

# CUSTOMER SERVICE CHARTER

## OUR QUALITY SERVICE COMMITMENT

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### 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.

### Complaints and Appeals

We aim to provide high quality services and treat customers fairly at all times. However, we understand there may be times when you are not happy with our service or a decision we have made.

If this happens, we encourage you to make a complaint or lodge an appeal, so we can address your concerns and improve our processes.

Refer to our Complaints and Appeals Policy for more details.

### You can help us by

- Treating staff and contractors with courtesy, respect and patience
- Giving us clear and accurate information
- Informing us promptly of issues
- Working with us to resolve 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.



## 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 and Appeals	We will acknowledge your complaint or appeal within 3 business days We will investigate and provide a response within 15 business days
Office attendance (no appointment)	We will aim to see you within 15 minutes or arrange an appointment
Appointments	We will be on time or advise you if there will 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 subsidy 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 48 hours
Routine repairs	We will arrange a contractor to attend within 20 business days

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

### Arabic

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

### 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.

### Women's Housing Company

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