

Background

In order to ensure that Unison gets timely feedback and is responsive to tenant's needs, the Unison Constitution requires the organisation to establish a Tenant Advisory Group (TAG). The TAG is designed to assist the board of Directors to ensure Unison is meeting the needs of Tenants; and provide advice to the board of Directors on ways to improve the organisation's performance.

Tenant participation is essential to create effective systems within the organisation and TAG is one of the key way in which Unison supports this.

Role of the Tenant Advisory Group (TAG)

The role of the TAG is to provide advice to Unison on how to best meet the needs of tenants and improve the performance of the organisation. This includes:

- Raising broad issues in relation to Unison's policies, operations and service delivery
- Providing advice on proposed changes in service delivery and policies and procedures that impact on tenants
- Feedback on Unison's communications to tenants. For example letters, policies, brochures and the website
- Providing ideas and advice on ways to improve tenant participation in the organisation and broader community
- Participating in events

Membership

Any current tenant who is over 18 and has been a tenant for at least one year is eligible to apply to become a member of TAG.

TAG members are selected by a selection panel and appointed by the board for a two year term.

TAG members can apply for a further two terms, and can serve a maximum of six years. This is to balance the need for experienced TAG members with the need to provide opportunities for a wide range of tenants to participate.

All TAG members are expected to demonstrate:

- A desire to improve the quality of housing provided and the lives of residents
- A commitment to make a positive contribution in meetings and actively participate in discussions
- A willingness to represent the views of other tenants

- Respect for others including understanding and tolerance for diverse perspectives and experiences

Meetings and meeting processes

TAG meetings will be held every two months, for a maximum of 2 hours.

Meeting papers will be sent to TAG members one week before meetings.

TAG members are able to add items for discussion to the agenda by notifying the TAG convenor, or raising issues in other business.

During meetings TAG members must ensure issues raised are relevant to the broad tenant population. Individual issues can be addressed via Place Management Staff or the Unison complaints process.

Members should also be mindful of allowing each member of the group to contribute. Members should allow each person to speak on a topic once, before speaking twice.

The CEO and Board Chair will attend TAG meetings.

TAG Convenor

The role of the TAG convenor is to:

- Chair TAG meetings, guide discussion and ensure they are run effectively
- Develop the meeting agenda in consultation with TAG members and the CEO
- Review minutes of meetings, ensure that actions are properly recorded and followed up at subsequent meetings
- Attend Board meetings to represent TAG and raise any issues identified by TAG for discussion.
- Be consulted by the Board Nomination Committee on future appointments to the Board
- Attend relevant Unison functions

All TAG members who have been tenants for a minimum of two years are eligible to nominate for the role of TAG convenor.

The Board Nominations Committee will select the TAG Convenor from the eligible applicants, and the Board will appoint the TAG Convenor for a period of two years.

Where TAG members are unsatisfied with the performance of the TAG Convenor, and have been unable to resolve this through discussion at TAG meetings, TAG may request that the Nominations Committee review the appointment.

The Nominations Committee will only review the appointment where a majority of TAG members (excluding the TAG Convenor) request the review.

The Board will make the final decision regarding the removal of the TAG convenor.

Secretariat support

Unison will provide secretariat support to TAG including taking minutes, preparing and distributing meeting papers and supporting the Convenor and CEO to develop the meeting agenda.

Decision making

Decisions at TAG should be made by consensus. Where consensus cannot be reached, a one person, one vote system will be used. In the event of a deadlock the TAG Convenor will hold the casting vote.

Record keeping

Minutes of all TAG meetings will be recorded and distributed to TAG and the executive and management teams within Unison to ensure that issues identified by TAG are addressed at an operational level.

TAG minutes will also be made available to all tenants.

Reporting to the Board

The TAG Convenor will attend Unison Board meetings twice a year to report on the activities of TAG and raise any issues identified by the Group. The TAG Convenor will ensure that items to be raised with the board are discussed at the TAG meeting prior to any board meeting.

Review and evaluation

TAG will undertake an annual self review process to measure the impact and effectiveness of the group.

TAG Code of Conduct

The TAG Code of Conduct is in place to guide appropriate conduct and interaction within the TAG group. Breaches of the Code of Conduct are to be addressed in discussions with the TAG Convenor and CEO. Serious breaches of the Code of Conduct may result in TAG membership being revoked.