

Tenant Engagement & Consultation

Engagement & Consultation Information Pack
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Why have Tenant Engagement and Consultation Sessions?

Tenant engagement and consultation sessions provide an opportunity for tenants and tenant representatives to participate in activities, share experiences, be involved in user testing, receive information, and provide valuable feedback about maintenance delivery services.

The feedback provided allows Homes NSW to actively engage with our tenants and key stakeholders to promote safe, healthy homes and positive experiences for our tenants whilst ensuring most maintenance issues are resolved the first time.

Tenant engagement is essential to making improvements and in continuing to make improvements for the benefit of our tenants.



What does Tenant Engagement and Consultation look like?

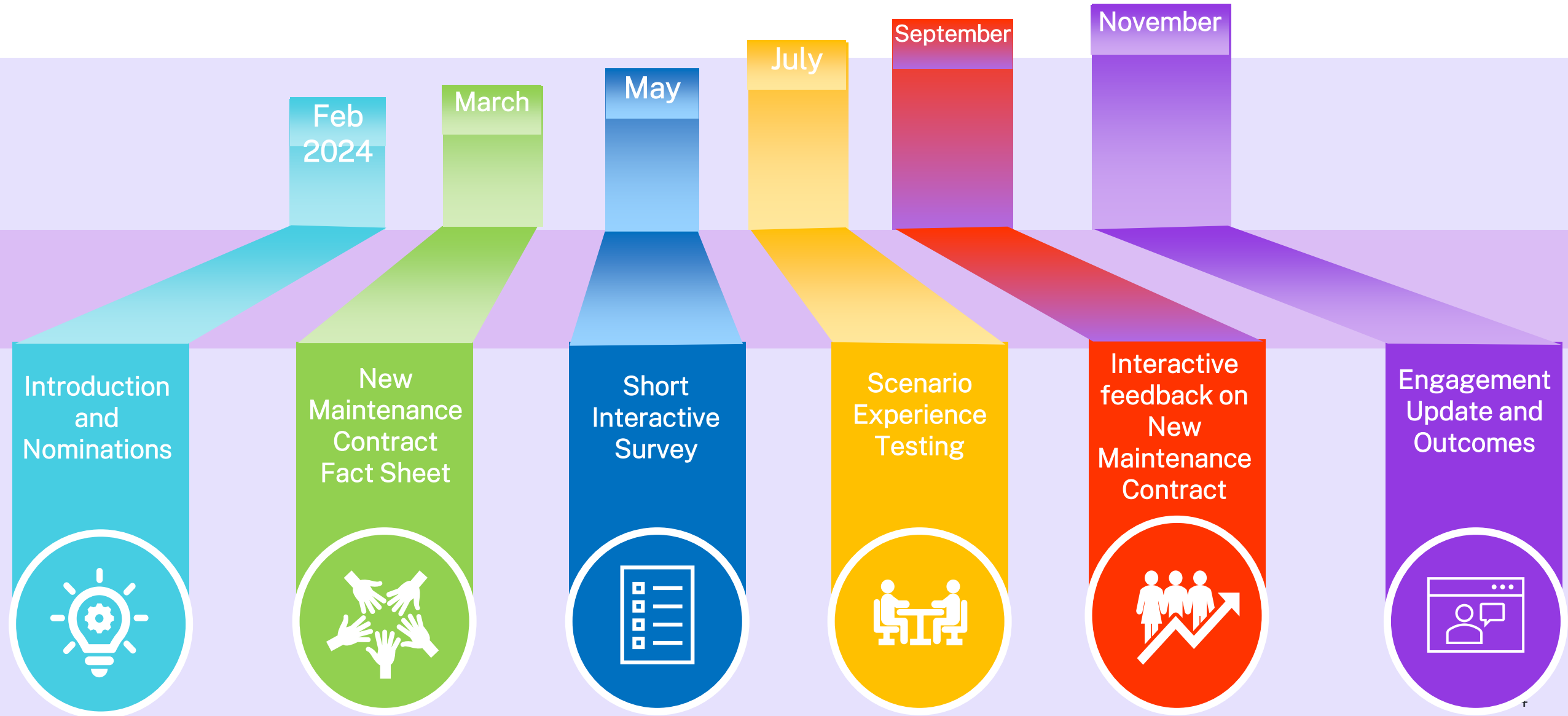
With the Homes NSW New Maintenance Contract set to commence in mid- 2024, we would like to actively engage with and consult our tenants and key stakeholders.

The proposed session will include engagement activities and may also include a 1-2 hour online meeting held every 2 months.

