



CUSTOMER SERVICE CHARTER

FACTSHEET

This charter describes what you can expect from us as a customer of City West Housing.

WE WILL

- Act in accordance with our values: Inclusion, integrity, compassion and accountability.
- Treat you with dignity and respect.
- Commit to understanding your needs and ensuring our services are appropriate.
- Take responsibility for our actions and behaviours.
- Listen to you and enable you to influence the decisions we make.
- Ensure our employees are supported to work with you.
- Be open to and proactive in improving our services.

HOW YOU CAN HELP US

- Give us the information we need in a timely way.
- Work with us to solve problems.
- Be realistic about what we can do for you.
- Treat our employees with courtesy and respect.

PROVIDING FEEDBACK

We value your feedback. We use it to assess how we're doing and to improve our services. Our Complaints Policy describes our standards and processes for acting on complaints quickly and effectively. Find this policy on our website at www.citywesthousing.com.au.

OUR SERVICE STANDARDS

STANDARDS	TIMEFRAME
Customer queries	Respond in a timely manner
Complaints and appeals	Acknowledged within 7 days. Response within 28 business days
Reporting a repair	Access to report a repair 24/7
Urgent repair	Contractor attendance within 4 hours
Emergency repairs	Contractor attendance within 24 hours
Non-urgent repairs	Contractor attendance within 14 days
Rent change notice	Notice in writing of any changes to your rent: at least 14 days
Privacy and confidentiality	We comply with all applicable legislation relating to the management of your information

