



THE CITY WEST HOUSING TENANT VOICE GROUP

2022 - 2004 ACTION PLAN STATUS REPORT APRIL 2023

Introduction

City West Housing staff and the Tenant Voice Group have worked closely since 2018 to ensure that people living in CWH homes have a say in decisions relating to where they live and the services that CWH provides.

The TV group helped develop the 2018-2021 Community Impact Strategy which aimed to:

1. Help residents feel proud of where they live.
2. Feel safe and welcomed in their communities and,
3. Have a genuine say in the way we do things.

Two of the key projects that we are most proud of was the role we played in developing the Build Your Neighbourhood Program and the Community Impact Awards. We believe that these two initiatives made a big difference to the first two objectives mentioned above.

In 2022 the TV Group decided that it wanted to focus its work on the third objective mentioned above: *Have a genuine say in the way that we (CWH) do things*. The 2021 Tenant Satisfaction Survey, which was completed by 430 residents, showed a drop in satisfaction for Listening to views and acting on them (-4%) and Ability to influence decisions making (-5%) compared to the 2019 survey. The actions that we have identified below seek to address this decline.

This Action Plan was developed in collaboration with City West Housing which has committed to working with the TV Group to deliver on the actions that we have prioritized. The actions are listed under the following three headings and deliver on CWHs Purpose *“to build stronger communities & improve people’s lives by providing affordable housing”*.

1. **Trust** – actions which help foster greater trust between CWH and its residents.
2. **Inclusion** – ensure that engagement is undertaken in a culturally appropriate way.
3. **Accountability** - when CWH makes a decision or a commitment we have a role in making sure it meets those commitments.

We believe that the actions shown below are achievable and will give residents a real voice in decisions that impact them. Regular reports on progress and performance will be made to relevant forums, including the CWH Board. Feedback on our progress and the impact of our activities will be made available via the CWH website, social media, and newsletters.

THE ACTIONS

Work Stream	Actions	Does the Action meet Purpose? Y/N	% Complete
Trust	Develop a standard approach to holding Block Meetings – how to prioritize, purpose, topics for discussion.	Y – builds relationships	On April 23 agenda
	Develop a process for CWH to consult with residents on proposed major changes to common areas and other significant site-specific maintenance/refurbishment work	Y – builds stronger communities through consultation	Not yet commenced
	Consider establishing a Maintenance Advice Group	Y – providing affordable housing	100%
	Finalise the Terms of Reference for the TV Group.	Y- Strengthens tenant engagement	100%
Inclusion	Pilot a Good Neighbour Strategy in two apartment blocks	Y – improves people’s lives	On May 23 agenda
	Write a Marketing Plan to raise the profile of the TV Group among residents	Y- Strengthens tenant engagement	20%
	Pilot cross block network meetings (Twin Town concept).	Y – improves people’s lives	
	Formalize a structure for TV Group to comment on policies, processes, and strategies.	Y – improves people’s lives	100%
	Develop a process for residents to have input into design of new buildings.	Y – improves people’s lives	Not yet commenced
	Arrange site visit to new developments for TV Group	Y – Informed TV group	
	Supporting residents living near construction activity	Y – improves people’s lives	On April 23 agenda
	Develop processes to ensure that tenant engagement is undertaken in a culturally appropriate way.	Y – building stronger communities	Not yet commenced
	Design a CWH Report Card	Y – improves people’s lives	100%

Accountability	TV Group has input into questions asked in the Tenant Satisfaction Survey	Y - builds stronger communities through consultation	100%
	TV Group monitors progress against Tenant Satisfaction Survey Action Plan	Y – improves people’s lives	Not yet commenced
	Develop a process for TV Group or other resident group to participate in monitoring contractor performance	Y – providing affordable housing	Not yet commenced
	Develop an approach so residents can report on progress against the plan in the Resident Newsletter and to the Board	Y – providing affordable housing	Not yet commenced