

## CUSTOMER SERVICE STANDARDS – COMMUNITY HOUSING

<b>Policy Title</b>	<b>CHP Customer Service Standards</b>
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<b>Department</b>	<b>CHP, Habitat For Humanity Australia</b>
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<b>Authorised By</b>	<b>B Tasker</b>
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### Our Customer Service Approach

Habitat for Humanity Australia (HFHA) is people focused. We value our customers and deliver services with fairness, respect and sensitivity.

This document describes HFHA’s commitment to customer service and outlines the standard of service delivery you can expect from us. It also explains how you can help us achieve our standards and what to do if you are unhappy with the services you receive.

When you deal with HFHA, we will:

#### Be easy to contact

- Ensure we can be contacted by phone, fax, email, via the website or in person
- Let you know when we will be available and provide alternative contacts for emergencies
- Ensure our offices are accessible and clearly signed
- Provide interpreter services if you need them.

#### Provide good quality information

- Ensure our information is accurate, consistent, clear and jargon-free.

#### Treat you with courtesy and respect

- Address you by name and speak to you in a friendly and professional manner
- Identify ourselves when we speak on the phone and wear a name tag when we visit
- Be clear about the information we require and contact you if we have not received it.

### Maintain your privacy and personal information

- Keep your information and feedback confidential, in line with privacy laws and standards.

### Deal with matters promptly

- Aim to resolve your matter when you raise it. If we cannot, we will arrange a time to contact you
- If you are a tenant, support you to maintain your tenancy by addressing issues before they escalate.

### If you are a tenant or service partner, we will also:

#### Provide avenues for you to shape our services

- Pay attention to your views, including the views of those who don't usually get involved
- Support you to form and run Tenant Advisory Groups
- Support you to actively engage with each other and your broader communities
- Provide quarterly updates through the tenant newsletter.

#### Have a clear and accessible feedback and appeals process

- Ensure the policy and processes are easy to find and understand
- Keep a record of your issue, feedback or complaint and let you know what we are doing to address it.

#### How you can help us meet our standards

##### Please:

- Treat us with courtesy and respect Provide us with accurate information
- Read or have read to you the information we send to you Tell us if your details or situation changes
- Let us know if there is anything you don't understand
- Give us feedback on our performance. You can do this by contacting us on:

[customerservice@habitat.org.au](mailto:customerservice@habitat.org.au)

(02) 9919 7000

## Response times

Action	We will
Missed phone calls	Return your call within 24 hours on weekdays
Emails	Reply to your email within 24 hours on weekdays
Appointments	Be on time for appointments or advise you if there is a delay
In person – no appointment	Aim to have someone meet you, or arrange an appointment, within 10 minutes
Housing applications	Process your application within 40 working days
Tenant welfare checks	Check within 8 weeks of you signing your lease and then annually
Rent statements	Issue your rent statement quarterly
Rent reviews	Review your rent twice a year – around March and September
Repairs	Provide a 24-hour emergency repair service. We will let you know who will do the repairs, when they will be done, and who in HFHA you can contact.
Emergency and Urgent repairs	Respond within 4 hours
Priority repairs	Respond within 5 days
Non-urgent / Routine repairs	Respond within 21 days
Acknowledge complaints and appeals	5 working days
Complete complaint or appeal process	30 working days