



CHL CUSTOMER PROMISE

**The Community Housing Ltd (CHL)
Customer Promise is our commitment
to you regarding the standard of
services that you can expect from us.**

**We value your opinion about our
performance and we welcome your
feedback to assist us to continually
improve our services.**



CHL are committed to providing the best possible service to our customers. Our core principles about how we interact with you are at the heart of everything we do.

CHL will:

- Treat you with dignity, fairness and sensitivity according to your individual needs and circumstances
- Provide support and advice that is honest, professional and impartial
- Give you enough information to make informed choices
- Do what we say we will do
- Be accountable for our actions, acknowledge any mistakes and take the appropriate action to correct mistakes

To allow CHL to help you, we will expect that you will:

- Provide complete, accurate and timely information about yourself and your circumstances
- Behave in a socially responsible manner
- Treat CHL employees and other customers with respect and courtesy

1

Communication with CHL

This section of the Customer Promise outlines customer satisfaction with how CHL communicates, including the expected response time for each type of contact.



How we communicate with you is important and we want to ensure you have clear outcomes after every contact with us.

CHL will:

- Make it easy to contact us to report problems, get advice and provide feedback across a variety of channels such as telephone, email, SMS message, visiting the CHL office(s) and by post
- Provide you with an outcome at the end of any contact or make sure that you fully understand any further actions required to achieve a result

2

Housing Quality, Availability and Affordability

CHL's purpose is to provide accommodation for those in the community who are less able to afford private rental housing and/or own a house, and those who require temporary accommodation in times of emergency or crisis.

This section of the Customer Promise outlines what customers can expect from CHL housing in respect to affordability, quality and availability.



We aim to provide accommodation that is affordable, of good quality and available when you need it.

CHL will ensure that our housing:

- Meets the required building and/or Government standards
- Meets all legal requirements for health and safety
- Is clean and in a good state of repair when allocated

Customers of CHL can expect:

- To be given information about the range of housing options available to you, and how CHL manages priorities and allocation of available housing
- To be provided with information about the likelihood and timeframes of being allocated a house
- To be provided with clear and easy to understand information about how rents are calculated
- To have access to support and information to help you remain in your house if circumstances occur that could affect payments of rent

Customers of CHL are expected to:

- Know and understand the terms and conditions of your housing, including your rights and responsibilities
- Keep your property clean and in a good state of repair and promptly notify CHL of any damage, repair or maintenance required

3

Housing Services

Helping you with your housing is also an important part of the services that CHL provides, and this section of the Customer Promise outlines how CHL will work with customers who require housing assistance. We aim to provide access to accommodation that meets your needs.



Customers of CHL can expect:

- To be advised about all available housing options and to have access to appropriate accommodation to suit your needs and circumstances, where possible
- To be provided with accurate and practical information about accommodation services available in your first visit or contact, priorities for the allocation of housing or the next steps or actions required to access housing
- To be informed about organisations that you may access for financial assistance or information relating to private rental housing
- To be provided with information about support agencies, the range of services they offer and offered a referral if needed

4

Repairs and Maintenance

Keeping properties repaired and maintained is an important part of the service that CHL provides. This section of the Customer Promise outlines CHL service goals for different types of maintenance or repair and the notice period it will provide for property inspections.



We strive to keep our properties well maintained and in good order.

Recognising that CHL has an obligation to comply with various Government regulations, CHL will:

- Make it easy for you to report repairs and maintenance requirements and provide accurate information about the timeframes, priorities and process for carrying them out
- Where possible, allow you to choose when work is done, at times convenient to you
- Ensure repair and maintenance work completed meets the agreed standards and/or complies with legislation

5

Privacy and Confidentiality

Protection of privacy and confidentiality is a critical part of CHL's Customer Promise.



CHL has developed policies and procedures to protect our customer's privacy and ensure your confidentiality is respected.

CHL will:

- Only collect information from you that we require to be able to provide you with services
- Keep your personal information confidential and securely stored
- Advise you of what your personal information is used for
- Respect your privacy and handle all information in accordance with the Australian Privacy Act 1988

6

Feedback and Complaints

The final section of the Customer Promise deals with feedback and how CHL will respond to complaints about their services. We appreciate any feedback that our customer's choose to provide and aim to resolve any complaints in a timely manner.

Customers of CHL can expect:

- To be able to provide your feedback verbally, in writing via post, email or by completing a form available from our office or online by visiting the website
- That we will always take your comments and complaints seriously and encourage you to ask questions about our work practices
- To be able to appeal a decision made by us and have it dealt with promptly
- That any complaints will be dealt with fairly and professionally, without consequences to you or your status as a customer of CHL

Our response time for complaints is:

- Two business days for acknowledgment of the complaint
- Fourteen business days for a progress report or a final resolution

We want your feedback on how we are doing, so we know if we are delivering on our promise. It helps us understand your experience and better meet your needs.

Visit our website <http://chl.org.au/tenants/do-it-online/feedback-form/> or call 1300 CHL Housing (1300 245 468) to provide us with your feedback anytime. CHL can organise interpreter services for its customers at request. Find out more www.chl.org.au





1300 CHL HOUSING
(1300 245 468)

Community Housing Ltd
ABN 11 062 802 797

Community Housing (VIC) Ltd
ABN 75 112 324 384

**Community Housing Ltd Group of Companies include several entities including Community Housing Ltd (CHL) (Parent Entity), Community Housing Vic Ltd (CHVL).*