

Tenancy Management: Tenant Participation and engagement

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Version No.	3	Date:	July 2022
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Related policies and documents	Changing Needs of tenants		

Scope

This policy applies to all tenants, applicants, staff, volunteers, and contractors of Amélie Housing.

Policy Statement

It is the policy of Amélie Housing to:

- Ensure that tenant participation is supported at all levels of the organisation
- Provide all new tenants with membership application forms on the signing of their tenancy agreements
- Encourage tenant involvement in decision-making and participation at the Board level
- Ensure that opportunities exist for tenants to participate in issues relating to community housing management and development
- Conduct regular surveys to ensure feedback from tenants on housing issues, policy, and participation issues
- Providing ongoing information to tenants
- Promote social, financial and community inclusion for tenants

Compliance

This policy assists Amélie Housing in complying with:

Compliance Document	Section/Number	Area
National Community Housing Standards	3.2	Tenant Participation
National Regulatory Code Evidence Guidelines	1d	Tenancy management – supporting tenant and resident engagement
	1e	Tenancy management – support for complex needs

Tenant feedback

Amélie Housing encourages tenants to provide feedback about the organisation and its services through a variety of mechanisms, including:

- Annual tenant surveys
- Online suggestion forms
- Suggestion boxes
- Tenant groups.

Amélie Housing will seek tenants' views on the organisation's service delivery, policies, and procedures, proposed changes and other issues. Tenants' views will be formally considered within the organisation, and the organisation's response will be reported to tenants.

Tenant engagement and participation

Amélie Housing encourages tenants to develop their skills and use them to develop avenues for training, education, and employment.

Amélie Housing will meet any out-of-pocket expenses incurred by tenants when attending meetings, requiring transport and childcare.

Amélie Housing encourages tenants in units or villa complexes to develop neighbourhood committees and participate in maintaining the common areas.

Amélie Housing will liaise with other organisations to ensure tenants are supported to participate in tenant engagement.