

Tenant Engagement and Participation - Policy Number 300

Edited December 2021

1. Purpose

This policy outlines how Pacific Community Housing tenants can participate in activities and have their say.

2. Scope

This policy applies to all tenant participation activities organised by Pacific Community Housing and its subsidiaries.

3. Principles

Pacific Community Housing will:

- Give tenants real opportunities to participate in activities, get information and have their say.
- Help tenants to get the skills and resources they need to improve their lives and their communities.
- Make sure that all tenants can participate by providing access to interpreters and disability access.
- Value input from our tenants and use their input to improve our services.
- Regularly tell tenants about opportunities to get involved.
- Help tenants to get involved in projects, activities and programs that help them to improve their lives.
- Encourage tenant involvement in community events, block meetings, outings and social gatherings.
- Understand that not all tenants will want to participate in our activities and events and respect a tenant's choice not to participate.

4. Feedback Form and Consultation with Tenants

Pacific Community Housing will gather feedback from our tenants:

- During home visits, tenant meetings, phone calls, face to face discussions and office interviews.
- Through tenant satisfaction surveys, evaluations, tenant consultations, suggestion box.

Pacific Community Housing will consult with tenants as appropriate by:

- Talking to a representative group of tenants.
- Block meetings.
- Postal surveys.
- Telephone surveys.
- Home interview surveys.
- Email surveys.
- Relevant associations or stakeholders.

Pacific Community Housing will make sure that tenants have opportunities to participate in decision-making by:

- Attending block meetings, local tenant meetings.
- Attending annual tenant forums.
- Attending community consultation on place making sites.

5. Informing Tenants

We will tell tenants about what is going on through:

- Our regular tenant newsletter.
- Our website, brochures and fact sheets.
- Social media.
- SMS message.
- Our publicly available policies.

6. Legislative Framework and Related Policies

- Residential Tenancies Act 2010
- NSW Affordable Housing Ministerial Guidelines 2020-2021
<https://www.facs.nsw.gov.au/download?file=332789>