

Information Sheet

Community Housing Provider Tenant and Stakeholder Feedback Panel

March 2023

Background

In August 2022, Wellington City Council voted to set up a Community Housing Provider (CHP).

The Council will keep ownership of the housing. The CHP will provide the tenancy management service, as well as access to the range of additional social services and community activities for tenants.

The CHP and eligible new tenants of the CHP will be able to access the Income Related Rent Subsidy (IRRS), which is not available to the Council.

The CHP will be able to apply for funding, to increase the supply of housing in the future, and for extra services for its tenants.

At the August meeting, the Council also agreed it would set up a tenant feedback panel, to provide input to the Council during the transition process to the CHP.

About the Feedback Panel

It's important to us that tenants are fully informed through the transition process to the CHP, and that tenants understand what the CHP means for them. It's important to us that we hear from tenants and attend to your questions, suggestions, and any concerns about the CHP transition process.

The purpose of the Community Housing Provider Tenant and Stakeholder Feedback Panel (the Panel) is for the Council to share information and hear your feedback on matters relating to the CHP set up process.

The new CHP will also be given the opportunity to seek feedback from the Panel. Because the CHP will be a new organisation, separate from the Council, we can't confirm if it will keep the Panel in the same format when it takes over tenancy management.

However, the CHP is required to have a tenant participation policy, to ensure it involves tenants in decisions that affect them. There's a range of ways the CHP might do this, including continuing to have a panel like this. It will need to decide its approach in the coming months.

Who will be on the Panel

We're looking for members of the tenant community who are representative of our broad and diverse population.

Panel membership is voluntary and unpaid. We will cover any transport costs for meetings related to the Panel.

Members of the Panel will need to have access to email to provide any feedback sought. City Housing staff can help tenants with this if needed.

There will not be a limit on the number of panel members, but this may mean that we will not be able to meet face to face easily or often.

We are also inviting participation from community organisations and stakeholders that work closely with City Housing tenants, to ensure a broad range of viewpoints are heard.

The role of the Panel

The role of the Panel will be to provide feedback on matters relating to the transition of City Housing to the new CHP.

While the main decisions have been made by the Council already, there may be various matters that your feedback will be sought on, as required.

The new CHP may also want to seek feedback on items relating to the way it operates during the transition process.

The Panel will not be able to change any of the decisions the Council has already made. It is not the forum for discussing or trying to influence government or council policies, or for raising individual housing issues.

If you have any issue with your tenancy, please raise this with your tenancy advisor or by calling the Council directly on 04-499 4444.

How to apply to be on the Panel

Please complete the Application Form. Please also complete the Consent and Conflict of Interest Declaration Form.

Send the two forms to us **by Friday 7 April 2023**. You can either:

- Email to tenantfeedbackpanel@wcc.govt.nz
- Post the forms to us in the freepost envelope provided.

If you need help, please ask your tenancy advisor and they will help you with this.

We will review all applications and will contact applicants to let them know if they have been accepted on to the Panel or not, and what the next steps will be.

Panel criteria

We are looking for people who are representative of the tenant community. Ideally, applicants will be aware of the transition from City Housing to the CHP and aware of the reasons for this change.

We will provide more information about the journey to becoming a CHP, if you are accepted on to the Panel.

We have asked applicants to declare any conflicts of interest. Any applicants who have a conflict of interest may not be selected for the panel. We will let applicants know if this is the case.