

We recognise the right of our tenants

- ❖ Have safe, secure, stable and affordable housing
- ❖ Be treated with courtesy
- ❖ Privacy and confidentiality of your information - except where you have given consent for us to share or disclose information to another party
- ❖ Have access to your own files
- ❖ Respect for your cultural background and individual circumstances
- ❖ Have your changing circumstances or needs recognised
- ❖ Fair and transparent decision making from Metro staff
- ❖ Be consulted on changes to your tenancy
- ❖ Be kept informed of all actions Metro intends to take in relation to your tenancy
- ❖ Participate in decision making and know how to do this
- ❖ Complain or appeal if you do not agree with actions taken or decisions made by Metro staff or management

This means that Metro welcomes your feedback, even if it is negative, and we will try to ensure that you:

- ❖ Know how to make a complaint and feel confident that you can do this safely.
- ❖ Know how to lodge an appeal and have information about advocacy and/or other services that can assist you

Our commitment to our tenants

- ❖ Our Policies must recognise the stated rights of our tenants
- ❖ The objectives and actions in our Strategic Plan will be consistent with these rights
- ❖ We will promote information about your rights in a variety of ways including
 - In our tenant handbook
 - Verbal advise when you sign your lease
 - In our newsletters and other published materials
 - Providing you with access to an interpreter service if required
 - Referring you to a tenant advocate or support service if required or requested by you
- ❖ We will conduct regular tenant satisfaction surveys and ask you about your awareness of your rights
- ❖ We will respond to the findings of the tenant satisfaction surveys and make appropriate changes where required or provide additional information to help you understand how we operate