

Operations *Rights & Responsibilities*

In line with our vision and values, CHC are committed to attending to your needs outlined in our service goals, through providing customer service that is supportive, transparent and accountable.

Our Commitment:

- Friendly and timely service in a safe and private environment.
- Respect and an understanding of diversity and cultural differences.
- Fairness in our dealings with you and in decision-making processes.
- Explanation of our decisions and programs, including rent payable, subsidies available to you, eligibility reviews and requirements to meet and sustain your tenancy.
- Information to support you in maintaining your home and access to maintenance.
- Clearly documented policies and processes that can be explained to you upon your request supported by an ongoing review process.
- Access to interpreter services if needed and the opportunity for you to request someone to act on your behalf, advocate for you and/or support your decisions.
- Opportunities for you to provide feedback about our programs and services.
- Inclusion in forums, events and correspondence via email and newsletter that allow you to engage with us and other members of your community.
- Request for your consent prior to our referral of your information to other agencies and services and confidentiality when accessing and storing your personal information.

In return, we ask that you are responsible for your behaviour, your tenancy and your home and respect CHC property and staff.

Your Commitment:

- Respect CHC employees and our property.
- Provide accurate information about yourself – be open and honest.
- Read and endeavour to understand the documents we provide you or request assistance when you require it.
- Maintain your property to a reasonable standard, including gardens.
- Ensure family and visitors behave in a respectful and acceptable way and do not cause any damage to the property.
- Notify CHC in a timely manner if repairs need to be carried out at your property.
- Request permission before making modifications to your property or acquiring a pet.
- Return your property in the same condition it was provided to you, with a consideration for general wear and tear.
- Advise CHC within 14 days if your circumstances change (e.g. employment and income, number of people living in your household and plans for overseas travel).
- Engage in respectful community behaviour and respect others' right to peace.

Service Guidelines *What can you expect from CHC?*



Phone Messages

A return phone call within 24 hours.



Emails

An initial response within 24 hours.



Complaints and Appeals

Acknowledgement within 24 hours and a formal response within 28 days.



Property Inspections

A scheduled visit from your tenancy officer to your home 2 times per year to review your property care and discuss any concerns or questions you may have.



Property Audits

A scheduled visit from CHC's asset team annually to ascertain required works as part of our strategic asset management plan.



Vacancy Management

All CHC properties are advertised online. All applicants are ranked and properties allocated as outlined in our procedures.



Quality Control

1. All works completed over \$1000 will be inspected by CHC's asset team.
2. A sample of 10% of work orders will have a tenant survey conducted on contractor performance.
3. Income and eligibility assessments will be checked by a manager and audited to ensure accuracy.



Communication

CHC circulate and facilitate tenant communication and participation annually in the form of:

- Quarterly newsletters
- Half-yearly tenant forums
- Annual workshops/events which foster education and create social activities for CHC tenants.



Home Ownership

CHC creates access to home ownership for our tenants who wish to pursue this opportunity. CHC offer priority of purchase to tenants at some developments and will notify you of these opportunities in line with our marketing initiatives.



Feedback

CHC value our tenants' feedback and encourage you to contact us at feedback@chcaustralia.com.au. We also circulate tenant surveys bi-annually to gain a better understanding of what we are doing well and how we can improve our tenant experience.

Repairs & Maintenance

Category	Anticipated response time	Examples within this category
Emergency	4 hours	Sewerage, loss of power, no water, gas leak, securing of property, serious roof leak
Urgent	24 hours	Failing hot water system, loss of heating or loss of all cooking facilities
Routine	28 days	Minor plumbing, clotheslines, trees, fencing, flyscreens, towel rails, window coverings, dishwashers
Cyclical	As per planned schedule	Common area cleaning, yard maintenance (group homes), smoke alarms