

Minutes of Meeting No. 8 - Committee of Residents and Tenants (CORT)

14/02/2023

12-2pm

Foundation Housing, 297 Vincent Street Leederville and via Microsoft Teams

Attendees: Claire Payne (CP) – Chair, Neil Buckley (NB) – Deputy Chair, Margaret Speed (MS), Douglas Tweed (DT), Rochelle Standen (RS), Matt Lee (ML), Elizabeth Draper (ED), Ted Lilley (TL), Marco Lehmann (ML); Anthea Corbett (AC), Colin Knuckey (CK).

Ex Officio Members: Alison Paterson (AP); Roisin Carmody (RC) – Minutes

Apologies: Maureen Maher, Paige Larsen; Vanessa Lucas, Michael Brewis

Invitees: Stuart Duplock (SD) – General Manager Commercial / Development

OPENING & PROCEDURAL MATTERS

Welcome & Apologies

The meeting commenced at 12pm, with apologies noted as above.

Acknowledgement of Country

The Chair acknowledged the Traditional Owners of the Land on which the meeting was held.

1. Previous Minutes

The minutes were accepted as a true reflection of the meeting.

DECISION – Approval of previous minutes as a true reflection of the meeting - Moved by NB, Seconded by DT.

2. Review of Action Items

The action items were noted with no questions.

AP provided the CORT with information regarding two dates for cultural awareness training which were the 14 or 22 of March. The committee agreed to attend the training on the 14 March.

3. Community Engagement Coordinator CORT Update

As MM was an apology for the meeting, AP provided an update on the community engagement events over the previous two months.

It was queried how information about the events is communicated to tenants. It was noted that tenants / residents receive a text message when there is an activity in their area.

4. Communications

As PL was an apology, AP provided an update on communications activities.

It was noted that the new website will be up and running in the coming months, with a different look and feel. This will be communicated to tenants / residents including directions on how to use the website.

It was noted that Foundation Housing's Innovate RAP was finally endorsed by Reconciliation Australia. CORT members will be invited to the official launch.

It was noted that the next tenant newsletter will be sent out the final week of March so any actions from today's meeting can be included in that.

5. Current Business

5.1 MR Valuations

There was a discussion around the level of understanding amongst tenants on how rents are calculated and if tenants needed further communication on this. Some feedback from tenants

It was noted that FHL must set rents in accordance with the Community Housing Agreement.

It was queried how charges for utilities are set in complexes and lodges. It was noted that if tenants are paying a flat rate then there is no incentive to manage energy use.

Action: *The CORT agreed it would like further information on how amenities and utilities charges are set across complexes and lodges. AP to arrange with relevant FHL staff.*

5.2 Climate Change – what would tenants & residents like Foundation Housing to do?

NB referred the CORT to the Healthy Homes for Renters website and provided an overview of the purpose of the website.

There was a discussion on whether FHL could promote the website in the tenant newsletter. FHL Management advised that it could not promote the website and its campaign, but could support the CORT if it wished to promote the tips around energy efficiency in the home.

5.3 Maintenance Work & Quality Assurance – Tenant led quality review committee

DT provided some context to the agenda item noting that works that are completed in common areas at complexes do not have anyone to check if the work has been completed correctly. DT suggested having a tenant quality review committee to check things on FHL's behalf and report back if there are issues, before a contractor is paid.

SD noted that the team work to budgets and need to make sure we get value for money.

SD noted that we ask the contractor to submit photographs before works are paid or a member of the team goes out to check the works completed.

SD provided an overview of the different types of maintenance - response, cyclical and planned with the team responsible for issuing 500 work orders per month.

SD encouraged tenants to continue to report issues and concerns to the Property Services team. Noting the team replies on tenants to report these issues can be rectified.

5.4 Prioritising of Health & Safety Issues in Maintenance

It was queried how maintenance issues relating to health and safety are managed and prioritised.

DT noted that gas stove hot plates can cause issues for people with asthma.

SD noted that all new builds would have electric hotplates.

It was queried if FHL could replace all gas hot plates. It was noted that this would be an expensive undertaking for FHL however if a tenant were to come forward experiencing issues then the Property Team would look into it.

It was queried if an article could be included in the tenant newsletter on things can exacerbate respiratory conditions. It was noted that FHL Management would need to consider this. If approved by Management, AP would ask PL to prepare a communication.

5. Any Other Business

It was queried if there was a form of transfer program for tenants to transfer to community housing providers in other states.

It was noted that each state would have its own agreements and waitlists for community housing.

It was noted that the Executive would provide a written response back to the CORT on this query.

6. Close of Meeting

The meeting closed at 1.30pm. The next meeting is scheduled for Tuesday 11 April 2023 at 12pm, at FHL Leederville.