

Our Customer Service Charter

CHL's Customer Service Charter outlines our commitment to our customers and the standard of service you can expect from our team. It's a promise we make to each customer to deliver safe, inclusive services with care, respect and fairness. We welcome your help to continually meet our standards and create a positive experience for all, including our team.

We treat you with respect and listen to you.

- We will be understanding, fair and empathetic when speaking to you.
- We will provide assistance and advice that is honest, professional and impartial.
- We will help you to quickly find the right information or person to talk to.
- We will be up-front about our processes, setting honest expectations and keeping you up to date.
- We will be accountable for our actions and correct any mistakes we make.
- We will be curious and willing to learn so we can unlock opportunities and better ways to help you.

We provide accessible high-quality services.

- We will provide information about the range of housing options available to you.
- We will be transparent and provide information about how and when we allocate available housing.
- We will provide access to advice and services to meet your immediate needs and support your safety and wellbeing.
- We will ensure our offices are in good locations, accessible and clearly signed.
- We will ensure our information is written in plain and easy to understand language with no jargon.
- We make policies and processes easy to find on our website.

We are easy to deal with and easy to contact.

- We will make it easy to contact us across multiple channels including phone, email, website or in person.
- We will identify ourselves when we speak with you and wear ID when we visit your home.
- We will provide information about when we are available and how to contact us after-hours for emergencies.
- We will provide access to interpreter and relay services if you need it.
- We will endeavour to respond immediately, minimise your waiting time and adhere to response times outlined in our Customer Service Standards.
- We will make record of your contact in our system and if we require more time to complete the work, we will update you with a revised timeline.

We provide access to safe, secure, affordable and quality homes.

- We will ensure our homes meet the required building, health and safety and tenancy legislation standards.
- We will ensure we provide homes that are clean and in a good state of repair when allocated.
- We will prioritise communal area maintenance and presentation of our facilities in the community.
- We will provide clear and easy to understand information about how our rent and charges are set.
- We will make it easy for you to report repairs and maintenance requirements.
- We will aim to complete maintenance within the timeframes outlined in our Customer Service Standards.

We maintain your privacy and confidentiality.

- We will keep your personal information confidential and securely stored.
- We will handle all information in accordance with legislation as outlined in our Privacy Policy

We listen and we value your feedback and engagement.

- We seek and welcome customer feedback to understand if you are satisfied or dissatisfied with our services.
- We will use customer feedback to monitor and improve our services.
- We provide a clear appeals process which entitles you to a review of decisions that affect you.
- We provide regular updates through customer communication channels, including social media.
- We encourage community engagement and support tenants to form Tenant Advisory Groups.
- We will conduct satisfaction surveys to capture your feedback that will improve our services.

We welcome your help to continually meet our standards.

To help us deliver the best experience to you, we ask that you:

- provide us with timely and accurate information
- read the information we send to you or ask for help if you need more information
- keep your contact details up to date
- tell us if your situation changes
- let us know about maintenance, repairs or other issues at your home
- understand that we will not tolerate unsafe behaviour toward our CHL team
- let us know if we fall short of your expectations by lodging feedback or a complaint.