

WE WILL TAKE YOUR COMPLAINTS SERIOUSLY

If you are dissatisfied with the service we have provided, we encourage and appreciate your feedback.

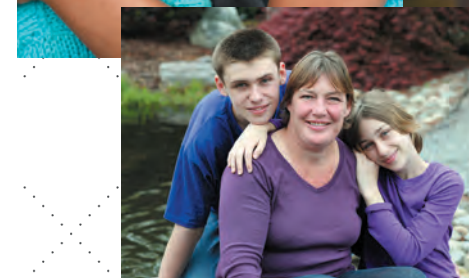
You can:

- Talk to the person concerned, so that we can attempt to work it out quickly.
- Fill in a complaints and feedback form available at any Unity office and return it to us by post, fax or in person (we have feedback boxes at all sites)
- Complete an online feedback form on our website
- Appeal a decision made, if you are a community housing tenant

Unity staff will provide details of who can support you in making a complaint about our services or in appealing a decision we have made.

Information is also available on our website (www.unityhousing.org.au) and in the complaints and feedback brochure available at every Unity site.

| RESPONDING TO | RESPONSE TIME |
|--|---|
| Phone calls | We aim to answer your telephone enquiries at the first point of contact. Where this is not possible, we will give you the opportunity to leave a message or transfer the call to someone else who can help you. We aim to respond to your message within one business day. |
| Emails | We aim to respond to your emails within one business day. |
| Letters | We aim to respond to your letter within five business days of receipt. |
| In person (with an appointment) | We will be on time for appointments or advise you prior to the meeting time if there is going to be a delay. If we need to cancel an appointment we will advise you by close of business the day prior, unless there are exceptional circumstances. |
| Maintenance calls | <p>We aim to respond to non-urgent maintenance calls within one business day and emergency calls within four hours.</p> <p><i>Unity provides tenants with three ways to make a maintenance request:</i></p> <ol style="list-style-type: none"> 1. For all maintenance issues during business hours (9am to 5pm Monday – Friday) call your housing officer or report it to a boarding house staff member. 2. If your maintenance issue is an emergency and after hours, you can call the emergency after hours maintenance phone number. Please do not call this number if the issue is not an emergency. 3. You can lodge a non-urgent maintenance request online anytime at www.unityhousing.org.au in the 'for tenants' section. |



TENANT SERVICE CHARTER

The tenant service charter outlines our service standards to our customers including:

- Tenants
- People who are registered for housing
- People who are enquiring about our services

This Charter has been developed in consultation with our tenants, our partner agencies and our staff. This Charter outlines what you can expect from Unity Housing and what to do if you are unhappy with the service you receive. It also informs you of your responsibilities as a Unity Housing tenant.

ABOUT UNITY

Unity provides safe, secure and sustainable accommodation for people on low incomes. This ranges from people who simply need affordable housing to people who may be at risk of or experiencing homelessness and people living with a disability.

OUR VALUES

- Respect
- Social justice
- Innovation and creativity
- Collaboration and partnerships
- Leadership and continuous improvement
- Transparency, accountability and honesty
- Sustainable housing in sustainable communities

WHAT TO EXPECT FROM US

At all times you can expect to be treated in a manner consistent with our values and we commit to always communicating in a professional manner.

We will make it easy for you to use our services by:

- Providing accurate details of who to contact and how to contact us
- Providing details of our office locations and opening hours
- Providing information that is easy to read
- Making our information available online
- Providing private interview offices
- Working closely with support agencies and advocates
- Ensuring our website is easy for you to navigate
- Making interpreters available at no cost to you

You can expect us to consider your rights and treat you with courtesy and respect

We will do this by:

- Keeping appointments
- Listening carefully and responding to your needs
- Keeping you informed of the progress of any enquiry
- Protecting your personal information and only disclosing information when we have your written permission to do so or the law requires us to disclose it
- Making it clear how you can complain or appeal a decision

How you can help us to help you:

- Treat staff and other tenants with courtesy, respect and patience
- Give us clear and accurate information
- Be open and honest in your dealings with us
- Inform us of any issues promptly and work with us to resolve them
- Keep your contact information up to date
- Give us feedback about our services and take part in surveys