

**Link
Wentworth**
Providing homes, building futures.

Customer Service Charter: Our Service Standards



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1. Purpose of Our Service Standards

Link Wentworth is committed to providing high quality customer service. Our Customer Service Charter outlines the standard of service that you can expect from Link Wentworth.

We always aim to put the customer first in a respectful and compassionate way.

Link Wentworth requires our staff to interact with our customers (including residents, tenants, clients, applicants and stakeholders) in a clear and transparent manner that is consistent with our mission and values.

Link Wentworth's values are **Customer Focus, Compassion, Integrity, Respect** and **Ambition**.

Our mission is providing more homes and delivering quality services to enable a brighter future for people facing housing stress and homelessness.

We are a growing organisation that puts the customer first. We aim to use our values and strategic intent to go 'above and beyond' when delivering customer service

2. Our Customers

Our customers are at the heart of our business and include our residents, tenants, clients, applicants and stakeholders. Our staff all have a commitment to our values and to provide the best service for our customers.

Our Customers and Where They Call Home



Over
10,000
tenants and
household
members



6,472
Homes
(Social, Affordable
and Disability)



28
Local
Government
Areas



3. Our Service Standards

Our Service Standards are for our customers, anyone who communicates with Link Wentworth, such as:

- Residents
- Tenants
- Clients
- Applicants
- Community members and other stakeholders in the service system.

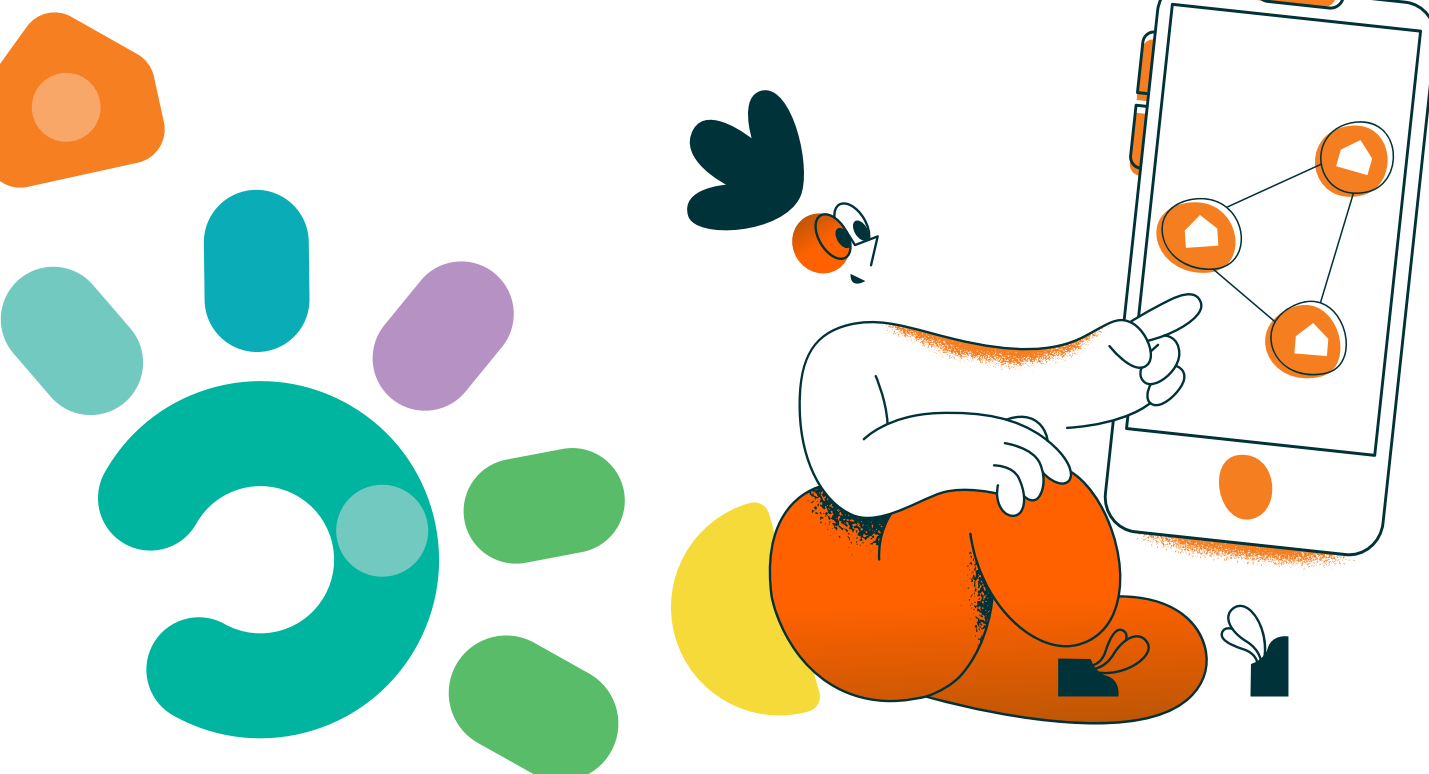
Our Service Standards have been developed with the approach of 'You Said' and 'We Will'. We used our tenants' feedback and consulted with our Tenant Advisory Group (TAG), staff and Board of Directors.

