

Community Housing Tenant Network

Draft Action Plan

2008-2009

2nd April 2008

Goals & Priorities

During the life of this action plan, the Community Housing Tenant Network (the Network) will deliver on the priority goals identified in the strategic plan.

By 1st July 2009 the Network will have:

Goals & Strategies

The tables below identify the actions that will be taken to meet the priorities for our work identified by Network members. The actions are grouped under the overall goals described in the strategic plan.

Goal 1: Represent all community housing tenants in NSW

Strategy:

By 2011 tenants from each of the community housing associations in NSW will have joined the network and accessed our resources.

Priority action identified in strategic plan	Target / responsibility	Progress made
Goal 1, Action 1 1. Inviting tenants from all NSW community housing associations to join the Network and encouraging them to elect a representative		
To meet this priority we will:		
1.1. Continue to campaign to get tenants from all Metro associations involved in the Network	All metro associations involved	Involvement from 12 of 15 metro

		associations at 2.4.08
1.2. Circulate an Expression of Interest to choose regional lead partner housing associations. These associations will be asked to make a commitment to consult their tenants about what they would like the Network to do for them. They will also be asked to support the roll out of the Network across NSW by supporting video conferencing for tenants, by publicising the Network and by leading a membership drive.	EOI circulated and associations chosen by end May 08	
1.3. Promote the aims and expansion of the Network by publicising the strategic and action plans with key partners including all housing associations, OCH, Regional Tenants Resource Services, Housing NSW Tenant Participation Unit, Social Housing Tenants Council etc.	Produce an e bulletin, write a Housing Matters newsletter article and a fact sheet & put information on web site. By end May 08. Publicity group / Adam	

Goal 1: Represent all community housing tenants in NSW

Strategy:

By 2011 tenants from each of the community housing associations in NSW will have joined the network and accessed our resources.

Priority action identified in strategic plan	Target / responsibility	Progress made
Goal 1, action 7 7. Encourage Housing Associations to recognise the role played by Tenant Network representatives and to consult them		
To meet this priority we will:		
7.1. Contact the President of the NSW Federation of Housing Associations and discuss the Network's aims and role. We will encourage him to promote the role of tenant reps. To all housing associations	Acting Chair and group to write to President by end April 08	
7.2 . Write a Housing Matters newsletter article and circulate an e bulletin about this to all associations	Adam, by end April 08	
7.3 OTHER IDEAS???		

Goal 2: Become a strong and credible voice for Community Housing tenants that is consulted by OCH and other stakeholders about tenant issues.

Strategy: Make sure that the Network is respected and listened to by working together effectively and credibly.

Priority action identified in strategic plan	Target / responsibility	Progress made
<p>Goal 2, Action 4 Campaign to ensure that the Network is consulted when policy changes are proposed that will affect tenants</p>		
<p>To meet this priority we will:</p>		
<p>4.1. Work to raise awareness with key policy makers including State and Federal Housing Ministers, the Office of Community Housing, Housing NSW, Office of Fair Trading etc</p>	<p>Write letters to Ministers, key OCH, Housing NSW and Fair Trading staff informing them of Network's role and requesting early and genuine consultation on issues of interest to tenants</p> <p>Publicity group by end of May 08</p>	
<p>4.2 . OTHER IDEAS?</p>		

Goal 2: Become a strong and credible voice for Community Housing tenants that is consulted by OCH and other stakeholders about tenant issues.

Strategy: Make sure that the Network is recognised as a tenant led representative voice for community housing tenants that is respected and listened to.

Priority action identified in strategic plan	Target / responsibility	Progress made
<p>Goal 2, Action 5 Become the mechanism for Community Housing tenants to link into Housing NSW's Social Housing Tenants' Council (SHTC). Tenants will be involved in a two way dialogue with the SHTC and the SHTC Community Housing members to ensure Community Housing tenants' views are fully represented at the SHTC. The Network will also assist communication and information sharing from the SHTC.</p>	Acting Chair / Adam	
<p>To meet this priority we will:</p>		
<p>5.1. Meet Housing NSW tenant participation staff to describe the work of the Tenant Network and to ensure that the Tenant Network is seen as the linkage point between the SHTC's work and community housing tenants.</p>	Acting Chair / Adam By May 08	
<p>5.2 Improve communications with Social Housing Tenant Council members by alerting them to the work of the Tenant Network, inviting the Community Housing representatives to attend Network events, and asking them to put forward views from the Network at SHTC events</p>	Invitation by end of June 2008	
<p>5.3 Campaign to ensure that the value of the Network as a 'bottom up', viable and tenant led representative voice for community housing tenants is understood.</p>	Ongoing, all	

Goal 3: Effective communications.

Strategy: Communicate effectively with community housing tenants, tenant councils, community development workers, associations, OCH and other partners across the state. Adopt a variety of creative methods to overcome challenges of distance and other barriers.

Priority action identified in strategic plan	Target / responsibility	Progress made
Goal 3, Action 1 1. Continuing to run quarterly workshops. Workshops will be promoted for the year ahead and have agreed themes and expert speakers where necessary		
To meet this priority we will:		
1.1 Run four workshops that are open for all Community Housing tenants. These will be publicised for the year to come and themes and discussion topics will be developed for each event.	4 large workshops per year. 4 Scheduled for next financial year	4 workshops publicised via website
. OTHER IDEAS?		

