

factsheets&forms

Keeping you current with all the latest information.



Tenant Council

What will the Council do?

The Tenant Council are a group of ACHL tenants who:

- comment on every new policy (that affects ACHL tenants). ACHL rules ensure that every policy change must be discussed by the Tenant Council before it goes to the Board of Directors
- are directly involved in discussions about the future of the organisation;
- raise any issue of concern or make suggestions for improvement;
- organise social events and produce their own

There are some things that the Council is not able to do (there are further details about this in this fact-sheet)

Why does Affordable Housing need a Tenant Council?

ACHL wants to continue to improve the service it provides to its tenants and part of our improvement will be the ongoing feedback and evaluation from our tenants. This involvement from tenants needs to occur at the time that we are planning to undertake new initiatives or about to change the way we do things.

We have a reputation for having policies and procedures that meet very high standards. Developing good policy demands that those who are most affected by its impact, have the chance to have their say before it is implemented. The Tenant Council is an opportunity to do achieve this and more.

What is the relationship between the Tenant Council and the office?

The Tenant Council is an independent group of tenants and the office staff only help with matters where they are asked to. The ACHL Chief Executive Officer regularly attends the Council meetings to provide information and feedback.

Can I use my membership of the Council to help me get things fixed at my home?

- If you are a member of the Tenant Council, we would expect that you would use your own experiences as our tenant to suggest ways in which things could be improved. We are sure that, quite often,

Tenant Council members will discuss issues that relate to their own tenancy. This is completely acceptable and we know that this can be a useful and effective way of getting results.

However, we also believe that it is extremely important that all our tenants (whether they are members of the Tenant Council or not) are treated equally. Members of the Tenant Council do not receive an advantage that other tenants cannot get. Therefore members of Tenant Council are subject to the same policies and will have to use the same procedures as other tenants.

Who is in charge of the Tenant Council?

The Tenant Council has a Chairperson, a Vice-Chairperson and a Secretary. The Tenant Council members elect these "office-bearers" themselves.

Do Council members receive any training or assistance?

The Southern Sydney Tenant Resource Group conduct training with Council members on meeting procedures, roles and responsibilities of members and, in general, how to run an effective meeting.

How often are meetings held?

The Tenant Council meets every month and these meetings are held during the day. The day and time of the meetings is set by the Council itself, so the most convenient time for the members can be selected.

How are the Tenant Council elected?

The Council is elected annually by the tenants at each Annual General Meeting. Anyone interested can nominate for election and further information is available from contacting the office.

Does the Council have a say on all matters of the company?

The Tenant Council cannot:

- Make decisions that are binding on the company
- Have access to information about any tenant or client of the Co-op
- Be able to participate in individual staff performance reviews or recruitment;
- Regularly attend Board meetings