



8.3 The Tenant Advisory Group

Scope

SGCH tenants are provided with the opportunity to influence and guide the organisation's service delivery. Tenants are actively encouraged to participate in the Tenant Advisory Group (TAG).

Policy

Tenants Advisory Group role

The role of the Tenant Advisory Group is to:

- Provide comment and advice to the Board of Directors, via the Tenant Director, about any issue relating to the management and service delivery of the organisation.
- Develop tenant participation mechanisms and structures.
- Develop social or other activities for the benefit of the tenants of SGCH.
- Meet quarterly at SGCH's offices for two hours.

Who can attend?

- Any person who is a tenant of SGCH can attend.

Meeting arrangements

At meetings the following will be provided to enable tenants to attend:

- Childcare
- Refreshments
- Assistance with travel costs. Funds will be available where public transport has been used, or where meetings are held at night and taxis have to be used for safety purposes.
- Meetings to be held at the best time for as many tenants as possible to attend.

Decision making

The Tenant Advisory Group is to operate by consensus, and where consensus cannot be reached then a one person, one vote system is to be used. Only one person per household has a vote.

In the event of a tie, the Chairperson has the casting vote.

Accountability

The Senior Housing Manager or their delegate is responsible for the Tenants Advisory Group. They are responsible for advising the tenants group on matters raised by the Board that is relevant to tenants and to also keep the Board informed of relevant matters raised by the tenants.

Terms of Reference

The Tenant Charter was approved by the TAG in July 2009.