

# Renters Information

**This brochure is a guide about your  
Residential Rental/Tenancy Agreement,  
we hope it helps you understand your  
rights and responsibilities as a renter  
of Community Housing Limited.**



COMMUNITY HOUSING LTD  
GROUP OF COMPANIES

# Table of contents

|                                              |    |
|----------------------------------------------|----|
| Welcome to your new home .....               | 3  |
| Commonwealth Rent Assistance explained ..... | 5  |
| CHL Responsibilities .....                   | 6  |
| Renter/Tenant Responsibilities/Rights.....   | 7  |
| Moving out.....                              | 9  |
| If the Agreement is broken.....              | 10 |
| Emergency Information .....                  | 10 |
| Fact Sheets:                                 |    |
| Mould .....                                  | 11 |
| Energy Efficiency .....                      | 12 |
| Repairs and Maintenance .....                | 13 |
| Fires, Floods and Storms .....               | 14 |
| Tenancy Advice Resources .....               | 15 |
| Social Impact, CHL and You .....             | 16 |
| CHL's Customer Promise .....                 | 18 |





Community Housing Limited Group of Companies (CHL) acknowledges the Aboriginal and Torres Strait Islander peoples of Australia, the Traditional Custodians of country and waters throughout Australia, and the lands on which we work and live.

We pay our respects to them, their cultures and their Elders past and present.

**CHL's Vision is a World without Housing Poverty**

# Welcome to your new home

**Address:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

On behalf of Community Housing Limited Group of Companies (CHL), we extend a warm welcome and congratulate you on your new home.

The following information is provided to explain what is expected from you as our Renter/Tenant and what we must do as your Residential Services Provider/Landlord.

Your agreement is between you and CHL.

**Your CHL housing service is:**

\_\_\_\_\_

**Your Housing Officer will be:**

\_\_\_\_\_

*(Please ensure you have provided your mobile number and email address to your Housing Officer)*

**Your local CHL office is situated at:**

\_\_\_\_\_

**and their number is:** \_\_\_\_\_

National Contact Centre number is **1300 245 468**

You will find your current subsidised rent in your sign-up document. You can pay your rent by **Centrepay** through Centrelink or by **Direct Debit**.

**Our CHL provider CRN is:** \_\_\_\_\_

**Your bank deposit reference is:** \_\_\_\_\_



At the time of signing the agreement for your home, you will also be given a **Property Condition Report** detailing the condition of the property you are moving into.

As the Renter/Tenant, you must read through, make comments of any damages that haven't been listed and sign this form, returning it to your Housing Officer **within 7 days** of receiving your keys. If you do not return it within 7 days, CHL will assume you agree with the report.

You will get a copy of your Property Condition Report signed by yourself and CHL.

Be sure to take photos and document the condition of the property as this report is used at the end of your tenancy to determine condition.

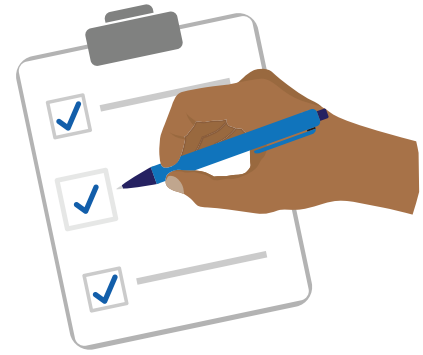
Community Housing Limited (CHL) may ask you to pay a bond, which needs to be paid prior or on the day of signing your rental/tenancy agreement.

In some States, you may also be asked to pay a Pet Bond.

Your Housing Officer will let you know and can help you fill out the correct forms.