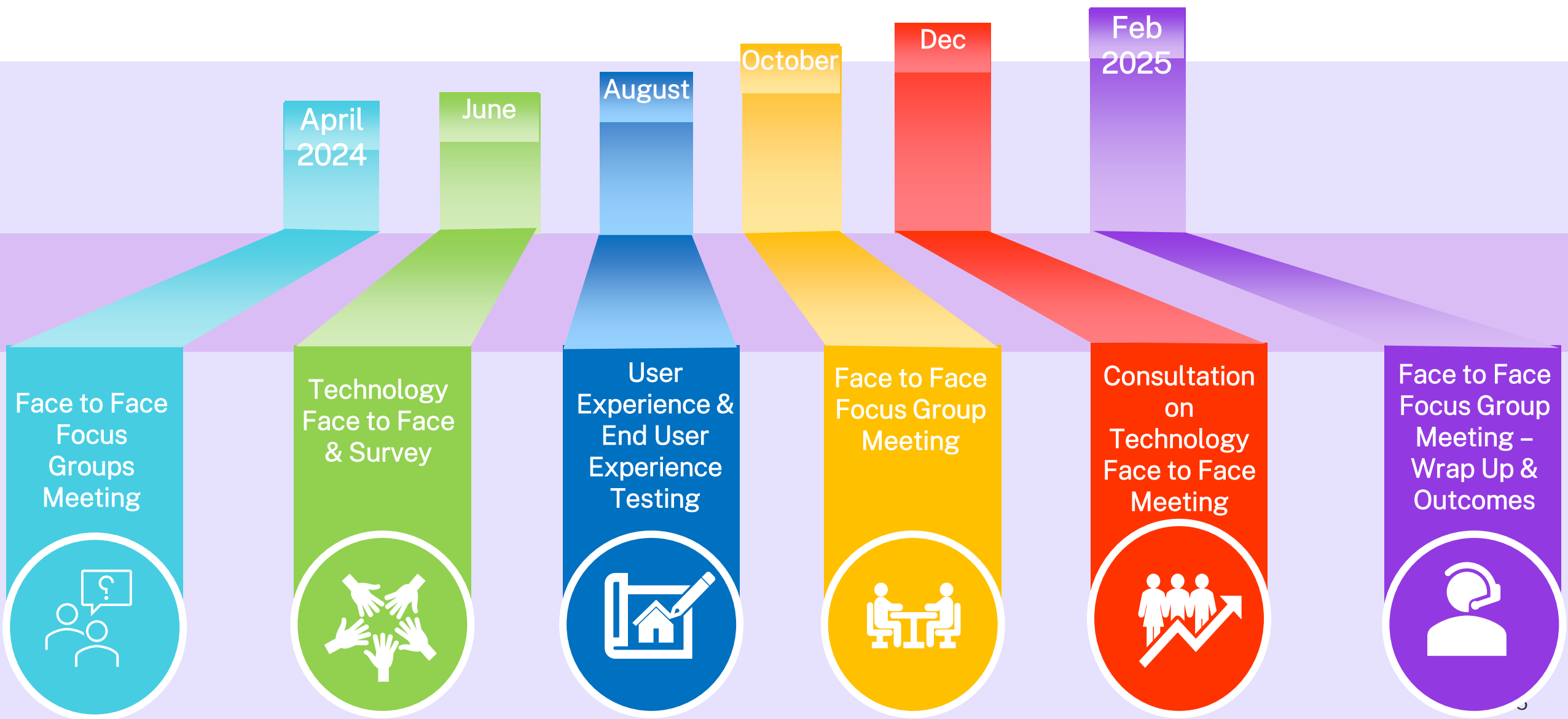
For each alternate month we will be holding face to face Consultation Groups which will provide our tenants and stakeholders the opportunity to consult on key aspects of service delivery and provide valuable feedback.

This will allow Homes NSW to ensure that our tenants remain at the heart of our new maintenance service delivery.

Engagement Schedule



Consultation Schedule



What is changing for our tenants

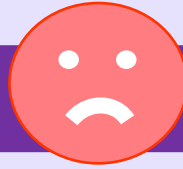
Previous engagement and consultation with our tenants and their representatives offered Homes NSW insight into tenant experiences and challenges in relation to maintenance delivery services. Some of these challenges expressed included:

- “Inexperienced call operations with limited maintenance knowledge”
- “Reporting common area or non-residential matters are difficult”
- “Call centre operations are always in a rush”
- Incorrect raising of maintenance works and locations”
- “Lack of communication including updates and work order information”
- “Issues making requests for others”
- “Time to answer calls is getting worse”
- “Call centre advised maintenance falls under planned works, but planned works never get done”
- “Appointments and completion times not kept”



Overview of what is changing

What we've heard...



Limited visibility of contractor delivery



Data in different systems



Complex processes



Opportunity to improve cross-team working



Limited visibility of the portfolio



Opportunity to improve tenant experience



What we're doing...



Transparency of contractor delivery

Data access through one system

Simpler processes with defined roles for contractors

Better visibility, workflows and collaboration

Time spent on site in properties with contractors and tenants

More responsive, 'right first time' service and better information for tenants

Maintenance Hub

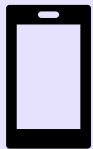
Homes NSW has taken the feedback provided from our tenants and has implemented key changes and improvements for our New Maintenance Contract. The Maintenance Hub is a centralised location for our tenants to call and report maintenance requests, be provided with updates for work, lodge a query and provide feedback. Benefits of the Maintenance Hub include:



- Number to call and report maintenance stays the same – 1800 422 322
- No postcode required
- Speaking directly to an operator of Homes NSW



- Through improved training and scripting the operator will work with the tenant to triage the request
- Tenants will have the ability to follow up on new and previous maintenance, planned works and provide feedback



- SMS or email notifications will be sent to tenants to advise of updates, for example, when an appointment has been made or works have been completed or delayed.

Next Steps

MARCH

Session 1
New
Maintenance
Contract
Fact Sheet



- Confirm your participation in the Homes NSW Tenant Engagement and Consultation Sessions.
- Scan the QR code or [click here](#) to complete a short survey and provide tenant nominations to participate in the Consultation Sessions.
- Homes NSW Tenant Engagement Session in March 2024.
- Tenant Engagement session will be held in March 2024 on-line, a fact sheet will be circulated with the invite. The session will be approx. 1 hour.

Your participation in these Sessions is invaluable and together we can ensure tenants are at the heart of maintenance delivery services.

