

## Policy

<b>Policy Title</b>	<b>Block Meetings</b>
<b>Policy Number</b>	<b>TEN020</b>
<b>Department</b>	<b>CHP, Habitat for Humanity Australia</b>
<b>Version</b>	<b>1.0</b>
<b>Authorised By</b>	<b>B Tasker</b>
<b>Ratified</b>	<b>February 2023</b>

### Objective

This policy has been developed to provide guidance to staff and tenants about how and when HFHA will conduct a Block Meeting. This policy applies to all housing managers and tenants living in blocks managed by HFHA.

### Policy

HFHA defines a 'Block' as any building where there are four or more HFHA tenants living in the same complex.

HFHA will generally organise a Block Meeting where:

- Major repairs or construction are scheduled – to provide information about the work and answer questions from tenants
- There are common area issues that require agreement between tenants, for example management of bins or parking, and/or
- There is a proposal for a community garden or a grant application for the block.

### The purpose of a block meeting

Block meetings provide a forum for HFHA to meet with tenants to discuss and resolve shared issues, share important information and to support community initiatives.

The purpose of a Block meeting is to:

- Resolve issues raised by tenants on the spot wherever possible
- Provide an opportunity for tenants to ask questions and provide suggestions and possible solutions to shared issues

- Encourage tenants to get involved in community-led initiatives.

Block meetings are not common area property inspections or maintenance audits. Tenants are encouraged to report repairs to HFHA's repairs line. They do not replace the need to meet and report issues to their Housing Manager on an individual basis.

### **Block Meeting Organisation**

Meetings are organised by the Housing Manager responsible for the portfolio. Tenants and household members are encouraged to attend. Tenants will receive an invitation and agenda for the block meeting at least two weeks in advance.

HFHA will post a written summary of the outcomes of the meeting within 1 week of the meeting.

### **Related Documents**

- Residential Tenancies Act 2010
- Residential Tenancies Regulation 2019
- Block Meeting Procedure
- Block Meeting Invitation Letter
- Block Meeting Outcome Letter
- Good Neighbour Fact Sheet