

Port Phillip Housing Association Tenant Engagement Strategy

Empowering
Tenants To
Succeed

Building
Skills &
Opportunities

2016 to 2018



Strengthening
Communities

Improving
Communication

What is the *Tenant Engagement Strategy*?

Port Phillip Housing Association's (PPHA) Tenant Engagement Strategy outlines the ways the organisation will engage with tenants to support their housing and connect them with their community.

This strategy will guide PPHA in developing and implementing its tenant participation and engagement activities from July 2016 to June 2018. The strategy also aligns with the PPHA Strategic Direction 2015 - 18.

This strategy builds upon existing initiatives currently undertaken by PPHA, whilst also broadening opportunities for tenant representation and participation through partnerships with services and organisations who aim to better the quality of life of our tenants and the communities where they live.

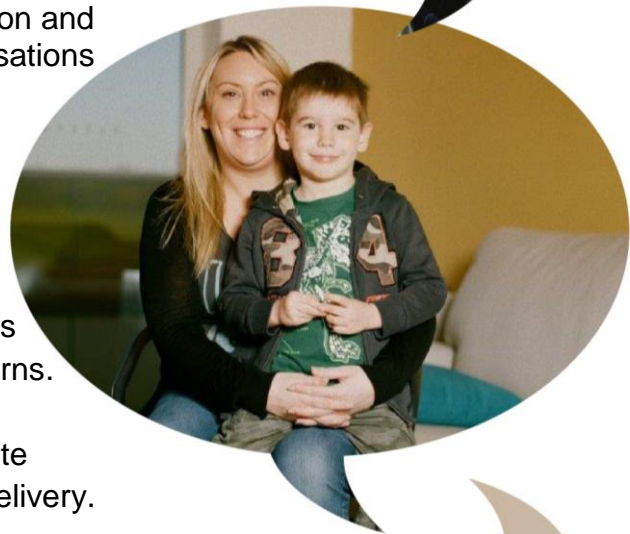
What are the benefits?

Tenant participation and engagement is an essential part of sustaining tenancies and ensuring that the organisation is continuously improving in line with tenant needs and concerns. This strategy aims to provide opportunities for tenants to participate in internal and community programs and to create avenues for tenant input into PPHA planning and service delivery.

The strategy will enable tenants to access opportunities and services that will increase their confidence, well-being, skills and sense of community.

Outcomes to tenant engagement include:

- Strong, active and meaningful relationships between tenants, staff and local services to improve the wellbeing of communities and people where we work
- Tenants making informed decisions about opportunities and services available to them, which suit their needs
- Tenants feeling connected to each other and their neighbourhoods
- Tenants developing new skills which open up new opportunities with social and economic benefits
- Tenants feeling safe where they live and a reduction of anti-social behaviour
- Improvements to customer service by consulting on issues which affect tenants
- Reduction of stigma tenants feel associated with living in social housing



What are the *Tenant Engagement Strategy Objectives*?



Objective 1

Empower tenants through representation and participation

Tenants will have the opportunity to participate in forums which aim to provide useful feedback about the services PPHA provide and the future of the organisation.



Objective 2

Build the capacity and skills of tenants through access to opportunities

Tenants will have the opportunity to develop skills and improve their wellbeing through PPHA's partnerships with local community organisations and through volunteering.



Objective 3

Strengthen community and neighbourhood connections

Activities, events and programs will provide opportunities for tenants, their neighbours and community members to come together and celebrate our diversity.



Objective 4

Create a strong community through effective communication

Tenants will experience a responsive, respectful and accessible customer service and will stay informed of activities, opportunities and support available to improve their wellbeing and sustain their housing.



How will the Objectives be achieved?

The objectives will be achieved through three streams.

Participation Programs

These programs aim to increase tenant participation in the organisation and the community. Such as:

- Tenant Advisory Groups
- Employment readiness programs
- Training and education scholarships
- Volunteering opportunities

Wellbeing Programs

These programs aim to improve the personal and neighbourhood wellbeing of tenants.

Such as:

- Health and wellness activities such as cycling, yoga and art programs and events
- Social meal, food, nutrition and community garden programs and events
- Partnerships and agreements with mental health, aged care and other services that can assist to improve tenant wellbeing and sustain tenancies

Communication Initiatives

These initiatives aim to improve the communication and service we provide to tenants.

Such as:

- Establishing a Customer Service Charter
- Developing an annual Service Improvement Action Plan
- Communicating effectively through social media, newsletters, website and other forums
- Specific projects and research conducted by our social work student program



What does success look like?

PPHA will ensure that our communication initiatives are accessible to the public and monitored by our Tenant Advisory Groups.

In regard to programs, we aim to reach 80% of possible capacity and increase the overall quality of life of participants. We will know this through conducting evaluations of these activities.



Port Phillip Housing Association
 Tenant Engagement Strategy 2016-2018

How does it all connect?

The following table explains how the TES sits and operates within PPHA:

Who are we?		What is our vision?		What is our mission?	
Port Phillip Housing Association (PPHA)		Affordable HOUSING Accessible to ALL		Building Affordable Homes and Local Communities	
How do we achieve our mission?					
Increasing the supply of secure, high quality, affordable housing.	Providing exceptional property and tenancy management.	Supporting tenants to achieve personal well-being.	Building cohesive communities in collaboration with our tenants.	Partnering to achieve these outcomes.	
What do we value?					
Integrity	Respect	Inclusiveness	Collaboration	Accountability	
How do we focus our priorities?					
Through the PPHA Strategic Direction 2015 to 2018 – Area 2: Successful Tenancies, Cohesive Communities					
How does it connect to Community Development?					
Through implementing a Tenant Engagement & Participation Strategy 2016 to 2018 which focuses on the following objectives					
1	2	3	4		
Empower tenants through representation and participation	Build the capacity and skills of tenants through access to opportunities	Strengthen community and neighbourhood connections	Create a strong community through effective communication		
How do we deliver this?			How do we measure this?		
Coordinating and providing participation & wellbeing programs, events and activities.			Through evaluating our programs and achieving an 80% participation rating and 80% impact rating which shows tenants felt an improvement in their connection to community and neighbours and to their health & quality of life		
Publication of important information and continuous improvement of our service delivery			Through ensuring our communication is accessible and delivering the annual Service Improvement Action Plan		

