



www.unityhousing.org.au



What do you think we should do?
(Attach extra pages if required)

OUR OFFICE LOCATIONS

HEAD OFFICE

81 Osmond Terrace, Norwood SA 5067
T 08 8237 8777 E admin@unityhousing.org.au

CENTRAL

300 Gilles Street, Adelaide SA 5000
T 08 8205 3600 E central@unityhousing.org.au

NORTH

179B Philip Highway, Elizabeth South SA 5112
T 08 8287 8600 E north@unityhousing.org.au

NORTHERN (by appointment only)

92 Main Road, Port Pirie SA 5540
T 08 8633 2575 E north@unityhousing.org.au

SOUTH

1/506 Brighton Road, Brighton SA 5048
T 08 8198 1666 E south@unityhousing.org.au

SOUTH EAST

Unit 6, 5 Percy Street, Mount Gambier SA 5290
T 08 8724 4100 E limestone@unityhousing.org.au

WEST (by appointment only)

306 St Vincent Street, Port Adelaide SA 5015
T 08 8205 3600 E central@unityhousing.org.au

THE TERRACE BOARDING HOUSE

260 South Terrace, Adelaide SA 5000
T 08 8232 5459 E theterrace@unityhousing.org.au

Unity office hours: 9am to 5pm Monday to Friday

**WE VALUE
YOUR
FEEDBACK**



This brochure provides information about Unity's feedback process.

Signed: _____ Date: _____



OUR PROMISE

We value your feedback. It is important that our services meet your needs and that we work together to achieve our objectives and maintain successful tenancies. All feedback will receive our prompt attention. Your compliments will be passed onto the person or area involved, and we will find the right person to look into and respond to your comments or suggestions.

WHY WE WANT FEEDBACK

We welcome your feedback to assist us to deliver services that match our values and your expectations. By providing feedback on our services, through our surveys, via our tenant magazine *Around the House*, and through your feedback in general, you assist us to review and improve our services. This is an informal way to have your thoughts and feelings heard.

Unity Housing likes to recognise great service, and your comments and compliments will also help us to identify and acknowledge staff achievements.

You may like to compliment us or comment about a service you have received, give feedback on one of our policies or processes, a member of staff you have dealt with, or suggest an improvement.

If you wish to lodge a complaint, the formal process must be used as this will need to be investigated. Information on how to do this is contained in our complaints brochure *It's OK to Complain*.

If you would like advice, your Housing Officer or our Complaints and Appeals Officer are available to assist and can be contacted on 08 8237 8777.

HOW TO GIVE FEEDBACK OR MAKE SUGGESTIONS

Complete the feedback form included in this brochure and return it to us (instructions are on the form).

You can also give us feedback by:

- **phoning** us on 08 8237 8777
- **visiting** any of our offices (visit www.unityhousing.org.au or call for details)
- **writing** to Group Services – Unity Housing, Reply Paid 84254, Norwood SA 5067
- **emailing** feedback@unityhousing.org.au

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

OUR VALUES

Unity Housing is committed to delivering services in line with our values, which are:

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



FEEDBACK FORM

Send completed form to:

Group Services

Unity Housing

Reply Paid 84254, Norwood SA 5067

T 08 8237 8777 E feedback@unityhousing.org.au

Name:

Address:

Phone number:

Email:

Which Unity service are you commenting on?

- Boarding House Housing Maintenance
 Finance Other _____

What do you want to tell us?

(Attach extra pages if required)

DETACH HERE

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