

Resident meeting policy

Version date: March 2017
Review date: March 2019
Policy owner: Director Operations

Purpose

This policy outlines Unison's framework for holding resident meetings.

Scope

This policy applies to all Unison multi-resident dwellings.

Principles

Unison holds regular resident meetings to:

- provide an opportunity for tenants to raise issues with their Place Manager
- assist Place Managers to identify common or systemic issues in the property and
- create an opportunity to engage and build rapport with tenants
- provide information pertaining to the property to tenants
- remind tenants about essential safety information such as fire evacuation procedures

Application

A Resident Meeting will be held at least once every six months in all Unison's multi resident dwellings. Additional meetings might also be held when specific issues arise.

Each Place Manager will develop a schedule of Resident Meetings for multi resident dwellings in their portfolio. They should be held on site or nearby at a time that will maximise attendance. In addition, in any given 12 month period, at least one meeting will be held out of office hours. The resident meeting schedule will be submitted to the relevant Team Leader for approval. This is to provide an opportunity for residents to attend who may otherwise be engaged in volunteer, community or employment activities.

Place Managers should consider planning resident meetings in a format that will maximise attendance, for example a tenant BBQ or social activity.

Resident meetings will be arranged, promoted and facilitated by the relevant Place Manager. Where possible and appropriate, a member of the Tenancy Administration Team and a member of the Asset Management Team will also attend.

Resident meetings will be promoted via:

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- A poster on building notice boards one month prior.
- A letter box drop one week prior
- An SMS message to tenants no less than 2 days prior (where possible).

Issues and actions arising from the Resident Meeting will be documented and provided to the relevant Team Leader with a plan of action that includes timelines and who is responsible. Following Team Leader approval, minutes will be circulated to all tenants via a letter box drop and building noticeboard. Team Leaders will monitor the plan of action in supervision until all issues are addressed.

Review of policy

This policy will be reviewed every two years as delegated by the responsible Director