You said

- ✓ Keep us informed
- ✓ Provide consistent and correct information
- ✓ Provide timely responses to customer requests
- ✓ Increase our effectiveness

We will

- ✓ Provide you with consistent, respectful, and efficient customer service
- ✓ Actively listen to you to help the best way we can
- ✓ Provide timely information that is easy to understand
- ✓ Respect your right to privacy and personal information
- ✓ Always act with integrity and in line with our Link Wentworth values
- ✓ Continually improve our practice and customer service
- ✓ Treat you with kindness, courtesy, and respect



Our Response Times

Phone Enquiries

- ✓ We aim to answer your call within 5 mins
- ✓ We will return your call within 2 business days

Email Enquiries

- ✓ We will respond to your email within 3 business days

Office visits

- ✓ We will aim to see you within 10 minutes and do our best to resolve your enquiry in one visit

Service Requests, Complaints, Appeals (see page 4)

- ✓ We will confirm we have heard from you within 2 business days
- ✓ We will investigate, resolve, and respond to you within 15 business days or advise if more time is needed
- ✓ We will support you to appeal a decision if you don't agree with the outcome of the investigation
- ✓ We will use your feedback to continually improve our practice and service delivery

Repairs and Maintenance

Urgent repairs (Fire, flood, loss of essential service, risk of safety or injury)

- ✓ We will attend your home within 24 hours

Non-Urgent Repairs (Missing flyscreens, paint peeling, carpet fraying, etc.)

- ✓ We will attend your home within 5 business days

Routine Repairs (Smoke alarm inspections, Lawns and Grounds Cleaning, Technical inspections, etc.)

- ✓ We will attend your home within 28 days

Maintaining your Privacy

We will maintain your privacy and keep your personal information and feedback confidential in line with Privacy Laws and Standards.



4. How You, Our Customer Can Help

- ✓ Treat our staff & contractors with kindness, courtesy, and respect
- ✓ Provide us with accurate information
- ✓ Let us know if there is anything you don't understand
- ✓ Report any repairs and maintenance concerns as soon as possible
- ✓ Tell us if your contact details or household circumstances change
- ✓ Give us feedback on our performance

5. Feedback On Our Performance

Link Wentworth values your opinion and takes all feedback seriously. We are always looking at improving our service and welcome your feedback. You can provide feedback through the following means.

How to lodge a request, complaint or appeal

We don't always get it right. You may be confused by our processes, upset about how we have communicated with you, or feel dissatisfied with how we have managed something to do with your home. There is a process for letting us know if you are concerned about our service or about your home.



Request for service

A request for service is when you have any issues that requires an action or service from us.

This includes issues about:

- Maintenance
- Antisocial behaviour
- Rent
- Non rent (water and other utilities)
- Housing assistance

How do I make a request for service?

-  Email enquiries@linkwentworth.org.au
-  Call 13 14 21 or speak to your Tenancy Manager





Complaint

A complaint is made when you are unhappy with a service you have received.

