

# Customer Service Charter

- If you leave a message on any business day, we will call you back within the same business day.
- If you send us an email, we will acknowledge the email within the same business day.
- We will be on time for appointments or let you know beforehand if there is a delay.
- If you call our offices or you visit our office without an appointment, we will direct your enquiry to a staff member with the knowledge to assist. If the staff member is not available, we'll make arrangements for an appointment at a mutually agreed time.
- We will conduct a welcome visit in your home within six weeks of your move in.
- If you need a repair we will let you know who will do the repairs and when they will be done.
- We will support you to maintain your tenancy and help source assistance where support needs are identified.

# Customer Service Standards

At Foundation Housing we live our purpose by ensuring somebody or something is better as a result of what we do. These values underpin our customer service commitment to everyone who makes contact with Foundation Housing.

## We care for people by:

- Giving you choices about how you can contact us
- Making sure our offices are accessible and clearly signed
- Providing interpreter services if they're needed
- Having discussions with you in private meeting rooms at our offices

## We focus on finding solutions by:

- Giving you clear information about your rights and responsibilities
- Consulting and informing you of substantial changes
- Connecting you with agencies if you need additional support
- Providing information to help you engage with your local community

## We nurture relationships by:

- Speaking to you in a friendly and professional manner
- Identifying ourselves when we speak on the phone or when visiting
- Being empathetic and respectful, listening to your specific issues
- Providing you with avenues to complain or appeal if you do not agree with decisions

## You can help us to deliver on our values by:

- Treating our staff with respect
- Providing a phone number and email address so we can stay in contact
- Being honest when communicating with us and providing information requested
- Reading information that we provide and letting us know if there is anything you don't understand
- Telling us if your details or living situation changes
- Letting us know if you're unable to attend an appointment
- Working with us to sustain your tenancy when challenges arise
- Providing us with feedback about our services