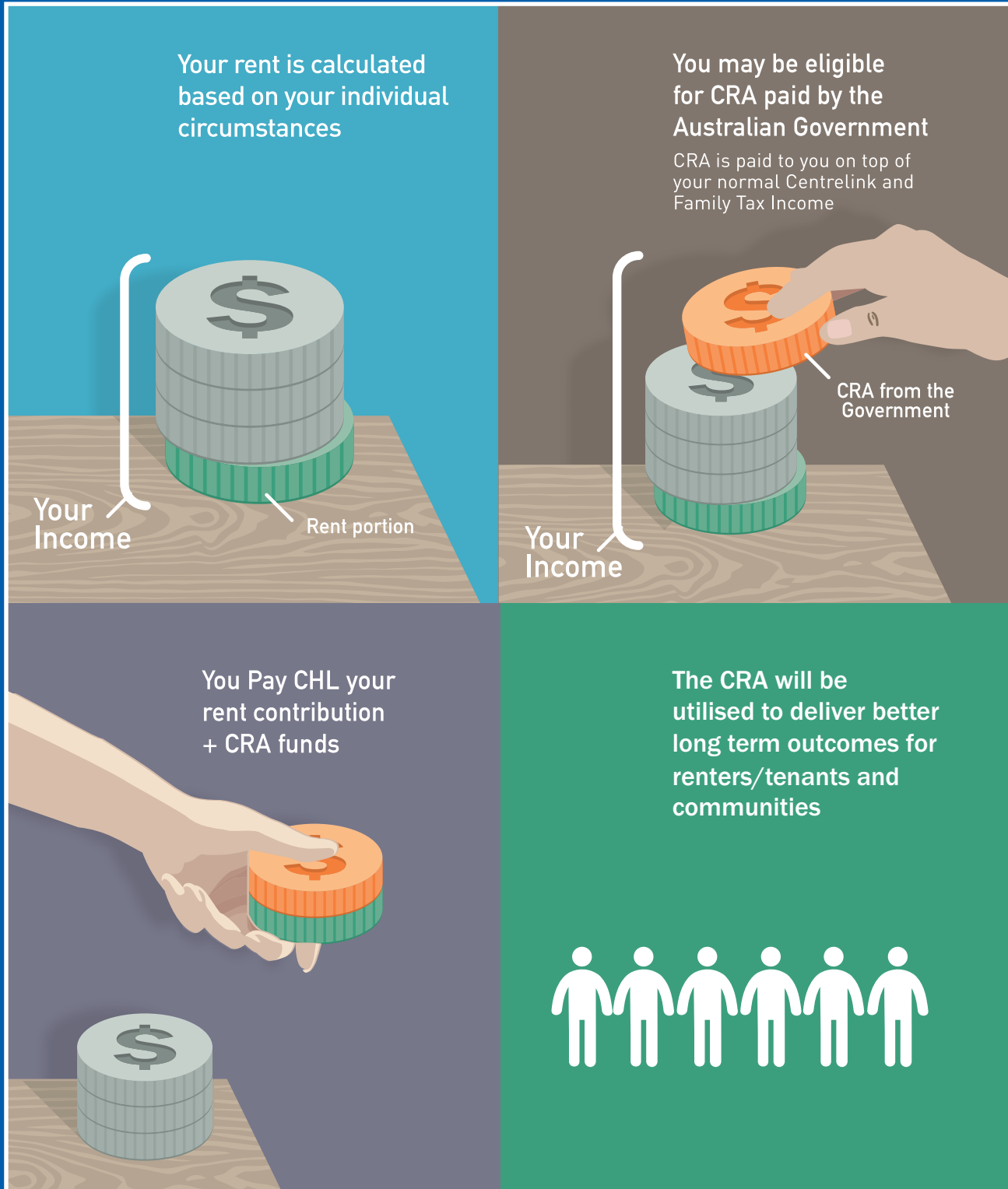
During your tenancy you may have to pay for your own services and utilities usage (e.g. water, gas, electricity etc.).

Your Housing Officer will let you know what you have to pay for at sign up.



# Commonwealth Rent Assistance explained

You may be eligible to receive Commonwealth Rent Assistance (CRA) from Centrelink, which will be part of your rent if you qualify. It is your responsibility to access this from Centrelink.





# CHL Responsibilities

We **MUST** keep your home in **good repair**.

We **MUST** carry out routine inspections. These are generally done once every 6 months. Your Housing Officer will advise you when they are due.

We **MUST** check the smoke alarms and any other safety devices are working in your home every year.

We **MUST** check your home is safe.

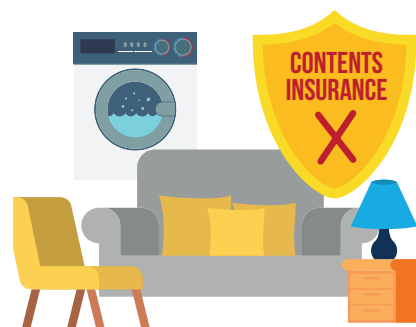
We **must insure** the property, but we **DO NOT** insure your **contents or your belongings**.

We regularly check your rent payments so that you don't fall into arrears and have a debt.

Your rent subsidy may be **reviewed twice yearly, once yearly or as required according to the property program**. Your Housing Officer will let you know how often we review your rent.

A review may also happen when your household income changes or when household members change.

We are required to review the market rent of your home **once a year. This does not affect the subsidised rent you pay if you are eligible**.





# Renter/Tenant Responsibilities/Rights

It is up to you to insure your personal contents.

You **must pay your rent** on time.

