

# Policy Document

## Tenant Engagement Policy

<b>Location</b>	NSW/ACT
<b>Policy Type</b>	Social and Affordable Housing Policy
<b>Version</b>	3.2
<b>Issue Date</b>	11 February 2021
<b>National Regulatory Code:</b>	Performance Outcome 1 – Tenant and Housing Services

### 1. Objective

- 1.1. This policy outlines how Argyle Housing encourages and supports the participation of its tenants, empowering them to make informed decisions and actively participate in the management of their housing.
- 1.2. Details on how we deal with each of these issues, including links to standard tools and forms, are available in Argyle Housing Procedures.

### 2. Background and Scope

- 2.1. Argyle Housing promotes and respects the human rights and fundamental freedoms of all persons with a disability and provides a service to tenants in line with the principles of the NSW Disability Inclusion Act 2014, Disability ACT and the United Nations Convention on the Rights of Persons with Disabilities (CRPD).
- 2.2. Argyle Housing supports and encourages a person-centred and culturally sensitive approach to service delivery.
- 2.3. Argyle Housing promotes and respects the rights and freedoms of Aboriginal and Torres Strait Islander peoples.
- 2.4. Argyle Housing works with all tenants to empower them to make informed decisions about their housing needs. We encourage tenant input into community developments, local committees, surveys and local events.

### 3. Definitions

Refer Argyle Housing Policy Definitions Policy



#### 4. Policy Detail

4.1. Argyle Housing encourages tenant participation and engagement in a broad range of events including:

- attendance at Annual Stakeholder Meetings and various planning activities; giving tenants the opportunity to voice their opinions and meet with Board members and staff
- tenant forums and conferences
- community outings or events
- local competitions – such as garden competitions or prizes for rent payments in advance – to encourage positive behaviours and practices
- participation in local community events
- informal feedback on an individual level
- formal feedback through bi-annual tenant satisfaction survey or suggestion boxes
- contributing to, the Argyle Tenant Newsletter, The Argyle and website

#### **Participation Committee/Review Boards**

4.2. Argyle Housing will maximise opportunities for people to control and make decisions about issues and circumstances that directly affect their lives and their personal development. Tenant Participation Committees may be set up within a property block or office location to improve the decision making process. Tenants may also participate, under certain circumstances, where property-related decisions and rulings are determined.

#### **Volunteer Policy**

4.3. Argyle Housing involves residents, where appropriate, in the running and maintenance of properties. Residents can request to become volunteers through the Team Leader of their area. Volunteers may be used for tasks and projects that arise in the property or neighbouring Argyle Housing properties. Volunteers will be appropriately skilled, trained, equipped and insured to complete any tasks or duties assigned.

#### **Feedback**

4.4. Argyle Housing tenants can also actively participate in the continuous improvement of our services, by providing feedback through our Complaints Process or through Tenant surveys.

4.5. The goal of this policy is to encourage active participation and engagement. Under no circumstances will Argyle Housing penalise, or discriminate against a tenant for non-participation in a committee, event or activity not prescribed in a Residential Tenancy Agreement, Property Rules or Argyle Housing Policy.



## 5. Related Policies and Documents

- 5.1.1. Delegation of Authority Schedule
- 5.1.2. Policy Definitions Policy
- 5.1.3. Your Rights at Argyle Housing Policy
- 5.1.4. Argyle Housing Procedures
- 5.1.5. Property-specific Complaints Policies, Procedures and Tools.
- 5.1.6. National Community Housing Standards Reference - 3.2 Tenant participation

VERSION No.	REVIEW DATE	AUTHOR	POSITION	NEXT REVIEW DATE
1.0	10/03/2014	D. Skelton	GM BD&R	09/03/2015
2.0	20/05/2015	M.Ward	Operations Manager NSW	19/05/2016
3.0	12/08/2015	W. Middleton	CEO	12/08/2016
3.1	01/05/2016	M. Ward	GM Operations	01/05/2017
3.2	11/02/2021	C. Doherty	Housing Services Manager	11/02/2023

