

# Tenant Advisory Group

## What is a Tenant Advisory Group?

The Women's Housing Company (WHC) aims to provide the best possible services to our tenants. To achieve this, we understand that we need to consider your views and experiences.

One way we seek feedback on our policies, decisions and activities is through the Tenant Advisory Group (TAG).

The TAG is a platform to share information and experiences with other tenants and our team about our services and activities.

## When and Where does TAG Meet?

The TAG meets every two months.

To enable as many tenants as possible to attend, the location of meetings rotates to various locations, including Surry Hills, Parramatta, Ashfield, Brookvale and Liverpool.

TAG meeting dates and locations are published in our quarterly newsletter.

## What is discussed at TAG?

The TAG is tenant-led, so members decide the agenda.

TAG meetings cover a wide range of topics, including reviewing and providing input on our policies, discussing process improvement ideas, and planning activities and events designed to increase social inclusion and wellbeing.

TAG members can exchange local service information that may benefit other tenants.

The meetings can also be a way to raise issues affecting tenants at a local level. However, if you have a specific issue, it is best to discuss this confidentially with your Tenancy Manager.



## Do I need to attend every meeting?

We realise that tenants may not be able to attend meetings regularly or at some locations.

You can come along when it's convenient or you can attend regularly.

## Why Become a TAG Member?

Attending TAG meetings is a great way to gain confidence and learn new skills such as chairing meetings, minute-taking, and active listening. You don't need any experience.

The TAG is also a good opportunity to meet people and make new friends.

The more tenants involved in TAG, the more that Women's Housing Company can ensure we are delivering the services our tenants want.

## Other Ways You Can Get Involved

- WHC Activities and Events
- Tenant Workshops and Consultations
- Block Meetings
- Repairs Surveys
- Annual Tenant Satisfaction Survey
- WHC Annual General Meeting