

Customer Service

Overview

This policy explains our commitment to our customers and how we will meet our legal duties.

Scope

This policy applies to all services provided by St George Community Housing and its subsidiaries (**we, our and us**).

Customer service principles

We are committed to:

- Making sure that we show our values of Innovation, support, accountability, respect and integrity in the way we deliver our services.
- Treating all customers in line with our [customer service values](#)
- Giving all people who are looking for housing access to our services and information.
- Making sure that people are not treated differently because of their ethnicity, gender, marital status, pregnancy, disability, and sexual preference as per the *Anti Discrimination Act 1977* (NSW).
- Following the *Privacy Act 1988* (Cth) and the *Health Records and Information Privacy Act 2002* (NSW).
- Providing safe, secure, affordable, and appropriate housing.
- Following the National Regulatory Code and all relevant laws and standards.
- Making sure that our policies are accessible to customers.

Tenants' Rights

Our tenants have the right to:

- Ask about their housing needs and preferences.
- A secure tenancy which meets the rules in the Residential Tenancy Agreement, funding guidelines and other relevant laws.
- Provide feedback, make a complaint or appeal a decision.
- Have a support person help them.

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- Be given information on how they can participate and have their say.

Policy information

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Responsible team/position:	General Manager, Customers & Communities