

Tenant Advisory Group

Churches of Christ Care Housing Services

Terms of Reference

1. Role Definition

The Tenant Advisory Group is the key consultation and communication forum for tenants to assist and provide advice to Churches of Christ Care Housing Services in relation to improving service delivery. The Tenant Advisory Group will represent all tenants on key service delivery issues and proposed changes which could affect them.

2. Function of the Tenant Advisory Group

The Tenant Advisory Group considers opportunities for change and improvement and is responsible for:

- developing and championing tenant participation mechanisms and structures
- providing feedback and advice relating to service delivery practices and challenges
- reviewing proposals for service delivery changes and improvements, including determining priorities
- providing feedback on tenant related documentation and change communications
- assisting the service to create and implement improvement plans and strategies
- sharing information about the group's role and gathering feedback from other tenants.

3. General

3.1. Membership

Any person who is a Churches of Christ Care Housing Services' tenant may join the group by lodging an expression of interest form and receiving membership confirmation advice.

Tenants will be provided information about the Tenant Advisory Group at commencement of the tenancy and upon request with details regularly published in newsletters.

Tenants who wish to become, or who already are, members must not be the subject of any remedial actions resulting from a serious breach of their tenancy agreement.

Membership may be revoked if any tenant seriously breaches their tenancy or does not adhere to the terms herein.

3.2. Convenor/chair

Churches of Christ Care Housing Services will convene meetings in order to provision resources.

Tenant Advisory Group members will appoint a chair person for each meeting.

3.3. Agenda Items

Standard meeting agenda items will include:

- minutes of previous meeting
- documentation for review
- tenant participation
- community development
- complaint trends and solutions
- tenant advisory group administration improvements
- tenant initiatives and proposals.

3.4. Minutes and Meeting Papers

Accurate minutes of all meetings including; major discussion points, resolutions made, tasks assigned and timeframes, shall be recorded. The minutes of each meeting will be prepared by the meeting chair or a representative from Churches of Christ Care Housing Services and distributed to group members as appropriate.

Any out-of-session decisions shall be listed on the agenda of the next scheduled meeting and recorded in the minutes.

The minutes of the Tenant Advisory Group will be reviewed by Churches of Christ Care Housing Services management for consideration and action.

The Tenant Advisory Group may submit further reports and proposals to Churches of Christ Care Housing Services management for consideration and action. An update on the group's activities will also be published in the newsletters.

3.5. Frequency of Meetings

The Tenant Advisory Group shall be convened quarterly for a maximum of four hours. Quarterly meetings will alternate regional group meetings and central full member meetings. Additional meetings may be convened from time to time as required.

3.6. Decision Making

The Tenant Advisory Group will make decisions by consensus at central full member meetings. Where consensus cannot be reached, group members will vote. Only one person per household may vote. The chairperson will conduct the vote. In the event of a deadlock (tied vote) the chairperson will have the casting vote.

3.6. Resources

The following will be provided by Churches of Christ Care Housing Services to enable tenants to participate:

- refreshments and morning or afternoon tea
- central meeting locations and assistance with travel
- notepads and pens
- convenient meeting times
- training for tenants to fulfil specific rolls.

3.7. Accountability

Members of the Tenant Advisory Group are required to adhere to the terms and conditions of their tenancy agreement and will receive no “special” treatment in relation to tenancy matters.

Churches of Christ Care Housing Services will respond to and manage all correspondence and communication from the Tenant Advisory Group in accordance with the Client Service Charter and applicable policies and procedures.

The Churches of Christ Care Housing Services Operations Manager, or their appointed delegate, is responsible for the Tenant Advisory Group. The Operations Manager, or appointed delegate, will inform the Tenant Advisory Group of matters relevant to tenants and will report to the General Manager on the activities and concerns of the Tenant Advisory Group.

3.8. Equal Opportunity and Member Conduct

The Tenant Advisory Group, as collective and as individual members, will promote equal opportunity at all times and will not discriminate against any persons.

All Tenant Advisory Group Members will act appropriately, treating each other and Churches of Christ staff with respect and dignity, in accordance with the Tenant Advisory Group Code of Conduct.

3.9. Complaints and Disputes

Disputes between members will be dealt with fairly and appropriately and within the group. Churches of Christ Care Housing Services will not intervene in disputes unless there is a breach of the terms herein or the General Tenancy Agreement.

Complaints or feedback regarding services provided by Churches of Christ Care Housing Services will be lodged and actioned in accordance with standard feedback and complaints processes.

4. Review

The Tenant Advisory Group Terms of Reference will be reviewed annually.