



Tenant Participation Working Group

We are a dedicated group of public and community housing tenants. With the assistance of QShelter, we formed a Tenant Participation Working Group in 2023.

We view tenants as key stakeholders and aim to integrate 'lived experience' participation mechanisms and practices across public and community housing.

Tenant participation is


“tenants taking part in decision-making processes and influencing decisions about housing policies; housing conditions; and housing services. It is a two way process which involves the sharing of information, ideas and power. Its aim is to improve the standard of housing conditions and service.”

Tenants	Landlords
Higher tenant satisfaction	Significant savings
Reduced social isolation	Fewer complaints
Community cohesion	Reduced vandalism
Reduced evictions	Less stress and abuse
Less rent arrears/debt	Less criminal activity
New skills and employment*	Enhanced reputation



Benefits

Placing consumers at the centre of regulatory systems improves services while mitigating against the abuse and neglect of vulnerable people. Research from the United Kingdom explains the benefits of implementing tenant participation across social housing sectors, regarding tenant participation mechanisms and practices as an investment, not a cost.



*Consideration should be given to remuneration, and explicit guidance on when individuals will or will not be paid for their contributions.



Key strategic tenant participation practices in Queensland should include:

Research, Design & Development

Gathering information on what does and what does not work. Support quality tenant participation practice and projects in public & community housing settings using co-design.

Advocacy

For tenant participation in government, industry, and the wider community.

Training

For policy makers, regulators, managers, front line staff, support workers, and tenants; develop written and audio-visual training materials.

Five-Year-Action Plan

We aim to establish co-design processes that engage the voices and expertise of tenants as equals in decision-making about housing policy, conditions and services, leading to planning, monitoring, and adjusting services on an on-going basis.

Implementing tenant participation across social housing sectors will require:

- Training and support for tenants to meet, develop and conduct surveys, and present their expertise, as well as;
- A requirement for all providers to develop and publish plans detailing the ways they are engaging community and public housing tenants.

TPWG

References

Guide to Successful Tenant Participation - gov.scot

An investment not a cost / National Tenant Organisations

Social housing pathways by policy co-design: opportunities for tenant participation in system innovation in Australia / AHUR!

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'Informed, Involved, Included'