



Customer Service

1. Purpose

The purpose of this is to establish a Customer Service policy which supports the interactions with our customers. Customers of the Housing trust include our tenants, neighbours, private owners, real estate agencies, contractors, other stakeholders in the housing and social welfare sector and the wider community.

The Housing Trust is committed to achieving and providing quality customer service and this policy document is supported by our Customer Service Strategy.

2. Policy

- Put our customers first
- We will act in a manner which is professional, courteous and impartial
- Communicate openly and honestly at all times
- Respond to all enquiries and issues in a timely manner
- Provide customers with a choice of how they interact with us
- Work constructively with tenants and other stakeholders to reach suitable outcomes which sustain tenancies
- Ensure information, including our policies, is made available to our customers
- Accept feedback on the ways we can improve our services
- Support our customers to make complaints about our service and use them to improve
- Respect cultural diversity
- Encourage the involvement of tenant advocates or third parties
- Provide resources to support safe communities
- Have trained, confident, skilled and professional staff who uphold our values and abide by the Code of Conduct
- Promote a workplace culture which is committed to health and safety
- Be open to new ideas about interacting with our customers
- Ensure compliance with our responsibilities under the Residential Tenancies Act
- Ensure compliance with the Privacy Act and the Anti-Discrimination Act

The Housing Trust will work to ensure that our customer service values and culture are embedded in our practices across the organisation and that good quality customer service is at the centre of our business.