

Tenant Rights & Participation Policy		Document #: CEH 020	Print Date: 15/03/19
		Prepared by: GM BDSO	Date Prepared: 25/2/2019
Effective Date: December 2018	Revision: 1.0	Review by: Manager HR	Date Reviewed: 25/2/2019
Compliance: This policy aligns with Standard 3.1 & 3.2 of the National Community Housing Standards		Approved by: ED CatholicCare Tasmania	Date Approved: December 2018

We are committed to upholding tenant rights and to receiving feedback.

We inform tenants of their rights and responsibilities through providing accessible information in plain English – at the time of application, in the tenancy/lease agreement, in the Tenant Handbook, on our website and when interacting with us by phone or in person.

We will utilise interpreters and other support agencies if required.

How we seek feedback

A fundamental right of all tenants is to provide us with feedback about the services we provide. Feedback from tenants provides us with a measure of how we are doing.

Where a significant issue arises that may be of interest to our tenants, we will seek their views through the Tenants Advisory Group (TAG) and may convene local meetings and events or conduct telephone surveys.

To ensure feedback and input is as widely accessed as possible, we use different methods for gathering feedback, including verbal, written, via electronic media, in groups or via our annual tenant satisfaction survey.

Where practical, we will involve tenants in the design of our service.

We monitor tenant participation in our organisation through the levels of feedback from consultations (attendance at meetings, returned surveys).

We monitor complaints and appeals as valuable sources of feedback.

References

This policy aligns with Standard 3.1 and 3.2 of the National Community Housing Standards

Scope

This policy applies to all staff and clients of the following entities:

- CatholicCare Tasmania Affordable Housing
- Centacare Evolve Housing

Associated Documents:

- Complaints & Appeals Policy and Procedures
- Tenant Handbook

Policy Review

This policy and related procedure will be reviewed on a 24 month cycle, unless there are legislative, policy, or other organisational changes that instigate an earlier review. The responsibility for the development, amendment and review of policies and procedures rests with the subject matter experts, with the support of the Quality Systems Coordinator.

The most current version of this Policy is available from Domus; changes to the Policy will be communicated via Domus and staff meetings.

Changes to this policy will prompt an update to the Centacare Evolve Tenancy Policy page accessed at www.centacareevolve.com.au to be actioned within one week of any change.