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Tenant participation

Victoria

Tenant participation promotes better tenant outcomes

- Better service delivery and improved outcomes
- A more collaborative approach that builds trust & respect
- More engaged, informed and knowledgeable tenants
- Increased tenant satisfaction
- Continuous improvement culture

Tenant participation for CHPs

Accountability &
transparency

Governance opportunities

Opportunities to participate on boards and committees

Feedback mechanisms

Accessible complaints and feedback mechanisms including tenant surveys

Other action

Tenant Engagement Strategy

Using feedback to improve service delivery

Providing training and education

Tenant participation in the Victorian Regulatory System

- Performance Standards (Tenant & Housing Services, Community Engagement)
- Biannual tenant surveys, complaints registers, and other reporting
- Accessibility of tenancy management and rent setting policies
- Increased transparency (e.g. Performance Reports)
- Complaint management – Best Practice Guidance

Reform opportunities to be considered by government

- Accessibility of CHP performance information
- Strengthening performance standards
- Incorporating new mechanisms and enhancing current mechanisms for capturing the tenant voice
- Complaints management in the social housing system

Thank you and
questions

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