



# COMMUNITY HOUSING CENTRAL AUSTRALIA

## Customer Service Charter

The Customer Service Charter sets out our service standards for our customers including Tenants, Applicants and people enquiring about our services.

The Charter sets out what you can expect from CHCA, what to do if you are unhappy with the service you receive, and aims to help us provide great service.

### About us

CHCA is about housing, people and communities. Our mission is to help vulnerable people in central Australia access safe and affordable housing solutions to improve their quality of life.

We work with government, community and industry stakeholders to advise on and facilitate the delivery of high standard tenancy and property management services.

### Our Vision

Better lives, happy homes and stronger communities, through safe and affordable housing.

### Our Values

Values are important to how we work at CHCA. Our values are Integrity, Respect & Culture, Support, Accountability, Celebration and Opportunity & Innovation.

### Our Commitment

As a customer of CHCA we will:

- Provide courteous, respectful and efficient customer service
- Listen carefully to your needs to help you in the best way we can
- Show compassion and understanding to your situation
- Provide accurate and easy to understand information
- Respect your privacy and keep your personal information safe
- Welcome your feedback with the aim to continuously improve our service

You can help us provide great service by also being courteous, treating our team with respect and providing us with accurate information.

### Service Aims

#### Phone calls and messages

Business hours – 8am to 4pm. We aim to answer all primary line phone calls the first time. If you leave a message, we aim to get back to you within one (1) business day.

#### Emails

We aim to response to emails within one (1) business day.

#### Letters

We aim to response to letters within five (5) days of receipt.

#### Appointments (in office or out)

We aim to always be on time as agreed with you. If we need to cancel or delay an appointment we aim to give you at least one (1) days' notice where possible.



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**Visiting the office** We aim to be available to anyone visiting our office and will provide you with as much information and time available to resolve your query.

**Maintenance** Our timeframes for Community Housing maintenance are:

Emergency – Within 4 hours

Urgent – Within 2 Days

Non-Urgent – Within 21 Days

**For after-hours Emergency repairs please contact 0499 086 458.**

Please note that the above timeframes do not apply for Town Camps housing as we are not responsible for managing contractors.

**For after-hours Emergency repairs on a Town Camps please contact 8951 5501**

## Feedback – Compliments or suggestions

We welcome feedback from our customers as this helps us continuously improve our service. If you have any suggestions or compliments please email: [info@chca.org.au](mailto:info@chca.org.au) or call our office number 8952 1266 to discuss.

## Complaints and Appeals

We are committed to working within our Customer Service Charter and our relevant, policies and procedures. However, sometimes customers may not be happy with our work and may wish to make a complaint or appeal.

**Complaint** A complaint may relate to various things – For example, it could relate to the level of service we provide or be about a tenant or resident of CHCA.

**Appeal** An appeal will relate to a decision we have made – For example, how we have calculated your rent, or what action we are taking in relation to rent arrears.

In the first instance, we will always try and resolve your concerns directly and quickly. To help us do this, we encourage you to raise your concerns as soon as possible by contacting our office via phone and asking to speak with the relevant staff member. At this time, we may ask for you to provide more information and seek to resolve the issue directly.

If you believe your concerns have not been addressed satisfactorily, you may make a formal complaint or appeal by writing to the CEO via our PO Box 4905, Alice Springs NT 0870 or via email. Please contact our office for the CEO's email address.

We will acknowledge your formal complaint or appeal within three (3) business days. We will then investigate your formal complaint and may seek more information at this time. We will provide a written response to your formal complaint or appeal within (21) days which will explain our findings and final decision or the outcome.