



Tenant Participation within National Regulatory Framework

QShelter Learning Exchange
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Tenant Participation and the National Regulatory Code

- The National Regulatory Code for the National Regulatory System for Community Housing sets out the performance requirements that registered housing providers must comply with in providing community housing.
- At registration and at compliance, Community Housing Providers are required to demonstrate compliance with the regulatory code
- The National Regulatory Code encourages the right of all tenants to participate in their housing, the organisation and to provide input into the services that are provided

1 Tenant and housing services

The community housing provider is fair, transparent and responsive in delivering housing assistance to tenants, residents and other clients particularly in relation to the following:

- a. determining and managing eligibility, allocation, and termination of housing assistance
- b. determining and managing rents
- c. setting and meeting relevant housing service standards,
- d. supporting tenant and resident engagement
- e. facilitating access to support for social housing applicants and tenants with complex needs
- f. managing and addressing complaints and appeals relating to the provision of housing services
- g. maintaining satisfaction with the overall quality of housing services.



Reporting Metrics

- Community Housing Providers are required to provide metrics to demonstrate tenant participation performance

1.3a	Percentage of tenants responding to the survey out of total tenants	>=10% Green <10% Amber	Survey responses received as a percentage of the number of tenancies	"1.4.3 Number of surveys returned"/"1.2.1 Tenancies for the year"
1.3b	Survey return rate from number of surveys distributed	>=25% Green 5-24% Amber <5% Red	Survey responses submitted as a percentage of the number of surveys distributed	"1.4.3 Number of surveys returned"/"1.4.2 Number of surveys distributed"
1.4	Number of tenants satisfied with overall quality of housing services (out of those responding to the survey)	>=75% Green 74% - 50% Amber <50% Red	Tenants expressing satisfaction with the overall quality of housing services as a percentage of surveys returned	"1.4.4 Number of responses satisfied"/"1.4.3 Number of surveys returned"

Evidence Sources

- Plans or programs of opportunities for tenants to be involved in their community (T1 and T2)
- Complaints Management Policies and Procedures including timeframes, provision for anonymous complaints
- Tenant Engagement policies and procedures or strategy including Records of tenant feedback/engagement
- Annual/Biannual tenant surveys are conducted (formal surveys are mandatory for T1 and T2 providers; optional for T3 providers) – Surveys are an opportunity for tenants to provide feedback on services provided. Questions include satisfaction with overall housing services and maintenance. Information from tenant surveys is used to improve overall services.
- Feedback mechanisms for T3 providers(written surveys, suggestion box, verbal feedback during tenant contact/property inspections)

Examples

- Annual Reports & Business Plans
- Information in minutes of meetings
- Tenant Handbooks
- Tenant newsletters - published with tenants asked to contribute to the Newsletter
- Website information used to promote tenant engagement/ participation
- Social media (Facebook) used to promote tenant engagement/ participation through upcoming events such as Easter and associated events, Christmas Hampers, Christmas Drives.
- Advertised meetings/social events such as BBQ's, morning teas and other events that are happening within the community

Thanks!

Any questions?

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