**Introductions**

Start the meeting by having everyone introduce themselves including the unit they live in, something personal about themselves, and why they came to the tenant meeting.

**Identify shared problems**

*Before the first tenant meeting you may feel like you are the only one with problems in your building! But that isn’t true. Spend some time to give everyone a chance to share the challenges they’ve had with management.*

- Keep the focus on building-wide issues. The list of building wide issues can later be turned into a list of “demands” for management.
- Use a document, such as a repair log, to track the issues in each person’s individual apartment for follow up
- While people need enough time to “vent,” don’t allow this to go on for too long and turn into a complaint session. Remember, you’re organizing because you believe change is possible!
Sample Tenants’ Association Meeting Agenda

Form a collective vision

- What changes do you want to see in your building or community?
- Form a list of collective demands and include things like:
  - Repairs
  - Restore heat and hot water
  - Extermination of rodents, bed bugs, or roaches
  - Address mold or unclean conditions
  - Maintenance for elevators or other building amenities
  - Trash removal
  - Tenant safety concerns
  - End tenant harassment or frivolous lawsuits

Develop action steps

Identify the next steps you want to take. Examples of action steps include:

- A leadership meeting to formalize tenant association structure and roles
- Preparing for a meeting with the landlord
- Outreach to collect a full list of repairs needed in the apartments
- A “know your rights” presentation with an attorney or community based group to educate tenants about your rights
- A meeting with a neighboring building that organized recently to learn from their strategy

Schedule your next meeting

- End the meeting by scheduling your next meeting.
- Delegate any tasks for the next meeting. Decide who will do outreach, who will facilitate, who will keep time, or bring food to the next meeting. This helps with building a sense of shared responsibility in the tenant association.

For more resources on meeting facilitation, visit:

- Resident Action Project
- TenantNet
- National Alliance of Hud Tenants