



# Tenant engagement and participation

## Wesley Community Housing wants to hear from you.

### It is a goal of Wesley Community Housing to:

- take part in local communities
- support and grow social housing
- understand and work with the needs of tenants and applicants
- work with other organisations to help tenants and applicants
- ensure that Wesley Community Housing staff are knowledgeable
- work together with tenants, applicants and local organisations
- create links with other programs that will benefit tenants and the community.

### Opportunities for you to engage with us

Wesley Community Housing wants you and the community to let us know how we can do a better job.

### We invite you to share your ideas and opinions and become involved

We will ask for your opinion and involve you in:

- surveys
- *Raise your voice* questionnaires
- our compliments and complaints process
- tenant meetings
- local projects.

### We will keep you informed

We will make sure the information about your tenancy is easy to find and is kept up-to-date.

We will do this by:

- providing information at the start of your tenancy
- sending out regular newsletters
- making sure the Wesley Mission website is kept up-to-date
- keeping you informed through our team.

### We can help you get involved in your community

Wesley Community Housing wants to help you be involved in your community and gain new skills. Find out more by contacting us.

### Our approach

The following principles guide Wesley Community Housing tenant engagement and participation activities:

- A belief that tenants have a right to give your opinions on decisions that affect you.
- Encouragement for tenants to take part in your community.
- Informing tenants of decisions or activities that you can be a part of, at the start of and during your tenancy.

- Wanting all tenants to be involved. If there is something stopping tenants from taking part, we want to know, so that we can help to change this.
- Using information that tenants, applicants, support providers and the community provide, to guide how we work.
- Finding different ways to collect tenant views to guide decisions for Wesley Community Housing activities.
- Making sure the information we provide is up-to-date.
- Making sure that tenants, applicants and the community know how to give feedback and contribute.
- Working with other community organisations so that we provide quality service.
- Understanding that each tenant has different needs.
- Making sure there are a range of opportunities, so that a wide range of opinions and suggestions can be collected.

## Feedback

Comments that you give us will be used to improve how we provide our service to you. Wesley Community Housing will regularly ask for your opinion and your suggestions by:

- calling you
- sending you an email
- visiting you in your home, as we do an inspection
- meeting with you
- asking you to fill in a survey.

You can also provide feedback by contacting us on 1800 770 602 or [communityhousing@wesleymission.org.au](mailto:communityhousing@wesleymission.org.au)

Wesley Community Housing policies can be obtained by calling **1800 770 602** or emailing [communityhousing@wesleymission.org.au](mailto:communityhousing@wesleymission.org.au)



### Contact us

General enquiries 1800 770 602  
 Maintenance and repairs 1800 770 602  
 Wesley Community Housing  
[communityhousing@wesleymission.org.au](mailto:communityhousing@wesleymission.org.au)

[wesleymission.org.au](http://wesleymission.org.au)  
 ABN 42 164 655 145 Wesley Mission is a part  
 of the Uniting Church in Australia.

**Do all the good you can**  
 because every life matters