

# Tenants Consultative Forum Terms of Reference



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## Purpose

The ACF has established the Tenants Consultative Forum (the "TCF") to provide a means through which general tenancy issues can be considered and address collaboratively between the tenant community and the ACF.

## The operations of the TCF

### **THE ACF WILL HOLD A TCF AT LEAST THREE TIMES A YEAR TO CONSULT UPON:**

- Issues or developments which impact upon tenants
- Emerging issues that may be of concern to tenants
- Information dissemination strategies to enhance communications with tenants
- Issues of general concern raised by tenants

The TCF will be chaired by the ACF's Deputy Chair and any interested tenants will be invited to come.

Tenants will be invited within reasonable time to propose any matters for inclusion on the agenda.

The ACF will produce a record of outcomes from each forum and the record will be provided to any tenant who attended the forum. Other tenants will be provided with a copy on request.

The Deputy Chair will present the record to a full meeting of the Board.

### **THE TCF WILL NOT CONSIDER MATTERS RELATING TO INDIVIDUAL TENANTS, OR COMPLAINTS.**

Tenants may instead, use the general Feedback forms to lodge individual complaints regarding their tenancy or their experience as users of the ACF facilities.

The Complaints Handling Process does not displace the dispute resolution process set out in your lease.

As a tenant, your relationship with the ACF is covered by your lease. The lease contains a dispute resolution clause and it is applicable to most disputes arising under the lease. It also, generally, makes provision for mediation of these disputes.