

## 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.

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### MAINTENANCE CALLS

We aim to respond to non-urgent maintenance calls within one business day and emergency calls within four hours. Unity provides tenants with three ways to make a maintenance request:

- 1 For all maintenance issues during business hours (9am to 5pm Monday to 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 on 08 8237 8799. 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](http://www.unityhousing.org.au) in the *For Tenants* section.

# OUR SERVICE STANDARDS



This brochure provides information about our service standards.

Our service standards outline what you can expect from Unity Housing and what to do if you are unhappy with the service you receive. They have been developed in consultation with our tenants, our partner agencies and our staff. They also inform you of your responsibilities as a Unity Housing tenant.

## ABOUT UNITY – OUR PURPOSE

We provide affordable, safe and secure homes for South Australians on low incomes. We build partnerships to create tenancies that promote viable and sustainable communities.

### OUR VALUES

- Respect and Social Justice
- Innovation and Creativity
- Collaboration and Partnerships
- Transparent and Ethical
- Leadership and Professionalism
- Empowering and Respectful

### 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

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



## WE WILL TAKE YOUR COMPLAINTS SERIOUSLY

It is always a good idea to talk to the person concerned if you are unhappy or dissatisfied with the service you received so we can attempt to work it out quickly. If you feel the issue has not been resolved by talking with us, we have not dealt with a matter appropriately and/or promptly, then you can make a complaint.

There is a complaints form available on our website and at all of our offices, which can be completed and returned to Unity (instructions are on the form).

### You can also make a complaint by:

- 1 **phoning** us on 08 8237 8777
- 2 **visiting** any of our offices (locations are available at [www.unityhousing.org.au](http://www.unityhousing.org.au))
- 3 **writing** to Group Services – Unity Housing, Reply Paid 84254, Norwood SA 5067
- 4 **emailing** [feedback@unityhousing.org.au](mailto:feedback@unityhousing.org.au)
- 5 **using** the online feedback section at [www.unityhousing.org.au](http://www.unityhousing.org.au)

You can appeal a decision we have made.

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

If English is not your main language we can arrange an interpreter to help you with this.

Information is also available on our website and in our brochures 'We Value Your Feedback', 'It's OK to Complain', and 'Appeal a Decision'.