

Customer Service Standard

Tenant's Rights and Responsibilities.

HOUSING PLUS

Improving people's lives through independence & choice.

When using our services you have a right that:

1. We will demonstrate respectful, fair, ethical, and professional behaviour in all dealings with you.
2. We will always work collaboratively with you and provide you with the reasons for the decisions we make. You have the right to be told about the services we are offering you, are involved in and agree to the decisions with the services.
3. We will be professional and helpful, and will endeavour to provide accurate advice, and respond to questions in a timely manner.
4. We will listen to your feedback and complaints and will respond in a timely manner.
5. We will respect your privacy and confidentiality. We need your consent and permission to share or ask for information from other people or services as part of us being able to provide the best service for you. The only times we are not able to keep your information confidential is when your safety or the safety of someone else is at risk
6. We have the right to be treated with respect and will reserve the right to disengage with you if the conversation becomes disrespectful, abusive, threats are made, or if there is no willingness to keep listening to advice or information. This includes asking you to leave the premises if required.
7. We of Housing Plus will comply with all laws, contracts, policies, procedures, guidelines, and other relevant obligations to the best of their ability.



When using our services, you have a responsibility to:

1. Treat us respectfully, honestly and courteously. A reflection of how you like to be treated.
2. Be aware that we are required to adhere to policy within our service, as well as those set by state and federal governments, including the National Child Safe Principles.
3. Tell us if your personal circumstances change at any time so that we can keep your personal information accurate, complete and up to date.
4. Allow us reasonable access to your home when inspections or maintenance are scheduled.
5. Abide by the Housing Plus Customer Feedback, Appeals and Complaints Policy when bringing matters to our attention for review and action.
6. Not record any part of a session or interaction with us, without our consent.
7. Follow expectations as set out in the Residential Tenancy Agreement.
8. Show respect & consideration by not storing your personal items in common areas of your property, such as foyers, stairwells etc..

Our full Rights and Responsibilities Charter can be found on www.housingplus.com.au



www.housingplus.com.au



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