

RESOURCES: TENANT & RESIDENT ENGAGEMENT

NRSCH Resources

NRSCH National Provider Register
https://www.nrsch.gov.au/national_register.

NRSCH Evidence Guidelines
<https://www.nrsch.gov.au/publications/nrsch-operational-guidelines/evidence-guidelines>

NRSCH, *Community Engagement: Good Practice Guide*
https://www.nrsch.gov.au/_data/assets/pdf_file/0005/665429/NRSCH-Community-Engagement-Good-Practice-Guide-PO3.pdf

NSW Government policies

Aboriginal Housing Office, *Housing Services Guidelines*
https://www.aho.nsw.gov.au/sites/default/files/2020-09/AHO-Communications-AHO-Housing-Services-Guidelines-Policy-June-2017_0.PDF

National Community Housing Standards

Housing NSW & Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA), *National Community Housing Standards*, 3rd Edition
<https://www.facs.nsw.gov.au/download?file=333337>

Engagement programs

NSW Department of Communities and Justice and Royal Botanic Gardens, 'Community Greening'
<https://www.rbgsyd.nsw.gov.au/learn/community-greening>

NSW Department of Communities and Justice, 'Career Pathways'
<https://www.facs.nsw.gov.au/housing/factsheets/education-and-training-initiatives>

Tenant satisfaction surveys

CHIA NSW, 'Tenant Satisfaction Surveys: Our Service' (Promotional)

<https://communityhousing.org.au/services/tenant-satisfaction-surveys/>

Software Advice, 'The Ultimate Guide to Tenant Satisfaction Surveys' (US - Promotional)

<https://www.softwareadvice.com/resources/importance-of-running-tenant-satisfaction-surveys/>

RENTEC DIRECT, 'What Should I Ask My Renters on a Tenant Satisfaction Survey?' (US – Promotional)

<https://www.rentecdirect.com/blog/tenant-satisfaction-survey/>

Tenant engagement resources produced by government agencies

Victoria Housing Registrar, *Getting Tenants Involved*, Note: the comments in this guide relating to regulatory requirements refer to the Victorian regulatory system which is different to NRSCH.

<http://www.housingregistrar.vic.gov.au/How-we-regulate/Guidelines-for-agencies?BestBetMatch=getting%20tenants%20involved|b8b52d61-8b17-4bbf-aa19-f14fc60884e6|671d8770-6fe6-48b9-b152-523c959e15ca|en-AU>

Tenant engagement resources produced by non-government agencies

Empowering Communities Enterprise Ltd (Northern Ireland), 'Meaningful Tenant Participation'

<https://static1.squarespace.com/static/587ded828419c228b2500a41/t/5901c97debbd1aab7018333c/1493289350109/Meaningful+Tenant+Participation+Leaflet+trifold.pdf>

Empowering Communities Enterprise Ltd (Northern Ireland), *Developing and Maintaining a Tenant Participation Strategy: Guidance Notes 2017*,

<https://static1.squarespace.com/static/587ded828419c228b2500a41/t/595625cb3e00bef02c8b005d/1498818004895/TPS+Guidance+2017.pdf>

Hal Pawson, City Futures Research Centre, UNSW, 'Tenant participation: Australian and UK perspectives', Australasian Housing Institute seminar, Melbourne, 4 March 2014,

<http://www.old.housinginstitute.org/events/docs/HalPawson-Tenant-participation-Australian-and-UK-perspectives.pdf>

Local Government Association and TPAS: Tenant Engagement Experts (UK), *Engaging and Empowering Tenants in Council-Owned Housing*

<https://www.local.gov.uk/engaging-and-empowering-tenants-council-owned-housing>

Justice Connect, Not-for-profit Law, 'Social Enterprises'

<https://www.nfplaw.org.au/socialenterprise>

Doing Community Building: A Resource for Housing Associations, NSW Federation of Housing Associations (2007)

<http://communityhousing.org.au/wp-content/uploads/2018/06/CommunityBuilding.pdf>

Playing a Role in Locally Based Economic Development: A Resource for Housing Associations, NSW Federation of Housing Associations (2009)

<http://communityhousing.org.au/wp-content/uploads/2018/06/LocalEconDev.pdf>

Listed above are links to resources that community housing providers may find useful when exploring the topic of Tenant and Resident Engagement. This is not intended to be an exhaustive list. Community housing providers are advised to make their own check of mandatory requirements in State Government policies or legislation and areas where they may apply their own discretion, before introducing/ updating policies or service delivery practices.