If you are having problems paying your rent, you need to **let us know** so we can work with you to help find a solution.

You may have other charges that you will have to pay for such as water usage and/or property damage.

If your household **income changes** you **MUST tell** your Housing Officer.

If you need help or further support in sustaining your tenancy, let us know as we work with a range of support services and can help you link in with their service.



Look after your home and keep your home and yard **clean and tidy**.

Tell us if something is **broken and needs repair** so we can fix it.

You can report a repair by calling the Contact Centre on **1300 245 468** or emailing [maintenance@chl.org.au](mailto:maintenance@chl.org.au)



In most of our properties you are allowed to have a pet, **as long as** it doesn't damage your home or cause a problem for your neighbours. Ask your Housing Officer and **seek permission** before getting a pet.

If you have a pet, you need to **clean up any mess**, and make sure they are **not too noisy or aggressive** to people or neighbouring animals.

Ensure your pet (where required) has been registered with your local council.



**Do not do anything illegal** as it may impact your tenancy.



Be a **good neighbour** and let your neighbours enjoy peace and quiet. You are responsible for your guests' behaviour.

Local councils do have noise restriction times to abide by.

All our Renters/Tenants **have the right** to enjoy the peace, comfort and privacy of their home. You can contact the office to advise if this is not happening.

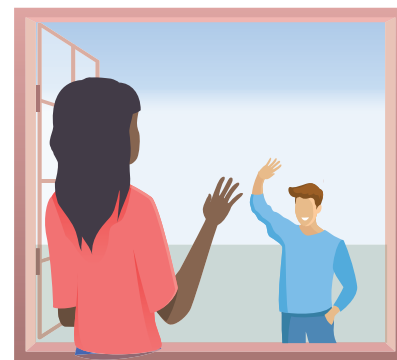
All our Renters/Tenants should look **after their community and not damage any property**.

If you're upset with a neighbour, you should try and **work it out with each other**. If that doesn't feel like an option for you, then speak to your Housing Officer.

**"We are in this Together"**

Our **staff** and **contractors** may come to your home to carry out work or talk with you about your tenancy. They will carry an ID with their name, but if you are concerned, you can call your local CHL office to check.

We always try and **tell you in advance** if we are sending someone to your home.



## Feedback

You have the right to **speak up** and **provide feedback** on concerns or compliments about our services.

You can provide feedback in person, over the phone, via our feedback form or by visiting our website <https://chl.org.au/complaints-compliments-and-appeals/>

Every year we will send you a survey regarding your satisfaction with our services. The survey is done online, and an email and SMS will be sent to you at the time.

We understand that certain individuals may prefer to share feedback anonymously. You can submit anonymous feedback through our website's Feedback Form, by sending a letter, or via our contact center. Please be assured that your anonymous feedback will be treated seriously and thoroughly investigated.



## Satisfaction Survey

Every year we will send you a survey regarding your satisfaction with our services. The survey is done online, and an email and SMS will be sent to you at the time.



# Moving out

Let us know if you're going to be away from your home for an extended period of time, and if you have someone watching over your property.

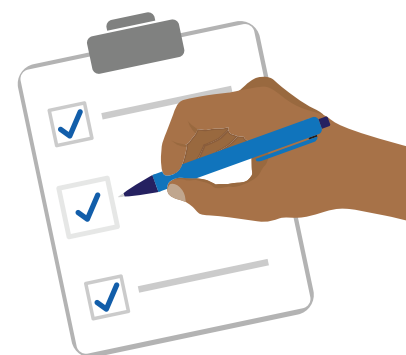
If you want to vacate the property you need to let us know **at least 2-4 weeks before you move out.**

## When you move out you **MUST**:

- Take all your belongings – do not leave items behind as we will have to remove all items as rubbish, and this could be a cost charged to you.
- Leave the home and garden clean and tidy.
- Read over your condition report from when you moved in and make sure everything is left in a similar condition. CHL will take into account fair wear and tear.
- You must organise your own transport to move your belongings.
- Make sure you return the keys.

Taking care of your rental property right from the beginning can help you get your bond back when you want to move out.

When you are about to leave your home, we will come out and do an exit inspection with you and talk about any damage. The condition report will be used to compare the property condition from the beginning to the end. If you took photos at the start, you can show the Housing Officer the condition when you first moved in.



## If the Agreement is broken

If you **break any of the conditions** in your tenancy agreement, it may affect your tenancy. This may involve you being taken to the **Civil Administrative Tribunal/Magistrate Court**, who help resolve disputes.

Tenancy Advice Services are available to **support you** if you have any tenancy disputes.

It is best to work with your **Housing Officer** to sort out any problems.

