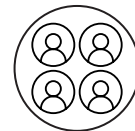# Local Tenant Groups

Factsheet

Get involved and help build community cohesion through strong neighbourhood connection.

At SGCH, customers and communities are our top priority. Our vision of great places for everyone means we don't just give people a roof over their heads, we offer a variety of services and initiatives to support and engage our customers and their communities.

Our local tenant groups are one of the main ways our customers can get involved, plan activities, learn more about SGCH and give us feedback and suggestions on ways we can improve our services.

Why get involved?

For SGCH to develop good initiatives and programs, and improve our service for you, we need your input – your voice is important to us. One way you can share what you think is by being part of a local tenant group. These groups will provide you with an opportunity to regularly meet with others in your community.

What are local tenant groups for?

The role of our local tenant groups is to:

- Help you **meet** new people and foster **community connection**
- **Encourage** other customers to get involved
- Develop new interests and learn new skills
- **Plan** tenant activities
- Provide **feedback** to SGCH.

Who can join?

All customers are welcome. You can join any time, just contact the Community, Place and Partnerships team on 1800 573 370.

What types of groups are there?

Local tenant groups are run in various locations across Sydney where SGCH has properties. Groups can be based on the demographic needs of the community. We have language-specific groups and groups of common interest. More information can be found on our website.

How often do groups meet?

Local tenant groups can meet as many times as they would like to. Each group has its own Terms of Reference, which

outlines the purpose of the group, any voting processes, how the meetings will run and the terms of membership.

Who runs the meetings?

The meetings are run by tenants, for tenants.

SGCH staff are also available to support the group. We can help out with administrative tasks, such as mailouts to tenants, or we can promote the group on SGCH social media sites and in our newsletters.

How is SGCH involved?

Local tenant groups are an important part of the tenant involvement structure at SGCH.

Our Community, Place and Partnership team supports local tenant groups and will make sure there is good communication between both parties.

They will also ensure inclusiveness, and that the Terms of Reference are followed so everyone gets their say. Groups can invite SGCH staff to meetings to help improve their local communities.

Are there special benefits?

Members of local tenant groups or the tenant coordination panel do not receive any special advantages and follow the same policies and procedures as other customers.

How do I join or start a local tenant group?

If you would like to discuss setting up or joining a local tenant group in your area, please contact one of our Community Engagement Coordinators on 1800 573 370, contact us online at sgch.com.au or email us at getinvolved@sgch.com.au

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