



# CUSTOMER SERVICE CHARTER

Our values of collaboration, integrity, courage, respect and focus guide us in the provision of our services.

## Our quality service commitment

- We will treat you equally and fairly
- Be friendly, respectful and compassionate
- Be easy to contact and commit to timely resolutions
- Listen carefully and patiently to understand your concerns
- Give clear, accurate and consistent information, in plain language
- Maintain your privacy and confidentiality

## You can help us by...

- Treating staff and contractors with courtesy, respect and patience
- Giving us clear and accurate information
- Informing us of any issues promptly
- Working with us to resolve any issues
- Reading information that we send
- Responding to our contact
- Asking for assistance and advice
- Keeping your contact information up to date
- Taking part in surveys and giving feedback about our services

## Complaints and Appeals

We aim to continue improving our services and welcome your feedback.

If you have any comments about the service you have received please contact us.

If you disagree with any decisions made by the Women's Housing Company you can lodge an appeal. For more information, please refer to the Complaints and Appeals Policy on our website.

Email: [Reception@womenshousingcompany.org](mailto:Reception@womenshousingcompany.org)

Phone: (02) 9281 1764

Address Suite 901, Level 9  
418A Elizabeth Street  
Surry Hills, 2010

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## Our Service Standards

|                                     |                                                                                                                                           |
|-------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| Phone Messages                      | We aim to return your call by the end of the next business day.                                                                           |
| Emails                              | We aim to respond by the end of the next business day.                                                                                    |
| Complaints/appeals                  | We will acknowledge your complaint or appeal within 3 business days<br>We will investigate and provide a response within 15 business days |
| Office walk-ins<br>(no appointment) | We will aim to see you within 15 minutes or arrange an appointment.                                                                       |
| Appointments                        | We will be on time for or advise you if there is going to be a delay.                                                                     |
| Housing Applications                | We will process your application within 40 working days.                                                                                  |
| Home Visits                         | We will visit you at least annually.                                                                                                      |
| Rent statements                     | We will issue you a quarterly rent statement.                                                                                             |
| Rent review                         | We will review your rent twice a year.                                                                                                    |
| Emergency repairs                   | We will arrange a contractor to attend within 24 hours.                                                                                   |
| Urgent repairs                      | We will arrange a contractor to attend within 5 business days.                                                                            |
| Routine repairs                     | We will arrange a contractor to attend within 28 business days.                                                                           |

Please call the Telephone Interpreting Service on 131 450, if you need help translating this document

### Arabic

كنت إذا ، 131 450 الرقم على الهاتف عبر الفورية الترجمة بخدمة الاتصال يرجى  
المستند هذا ترجمة في مساعدة إلى بحاجة

### Chinese

如果您需要帮助翻译此文档，请拨打 131 450 致电电话口译服务

### Spanish

Llame al Servicio de Interpretación Telefónica al 131 450, si necesita ayuda para traducir este documento

### Vietnamese

Vui lòng gọi Dịch vụ Thông dịch qua Điện thoại số 131 450, nếu bạn cần giúp đỡ dịch tài liệu này