At CHL, our aim is to help you sustain your tenancy.



## Emergency Information

### Important phone numbers and websites

Life threatening emergencies 000

SES flood or storm emergency assistance 132 500

Bureau of Meteorology [bom.gov.au](http://bom.gov.au)

Crimestoppers 1800 333 000

Policelink (*non-urgent enquiries*) 131 444

Disaster Hotline 1800 606 000

13HEALTH (*non-urgent medical advice*) 134 325 84

Lifeline 131 114

Translating and interpreting services 24/7- ph. 131 450



When unexpected natural disasters and emergencies occur, it is always helpful if your important documents are kept together in one location.

To be prepared, keep original or certified copies of your documents in a safe secure place and consider adding a USB with a backup copy of your documents and photos.

You can also prepare by planning an emergency escape route and hold a practice drill from time to time.



## What exactly is mould?

Mould is a part of a group of very common organisms called fungi that also includes mushrooms and yeast. It is present virtually everywhere, both indoors and outdoors.

Mould may grow indoors in wet or moist areas lacking adequate ventilation, including walls/ wallpaper, ceilings, bathroom tiles, carpets, insulation material and wood. If moisture accumulates in a building mould growth will often occur. Many different types of mould exist and all have the potential to cause health problems.

## What are possible health problems from contact with mould?

In order to reproduce, mould produces tiny particles called spores. Spores are carried in the air and may cause health problems if inhaled by people who are sensitive or allergic to them. These include a running or blocked nose, irritation of the eyes and skin and sometimes wheezing. Occasionally, people may have more severe reactions. Very rarely, people may develop a mould infection, usually in the lungs. For people with asthma, inhaling mould spores may cause an asthma attack.

It is important to note that most people will not experience any health problems from coming in contact with mould.

## Who is at greatest risk of health problems from contact with mould?

People with asthma, allergies, or other breathing conditions may be more sensitive to mould. People with weakened immune systems (such as HIV infection, cancer patients taking chemotherapy or people who have received an organ transplant) and with chronic lung diseases are more at risk of mould infection particularly in their lungs.

## How to prevent mould from growing

There are a number of steps to take that will prevent mould growing in your home.

### Maintaining proper ventilation

- Open windows and doors when weather permits so that air can flow through the room.
- When you take a hot bath or shower, run the exhaust fan to prevent buildup of moisture on the ceiling and walls. Also open the bathroom windows afterwards to allow the moisture to escape.

- Let the sun into your home by opening blinds and curtains during the day.

### Reduce humidity

- Wipe away any moisture on your windows and walls to keep the inside of your home dry.
- Do not have too many indoor plants.
- Dry your clothes and shoes before you put them away.
- If you use a clothes drier with a vent on the front, open a window so that moisture does not build up on the walls and ceilings.
- Some types of cooking generate a large amount of steam. Run the exhaust or range-hood fan to prevent the buildup of steam indoors. Also open the windows where possible.

### How to remove mould

The earlier you remove the mould from walls and windows, the easier it is to keep it under control. It is much harder to remove mould once it takes hold.

- First wash off the mould using bleach mixed with the three parts water or a commercial product. Make sure you use a clean sponge or cloth to wash off the mould.
- Remember to protect your skin, eyes and clothes from the bleach. You should also open the window so there is plenty of fresh air while using the bleach.
- Always read and follow the directions on the packet on how to use the product.
- A cheap alternative is to use straight white vinegar and a clean cloth to wipe down the affected area (throw the cloth out after using it).
- Do not dry brush the mouldy area. This could release spores in the air which can spread the mould further as well as cause an allergic reaction in some people. If a room needs to be repainted, please call your local office.

### Rising and lateral damp

Rising damp is ground moisture rising up a brick or stone wall. Poor sub-floor ventilation or moisture in the sub-floor area will worsen the problem. There are various methods to fix the problem and reference should be made to the Asset Maintenance Department to investigate the cause and any works required.

## The family room

- Switch appliances off at the wall- TV's, DVD players, computers, stereos and game consoles still use energy in standby mode. When not in use, switch these appliances off at the wall.
- Use a power board – A power board can supply electricity to multiple appliances at the same time and allows you to switch off all appliances using the same switch.
- Use lamps or spotlights – If you only need a small amount of light, use lamps or spotlights instead of main lights.
- Use energy-saving globes – Change your old light globes to compact fluorescent ones.
- How many lights are on – Turn off lights in the rooms you're not using.

