



## 8.4 Tenant Participation

### General principles

- To foster tenant involvement in the planning, delivery, evaluation and management of SGCH business.
- To maximise individual satisfaction, in ways that are appropriate to the needs of all tenants.

### Level of participation and strategies

#### *Informal feedback on an individual level*

- Encourage individual tenants to express their concerns during home visit, property inspection or office interview.

#### *Formal individual feedback*

- Satisfaction surveys, evaluations and suggestion boxes etc.
- Conduct an annual tenant satisfaction survey.

### Input into formal consultations or advisory committees

- Establish a Tenant Advisory Group to provide an opportunity for tenants of SGCH to comment on policy and service delivery.
- Organise open Tenant Forums at least twice a year.

#### *Control and decision making about the management of their own dwelling or block/housing complex*

- Organise block/complex tenants meetings on a quarterly basis to address asset management issues.

#### *Involvement in decision making about the policies and activities of the Cooperative through membership of sub committees*

- Encourage new tenants to apply for the organisation's membership during sign-up interviews.
- Invite interested tenant members to take part in the sub-committees of the organisation.

#### *Control and decision-making about the organisation through membership of the Board*

- Encourage tenant members to join the Board as Directors.

### Communication strategy

- Publish a tenant newsletter quarterly to facilitate tenant participation.
- Produce information leaflets/packs about important issues as they arise.