

Principles for tenant focussed renewal

(formerly: 'Compact for Renewal' Project)



The Idea

- An agreement between social housing tenants and renewal agencies
- About how tenants are to be treated and engaged in the renewal/redevelopment of their areas

These principles are intended to be:

- *A benchmark* for good practice
- *A guarantee* for tenants about how they will be treated and engaged
- *A statement of commitment* to tenants by renewal authorities - We care about good outcomes for tenants.
- *A minimum standard*, which can be elaborated for each project

The Problem

- In NSW, there has been no consistency in how tenants are treated or engaged in renewal projects to date.
- Policy and practice for renewal projects has varied widely.
- Some social housing communities are happy, but many have had significant problems.
- In worst cases, tenants have been traumatised and communities have suffered severe dislocation.

The Project

Aim: To find out what tenants want from renewal and then negotiate an agreement with renewal agencies about that.

Stage 1: (July 2016 – May 2017)

- To find out about tenants' experience of renewal so far
- To develop a clear statement about “What Tenants Want from Renewal”

Stage 2: (May – November 2017)

- To engage the renewal agencies (FACS/LAHC, Community Housing)
- Proceed to develop an agreement.



The Process to date

Stage 1: Finding out what tenants want.

- Focus Groups in 8 areas in Sydney – have experienced renewal or are about to:

Airds Bradbury

Riverwood

Minto

Redfern

Claymore

Waterloo

Bonnyrigg

Telopea

- Often, tenants have had deep engagement with renewal, for up to 15 years.
- Documents – “Tenants experiences of Renewal” and “What Tenants Want from Renewal” (Both published on Shelter NSW website)

The Process to date

Stage 2: Developing an agreement with agencies

- Engaged with NGOs to verify findings
- Engaged with renewal agencies and providers
 - FACS
 - Initial discussion with FACS (April 2017)
 - Community Housing
 - Initial discussion at Federation Exchange (May 2017)
 - Process to further develop with community housing

Tenants' experience of renewal

Spectrum from broadly positive through to significant trauma and dislocation.

The things which make the difference are:

- Tenants treated with respect and as important stakeholders
- Tenants get a reasonable share of the benefits /'A good deal'
- Relocation coordinators 'go the extra mile'
- Tenants are actively engaged in project

Good practice examples already exist in Sydney:

- Bonnyrigg
- Airds Bradbury
- Telopea (so far)



What Tenants Want from Renewal

Five Principles

- Respect for Tenants
- Acknowledgement that renewal has damaging and disruptive impacts
- Commitment that impacts will be mitigated and minimized
- Commitment to real engagement
- Tenants to receive a fair share of the benefits of renewal

Implementation across four domains:

1. Relocation and Resettlement
2. Managing change and adverse impacts
3. Planning and setting up renewal projects
4. Community engagement



Negotiations with FACS

- FACS are committed to reaching an agreement for a set of principles
- Did not like the term ‘Compact’
- Met with FACS once and a further meeting is scheduled to finalise
- We expect to conclude prior to Xmas
- Principles will be widely disseminated
- Tenants in current renewal projects can use them in developing their local arrangements

Info and contacts

- “Tenants Experience of Renewal”
- “What Tenants want from Renewal”
- “Principles for Tenant-Focussed Renewal”
- Bernie: berniecoates@hotmail.com
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