



Connect Victoria Park Housing

Tenant Engagement Plan

CVP Policies	Tenant Engagement Plan	Effective date:	23/02/2022
Approved By	Board of management	Review date:	Feb 2024
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Purpose

This plan describes how Connect Victoria Park Inc provides opportunities for its tenants and residents to have a say in the way CVP Inc delivers its housing services.

Scope

This plan applies to all Connect Victoria Park Inc's tenants and residents.

Our commitment

CVP Inc will listen to tenants and residents to ensure it provides homes and services that meet their needs.

CVP Inc acknowledges and respects diversity among its tenants and strives to give everyone a chance to help shape the experience of being a CVP Inc tenant.

CVP Inc will also respect those who do not want to participate.

Our Current Activities

CVP Inc currently encourages tenant participation by:

- Inviting all tenants to annual meetings, or extraordinary meetings to respond to particular events
- Inviting all tenants to make use of services available to them through the Village Hub
- Inviting all tenants to join healthy ageing and social activities at the Village Hub
- Consulting tenants on special projects, e.g. Connect Canopy
- Planning special activities for tenants, e.g. community planting day, sundowner
- Providing a Feedback Box and Action Request Forms for formal requests
- Encouraging informal feedback on an individual level

What do we want to work on?

CVP Inc wants to involve tenants and residents when reviewing some of our current policies, hear their suggestions and concerns, and deliver solutions that address their needs.

Going forward, in its relationship with tenants and residents, CVP Inc will:

- Build trust among tenants and staff
- Be open and accountable to tenants and their significant others
- Make engagement a two-way process, and ensure there is enough discussion with tenants and opportunities for all voices to be heard
- Provide different ways to communicate with tenants to suit different needs and capabilities
- Explain reasons behind decisions that affect tenants

How will we work on it?

To ensure we promote tenant and resident participation and achieve our commitments, CVP Inc will:

- Keep tenants informed with regular communications about policy reviews, significant decisions impacting our housing and its tenants
- Organise regular tenant meetings to keep communication and discussion channels open
- Take minutes at tenant meetings, note suggestions and feedback and work on plans to address those
- Circulate satisfaction surveys among all tenants at least once a year
- Collate results from surveys, note results, suggestions and feedback and work on plans to address those
- In partnership with tenants and residents, explore the possibility of creating a tenant-led group to discuss issues, exchange ideas and give feedback to CVP Inc on a regular basis
- Encourage tenants and residents to organise amongst themselves to maintain common areas clean and inviting, supporting them when necessary
- Encourage tenants and residents to organise and run social gatherings in common areas
- Formally recognise the voluntary work that tenants and residents do for the benefit of all living in CVP Inc properties

How will we ensure accountability?

In engaging with tenants and ensuring their participation, we will ensure accountability by:

- Welcoming formal and informal feedback on our performance related to housing as an opportunity to review and improve our service
- Welcoming genuine complaints as opportunity to identify how we can do better, as stated in our Complaints Handling Policy
- Making staff, including the CEO, available to tenants on a regular basis for open and frank conversations
- Include the question on how we can do better in all tenant surveys
- Regularly check our performance against this plan to ensure that commitments are being delivered and outcomes achieved
- Inform tenants about the results of performance reviews