



# Connect Victoria Park Housing

## Customer Service Charter

CVP Policies	Service Charter	Effective date:	23/02/2022
Approved By	Board of management	Review date:	Feb 2024
Warning	This process is uncontrolled after printing		

## Our commitment

Connect Victoria Park is committed to respectful, responsive, professional and supportive relationships with our tenants. We will always engage with you in a manner consistent with our values.

## Our values

**Respect:** We value the leadership, lived experience and wisdom of older people

**Inclusivity:** We work to ensure older people of all backgrounds feel a sense of belonging

**Resilience:** We believe all older people should have the opportunity to develop – and benefit from – physical and emotional wellbeing

**Compassion:** We care for each other and provide support in times of need

**Integrity:** We take responsibility for our actions and are honest in our interactions

## We will:

### Be easy to contact

- Provide accurate details of who you can talk to and how to contact us
- Ensure communication is in plain English
- Provide interpreter services when required
- Ensure our office is easily accessible

### Treat you with respect

- Listen to you
- Always speak to you in a friendly, kind and professional way
- Identify ourselves when we call you

### Protect your privacy

- Keep all personal information and correspondence confidential in accordance with relevant laws
- Meet you privately if required

## Be responsible

- Tell you about our policies and your rights and responsibilities
- Follow due process and be accountable for our actions and decisions
- Offer appeal opportunities if you are not happy with decisions we made







## Focus on outcomes

- Work with you to keep you housed
- If there is a problem, we will listen, learn the facts, be non-judgemental
- Be flexible around decision-making and involve you and others in pursuing fair and equitable outcomes

### How you can help us meet these standards:

- Always treat us with respect
  - Provide accurate information when requested
    - Read the information we provide you
  - Let us know if your details or situation changes
- Let us know how we are doing by providing us feedback

## OUR RESPONSE TIMES

 Missed Phone Calls	Next business day	 In person	We will see you as soon as possible or arrange an appointment
 Emails	Next business day	 Urgent repairs	24 to 48 hours
 Complaints	Acknowledge within 2 business days; respond within 10 business days	 Non-urgent repairs	10 business days