



# Tenant Feedback Policy

**NSWALC Housing Ltd**

ACN 631 178 848

Level 5, 33 Argyle Street  
Parramatta NSW 2150

PO Box 1125  
Parramatta NSW 2124

**Ph** 02 9689 4444  
**Fax** 02 9689 4503  
**Email** [housing@alc.org.au](mailto:housing@alc.org.au)



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# 1. About this document

## 1.1 What is the purpose and objective of this policy?

This policy outlines NSWALC Housing's commitment to seeking, encouraging and acting on feedback from tenants about our operations and staff, programs and projects, services and events.

The objective is to:

- build a culture of mutual trust, respect and partnership between NSWALC Housing and tenants
- improve the quality of the housing we own and/or manage, and the services we provide.

## 1.2 Who must comply with this policy?

This policy applies to all staff who are involved with administering and managing tenancies.

## 1.3 Exclusions

This policy does not cover:

- requests for property maintenance or repair (refer to the NSWALC Housing Asset Management Policy and Procedure)
- complaints or appeals (refer to the NSWALC Housing Complaints and Appeals Policy and Procedure)
- matters that are the responsibility of other agencies, tribunals or courts
- neighbour or tenant disputes

## 1.4 Terms and definitions

These definitions apply to terms used in this document.

Term	Meaning
Appeal	A formal request to review a decision made by NSWALC Housing in relation to a complaint, when the complainant believes: <ul style="list-style-type: none"><li>• NSWALC Housing policies and procedures were not followed</li><li>• the decision was not made fairly, or</li><li>• the decision was made without all information or without the right information.</li></ul>
Applicant	Any person applying to NSWALC Housing for housing assistance, including social housing.
Community	The local community and property neighbours, Aboriginal communities, service providers, local and state government, funding bodies and trusts.



Term	Meaning
Complaint	<p>Information provided about a program, product or service that a person thinks needs to be improved or has not been adequately delivered.</p> <p>This may include:</p> <ul style="list-style-type: none"><li>• dissatisfaction with a service that was or was not provided</li><li>• dissatisfaction with staff performance, treatment, or response to concerns raised</li><li>• practices that do not reflect NSWALC Housing policies and procedures</li><li>• dissatisfaction with repairs and maintenance, or the timeframe in which they were delivered.</li></ul>
Complainant	The person making a complaint.
Feedback	<p>Compliments, suggestions or information about a program, product or service that we did or did not deliver, or a suggestion for improvement.</p> <p>Feedback does not include complaints or appeals.</p>
Other members of the tenant's household	People other than the tenant who live in the property.
Repairs and maintenance	<p>Includes all types of work undertaken to ensure that property assets (including common areas and equipment where relevant) are maintained to a satisfactory standard and in good working order.</p> <p>It includes responsive maintenance, emergency repairs, urgent repairs and priority repairs.</p>
Staff	<p>Any person working for NSWALC Housing. This includes:</p> <ul style="list-style-type: none"><li>• permanent, temporary and casual employees, including managers and the Executive</li><li>• members of committees, working groups and advisory bodies</li><li>• agency staff, consultants and contractors</li><li>• volunteers</li><li>• work experience students</li><li>• intern placements.</li></ul>
Support partners	Service providers partnered or contracted by NSWALC Housing to provide specialised support services to tenants and other household members.
Tenant	The person who signed the Residential Tenancy Agreement.

## 1.5 Related documents

- Complaints and Appeals Policy and Procedure
- Tenant Engagement Policy and Strategy
- Tenant Satisfaction Survey Process
- Responding to Tenants Needs Policy
- Asset Management Policy and Procedure



- Maintenance Procurement Procedure
- Requesting Repairs and Maintenance Factsheet

## 1.6 Authorities and accountabilities

The General Manager is responsible for administration, revision, interpretation and application of this policy.

Housing Officers are responsible for implementing the policy.

The policy shall be reviewed regularly.

## 1.7 Quality assurance

How NSWALC Housing will ensure tenant feedback is sought, encouraged and acted on:

- All NSWALC Housing staff receive training in this policy.
- All communications with tenants, other household members and applicants encourage, and include information about how to give feedback.
- Feedback is sought in relation to our operations and staff, programs and projects, services and events.
- Feedback is sought in relation to the quality and completeness of repairs and maintenance, and the performance of contractors.
- Multiple channels are available for providing feedback, and the channels available are publicised.
- Feedback is acted upon as required by the Tenant Engagement Policy and Strategy, or Responding to Tenant Needs Policy and Procedure, as applicable.
- The General Manager provides biannual reports to the Board about feedback received.



