

# **CUSTOMER SERVICE CHARTER**

**Our friendly and professional staff will treat you politely and respectfully. They will listen to you, provide you with clear information and work with you to find fair outcomes.**



# PRINCIPLES

## QUALITY SERVICE

Our staff will be professional and knowledgeable. When they don't know the answers or are unable to help, they will find someone who can.

We will at all times communicate with you politely and in plain language.

We will use professional maintenance contractors to maintain your property to a safe and healthy standard.

We will improve our services through continual review of what we do and listening to your feedback.

## RESPONSIBILITY & COMPLIANCE

We will tell you about our policies and your rights and responsibilities.

We will respect and protect your right to privacy and confidentiality.

We will follow due process and be accountable for our actions and decisions.

We will offer you appeal and dispute resolution processes if you are unhappy with decisions we have made.

## OUTCOMES FOCUSED

We want to sustain tenancies and will try to work with you to keep you housed.

When there is a problem we will:

- listen
- learn the facts
- be non-judgemental, and
- be open and honest with you

We will be flexible around decision making and involve you and other stakeholders in finding outcomes that are fair and equitable.



# SERVICE COMMITMENTS

## WHEN YOU CALL US

We will answer the call promptly and be polite and respectful.

We will minimise the use of answering machines.

We will try to respond to your query at the time of the call and, if we can't, we will say so and will get the right person to return your call within one business day.

Where the call is going to take a while, or we need an interpreter to assist, we will offer to call you back.

## WHEN YOU SEND US AN EMAIL OR TEXT MESSAGE

We will acknowledge your email or text message within one (1) working day.

We will try to resolve your query within three (3) working days. If we can't, we will provide a quick response, will give you a timeframe and will let you know who will respond to you.

## WHEN YOU WRITE TO US OR WE WRITE TO YOU

We will write to you in polite and plain English.

We will post a response to you within a week of receiving your letter.

We will provide return envelopes when you need to reply to us.

## WHEN YOU COME TO OUR OFFICE

We will greet you promptly in a friendly and respectful manner.

We will maintain your privacy and meet with you privately if required.

If you have an appointment, our staff will meet with you at the agreed time.

If you don't have an appointment, we will find a duty officer to assist you within 20 minutes or will make an appointment with you for another time.

We will offer support services to assist you to resolve your queries, such as interpreters and access to the phone and internet.

We will listen to you.



## WHEN WE OR OUR CONTRACTORS COME TO YOUR HOME

We will let you know why we need to visit and agree a time and date with you. For inspections we will confirm the time by email, text or letter.

We will arrive when agreed, or let you know if we are late.

We will be prepared and organised and will keep our visit as short as possible.

We will behave respectfully and safely.

If we need to take photographs we will let you know what we are taking pictures of and why.

## WHEN THINGS GO WRONG IN A TENANCY

We will contact you within three (3) days of identifying problem/s to discuss things with you and involve you in finding solutions.

We will also advise you in writing within 10 days of the issue/s, our process and your rights and responsibilities.

We will at all times follow due process.

If we cannot find solutions with you, we will explain our decisions to you and try to provide you with options and support.

If you disagree with our decisions, we will provide you with information about our complaints and appeals processes.

## AT ALL TIMES

We will be polite and will listen and speak to you respectfully.

We ask you to treat us respectfully and to speak to us without aggression.



**Perth Metro Office**  
Level 7, 25 Rowe Avenue  
Rivervale WA 6103  
PO Box 105  
Burswood WA 6100  
P (08) 9430 0900

**Peel Office**  
4 Stevenson Street  
PO Box 1200  
Mandurah WA 6210  
P (08) 9534 0400

**South West Office**  
1st Floor, 25 Victoria Street  
PO Box 1539  
Bunbury WA 6230  
P (08) 9722 7200