



HOMES OUT WEST



Tenant Engagement Strategy 2018-19



Homes Out West Tenant Engagement Strategy

Objectives:

The objectives of the Homes Out West Tenant Engagement Strategy are to:

- Outline how Homes Out West will engage with tenants
- Increase tenant engagement at all levels of the organisation
- Build rapport with tenants
- Highlight tenants' valued status as consumers of the services HOW provide

Our Business:

Homes Out West is a community housing provider operating across the southern and western regions of New South Wales. We assist in the provision of affordable rental accommodation for people experiencing difficulty with their housing needs. Homes Out West has two offices, located in Deniliquin and Albury. Regular outreach visits are conducted to Balranald, Wentworth, Finley, Jerilderie, Tocumwal and Moama.

Our Vision:

To grow as a trusted provider of safe, secure and sustainable living solutions.

Our Mission:

To enhance and support people's lives.

Our Strategic Goals:

- Enhance reputation as a provider of choice
- Increase property portfolio
- Increase number of people supported
- Foster a culture of cohesion and collaboration



Strategies:

Tenant Satisfaction Survey:

HOW will conduct tenant satisfaction survey on an annual basis. The survey will be independently conducted by an external part,; currently the NSW Federation of Housing Associations (the Federation) and all tenants will have an opportunity to participate. The survey results will be used to:

- Monitor tenant satisfaction
- Engage with tenants
- Seek feedback on specific areas
- Inform HOW policy and operational planning processes

Tenant Forums:

HOW will conduct tenant forums in all service locations twice per year.

There will be two main focuses for the forums:

1. A workshop style presentation and discussion that provides tenant with the opportunity to have input into the following questions:
 - a. What are HOW doing well?
 - b. What areas can HOW improve in?
 - c. What suggestions do you have for improvement?
2. Information sessions on topics of interest to tenants. This may include inviting representatives from external agencies to attend and present information

Newsletter:

HOW will continue to publish a newsletter on a quarterly basis. Newsletter content will include:

- Helpful tips for tenants
- Organisational updates and contact information
- Policy updates
- Human interest stories
- Sector information

The newsletter will continue to be mailed to all tenants and made available on the HOW website.

Complaints and Appeals

HOW will continue to encourage tenants and applicants to lodge complaints and appeals if they wish to do so. Complaints are viewed as a means to engage with tenants and applicants and effect improvement in the services we provide.

Tenant Rent Statements:

How will continue to send tenants their rent statement on a quarterly basis to ensure they are clear on the current status of any debt

Tenant Competitions:

HOW will continue to hold regular tenant competitions including the popular '*Impressive Gardener of the Year*' competition. Other competitions such as colouring competitions will be held on an occasional basis.



Annual General Meeting/Annual Report:

Tenants are invited to attend the Annual General Meeting (AGM) and receive an Annual Report. The AGM is an opportunity for tenants to meet members of the HOW Board. The Annual Report provides an update on the organisation's operations, strategic directions and financial status at the end of the financial year.
the region.

Regular Face to Face Outreach Visits:

HOW will continue to conduct regular outreach visits to the more remote service locations. The visits will be used to meet and conduct interviews with applicants, tenants and provide general information about our service provision. These visits will also broaden our agency connections and provide the opportunity to collect information from other providers that may be relevant to housing provision.

Inter-Agency Liaison

HOW will increase its participation in communication and liaison with external agencies including service providers. This will include attendance and participation in forums and meetings, arranging *meet and greet* sessions and routine communication. HOW will also seek approval from tenants and applicants to refer them to service providers for additional supports as required. Referrals and resulting service agreements will be recorded for reporting purposes.