

## CORT Committee Agenda

**Venue:** Foundation Housing, 297 Vincent Street, Leederville

**Date:** 14 December 2021

**Time:** 12pm – 2pm

**Attendees:** Committee Members Claire Payne, (CP)  
Neil Buckley ( DC)

Ex Officio Alison Paterson, FHL (AP)  
Kerryn Edwards, FHL (KE)  
Neal Bodel, FHL (NB)

**Apologies:**

### AGENDA

#### Welcome and Apologies

#### Acknowledgment to Country

We acknowledge the Traditional Owners of the land on which we meet today, the Whadjuk People of the Noongar Nation. I wish to pay respect to Elders past, present and future and thank them for their stewardship for their preservation of their land, sea, culture, song and dance.

1. **Previous Meeting Minutes** (NA)
2. **Review of Action Items** (NA)
3. **Current Business**

#### 3.1 Outstanding Actions

#### 3.2 CORT Sample Agenda Item One .

- **FHL Customer Service Charter** - FHL is developing a new Customer Service Charter. How should tenant and residents views be incorporated into it's development, i.e. CORT feedback only, broader consultation with tenants etc

#### 3.3 CORT Sample Agenda Item Two

- **Maintenance and Tenant Liability** – FHL is reviewing its Tenant Liability Policy and Procedure. What are some of the key issues that FHL should consider in its review around the kinds of maintenance processes which result in charges that are currently being passed onto tenants and residents – How should Tenant and resident views be incorporated into this review? (ie CORT only, broader consultation etc?)

### 3.3 CORT Agenda Item Three

**Tenant and Resident social activities** – What kinds of social activities should be incorporated into the Community Engagement planning for 2022 ?

### 3.4 CORT Agenda Item Four

**Independent Living Program** – what kinds of activities and strategies should FHL resource to improve Independent Living Skills for the people who we house

#### 4. Any Other Business

#### 5. Close of Meeting

The next meeting is scheduled for Tuesday 1 March 2022 at 12pm in Leederville Office.