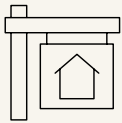




# Customer Service Standards

Our Customer Service Standards represent our commitment to providing an excellent and consistent customer experience.

Our Standards support and contribute to our strategy to offer efficient, customer-centric services and align with our organisational values: Empowerment, Trust, Honesty, Inclusion and Creativity.



**We provide access to affordable homes and high quality services for you**

- We maintain your home to a reasonable standard
- We complete urgent repairs as quickly as possible
- We support you to achieve your desired goals and improve health and wellbeing.



**We listen and value your views**

- We seek your feedback on our customer service
- We work with you and support services to link you to programs or services that meet your needs
- We support you to form, or be involved in, your local resident group.



**We explore new and better ways of doing things**

- We provide excellent customer service through continuous improvement and best practice, all guided by your feedback
- We are guided by our customer's experience when developing new processes.



**We do what we say we will do**

- We strive for first-time resolution
- We finish what we start. We keep the customer informed and check that the customer is satisfied with the resolution
- We admit when we make a mistake and act to resolve the issue.



**We respect you**

- We provide prompt, friendly, courteous and efficient customer service
- We are transparent about our process, limitations and what we can offer you
- We provide you with a safe and culturally appropriate environment
- We respect your privacy and manage your personal information in line with legislation.