

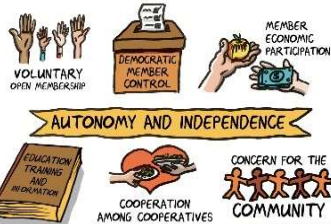


COMMON EQUITY
CO-OPERATIVE
HOUSING

CUSTOMER SERVICE CHARTER



Co-operative Housing



Choice
Control
Co-operation



We have developed a new approach to our customer service.

We wanted to ensure our customers understand our commitment to them and how they can help us. Common Equity aims to work with our members to create and provide wide-ranging housing options and services to improve our housing, build on the Housing Co-operative experience and tenant skills.

Through this charter, Common Equity NSW will outline our commitment to you.

Here at Common Equity NSW, we will:

Treat you with respect

We will be courteous, friendly and professional.

We will identify who we are and the reason for contact.

We will listen, follow policies and guidelines.

We will provide relevant information as it becomes available.

We will uphold your rights.



Treat you fairly and without discrimination

Our services are open to eligible people regardless of gender, disability, preferences or culture.



Store your information securely

We will store your personal data confidential as per Australian Privacy Act 1988.

We will only use and collect information that relates to Common Equity NSW Housing functions, regulations, operations or activities.

We will not use or disclose your personal information with other people or agencies without you knowing about it and agreeing to it, unless we have concerns for your safety, or we are required to by law.



Be easy to contact

You can contact us by phone, email or in person.

We will advise you on our availability.

We will respond to emails and messages within 2 working days.

We can communicate through translating and interpreting services as required.



Provide clear channels for feedback and complaints

We will take your feedback and complaints seriously and encourage you to ask questions about our work practices.

You can give us feedback verbally, via email or in writing via post, or by completing a Complaint or Appeal Form available from our office or website.

We will ensure you are sent an acknowledgement to a complaint within 3 working days of receipt.

You will also receive a formal response from the Manager handling the complaint within 20 calendar days or at the very least a progress update in more complex situations.



Response Times

Action	Expected Timeframes
Voice Messages	2 working days
Complaints	Acknowledge within 3 working days and resolve within 20 working days
Appointments	Be on time for appointments or advise you if there is a delay
Housing Applications	Provide Acknowledgment Letter within 10 working days
Rent ledger request	Send within 2 working days
Appeals	Acknowledge within 3 working days and resolve within 20 working days
Urgent Repairs	4 to 24 hours
Routine Repairs	3 to 7 days
Non urgent repairs	Up to 21 days



How can you help us?



Let us know your preferred communication method

Our tenants are diverse coming from different cultures and have varying needs. We offer several communication methods and invite you to let us know of your preference.

Our staff use the following:

- Telephone
- Mail
- Website
- Hard copies of forms/templates
- Translation Services
- Meetings - face to face, over the phone or web
- Forums
- Training to keep abreast of new methods of communication

Our Communication Commitment is one we wish to continually improve on and seek your feedback and ideas for other ways to meet your needs.

Pay your accounts

Rent and Maintenance:

Part of your commitment as a customer of Common Equity NSW is always keeping your rent 14 days in advance. If you miss a payment, we will contact you:

- Less than 14 days in advance with a reminder letter and/or email
- **14** days or more in arrears with a letter, before we proceed with further action.

You can also expect to receive regular phone calls and a home visit from our staff in order to help you maintain your tenancy with us.

If you are ever in a position where your account is in credit and you require a refund, we will ensure that this is processed within a maximum of 28 days.





Allow us to conduct rent reviews

As a customer of Common Equity NSW your rent and eligibility for certain programs is assessed by calculating your household income.

We will:

Send you written notice when your rent review is due to start with clear timeline when documents needs to be signed and returned by.

Complete twice-yearly rent reviews.

Send Appeal information.

We ask that you:

Sign paperwork and return it along with your income details by the date specified.

Always ask us if you do not understand what is required.

Core Office Hours

Monday to Friday:

9:00am - 4:00pm

Level 13/31 Market Street,
Sydney

General Enquiries

02 9356 9200

Or

1800 066 834

enquiries@commonequity.com.au

Co-operative Development

CDT@commonequity.com.au

Assets & Maintenance

maintenance@commonequity.com.au