

Block Meetings

Purpose

This policy has been developed to provide guidance to staff and tenants about how and when Bridge Housing will conduct a Block Meeting. A 'Block' is defined as buildings where there are 4 or more Bridge Housing tenants living in the same complex.

Scope

This policy applies to all housing managers and tenants living in blocks managed by Bridge Housing.

Policy Overview

This policy provides guidance to staff and tenants in relation to the aims and objectives of block meetings, how often they are conducted, why they are conducted and how they are organised.

Policy

Aims and Objectives of Block Meetings

There are a number of aims and objectives of Block meetings. These include to:

- give tenants living in the same unit block the opportunity to meet their neighbours
- address any issues with the common area that are under the tenants control or that have been reported to Bridge Housing and have not been dealt with in a reasonable amount of time.
- promote Bridge Housing's report a repair system
- promote Bridge Housing's Good Neighbour Policy
- promote the Tenant Advisory Group
- promote the development and implementation of projects carried out by Bridge Housing that benefit tenants
- promote local services, programs, and facilities, and
- provide a forum for tenants to talk about issues, ask questions, and have positive input into suggestions about their local community.

Block meetings are not common area property inspections or maintenance audits. Tenants should be encouraged to report repairs as per the Bridge Housing repairs and maintenance customer service system. They do not replace the need to meet and report issues to their Housing Manager on an individual basis.

Why are Block Meetings organised?

The reasons why Bridge Housing will organise a block meeting are diverse. In summary some of the major triggers for a block meeting include:

- as part of our commitment to proactive portfolio management. Bridge Housing aims to visit all blocks with 4 or more tenants at least once every five years. Housing Managers conduct at least two block meetings each year,
- reports of common area issues which have not been resolved through usual repairs channels or require communication or resolution through tenant action or behavioural change,
- reports of nuisance and annoyance which affect the complex broadly and require a whole of block approach or communication. This can include Community Justice Centre attendance to assist with neighbourhood mediation,
- at the establishment of a new block,
- at the establishment of a new community garden or similar community activity,
- if major maintenance works or redevelopment are planned, or
- on request from tenants – which will be considered in the light of the above criteria.

Block Meeting Organisation

Meetings are organised by the Housing Manager responsible for the portfolio. A member of Tenant Advisory Group (TAG) and any other appropriate tenant group should be invited to each meeting.

Related Documents

Legislation

- Residential Tenancies Act 2010
- Residential Tenancies Regulation 2010

Documents supporting this policy

- Block Meeting Procedure
- Block Meeting Letter
- Good Neighbour Fact Sheet