## The kitchen

- Microwave oven – Thaw food in a fridge to reduce the amount of time and energy used.
- Using the stove top – Keep lids on pots when cooking to reduce the amount of time and energy used.
- Boiling water – Use an electric kettle rather than the stove.
- Dishwasher – Use the economy cycle for everyday washing and only run the dishwasher when it is full. This will help save water.
- Fridge and freezer – Set your fridge temperature to 4 or 5 degrees Celsius and your freezer temperature between -15 to -18 degrees Celsius. Keep fridges and freezers in a cool, well ventilated spot away from the oven and the sun to save electricity. Keep a five centimetre gap around your fridge so air can circulate freely.

## The laundry

- Washing clothes – Only run the washing machine or dryer on full load. Use cold water to wash clothes and spin them thoroughly before drying.
- Drying clothes – Use a clothes line instead of a dryer wherever possible. Only use a dryer with a full load and when clothes are wrung well first. Clothes should never be placed in the dryer dripping wet. Keep the filter clean.

## The bathroom

- Use water wisely – Set the hot water temperature to 50 degrees Celsius. Installing water saving showerheads in your home will reduce the amount of hot water and energy used. Shorten showers to less than 5 minutes

# Fact Sheet: Repairs and Maintenance

## Community Housing Limited will provide and maintain its properties in a good state of repair

CHL has developed benchmark property standards and we will make sure that the properties we manage meet these standards. This includes ensuring that we attend to both large items, e.g. new kitchens, carpets etc. and also less expensive matters such as re-hanging doors.

## How do tenants make a request for repairs?

Renters/Tenants should always deal directly with CHL Assets through the call centre on **1300 424 573**.

For leasehold renters/tenants in particular, we ask that you do not directly contact either the agent or the owner. Call or come into our office to make a request. CHL keeps records of all correspondence and this may become very important at the end of your tenancy.

## How long should tenants wait for things to be fixed?

CHL will always endeavour to have maintenance matters attended to within the following time frames:

| Type of Repair                                                              | Description and time frames                                                                                                                                                                                                                        |
|-----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Emergency Repairs</b><br><i>[within 4 hours]</i>                         | Consists of those which may cause serious harm towards a person or serious damage to the property (e.g. storms, fire damage, gas leak, serious roof leak, a burst water service or sewage blockage and other faults that make the premises unsafe) |
| <b>Urgent Repairs</b><br><i>[within 24 hours]</i>                           | Consists of those which may cause serious damage to the property and must be maintained to reduce the risk of it becoming an emergency matter (e.g. failure of stove, oven or hot water service)                                                   |
| <b>Normal Repairs</b><br>21 days: NSW, QLD, WA, SA, NT<br>14 days: VIC, TAS | Consists of those which are not threatening to a person or damaging to the property but still need to be repaired                                                                                                                                  |

Note: on leasehold properties this may change as the landlord is responsible for the repairs but CHL will get urgent work fixed within 4 hours.

## What type of maintenance will CHL attend to?

There are some items that renters/tenants commonly request that we are unable to assist with. Some of these matters are:

- Supply and installation of air conditioners or heating
- Landscaping and gardening
- Intruder alarm systems
- Installation of swimming pools
- Patios and pergolas
- Telephone supply and connections
- Installation of satellite or other pay TV services
- Supply and installation of grills, grids or shutters to windows
- Some types of pest control

**IMPORTANT:** Where renters/tenants have a serious medical problem or disability, we can often provide additional assistance. Refer to the *CHL Disability Modifications Policy* available from your local office or our website.

## Can tenants organise work to the property if they are willing to pay for it?

If renters/tenants wish to undertake maintenance themselves, then they must apply in writing.

Renters/Tenants should also speak to one of our Area Managers who will provide them with all of the conditions that tenants might have to meet. These conditions can vary depending on the type of work being done and who will be completing the work.

## How do tenants contact CHL outside of office hours?

CHL has an after office hours call centre: **1300 245 468**

## What can tenants do if things are taking too long to get fixed?

Renters/Tenants are to contact the call centre, who will help follow up on work not done or work not done correctly. CHL also has a formal complaints and appeals process where tenants can have their issues further investigated and resolved.

# Fact Sheet: Fires, Floods and Storms

## Smoke Alarms

Smoke alarms can greatly increase your chances of survival in a house fire by waking you from your sleep and giving you an early warning of the presence of smoke.

As part of our efforts to provide a safe home for your family, CHL will provide a smoke alarm in all capital properties, making sure that the number of alarms (and where they are positioned) meets legal requirements. We will also ensure the owners of our leasehold properties do the same thing.

## Evacuation Plans

Fire brigade services remind people not only to install smoke alarms in their home, but also have a home evacuation plan in case of fire. When a smoke alarm is activated, you must know exactly how to get out of the house and have a safe place to meet.

