

Tenant Advisory Committee

Term of Reference

Introduction

In order to ensure that Southern Cross Housing (SCH) obtains timely feedback and is responsive to tenants needs, SCH has established a Tenant Advisory Committee (TAC). TAC is designed to assist Management to ensure that SCH is meeting the needs of the tenants. The feedback from TAC will provide information on ways to improve the organisations performance.

Tenant participation is essential to create effective systems within the organisation and TAC is one of the ways in which SCH can improve its services to tenants.

Role of the Tenant Advisory Committee (TAC)

The role of TAC is to provide advice to SCH on how to best meet the needs of tenants and improve the performance of the organisation. This includes:

- Raising general issues in relation to SCH operations and service delivery
- Providing advice on proposed changes in service delivery that may impact on tenants
- Feedback on SCH's communications to tenants. For example, letters, notices and website
- Providing ideas and advice on ways to improve tenant participation in the organisation and broader community

Membership

Any current tenant who has been a tenant for at least two years is eligible to apply to become a member of TAC.

All 9 TAC members are selected by a selection panel and appointed for a two-year term.

TAC members can apply for a further term and can serve a maximum of four years. This is to balance the need for experience for TAC members and the need to provide opportunities for a wide range of tenants to participate.

All TAC members are expected to demonstrate:

- A desire to improve the quality of housing provided and the lives of Residents
- A commitment to make a positive contribution in meetings and actively participate in discussions
- A willingness to represent the views of other tenants
- Respect for others including understanding and tolerance for diverse perspectives and experiences

Meetings and Meeting Processes

TAC meetings will be held every three months for a maximum of 2 hours.

The Agenda will be sent to TAC members one week before the meeting.

TAC members can add items for discussion to the agenda by notifying the TAC organiser or raising issues in other business.

During meetings TAC members must ensure issues raised are relevant to the broad tenant population. Individual issues can be addressed via your Property Manager or the SCH complaints process.

Members should also be mindful of allowing each member of the group to contribute. Members should allow each person to speak on a topic once, before speaking twice.

Four Property Managers will attend each meeting with the Head of Retirement Villages and Community Housing attending every other meeting. (If the Southern Cross Housing Team Leader is not available then a nominated Property Manager will chair the meeting)

Refreshments will be provided at each meeting.

TAC Convenor

The Convenor of TAC is the SCH Property Management Team Leader and will be supported at TAC meetings by the three SCH Property Managers.

The role of the TAC convenor is to:

- Chair TAC meetings, guide discussion and ensure they are run effectively
- Develop the meeting agenda in consultation with TAC members and the Head of Retirement Villages and Community Housing
- Review minutes of meetings, ensure that actions are properly recorded and followed up at subsequent meetings
- Report back to the Head of Retirement Villages and Community Housing reporting any issues identified by TAC for discussion

Decision Making

Decisions at TAC should be made by consensus. Where consensus cannot be reached, a one person, one vote system will be used. In the event of deadlock, the TAC Convenor will hold the casting vote.

Record Keeping

Minutes of all TAC meetings will be recorded and distributed to TAC, Head of Retirement Villages and Community Housing and SCH Board. This role will be rotated between 4 Property Managers

Reporting to the SCH Board

The Head of Retirement Villages and Community Housing will report on the activities of TAC four times a year and raise any issues identified by the Group.