Goal 3: Effective communications.

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Priority action identified in strategic plan	Target / responsibility	Progress made
<p>Goal 3, Action 5 Continue producing at least four newsletters per year that are written by tenants, for tenants. Work to secure the widest possible distribution for the newsletters</p>		
<p>To meet this priority we will:</p>		
<p>5.1 The newsletter group will write at least four newsletters per year. The Federation will assist with desk top publishing these newsletters and will send them to Network members</p>	<p>Newsletter group to produce 4 newsletters per year</p>	
<p>5.2 We will write again to all housing associations to encourage them all to send out the newsletters to all their tenants, when they are doing a mail out to tenants. We will seek a commitment that they send out at least one of the Network newsletters per year. We will also request that all associations make the newsletters available in their reception areas and refer to the network in their own in house newsletters.</p>	<p>Committee to write to all associations by end of June 08. Adam to help with circulation of material</p>	

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Priority action identified in strategic plan	Target / responsibility	Progress made
Goal 3, Action 11 Use the most effective videoconferencing and teleconferencing techniques to allow access to tenants who are unable to travel to events.		
To meet this priority we will:		
11.1 Identify a reasonably priced system that will allow groups to video conference remotely with Network events	Federation / Andra	ooVoo identified and being trialled
11.2 Test system with a selection of tenants and associations	Federation	
11.3 Funding request to increase quality and usability of videoconferencing	Adam / rep committee by mid April 08	
11.4 Provide opportunities for regional tenants to access Network events	At least 4 opportunities for remote access per year in 08 -09	

Goal 3: Effective communications.

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Priority action identified in strategic plan	Target / responsibility	Progress made
Goal 3, Action 12		
Develop a poster to publicise the Network and distribute to all associations		
To meet this priority we will:		
11.1 Develop a promotional poster and distribute it to all associations. We will also suggest that an A4 version of the poster should be given out to tenants when they are signed up to their tenancies	Publicity group – by end June 08	

Goal 6: Identify tenant needs and provide information to those who can help address those needs

Strategy: Network Representatives are encouraged to identify the needs of tenants in their associations and present them to the Network, staff and boards of associations.

Priority action identified in strategic plan	Target / responsibility	Progress made
<p>Goal 6, Action 4</p> <p>Where a genuine and significant problem has been identified, make representations to the associations in question, via their tenant rep., staff, their CEO or if necessary, their board. Assisting associations to develop an action plan to resolve the issue if possible.</p>		
<p>To meet this priority we will:</p>		
<p>4.1 Develop procedures for how and when problems raised by individual tenants will be taken up with the tenant's housing association. The Network committee will adopt an open minded and even handed approach to investigating problems raised. It's role will be to improve communications between tenants and the associations wherever possible.</p>	<p>Responsive approach, based on issues raised. Develop procedures by end September 08</p>	
<p>4.2 Support referrals to other bodies like the Tenants' Union, and Regional Tenant Resource Services where necessary</p>	<p>Responsive approach depending on issues raised</p>	
<p>4.3 OTHER IDEAS??</p>		

Monitoring and Evaluation

This action plan will guide everything that the Tenant Network does. We will refer to the action plan at each bi-monthly meeting and update the plan as necessary. Targets and progress updates are built into this plan.

Review

The action plan will be reviewed annually.

Summary of key targets

By When	Goal / action number	Strategic actions	Who	Current status
End May 08	1-1	Inviting tenants from all NSW community housing associations to join the Network and encouraging them to elect a representative	Publicity group / Adam	
April 08	1-7	Encourage Housing Associations to recognise the role played by Tenant Network representatives and to consult them	Acting Chair and group	
May 08	2-4	Campaign to ensure that the Network is consulted when policy changes are proposed that will affect tenants	Publicity group by end of	
June 08	2-5	Become the mechanism for Community Housing tenants to link into Housing NSW's Social Housing Tenants' Council (SHTC). Tenants will be involved in a two way dialogue with the SHTC and the SHTC Community Housing members to ensure Community Housing tenants' views are fully represented at the SHTC. The Network will also assist communication and information sharing from the SHTC.	Adam / Acting Chair	
4 per financial year	3-1	Continuing to run quarterly workshops. Workshops will be promoted for the year ahead and have agreed themes and expert speakers where necessary	Rep Committee	
End of June 08	3-5	Continue producing at least four newsletters per year that are written by tenants, for tenants. Work to secure the widest possible distribution for the newsletters	Rep Committee	
Mid April	3-11	Use the most effective videoconferencing and	Adam / rep committee	

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08		teleconferencing techniques to allow access to tenants who are unable to travel to events.		
End June 08	3-12	Develop a poster to publicise the Network and distribute to all associations	Publicity group	
September 08	6-4	Where a genuine and significant problem has been identified, make representations to the associations in question, via their tenant rep., staff, their CEO or if necessary, their board. Assisting associations to develop an action plan to resolve the issue if possible.	Rep Committee	