Work out what your evacuation plan will be in a fire emergency. Each member of the household should know what to do and where to meet. It will give everyone a better chance of getting out alive and reduce the level of panic felt. Draw your plan on a piece of paper, discuss it with your family and practice your escape plan.

## Window Grills and Bars

Some of our tenants have asked for permission to install grills or bars on their windows to improve security. These grills may improve security but they are also a severe fire hazard, as they can prevent you and your family from safely evacuating your home in an emergency.

**IMPORTANT:** If you have deadlocks on your doors, it is recommended that you keep the key in the latch (in the panic of a fire emergency, you will not have the time to search for keys).

## Facts about house fires...

- It takes less than 30 seconds for a small flame to turn into a large fire
- A house fire is most likely to occur between the time of midnight and 8.00am
- Children aged under 4 and older people are at greatest risk in house fires
- Almost 85% of house fires are accidental
- The leading cause of death in fires is asphyxiation, fire victims rarely see flames

- The heat from fires can melt clothes and scorch lungs in a single breath
- House fires quickly degenerate into black, choking smoke, impossible to see through

## Floods

There are a number of things you can do to make sure you and your property stay safe during flooding and storms. Remember, for flood or storm emergency assistance from **SES call 132 500**.

For life-threatening emergencies call **Triple-zero (000)**.

## What to do during floods?

- Stay informed – monitor local conditions and be aware of the situation.
- Tune into your emergency broadcasters: ABC Local radio, commercial radio and designated community radio stations or SKY NEWS Television.
- Ensure your family members and neighbours are aware of the situation.
- Flood water is dangerous and toxic – never drive, walk, swim, play or ride through flood water.

## What to do before a storm?

- Check that loose items such as outdoor settings, umbrellas and trampolines are safely secured.
- If it is safe to do so, check gutters, downpipes and drains are not blocked
- Park your car undercover and away from trees.

## What to do during the storm?

- Stay indoors and away from windows.
- If outdoors, shelter away from drains, gutters, creeks and waterways.
- Be prepared for power outages.

## IN CASE OF AN EMERGENCY CALL 000

# Tenancy Advice Resources

## Tenants Advice and Advocacy Services:

### NSW Tenants' Advice

**Phone 1800 251 101**

(Mon to Fri, 10am-1pm and 2-5pm)

### NT/Darwin Tenancy Advice

**Phone 1800 812 953**

### QLD advice service for tenants

**Phone 1300 744 263.**

If you are outside QLD, call the advice service in Brisbane on 07 3832 9403.

### SA Tenants' Information and Advisory Service (RentRight SA)

**Phone 1800 060 462**

[www.syc.net.au/home/rentrightsa/](http://www.syc.net.au/home/rentrightsa/)

### TAS Tenants' Advice

**Phone** (03) 6223 2641 or 1300 652 641 or **email** [tenants@netspace.net.au](mailto:tenants@netspace.net.au)

### VIC Tenants' Advice

**Phone 1800 068 860**

(Mon to Fri 9.00am - 4.00pm)

### WA Tenancy Advice (Circle Green Community Legal)

**Phone** (08) 6148 3636 or for country callers 1800 621 888 or

**email** [enquiries@circlegreen.org.au](mailto:enquiries@circlegreen.org.au)

## Aboriginal Tenants Advice and Advocacy Services:

### NSW Greater Sydney Aboriginal Tenants Service

Sydney, Blue Mountains, Central Coast, Hawkesbury, Macarthur

**Phone** (02) 9833 3314

<https://www.tenants.org.au/aboriginal-tenants>

### WA Tenancy Advice (Circle Green Community Legal)

**Phone** (08) 6148 3636

or for country callers 1800 621 888

[enquiries@circlegreen.org.au](mailto:enquiries@circlegreen.org.au)

### SA Tenants' Information and Advisory Service (RentRight SA)

**Phone 1800 060 462**

[www.syc.net.au/home/rentrightsa/](http://www.syc.net.au/home/rentrightsa/)

### QLD Tenants' Advice

Free statewide advice service for tenants, **phone** 1300 744 263

### VIC Tenants' Advice

Main office - Thornbury,  
**phone** 03 9480 7777

### TAS Aboriginal Legal Service

**Freecall** 1800 595 162

<https://tals.net.au/>

## NDIS/SDA Services:

### NDIS/SDA assistance

**NDIS complaints line** 1800 800 110

[www.ndis.gov.au/contact/feedback-and-complaints](http://www.ndis.gov.au/contact/feedback-and-complaints)