For example:

- A change or withdrawal of the service
- The way a service was delivered by our staff
- Unsatisfactory repairs
- Link Wentworth has not followed its policies and procedures

How do I make a complaint?

-  Email feedback@linkwentworth.org.au
-  Call us on 13 14 21
-  Come into our office and fill out a form
-  Fill out the form on our website

What happens next

Complaint or appeal is lodged and reference number given

Complaint or appeal is acknowledged in writing

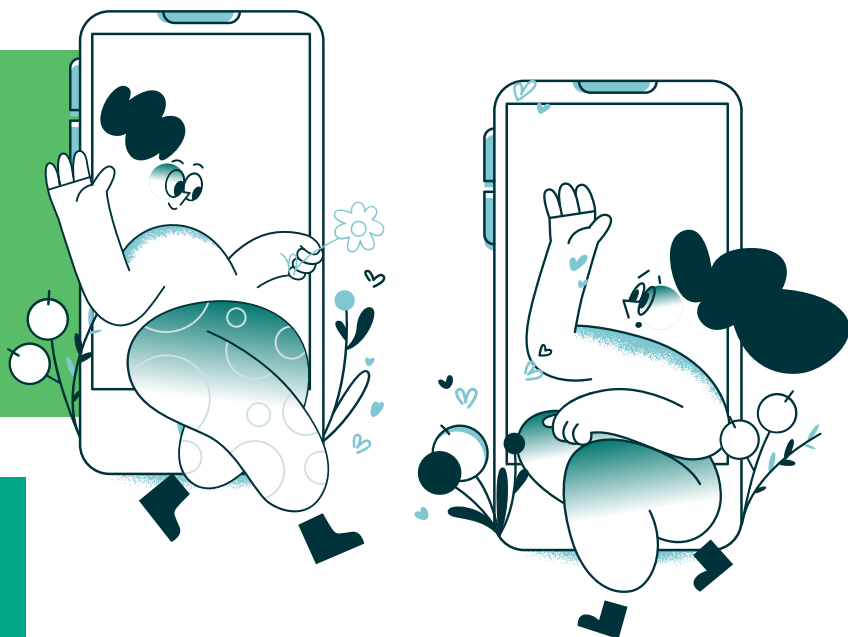
Within 2 business days

Investigation & consideration by relevant manager

We always love to hear from you!

Let us know when we do things well or you have ideas for us to improve our service.

You can always call us on 9412 5111 or 4777 8000, or send us an email at feedback@linkwentworth.org.au.







Appeal

You can make an appeal when you think a decision made by Link Wentworth is unfair or incorrect.

For example:

- Tenancy matters
- Housing assistance
- An application decision

How do I make an appeal?

-  Email feedback@linkwentworth.org.au
-  Call us on 13 14 21
-  Come into our office and fill out a form
-  Fill out the form on our website

Further action

If you don't agree with the outcome of the appeal, you can have the matter reviewed externally by HAC (hac.nsw.gov.au) or NCAT (ncat.nsw.gov.au). If your complaint is not an appealable decision, you can seek to have it escalated for further review by a more senior staff member.

Investigation complete and written response provided

Within 15 business days





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Chatswood

Level 10, 67 Albert Avenue,
Chatswood NSW 2067

Katoomba

Blue Mountains Community
and Neighbourhood Centre
6/10 Station St
Katoomba NSW 2780

Lithgow

42 Main Street,
Lithgow NSW 2790

Penrith

Borec House, Suite 1002, Level 1,
29–57 Station Street,
Penrith NSW 2750

West Ryde

Level 2, 3–5 Anthony Road,
West Ryde NSW 2114

Windsor

409A George Street,
South Windsor NSW 2756

Contact during office hours

Chatswood Hub

P 13 14 21

PO Box 5124
Chatswood West NSW 2067

Penrith Hub

P 13 14 21

PO Box 4303
Penrith Westfield NSW 2750

E enquiries@linkwentworth.org.au

linkwentworth.org.au