

Community Housing — Tenant Engagement Plan

Uniting



Meaningful and purposeful

- Create meaningful engagement opportunities that are purposeful & help to create:
- Greater consumer understanding
- Improved consumer satisfaction
- Development of better quality service.



Themes and feedback

- Extract themes or areas for development from tenant satisfaction survey
- Tenant discussions
- Complaints, compliments and feedback data
- Audit & Standards recommendations.



Inclusion and recognition

- Engagement activities will acknowledge and respect the expertise, perspective and needs of tenants giving consideration to:
- Transport opportunities
- Recognition for service.



Interactive

- Conduct annual tenant forums ensuring they are:
- place based
- based on themes and feedback
- facilitate healthy, safe, constructive and honest discussion.



Responsive

- Respond to all tenant feedback in an accurate and timely way. This can include using platforms such as:
- Tenant newsletter
- Coffee forums
- Inspections
- Service improvement plan.