**Quality and Safeguards Commission**

1800 035 544

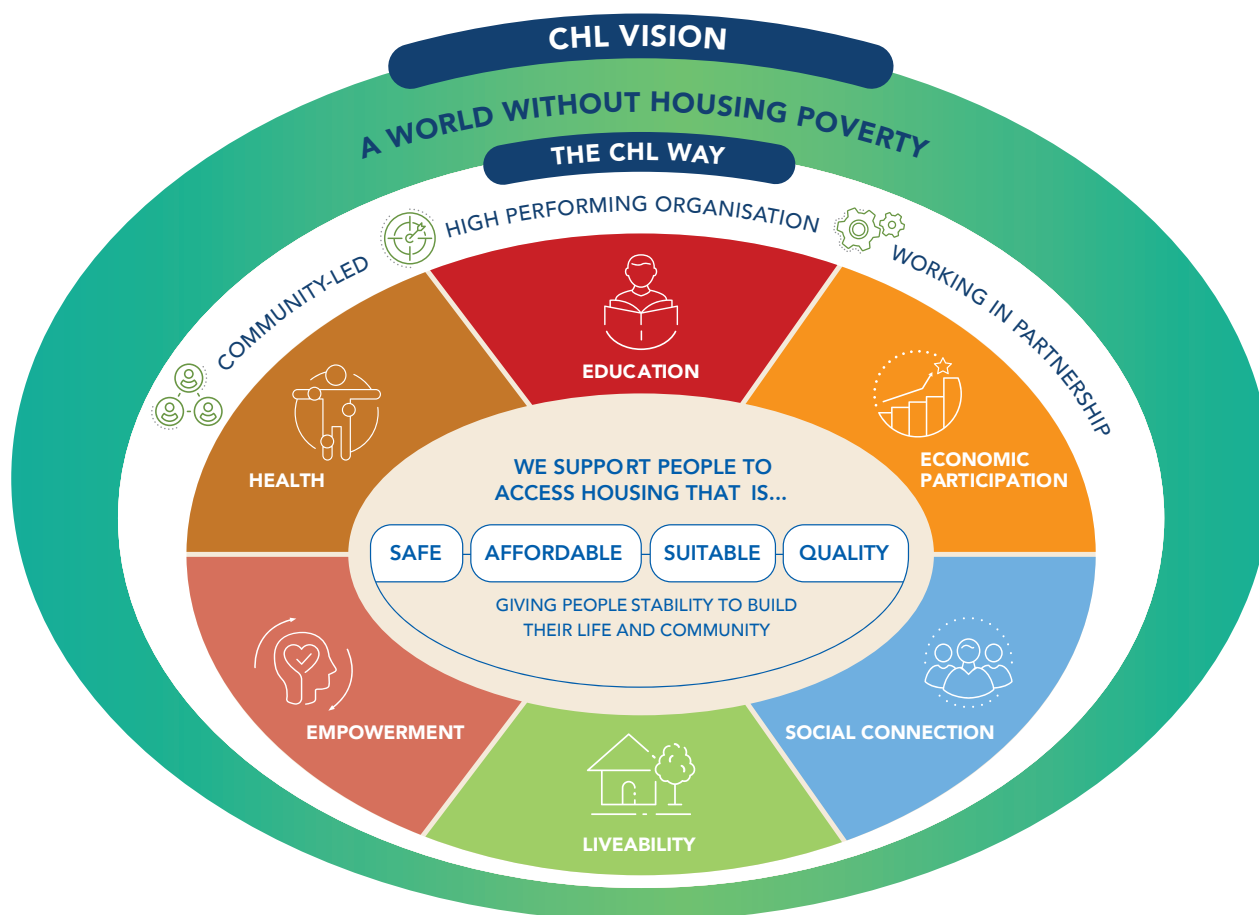




# Social Impact, CHL and You



COMMUNITY HOUSING LTD  
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## WHAT IS THE CHL SOCIAL IMPACT PROJECT?

The Social Impact project is an opportunity for you to reflect on the life changes that happen throughout your tenancy, and to share your story with us in the form of a survey to contribute to the improved wellbeing of CHL customers.

