



## Tenant Engagement Strategy

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A Summary for Tenants



# Tenant Engagement Strategy

BHC Creating Liveable Communities (BHC) is one of Queensland's largest providers of affordable rental housing, managing over 1500 tenancies around Brisbane and new homes created throughout Queensland.

We aim to provide high quality tenancy management across all our properties and to support tenants to improve their quality of life. Integral to this aim is a robust, ongoing process of tenant engagement which seeks input from our tenants on the management of their housing and which supports tenants' efforts to improve their lives in other ways.

To support this aim BHC has recently developed a **Tenant Engagement Strategy** which will help to guide this part of our work from 2014 to 2017. This document provides a summary of the key elements of the Tenant Engagement Strategy including our vision, our commitment, our major goals and how we will evaluate our success with this work.

Our Tenant Engagement work commenced in August 2014 and we will work progressively toward achieving our goals over a three year period.

## Our Vision - Tenant Engagement

BHC engages positively with its tenants, providing tangible benefits to tenants and improving the quality of BHC's housing and service delivery.

## Our Commitment to Tenant Engagement

BHC is committed to sustained, purposeful engagement with our tenants and believes tenant engagement is a key indicator of quality in the management of social and affordable housing. This engagement seeks to fulfil three goals:

1. To build connectivity with tenants and value opportunities for genuine feedback to and from tenants;
2. To improve service delivery by seeking and acting on tenant input about housing and tenancy management; and,
3. To facilitate enhanced tenant well-being by supporting tenants to engage in activities and programs that improve relationships amongst tenants, strengthen local communities and address high priority social issues identified by tenants.



# What we hope to achieve

As a result of working towards these goals we hope to achieve the following results.  
Improved quality of life for tenants measured by factors including:

- improved tenant satisfaction;
- increased tenant participation in work and education; and,
- improved health and community relationships.

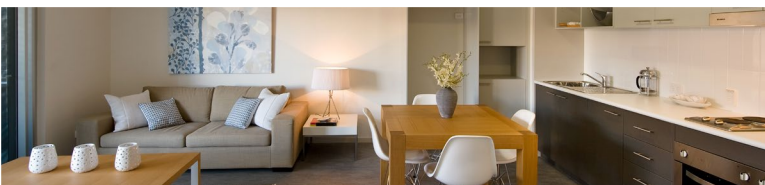
Improved business performance for BHC as measured by factors including:

- improved management of complaints;
- increased tenancy sustainment;
- reduced rent arrears; and,
- reduced anti-social behaviour.

## The Principles of Our Engagement

In engaging with tenants we will adhere to the following principles and encourage our tenants to do the same:

- Inclusiveness
- Partnership
- Focus on solutions
- Consistency and Sustainability
- Safety and Respect
- Voluntary Participation





## Our achievements so far



BHC has a strong track record of tenant and community engagement on which this strategy is built:

- We have administered an annual Tenant Satisfaction Survey for a number of years.
- Our rate of return is consistently around 70% and we consistently receive high satisfaction ratings from the majority of tenants.
- We have hosted tenant feedback sessions at most of our major developments, addressing a mix of issues including direct tenancy management issues and broader social issues.
- Tenants in many developments have arranged a wide variety of social events such as morning teas, movies nights, trivia nights, yoga groups and swap tables. These frequently take place in common areas within the complexes, with the support of housing management staff.
- We have supported job programs in our Green Square and Bonney Lane buildings in which tenants were provided with support for up to 12 months while they were participating in accredited training programs with external training organisations or seeking employment.
- We are currently working with Second Chance Foundation (a charity supporting women who are homeless or at risk of homelessness) to provide a 12-month rent abatement for single women on Newstart accessing BHC studio units. This allows women to access housing, stabilise their lives and participate training or employment programs so that at the end of the 12 months they have the income to afford their unit.
- We have partnered with the Under1Roof consortium to carry out an intensive community development program in one of our buildings where a number of social issues were impacting on tenant wellbeing and quality of life.
- We have partnered with a broad range of disability organisations, including Multi-cap, Open Minds and Southern Cross Services to ensure lifestyle support is available for residents with specific needs.
- We have strong links with many community service organisations including the network of local community centres that have been developed to support strong referral pathways and access to services for tenants.

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

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

BHC Creating Liveable Communities

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