

**Tenant Engagement Policy (DRAFT)**

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**Introduction**

This Tenant Engagement Policy sets out the commitment of **WADDI HOUSING and Advancement Corp. Ltd (herein referred to as ‘WHAACL’)** to Tenant Engagement as an essential aspect of its tenancy management service.

This policy demonstrates how **‘WHAACL’** and tenants will work in partnership together to shape and deliver a high quality tenancy management service and contribute to initiatives that promote the benefits of Aboriginal community housing and support the local community.

**Purpose**

The purpose of the Tenant Engagement Policy is to establish a framework to ensure that **‘WHAACL’** meets the requirements of the AHO HACP and demonstrates best practice in accordance with government legislation and guidance.

It also sets out ways in which **‘WHAACL’** will enable and encourage tenants to be actively involved and demonstrate that tenants are part of the continuous service review and improvement process.

The Tenant Engagement Policy is intended to achieve three objectives:

* To ensure that **‘WHAACL’** promotes Aboriginal community housing
* To ensure that **‘WHAACL’** contributes to the local community
* To ensure that **‘WHAACL’** engages with the local community on housing related issues

**Policy**

**1. Promoting Aboriginal community housing**

**‘WHAACL’** contributes to activities that promote Aboriginal community housing by:

* Telling community members about community housing
* Being involved in local area planning for housing
* Giving information to other organisations about our services
* Taking part in local community housing forums or networks
* Attending relevant conferences and seminars

**2. Contributing to the local community**

**‘WHAACL’** contributes to the local community by taking part in local activities on community issues. This includes:

* Having good working relationships with other agencies likely to be important to tenants and applicants (e.g. government departments, local community organisations such as Aboriginal Medical Services, Legal Services, Aboriginal Tenancy Advice and Advocacy Services, Department of Fair Trading)
* Being involved in local area planning on housing matters
* Having an up-to-date referral and resource list, and making this information available to tenants and applicants
* Actively assisting tenants to gain support from other agencies when the need arises
* Establishing and maintaining links with mainstream housing providers to address housing needs and providing information to other relevant agencies about its services
* Working with other agencies and community members to improve coordination of services delivered in the community
* Ensuring that members and staff work collaboratively with other community organisations, groups and individuals on specific or special projects

**3. Engaging with the local community**

**‘WHAACL’** engages with the local community on housing related issues by building and establishing relationships with tenants, applicants and community members/leaders. To ensure effective engagement with Aboriginal communities, **‘WHAACL’** will:

* Use direct contact where possible through face-to-face meetings or by telephone
* Treat tenants, applicants and community members and leaders fairly and with respect
* Encourage input from its members, tenants and other community members whenever it makes significant decisions about issues or policies
* Provide information to community members on a regular basis
* Be open about decisions made, who makes them and why it makes the
* Ensure that meetings are open to the community and structured to allow people to participate

**Feedback processes**

To ensure tenants and applicants are treated fairly and are given opportunities to express their views on the organisation or community housing issues, feedback is encouraged. Feedback is used to improve service delivery, identify changes to be made and re‐examine aspects of policy and procedure. To ensure that tenants and applicants are aware of their rights, **‘WHAACL’** will:

* Give tenants and applicants information on their rights and responsibilities in a format that is easy to understand.
* Have policies that are consistent with the organisation’s constitution and applicants’ rights and responsibilities.
* Have clear mechanisms and structures by which tenants and active applicants have the opportunity to provide input into the organisation and encourage them to participate in decision-making activities.
* Inform and seek the opinion and ideas of tenants and active applicants when considering important changes.
* Ensure people get enough information and time to make consultations useful.
* Ensure staff know the support options available and have working relationships with key individuals in other appropriate organisations in their local community.

**Responsibilities**

All **‘WHAACL’** staff members, including board members, are responsible for the delivery of the Tenant Engagement Policy.

**Related Documents**

* Housing and Tenancy Management Policy