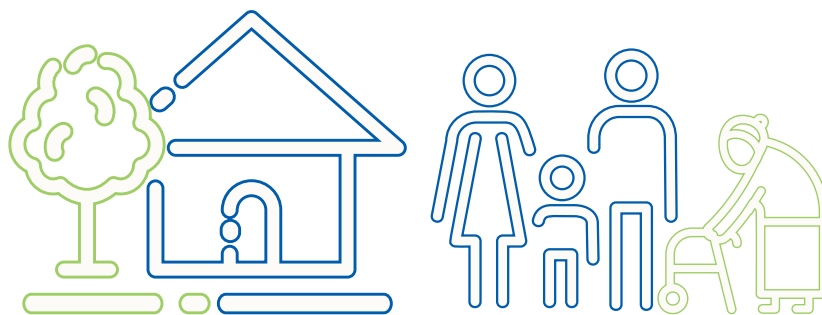
The survey gives us a foundation to help us understand and measure the impact of safe, secure and affordable housing on people's lives. Gaining this understanding helps us improve our services and set national strategic and development directions.

CHL is one of the first community housing organisations to develop a Social Impact project, and we hope you will help us put it into practice.

[updates@chl.org.au](mailto:updates@chl.org.au) | [www.chl.org.au](http://www.chl.org.au) | 1300 245 468



Community Housing Limited ABN 11 062 802 797



## HOW DOES CHL CREATE IMPACT?

CHL supports people to access quality housing that is safe, affordable and suitable.

We believe the provision of stable housing provides a solid foundation for people to build their life and community.

With safe, secure and affordable housing, people will have access to better health and education, give people the ability to participate in the economy via services and local amenities, connect with others and enables people to contribute to connected, thriving communities.

CHL's vision is 'a world without housing poverty'. The Social Impact project is grounded with all of this in mind and in the way we deliver services, which has three key principles - *to be community-led, high-performing and working in partnership*. Overall, this helps us achieve positive outcomes for CHL customers.

## FREQUENTLY ASKED QUESTIONS

|                                    |                                                                                                                                                                                                                                                                                                                                                                          |
|------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| WHAT IS IN IT FOR ME?              | <p>This is an opportunity to contribute to the improved wellbeing of all CHL customers now and into the future.</p> <p>You will still be invited to respond to our regular satisfaction survey, where you can tell us how we are doing on tenancy, maintenance, and other aspects of our services. In addition, the way you send us your feedback remains unchanged.</p> |
| WHAT IS THE SOCIAL IMPACT PROJECT? | <p>The Social Impact project is a chance for CHL to better understand how you are doing and the changes that you may experience through having a tenancy with us.</p> <p>Our aim is to provide a better service to you and our other customers in the long run.</p>                                                                                                      |
| HOW WILL CHL COLLECT INFORMATION?  | <p>We will mostly collect social impact information through an online survey.</p> <p>We may also contact you to participate in a focus group or one on one meeting.</p>                                                                                                                                                                                                  |
| HOW WILL YOUR INFORMATION BE USED? | <p>Your responses will be combined with other customers' responses. Your individual responses remain private and will never be used to identify you personally.</p> <p>Survey results will only be viewed at a high-level by CHL staff to measure and improve the way we deliver housing.</p>                                                                            |
| WHERE CAN I FIND MORE INFORMATION? | <p>Head to the '<a href="#">Social Impact</a>' page on our website: <a href="http://www.chl.org.au">www.chl.org.au</a>.</p>                                                                                                                                                                                                                                              |

updates@chl.org.au | www.chl.org.au | 1300 245 468



Community Housing Limited ABN 11 062 802 797

# CHL's Customer Promise

CHL are committed to providing the best possible services to our customers. Our key values around how we interact with you are at the heart of everything we do.

## CHL will:

- Treat our customers with respect, dignity, fairness and sensitivity, and acknowledge 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 believe that you will:

- Be honest with us and provide us with complete, accurate and timely information about yourself and your circumstances.
- Behave in a respectful and responsible manner.
- Treat CHL employees and your neighbours with respect and courtesy.
- How we communicate with you is important and we want to make sure you have a clear understanding and outcomes after every contact with us.

## CHL will:

- Make it easy for you to contact us to report any problems, get advice and provide feedback across a number of ways such as telephone, email, SMS message, visiting a CHL office and by post.
- Provide you with an outcome at the end of any contact and make sure that you fully understand any actions that have happened or are required to achieve a result.
- Make it easy for you to report repairs and maintenance and provide accurate information about the timeframes of these repairs.

## We aim to provide housing that is affordable and of good quality.

### 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 to customers.

## Customers of CHL can expect:

- To be provided with clear and easy to understand information about how rents are calculated and how to pay your rent, service and utilities.
- To have access to support and information to help you remain in your house if circumstances occur that could affect payments of rent.
- 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:

- 2 business days for acknowledgment of the complaint.
- 14 business days for a progress report or a final resolution.

CHL has developed policies and procedures to protect our Customers privacy and make sure 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.





COMMUNITY HOUSING LTD  
GROUP OF COMPANIES

