

## National Awards for excellence in Community Housing

### The National Award for Excellence in SERVICE TO TENANTS AND COMMUNITIES

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#### **Introduction to the category**

This Award is presented to the community housing organisation that best demonstrates excellent service to tenants and the local community. Assisting tenants to establish and maintain affordable, secure tenancies is a key objective of community housing. Long term and secure tenancies provide a basis for future social and economic participation.

#### **Criteria used by the judging panel**

The criteria are aimed at four different areas of activity.

##### **1. Sustained benefit to tenants and the local community**

You will need to show what significant achievements have been generated as a result of your organisation's relationship with tenants and the local community. In short, what benefits have tenants and the local community received as a result of your organisation's work?

*Evidence could include examples of:*

- Significant improvements for tenants in quality of life, such as increased independence, greater social integration, participation in work, training or education.
- Evidence to show how the organisation adapts to the changing needs of tenants and how this is reflected in decision making, including stock acquisition.
- How tenants are informed of their rights and are supported to exercise them.
- Ways in which your organisation or the tenants have been involved in successful community initiatives – in particular responding to challenges identified by the community.
- Initiatives that relate to wider challenges faced by the local community. These could include examples of the organisation's involvement in estate renewal projects and/or other community development activities.

##### **2. Evidence of tenant satisfaction**

You will need to show how effectively your organisation communicates with tenants.

*Evidence could include examples of:*

- Ongoing or one-off initiatives or systems in place to assess the level of tenant satisfaction, and invite tenant feedback.
- The way your organisation informs tenants of their rights, and encourages tenant participation in decision making. This may include newsletters, sub committees, regular meetings or social events.
- How your organisation interacts with tenants at the beginning or at the end of each tenancy, including established procedures such as exit interviews.
- How your organisation informs tenants about the way in which income is assessed and ensures fairness, consistency, and confidentiality.

##### **3. Effective referral and support links with relevant agencies**

You will need to show how your organisation works with relevant community support services to achieve long term and sustainable tenancies and as a result, improve tenants' quality of life.

*Evidence could include examples of:*

- Formal agreements between your organisation and support services.
- Mechanisms to keep tenants informed of changes affecting support services in the local community and referrals systems.
- How you monitor the link between support provided to tenants and their ability to maintain their tenancies.
- Other strategies in place to achieve long-term sustainable tenancies.

##### **4. Local community involvement**

You will need to show the ways in which your organisation interacts with the local community and facilitates tenant involvement.

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Evidence could include examples of:

- Joint projects involving your organisation and the broader community.
- Ways in which your organisation works with the broader community to promote harmony and to overcome conflict and prejudice.
- Activities initiated by your organisation for the benefit of the broader community, including recreational, social or educational activities.
- Involvement in community planning or economic development initiatives.

### **National Community Housing Training, Resources and Services**

This list is a guide only and is by no means complete – if you know of other good practice resources out there please let us know so that we can spread the word.

#### **Building a Better System Manual**

This manual has descriptions of community housing organisations that have shown good practice in areas of their service delivery. The areas include: improving outcomes, supporting growth, managing community housing, developing indigenous housing, responding to special needs and design and construction.

Available from the National Community Housing Forum 02 9211 0422

#### **National Community Housing Standards**

The Awards are not linked to accreditation but the standards are good practical examples of some of the areas that are covered by the criteria.

Available Online: [www.nchf.org.au/standards.html](http://www.nchf.org.au/standards.html) or hard copy from NCHF 02 9211 0422

#### **Queensland**

##### **Queensland Community Housing Coalition**

38 Hope St  
South Brisbane Qld 4101  
Phone: 07 3844 9947  
Fax: 07 3844 3297  
Email: [adminsupport@qchc.asn.au](mailto:adminsupport@qchc.asn.au)  
Web: [www.qchc.asn.au/welcome.htm](http://www.qchc.asn.au/welcome.htm)

##### **Queensland Community Housing Resource Workers**

Web: <http://www.qchc.asn.au/CHRW/defaultchrw.htm>

#### **NSW**

##### **NSW Federation of Housing Associations**

Level 3, 17 Randle Street  
Surry Hills NSW 2010  
Phone: 02 9281 7144  
Fax: 02 9281 7603  
Email: [nswfha@communityhousing.org.au](mailto:nswfha@communityhousing.org.au)  
Web: [www.communityhousing.org.au](http://www.communityhousing.org.au)

NSWFHA is also developing a good practice database of organisations that are happy to share their good practice examples.

##### **Association to Resource Co-operative Housing**

27a/94 Oxford Street  
Darlinghurst NSW 2010  
Phone: 02 9361 6834  
Fax: 02 9361 6395  
Email: [archnsw@arch.asn.au](mailto:archnsw@arch.asn.au)  
Web: [www.archnsw@arch.asn.au](http://www.archnsw@arch.asn.au)

#### **Victoria**

##### **Community Housing Federation of Victoria**

85 Cowper Street  
Footscray Victoria 3068  
Phone: 03 9687 2933  
Email: [chfv@chfv.org.au](mailto:chfv@chfv.org.au)  
Web: [www.chfv.org.au](http://www.chfv.org.au)

#### **South Australia**

##### **Community Housing Council of SA**

283-285 Payneham Rd  
Royston Park SA 5070  
Phone: 08 8362 1022  
Fax: 08 83621944  
Email: [info@chcsa.org.au](mailto:info@chcsa.org.au)  
Web: [www.chcsa.org.au](http://www.chcsa.org.au)

#### **Western Australia**

##### **Community Housing Coalition of WA**

1st Floor 33 Moore Street  
East Perth WA 6004  
Phone: 08 9221 7933  
Fax: 08 9221 7944  
Email: [reception@communityhousing.com.au](mailto:reception@communityhousing.com.au)  
Web: [www.communityhousing.com.au](http://www.communityhousing.com.au)

### **Useful Good Practice websites**

#### **Churches Community Housing**

[www.churches.org.au](http://www.churches.org.au)

#### **National Community Housing Forum**

[www.nchf.org.au](http://www.nchf.org.au)

#### **Non-profit Governance & Management Centre:**

[www.governance.com.au](http://www.governance.com.au)

#### **Community Housing Information and Reference Service**

<http://chirs.infoxchange.net.au/about.html>

#### **Community Housing Federation of Australia**

[www.chfa.com.au](http://www.chfa.com.au)

#### **Queensland Standards and Accreditation Unit**

[www.chsau.qld.gov.au](http://www.chsau.qld.gov.au)

#### **Australasian Housing Information Network**

[www.infoxchange.net.au/menu/hh.html](http://www.infoxchange.net.au/menu/hh.html)

#### **Australasian Housing Institute**

[www.housinginstitute.org](http://www.housinginstitute.org)

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### **For more information on the National Awards for Excellence**

#### **Contact:**

##### **National Community Housing Forum**

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