

## CORT Committee Agenda

**Venue:** Foundation Housing, 297 Vincent Street, Leederville  
**Date:** 1<sup>st</sup> March 2022  
**Time:** 12pm – 2pm

**Apologies:** Douglas Tweed ( DT)

### 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**
2. **Review of Action Items**
3. **Current Business**

#### **3.1 Outstanding Actions**

#### **3.2 Tenant Survey Results – Presentation by Allan Wilkinson (FHL)**

How should the Tenant Survey Results inform CORT priorities during 2022/2023

#### **3.3 COVID –What does the CORT want to know in relation to how FHL intends to develop and communicate its COVID response to Tenants and Residents?**

What are tenant's primary concerns during this period of time? What

assistance will be offered during a lockdown of a complex or Lodge. What is possible from a FHL perspective in terms of improving Vaccination rates in complexes and lodges. What can we do to keep FHL Tenants and Residents safe who have shared living areas?

### **3.4 How to Achieve Regional Representation**

CORT feedback required on how to achieve regional representation on the CORT?

**3.5 Customer Service Charter** – How should Tenants and Residents be involved in the development of the Customer Service Charter?

### **3.6 Review Current Rent Setting Policy and Procedure**

CORT to provide advice to FHL about how to inform tenants about the rent setting policy/procedure.

### **3.7 Participation Payment Policy and Procedure**

CORT feedback required on the DRAFT FHL Participation Policy in relation to transparency and fairness.

## **4. Any Other Business**

## **5. Close of Meeting**

The next meeting is scheduled for Tuesday 21<sup>st</sup> June 2022 at 12pm in Leederville Office.