



OUR GOALS

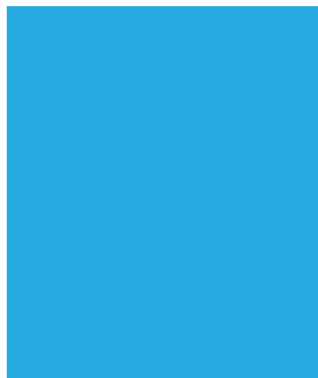
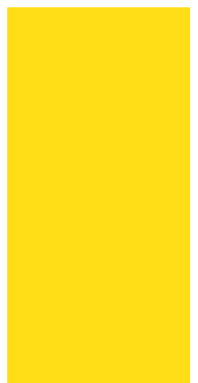
2014-2017

1. We will seek connectivity with tenants and value opportunities for genuine feedback to and from tenants. To achieve this goal we will:

- Appoint a designated Tenant Engagement Manager to take carriage of BHC's tenant engagement activities;
- Provide training to all relevant staff in tenant engagement, and include this as part of their normal duties;
- Build in feedback to tenants on consultation and engagement processes;
- Use tenant feedback in BHC's key decision making processes at a building and organisational level; and,
- Build tenant skills and knowledge of participation through the provision of training and development opportunities.

2. We will improve service delivery to BHC tenants by seeking and acting on tenant input about our housing management. To achieve this goal we will:

- Organise at least two tenant information meetings per annum at each residence;
- Trial the use of ongoing tenant committees to provide regular input to BHC on management of developments;
- Revise the content and administration of the Tenant Satisfaction Survey to reflect tenant and staff feedback;
- Seek tenant input into design of new BHC developments to capture learnings from earlier projects; and,
- Seek to capture informal feedback that is provided to Housing Managers (and Operations Team generally) from tenants.



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2014-2017

3. We will facilitate enhanced tenant well-being by supporting tenants to engage in activities and programs that improve relationships between tenants, strengthen local communities and address high priority social issues identified by tenants. To achieve this goal we will:

- Commence the implementation of this strategy with discussions in each location, identifying high priority issues for tenants;
- Support tenants to build harmonious, friendly communities;
- Build connections between tenants, BHC as an organisation and local support and community development agencies;
- Support tenants to engage with services and activities which can help them address life issues;
- Support tenants to engage with training, education, employment and volunteering pathways and opportunities;
- Ensure tenants have access to information about financial management and support;
- Seek external funding and partnerships to address priority issues identified by tenants; and,
- Work with tenants to develop improved responses to anti-social behaviour and conflict between tenants.



For more information about BHC's Tenant Engagement Strategy talk to a BHC Housing Manager or contact our Tenant Engagement Manager.

BHC Creating Liveable Communities
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All images within this publication are of BHC tenants and properties. We thank our tenants and investors for their generous input.

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