

## **TENANT PARTICIPATION**

Loddon Mallee Housing Services – Affordable Housing Association (LMHS – AHA) is committed to providing opportunities for prospective, new and current tenants to contribute to the continual development and improvement of our servicing, products and communication of the Association, consistent with the LMHS Mission, Vision and Values.

LMHS – AHA aims to achieve this strategy primarily with information provision and regular communication throughout the tenancy of ways tenants can actively participate in the life and future development of the Association.

### **Procedures**

All prospective applicants and tenants will be provided with information and invited to provide feedback in the following ways:

- ⌚ In Tenants Information Packs – a pack of pre-addressed forms will be provided to encourage Tenants to report any concerns, suggestions or positive comments.
  
- ⌚ Within three months of sign up New Tenants will be invited to attend an interview, answer a phone survey or fill out a written survey that seeks their feedback and experience through the allocations procedure, their level of satisfaction with Staff, and how they have experienced the processes imposed by AHA.
  
- ⌚ Within twelve months of sign up Tenants will again be invited to feedback, (in the manner of their choice), their comments on process, procedures and specifically around maintenance requests follow up including staff helpfulness.
  
- ⌚ After the first year of tenancy, Tenants will be requested to fill out an annual customer feedback form.
  
- ⌚ Once a year the AHA will convene a focus group of Tenants – at random but representing different income and personal circumstances; as a reference group to advise the AHA on their policy and procedures and any future improvements that can be integrated (along with other individual forms of feedback) to the Annual Business plan.
  
- ⌚ If any major changes in Policy or Procedure is being put forward for consideration or determined necessary, then AHA will take proactive steps to either consult or give ample notice to Tenants to gain their responses and feedback, to further inform AHA in its decision-making processes.

- ⌚ In addition to the above, tenants at anytime will be encouraged to provide feedback by;
  - ⌚ Contacting their Property Manager directly
  - ⌚ Corresponding their comments, concerns or feedback to:  
AHA Tenancy Operations Team Leader  
PO Box 212, Bendigo 3552

Or

- ⌚ Email: [wendyc@lmhs.com.au](mailto:wendyc@lmhs.com.au)
  
- ⌚ All feedback or complaint will be added to the LMHS Central Feedback Register for review and information to continuous improvement strategies.
  
- ⌚ After two years of formal operations, the AHA will schedule in the Business plan, a Formal process to investigate the extent of how Tenants are participating and whether more formal responses could be integrated.

LODDON MALLEE HOUSING SERVICES LTD.