

# Resident Meeting Policy

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 Version date: May 2021  
 Review date: May 2024  
 Policy owner: Director Housing and Homelessness

## 1 Purpose

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The purpose of this policy is to outline Unison's framework for resident meetings.

## 2 Scope

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This policy applies to all Unison multi-resident dwellings.

## 3 Policy Statement

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### Principles

3.1 Unison holds regular resident meetings to:

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

### Application

#### *Frequency*

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

3.3 Each Place Manager will develop a schedule of resident meetings for multi resident dwellings in their portfolio.

#### *Planning*

3.4 Meetings should be held on site or nearby at a time that will maximise attendance.

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

- 3.6** Resident meetings will be arranged, promoted and facilitated by the relevant Place Manager. Where possible and appropriate, a member of the Facilities Management Team will also attend.

Resident meetings will be promoted via the following channels:

- a** Poster on building notice boards, one month prior
- b** Letter box drop, one week prior
- c** SMS message to renters, no less than 2 days prior (where possible)

#### *Documentation*

- 3.7** Issues and actions arising from the resident meeting will be documented and provided to the relevant Unison Team Leader with a plan of action that includes timelines and responsible parties. Following Team Leader approval, minutes will be circulated to all renters via a letter box drop and building noticeboard.
- 3.8** Team Leaders will monitor the plan of action until all issues are addressed.
- 3.9** Minutes will be stored in a central location, accessible by the relevant Manager, Place Management and the Director Housing and Homelessness (DHH).

## **4 Related information**

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- a** Unison Practice Framework

## **5 Review of policy**

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This policy will be reviewed every three years as delegated by the responsible Executive.