



Our Vision

A society where the fundamental need to access housing is met and where all people have the opportunity to enrich their lives and reach their full potential thus strengthening the whole community.

Our Core Purpose

To alleviate poverty for as many people as possible who are most in need - while they are in need - providing them with a sustainable place to live.

We will do this by working within a sustainable operating framework and facilitating mutual obligation partnerships.

Organisation Goals

We have four broad organisational goals:

Contribute to meeting the housing needs of the community

Provide secure and sustainable tenancies

Provide housing that meets tenant needs

Facilitate access for tenants to a better life

Our Service Charter

Our values are at the heart of what we do at Foundation Housing, in all of our endeavours we focus on Respect, Diversity, Partnership, Excellence, Sustainability and Integrity.

Our commitment to you

At Foundation Housing we take the service of our clients (including tenants, residents and support providers) very seriously. We aim to provide the highest standards of service, ensuring that you will always experience consistency and integrity and that you see our values reflected in our actions.

When dealing with Foundation Housing you should expect us to;

- Provide a prompt, courteous and efficient response to your request or enquiry.
- Be empathetic and respectful, listening to and understanding concerns or issues.
- Adhere to and explain the policies and procedures of Foundation Housing and the National Community Housing Standards.
- Demonstrate equity and fairness while ensuring that we value diversity in people and communities.
- Have respect for your privacy and personal information.
- Provide you with information that is reliable, accurate and easy to understand.
- Be consistent with our responses and commitment to customer service.

This charter will be reviewed annually.

Our standards (response times for tenants, support providers and those we provide a service to)

Situation	Response time
Phone calls	We aim to return your call in the same business day or – in peak times – no later than the following business day.
Emails	We aim to reply to your email within 48 hours of receipt of the email – during business hours
Appointments	We will be on time for the appointment or we will advise you prior to the meeting time if there is any delay
In person (without prior appointment)	We aim to ensure that a staff member is available to meet with you within 90 minutes or that a suitable alternative appointment time is made.
Emergency after hours calls to our after hours number	All emergency after hours calls will be responded to immediately. If your call is determined not to be an emergency you will be asked to call back during business hours.

As a tenant you have a responsibility to:

- pay your rent on time
- ensure that your property is kept clean and tidy
- respect the rights of your neighbours to live quietly and peacefully
- inform us quickly about any maintenance issues in your property
- treating our employees with courtesy and respect
- replying to our requests on time
- contacting us if your situation changes
- being open and honest in your communication with us
- providing us with feedback about our service performance
- reading any information that we send or give you

Feedback on our performance

Foundation Housing welcomes feedback on the service that we provide.

We will use your feedback to track our performance against these service standards and to help us improve our service to you.

If you are pleased with our service, would like to make a suggestion for improvement, or feel that we have not met the service standards outlined in this Charter, please let us know. You can speak to any of our staff with your feedback – whether we have exceeded your expectations or have not met the service standards outlined in this charter.

In order to best meet your needs and expectations, we have a dedicated email address complaints@foundationhousing.org.au for any complaints and grievances we receive. You will be provided with a response within the time frame as per the above table.

If you would like to compliment us on our service, you can contact us at our Brisbane Street office – details below.

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admin@foundationhousing.org.au www.foundationhousing.org.au