

TENANT PARTICIPATION POLICY

| Document Details | |
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| Document ID | AHL.156 |
| Version | 2.0 |
| Status | Approved |
| Status Date | September 2025 |
| Next Review Date | August 2027 |

Purpose

This policy informs how Advance Housing Ltd (AHL) will provide meaningful opportunities for tenants and stakeholders to influence business improvement through contributing to review of policy, procedures and other decisions of the organisation.

Policy Statement

AHL has a commitment to ensuring that tenants have a variety of opportunities to be actively involved in the management of their housing and to contribute to the development of both AHL and community housing at a sector level.

Tenant participation can occur in the following ways:

- Informal and/or formal input relating to housing matters
- Ensuring that tenant participation and engagement is sensitive to a tenant's individual circumstances including consideration of disability or mental health challenges.
- AHL supports the rights of tenants to form formal or informal tenant groups to provide feedback on decisions relating to all matters affecting housing.
- AHL's budget will include provision to pay for tenants to be involved in the organisation, however any reimbursements will be at the CEO's absolute discretion.
- Ensure that tenants are advised as early as possible of impending changes to their housing that directly affects tenants and therefore provided with an opportunity to respond to these changes.
- Including tenant views when refurbishing or building housing stock where possible.

- Vacating tenants will be provided the opportunity to complete a questionnaire to provide feedback on their experience with AHL.
- A regular newsletter will be developed in which items of interest to tenants will be shared. AHL will encourage tenant involvement in the development and publishing of a newsletter as well as seeking input from tenants.
- AHL will conduct an annual survey, which will review tenants' satisfaction with their housing and participation opportunities, and identify operational opportunities for improvement.
- Feedback via Complispace and the AHL website and social media channels.

Responsibilities

It is the responsibility of:

Employees to ensure they comply with this policy.

Employees to identify and report potential issues to Management.

Employees with related tasks to ensure they have a comprehensive understanding of this Policy, related Legislation and Documents as it relates to their roles.

Team Leaders and Management to oversee compliance, monitoring and review of this Policy.

Related Legislation and Documents

[Privacy Act 1988](#)

[Residential Tenancies Act 1987](#)

Approval and Review Details

| Approval and Review | Details |
|---|--------------------------|
| Approval Authority | CEO |
| Administrator(s) – overall responsibility for compliance, monitoring & review | Housing Services Manager |
| Next Review Date | August 2027 |

Policy History

| Review Date | Doc. Version | Details | Reviewed by | Date Approved |
|----------------|--------------|---------------------------|--------------------------------------|----------------|
| DECEMBER 2021 | 1.0 | INCEPTION | T. BELFIELD (HSM & J. LYSAUGHT (CEO) | |
| FEBRUARY 2024 | 1.1 | REVIEW AND UPDATE | CEO | 29/02/2024 |
| SEPTEMBER 2027 | 2.0 | REVIEWED AND MINOR UPDATE | JOHN MCKEON HSM | SEPTEMBER 2025 |