

# CUSTOMER SERVICE CHARTER

## SOUTHERN CROSS HOUSING



**AT SOUTHERN CROSS HOUSING, WE RECOGNISE THE INHERENT DIGNITY OF EVERY PERSON AND THE IMPORTANCE OF DEMONSTRATING THIS IN ALL THAT WE DO AND SAY.**

**We are committed to providing high quality housing, excellence in tenancy management and access to support for those who need it and do so by:**

- Giving you courteous, respectful and efficient customer service.
- Acting with honesty and integrity.
- Listening carefully to help you in the best way we possibly can.
- Ensuring individual's rights will not be discriminated against on the grounds of ethnicity, gender, marital status, ability, religion or sexual preference.
- Ensuring full compliance with privacy legislation and carefully managing your personal information.
- Ensuring equitable access to all eligible people seeking social and affordable housing.
- Providing secure, affordable, appropriate and safe housing to tenants.
- Conducting regular review of policies and procedures, organisational structure and management information systems to ensure a high quality of service provision.
- Ensuring we provide easy-to-understand information that can be understood by applicants and tenants.
- Keeping you informed of any changes to our policies or procedures that may affect you.
- Responding to your requests of feedback within the timelines included in our policies.
- Communicating all our decisions to you in writing, unless you have asked us to communicate with you in another way.



### **WE WELCOME FEEDBACK ON OUR PERFORMANCE**

SCH welcome feedback about your customer service experience.

We take any complaint seriously and are committed to continually improve our services. For any feedback about our service or to make a suggestion, please contact us.

**E** [feedback@scch.org.au](mailto:feedback@scch.org.au)  
**P** 1300 757 885  
**W** [www.scch.org.au](http://www.scch.org.au)

**'EVERYONE HAS A HOME IN A THRIVING COMMUNITY'**