20 either individually or collectively over a twelve month period except in very exceptional circumstances.
- Staff can only accept hospitality where the event is part of the life of the community.
- Staff may accept items of a nominal value such as Christmas cards.

The Code of Conduct requires staff to politely decline any gift 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 please with and would like to say thank you, then please let us know either by phoning, writing or sending an e-mail.

Getting a thank you is not expected but is always welcome.