

We at HousingFirst are committed to fulfilling our mission: Building affordable homes and local communities

This mission is achieved by

- Increasing the supply of secure, high-quality, affordable housing.
- Providing exceptional property and tenancy management.
- Supporting tenants to achieve personal wellbeing.
- Building cohesive communities in collaboration with our tenants.
- Partnering to achieve these outcomes.

The values that underpin everything we do are

- Integrity
- Respect
- Inclusiveness
- Collaboration
- Accountability

HousingFirst acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Owners and First Peoples of this country and their connection to the land on which we live and operate our business. We wish to pay our respect to them, their culture, and to their Elders both past and present.



Our service commitment

Service	Response time
Phone calls	If you leave a voicemail, we will get back to you within 1 working day.
Emails & letters	If you send an email or letter, we will acknowledge it within 1 working day after receiving it.
In person	If you present to the office in person, we will do our best to help you. If we can't, we will inform you of the right person or service to contact.
Appointments	If we need to cancel an appointment we will advise you by 1 working day prior, unless there are exceptional circumstances.
Housing	All tenants are allocated a Housing Officer who is responsible for managing tenancy issues. New tenants receive a HousingFirst Welcome Pack on the day the lease is signed. We will contact new tenants to see how they are settling in within the first 4 weeks.
Property inspections	We will visit and inspect your home at least once a year to make sure it is safe and maintained.
Tenant newsletters	We will publish a newsletter every 3 months that provides relevant updates about HousingFirst and our services.
Urgent repairs <i>– like flooding, a broken window, or a loss of gas, water or power.</i>	We will complete the repair within 24 hours of it being reported.
Priority repairs <i>– like a dripping tap.</i>	We will complete the repair within 7 days of it being reported.
Non-urgent repairs <i>– like a damaged cupboard.</i>	We will complete the repair within 14 days of it being reported.
Complaints and feedback	We will acknowledge your complaint, conduct an investigation and respond within 30 days of it being submitted. We appreciate any feedback you have to improve our services.

Suite 3.01, Lvl 3, 492 St. Kilda Rd, Melbourne, VIC, 3004 **P 03 9534 5837**
F 03 9534 8636

After hours urgent repairs: M 0419 505 073

info@housingfirst.org.au

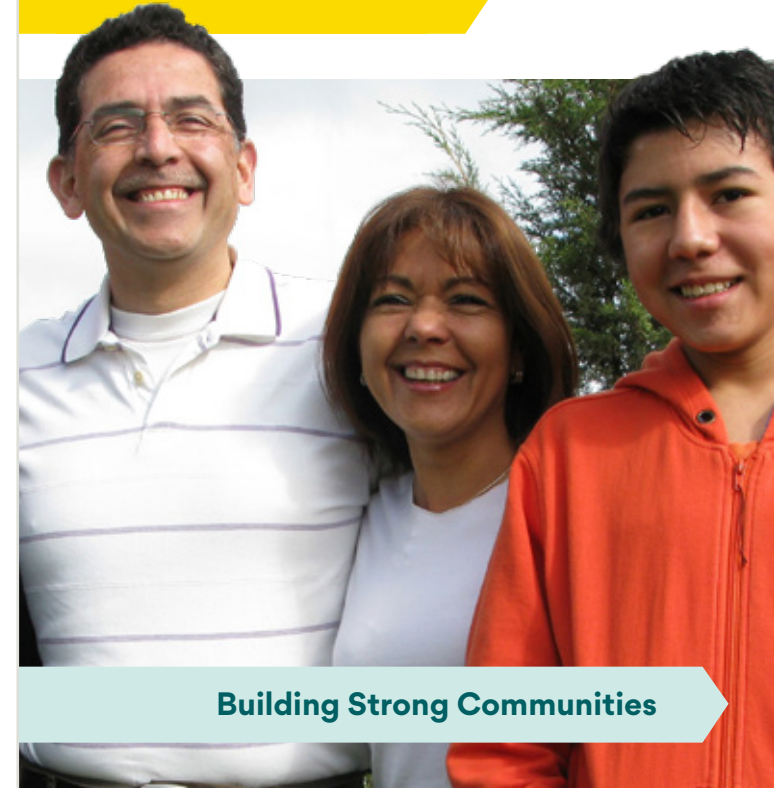
housingfirst.org.au

HousingFirst

Customer

Service

Charter



Building Strong Communities

What you can expect from us

Respect

■ *I have the right to be shown respect and treated with dignity*

We will

- Abide by the Victorian Charter of Human Rights.
- Treat everyone with courtesy and respect.
- Listen and learn from your opinions, cultures, beliefs and values.
- Provide training to our staff to improve how we work.

Safety

■ *I have the right to live in safe housing and receive a high quality service*

- Abide by the Residential Tenancies Act 1997.
- Respond promptly to safety concerns.
- Undertake annual inspections of all homes.
- Ensure our offices are clean, presentable and welcoming.
- Provide tenants secure, affordable housing through residency and tenancy agreements.

Communication

■ *I have the right to be informed about services provided*

- Respond in a friendly, timely and appropriate way to your enquiries.
- Ensure that information about our services is accurate, available and accessible to help you make informed decisions.
- Provide you free access to interpreters and translators if required.

Participation

■ *I have the right to be included in deciding how HousingFirst operates and improves*

We will

- Facilitate Tenant Advisory Groups as a forum to help improve services.
- Conduct regular tenant satisfaction surveys.
- Inform tenants of how to participate in the organisations activities and opportunities on offer.
- Ensure tenants who require support to sustain their tenancies are helped to do so.

Privacy

■ *I have a right to privacy and my personal information is kept confidentially*

- Abide by the Privacy Act 1988 which underpins our Privacy Policy.
- Provide you with a confidential space to discuss your needs with staff in person.
- Make it easy for you to access your information.

Complaints & appeals

■ *I have a right to comment on decisions and have my concerns addressed*

- Make the complaints and appeals process clear and accessible.
- Register, investigate, resolve complaints and appeals within 30 days and keep you updated on the progress.
- Advise you of avenues to pursue if you are dissatisfied with a decision.

What we expect from you

Respect

■ *Our staff have the right to be treated respectfully*

You will

- Treat staff with courtesy and respect when contacting us, our staff are here to help you.
- Abide by the terms and conditions of the Residential Tenancy Agreement or Rooming House Agreement.
- Take care of your home and be a good neighbour.
- Pay rent on time and in advance.

Safety

■ *Our staff have the right to work in a safe environment*

- Allow safe access to your home for staff and contractors when needed.
- Allow our staff to do our work without aggression or violence.
- Notify us immediately if your home is not safe.

Communication

■ *We want to provide the most appropriate service to you*

- Provide us with accurate information about your housing needs.
- Notify us of any changes to your household, contact details, income or housing needs.
- Seek approval before making modifications to your home.
- Let us know if you will be absent from home for more than 4 weeks.

Participation

■ *We want activities, events and forums to be successful*

- Be friendly when participating in programs, activities and meetings.
- Engage cooperatively with staff and other participants.