## 2. Tenant feedback policy

### 2.1 Relevant legislation, frameworks and directives

NSWALC Housing will uphold the rights and obligations described in the *Residential Tenancies Act 2010* and *Residential Tenancies Regulation 2010*.

This policy relates to the following compliance requirements:

Compliance document	Section	Area
National Regulatory System Community Housing	1.d Supporting tenant and resident engagement	Tenant and Housing Services
	1.f Managing and addressing complaints and appeals relating to providing housing services	Tenant and Housing Services
	1.g Maintaining satisfaction with the overall quality of housing assistance	Tenant and Housing Services

### 2.2 Our commitment to seeking, encouraging and acting upon feedback from tenants

NSWALC Housing believes in a culture of continual improvement, supported by open feedback from tenants, other household members, and housing applicants. NSWALC Housing welcomes feedback on all aspects of our operations and staff, programs and projects, services (including property maintenance) and events.

NSWALC Housing seeks and encourages feedback from tenants to:

- build a culture of mutual trust, respect and partnership with tenants, to improve housing conditions and service provision
- develop an open and constructive working relationship with tenants
- enable tenants, other household members, support partners, stakeholders and community members to give feedback on service delivery and housing at any time
- inform improvements to the maintenance of housing owned and/or managed by NSWALC Housing and to the quality of service delivery, so that they meet the needs and expectations of our tenants and the Aboriginal community
- be open and transparent about our work practices, and open to questions about the way we do things.



## 2.3 Types of feedback

General feedback	<p>Feedback on the way things are currently undertaken, what is working and what is not, is an important part of maintaining a high standard of operations and service delivery.</p> <p>Feedback helps us to identify how we are meeting needs, where improvements can be made, and where there may be gaps in operations and service delivery.</p>
Feedback related to repairs and maintenance	<p>In fulfilling the asset management obligations described in the Asset Management Policy and Procedures, NSWALC Housing distinguishes between types and urgency of repairs and maintenance. Tenants have the right to lodge a complaint about any repair or maintenance work done or not done to the property they reside in, whether the work was carried out by an employee of NSWALC Housing or by a contractor.</p>
Feedback related to other tenancy management services	<p>NSWALC Housing provides or contracts tenancy management services and facilitates support services. Tenants have the right to lodge a complaint about any of these services, whether they are provided by NSWALC Housing staff or by services we engage or partner with.</p>
Complaints	<p>Complaints are a valuable source of feedback that assists us to review and improve our operations and service delivery, and resolve issues for our clients.</p> <p>Note that feedback from tenants, other household members and applicants that is considered a complaint about service delivery or property maintenance, or appeals a decision made about housing, is registered as a complaint or appeal for review under the NSWALC Housing Complaints and Appeals Policy and Procedure.</p>
Compliments	<p>Compliments are an important mechanism to identify where we, and contractors working on our behalf, have performed well or delivered successful work, programs, projects, services and events. They:</p> <ul style="list-style-type: none"><li>• indicate what is valued by tenants</li><li>• assist in recognising staff and contractors who provide exceptional service in their daily duties, and who demonstrate NSWALC Housing's values</li><li>• provide us with an opportunity to share examples of best practice in service delivery and property maintenance.</li></ul>
Suggestions	<p>Suggestions help us to identify areas for improvement, and provide new ideas for service delivery.</p>

## 2.4 Seeking and encouraging feedback

NSWALC Housing shall actively seek feedback from tenants, other household members, applicants and other stakeholders.



Feedback shall be gathered through formal and informal channels, that may include:

- publicly available feedback forms that can be:
  - sent by post, email or through the website
  - delivered in person to the suggestion box in our office, or to a Housing Officer or service partner
- feedback provided via dedicated telephone and text message services
- feedback received in person or over the phone by Housing Officers and support partners, and recorded as it arises
- meetings and focus groups held to seek feedback on specific issues
- biennial Tenant Satisfaction Surveys, allowing us to track changes and improvements over time.

## 2.5 Analysing, acting on and reporting feedback

Feedback shall be tracked and reviewed to:

- identify successful operations and service delivery
- contribute to continual improvement of our operations, services and programs
- assist with business planning.

Feedback shall be acted on as required by the Tenant Engagement Policy and Strategy, or Responding to Tenant Needs Policy and Procedure, as applicable.

Housing Officers shall provide the General Manager with quarterly reports and statistics about feedback received.

The General Manager shall provide the Board with biannual reports and statistics about feedback received.

## 2.6 Privacy and confidentiality

NSWALC Housing shall provide mechanisms for feedback to be provided anonymously.

When feedback identifies tenants, other household members or applicants, they shall not be treated differently because of the feedback they have provided.



## Document information

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