

# Uniting Tenant Advisory Forum 2024

## Purpose

The Uniting Tenant Advisory Forum (UTAF) was established in 2020 as a platform for ongoing dialogue and feedback between tenants, carers, and the Uniting WA Community Housing team.

It aims to assist the Uniting Community Housing team develop continuous improvement goals in order to achieve person centred outcomes for tenants.

## Objective

- Positively engage tenants and carers;
- Create a platform to inform tenants of any new changes within the service;
- Discuss and obtain feedback on service delivery;
- Opportunities to voice and raise issues around tenancy matters and customer experience;
- The forum will be held every 12 months at a location central to our tenants.

## Summary

This was the fifth UTAF held by the Community Housing team. The Housing team continually look for ways to improve and deliver the services our tenants receive.

A total of **14** Uniting tenants, a carer and 2 support workers attended the UTAF held on 4 September 2024. Each tenant and carer were provided with lunch and a voucher as recognition for their valued contribution and feedback.

To ensure the forum ran smoothly, the 1.5-hour session was organised into 3 segments: Introduction, workshop, and a Q & A session. The Q & A session at the end of the UTAF gave tenants an opportunity to ask questions about the forum, the service and discuss matters personal to them.

To ensure the workshop component of the UTAF was engaging and interactive, attendees were split into 3 groups across the room, each with a Uniting Community Housing team member as facilitator. The 3 groups shared experiences and provided feedback on flip board paper all discussing a different open question. Attendees had 15 minutes on each question before moving to the next question.

## The 3 questions focused on were:

- What challenges have you experienced over the past 12 months?
- What engagement activities would you like to do?
- What helps you maintain your property standards?

## Feedback and action:

The Housing team reviewed and workshopped feedback from the UTAF and incorporated this feedback into the Community Housing annual team planning day, which focuses on operational and service improvement for the next 12 months.

The table below summarises the feedback received at the UTAF from our tenants and details the actions the Community Housing team intend to implement as a result. With no specific theme this year, we were interested in finding out what challenges the tenants have experienced over the past 12 months, what engagement activities they would like to do, and what helps tenants maintain their property.

The 'we will do' actions have now been incorporated into the annual Community Housing Improvement Plan and will be published in the Community Housing Newsletter – Autumn 2025 Edition.

Incorporating the UTAF feedback into the annual Community Housing Improvement Plan and the Community Housing Newsletter, ensures that views and responses from our tenants have a direct impact on service delivery and closes the loop on feedback.

Below provides a summary of the common themes and feedback provided by the attendees.

## You Said

## We will do

Challenges over the last 12 months	
<ul style="list-style-type: none"> <li>• 58% responses indicated <b>mental health &amp; physical health</b>.</li> <li>• 23% responses indicated <b>cost of living</b>.</li> <li>• 15% responses indicated <b>housing</b> issues.</li> <li>• 4% other</li> </ul>	<ul style="list-style-type: none"> <li>• Organise a meditation workshop.</li> <li>• Organise a financial well-being workshop with a financial well-being officer.</li> </ul>
What engagement activities you would like to do	
<ul style="list-style-type: none"> <li>• 29% responses indicated <b>day trip ideas</b>.</li> <li>• 55% responses indicated with <b>outdoor activities</b>.</li> <li>• 16% responses indicated with <b>indoor ideas</b>.</li> </ul>	<ul style="list-style-type: none"> <li>• Organise a gardening workshop in collaboration with Bunnings.</li> <li>• Organise a day trip.</li> <li>• Continue with swimming group and coffee clubs.</li> </ul>

## What helps you maintain your property

- 71% shared **tips** on maintaining property standards.
- 29% responses indicated **challenges** maintaining property standards.
- Create a cleaning schedule with cleaning tips.
- Provide information on cleaning services.

### Evaluation of Forum

The forum was another great success. Most tenants were familiar with each other so there was a friendly, uplifting atmosphere with lots of conversation.

For the workshops, the tenants split up into 3 groups and spent 15 minutes in each group, covering a topic/question. The groups created robust and insightful conversations, in particular the challenges the tenants have experienced over the past 12 months.

From the information gathered, the Housing team incorporated them into the Housing team planning day where an improvement plan is developed for the next 12 months.

The forum ended with everyone enjoying a nice lunch together and discussing the conversations raised in their groups.

### Conclusion

The UTAF was a great way to obtain valuable feedback from tenants and carers on service delivery and to ensure that Uniting tenants and carers play a key role in continuous improvement to the services they receive. It was a successful opportunity to connect our tenants with each other, our Uniting Community Housing team, and our services.