



# Client and Tenant Participation Policy (Version 4.0)

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## 1. Introduction

Community Housing Limited Group of Companies (CHL) recognises that it is more likely to effectively meet the needs of its clients and tenants if they are able to offer advice about services that CHL delivers to them.

Participation is the sharing of information, ideas, decision making and engagement by CHL with its tenants/clients. It is a continuous process where information, ideas and power are shared.

## 2. Aim

The aim of this policy is to demonstrate that CHL values client and tenant input in both the decision-making process and in the continuous improvement strategies within business activities.

## 3. Principles of Client and Tenant Participation Policy

### 3.1. RIGHTS

CHL believes that clients and tenants have a right to have input into decisions that affect their lives. CHL will inform clients and tenants on how their participation has or will contribute to its business activities.

### **3.2. MEANINGFUL CONTRIBUTION**

CHL values client and tenant views and aims to facilitate their participation. CHL will engage with clients and tenants to identify and address barriers to participation, to ensure optimum access is achieved.

### **3.3. DECISION MAKING**

CHL will utilise the information it obtains to review and inform policies, procedures, work instructions and performance measures.

### **3.4. CONSULTATION**

CHL will utilise a variety of processes which seek client and tenant views. These views will be incorporated into decisions about CHL activities that will likely have positive outcomes for clients and tenants.

### **3.5. ACTIVE CONTRIBUTION**

CHL will seek active client/tenant representation at decision making forums i.e. Rooming House meetings. CHL will make its website accessible for clients and tenants, including the ability to make comments. Additionally, tenants (including those residing in crisis accommodation) are surveyed bi-annually and on the commencement of a tenancy in a new property. A sample of tenants is interviewed each year. These three components are combined into an annual report on tenant satisfaction.

### **3.6. AGENCY CONSULTATION**

Agency consultation refers to the relationship that exists between CHL, client/tenant and community agencies.

### **3.7. SCOPE OF PARTICIPATION**

CHL business units will take into account the differing capacity to which clients and tenants are engaged in CHL activities. This could include length of contact and tenure of services provided.

### **3.8. EQUITABLE ACCESS**

CHL business units will ensure that there is a significant and diverse representation of client and tenant groups in order to achieve a holistic cross section of client and tenant views.

## **4. Related legislation, industry frameworks and standards, CHL policy and procedures**

<b>National Community Housing Standards: Section 3 - Tenants Rights and Participation</b>
<b>National Regulatory Code</b>
<b>Victorian Regulatory Framework</b>
<b>Western Australian Community Housing Regulatory Framework: Performance Outcome 1 – Tenant and housing services, Performance Outcome 3 – Community engagement</b>
<b>CHL Customer Promise</b>

## 5. Monitoring and review

This policy should be periodically reviewed and revised. Revisions should be made as and when required. The period between reviews must not exceed two years. The date for review of this policy is on or before July 2019. Training will be provided to each staff member and the board as a component of their induction.

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