

TENANT ADVISORY GROUP - TERMS OF REFERENCE

The Tenant Advisory Group (referred to as 'TAG') is a forum for tenants and household members of Foundation Housing Limited (FHL) to become involved in the activities of FHL and to provide feedback on the way it delivers its services.

Role of the TAG

- Act as a platform for tenant members to raise broad issues in relation to housing policy and service delivery;
- To be consulted* on changes in service delivery by FHL that effects tenants;
- Assist in the development of tenant involvement activities;
- Organise social or other activities for the benefit of tenants;
- Help break down the isolation felt by individual tenants;
- Encourage and support tenant leaders;
- Report on the business of the TAG in the tenant and resident newsletters and through other relevant communication channels to tenants.

Membership

- Membership is open to any tenant or registered household member that is 18 years of age or over. Membership forms are made available at sign up and post establishment visit, or upon request.
- Members must not have been issued with any of the following:
 - An anti social behavior breach in the previous 12 months
 - A Notice of Termination in the previous 12 months
- Membership is free;
- A tenant will automatically cease being a TAG member when they exit a tenancy and FHL service.

All TAG members are expected to demonstrate:

- A commitment to tenant involvement;
- A willingness to attend meetings, working groups, workshops and training;
- A willingness to make a positive contribution in meetings and to actively participate in the activities of the TAG;
- A commitment to equal opportunity and access, fairness and social justice;
- A willingness to attend FHL and TAG functions and events.

* seek information or advice for consideration, it does not necessarily mean it will be acted on.

Meetings

- Will be held every 2 months on the 3rd Wednesday of the month at FHL's City office and every 2 months on the 3rd Thursday of the month at FHL's Joondalup office. Meetings will not run longer than 3 hours;
- The Chairperson will conduct the meeting. If the Chairperson is absent the Vice Chairperson will fulfill this duty;
- The Chairperson, with the agreement of the members, is able to invite guest speakers from FHL and the community to attend a meeting.

Reimbursement for member's costs

- Any costs incurred by the members to attend a meeting such as transport and parking will be reimbursed by FHL.

Officer positions

Responsibilities:

Chairperson

- Develop the meeting agenda in consultation with the Tenant Involvement Coordinator;
- Chair the meetings;
- Follow the agenda;
- Enable all members to have their say;
- Know how to bring conversation back to business;
- Have a sense of justice and fair play;
- Ensure decisions are made and recorded in the minutes;
- Have knowledge of the TAG terms of reference.

Vice Chairperson

- Act on behalf of the Chairperson if the Chairperson is absent;
- Provide support and assist the Chairperson in fulfilling their duties.

Secretary

- Provide secretarial duties for TAG meetings and forums as required;
- Record minutes as a true and accurate version of discussion and decision making;
- Request support from the Tenant Involvement Co-ordinator as required.

Appointment

Selection criteria:

- Be a member of the TAG;
- Has the ability and willingness to work constructively with tenants and residents on housing issues;

- Is able to participate effectively in a formal meeting setting;
- Is able to demonstrate respect for a diverse points of views;
- Has an understanding of tenant involvement;
- Has the ability to contribute ideas and suggestions to improve service delivery.

Term

- Office positions will be elected for a one year term;
- Each TAG member may re-nominate for the same or different position (for a maximum of three terms);
- Elections are serviced by the Tenant Involvement Co-ordinator.

Nominations

- Nominations for Officer positions are open up to three weeks prior to TAG election meeting;
- A TAG member can self nominate or nominate another TAG member for an Officer position;
- Nominations must be made on the TAG nomination form;
- Nominations must be received no later that five working days prior to TAG election meeting;
- TAG members must receive a minimum of two nominations (self and other) to be considered for election;

Elections

- Officer positions are elected every year by TAG member delegates;
- Elections should be advertised widely and all tenants have the opportunity to nominate for election. Tenants will be encouraged to prepare a profile which details their experience and the reasons why they should be elected and to circulate this profile to the TAG group prior to the election meeting. Nominated tenants will prepare a Nomination Profile for presentation at the TAG elections meeting;
- Elections will be held at the last TAG meeting of every year;
- Voting will be secret ballot with the Tenant Involvement Co-ordinator and a TAG member present.

Administrative support

The Tenant Involvement Coordinator will

- Provide administrative support, including the preparation of minutes and agendas;
- Inform members of confidentiality, Workplace Health and Safety and evacuation procedures at the commencement of each TAG meeting;
- Promote TAG in tenant newsletters, unit complex meetings, and through other Foundation Housing communications;
- Review and accept nominations (subject to eligibility requirements);
- Table endorsed TAG member applications at each TAG meeting;
- Maintain database of members' details subject to relevant privacy legislation;
- Arrange guest speakers at the request of the Chair
- Report to the Tenancy Management and Enrichment Committee on the outcomes of the TAG

Decision making

- A quorum of 6 members is required;
- The TAG is to operate by consensus. 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 a casting vote.

Code of Conduct

The Code of Conduct is a guide to appropriate behavior of members. All TAG members will treat one another with respect, dignity and honesty in the spirit of co-responsibility. This will be achieved by:

Respect:

- Members will listen to one another's opinions in an unbiased and non-judgmental manner;
- Members will allow others to speak without interruption;
- When speaking, members will be mindful of time constraints and will speak of FHL staff and policies in a constructive manner.

Confidentiality

- Some sensitive matters must remain strictly confidential and will be identified as strictly confidential by the Chairperson, or FHL staff;

- It is recognised that on occasions, members may discuss TAG events in general terms with a mentor. All discussions concerning the TAG should be professional and constructive;
- Private and personal information about TAG members is not to be circulated without the permission of the member/s concerned.

Diversity

- Members will acknowledge and respect the diversity of views, beliefs and culture within the TAG.

Efficiency

- Members will endeavour to contribute as much as possible, as required and as time allows.

Personal Boundaries*

- Members are encouraged to establish their personal boundaries* and be mindful of the personal boundaries of others.

Breach of Code of Conduct

- Breaches of the code of conduct will be investigated and managed as appropriate by the Secretary;
- If members are aware of breaches of the code of conduct, they should draw this to the attention of the Chairperson or FHL staff.

* rules that you create to determine for yourself what are reasonable, safe and permissible ways for other people to behave around you.