

# Tenant Participation

## Overview

This policy outlines how our tenants can participate in activities and have their say.

## Scope

This policy applies to all tenant participation activities organised by St George Community Housing and its subsidiaries (**we, our and us**).

## Guiding principles

We will:

- Give our tenants real opportunities to participate in activities, get information and have their say in the decision-making process
- Provide activities that encompass social events, health and well-being and training and education
- Help our 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 (where practical)
- We understand that not all tenants will want to participate in our activities and events and respect a tenant's choice not to participate

## Our commitment to tenant participation

We will:

- 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.

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## Tenant Coordination Panel

Our Tenant Coordination Panel (TCP) is made up on a maximum of 10 tenants from the Metro Northeast and Southwest regions and is the strategic lead of our Tenant Participation structure. All our registered Local Tenant Groups are affiliated to it.

The TCP meets at least 4 times a year and is guided by a Terms of Reference.

The TCP meets regularly with the Board, Executive and members of the Leadership Team to provide a tenant perspective on our strategy.

Annually it will convene an SGCH Tenant Conference to bring all affiliated groups and those interested in joining together. The conference will celebrate past successes and plan for future goals as well as hear about good practice in tenant participation.

The TCP is tenant led and administratively supported by the Community and Place Teams.

The TCP convenes regular Customer Review Panels to review our customer services and provide recommendations on developing them.

The TCP will join and/or send representatives to wider NSW tenant bodies as required.

## Local Tenant Groups

Our Local Tenant Groups (LTG) are registered with us and aim to get our tenants involved in the decision-making process at a local level. Meetings are set up in local areas and based around place making activities, tenancy management and social events.

The LTGs are affiliated with our Tenant Coordination Panel. The LTD can invite their Tenancy Manager, other employees and local community to any of their meetings. Local tenant groups can meet as many times as they want and are guided by their Terms of Reference. The Community and Place Teams administer as needed and will attend their Annual General Meeting.

## Reimbursement

Members of the TCP or LTG can ask us to reimburse them for expenses, such as travel costs. TCP and LTG members must get approval from the Place Coordinator before they pay for any costs and they must give us receipts for any expenses. Money reimbursed for expenses is not a wage.

We will reimburse;

- \$0.39 for every kilometre travelled, once a travel log diary is submitted after each occurrence.
- Any out of pocket expenses e.g. food, printing etc.

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## Feedback from tenants

We 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 and.
- From our Local Tenant Groups and Tenant Coordination Panel.

## Consultation with tenants

We 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

## Participating in decision-making

We will make sure that tenants have opportunities to participate in decision-making by:

- Becoming a member of the Tenant Coordination Panel or Local Tenant Groups
- Attending block meetings, local tenant meetings
- Attending annual tenant forums
- Attending community consultation on place making sites

## 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

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- Our publicly available policies

## Related documents and resources

- [Customer Service Charter](#)
- [Dignity and Respect Charter](#)

## Policy Information

<b>Version:</b>	6
<b>Approved:</b>	September 2021
<b>Amended:</b>	September 2021
<b>Reviewed:</b>	September 2021
<b>Review frequency:</b>	24 months
<b>Responsible team/position:</b>	Group Executive, Customers