

Service Charter

OUR SERVICE COMMITMENT TO YOU

View relevant policy by clicking on underlined hyperlinks.



We will provide a range of methods for you to contact us and aim to resolve your query at the first point of contact. If we can't do that, we will acknowledge and respond to your enquiry within 2 business days.



We will listen to you and work with you to provide transparent outcomes.



We promote a safe working environment, free from aggressive behaviours, where both people and property are respected.



In order to improve our service delivery, we encourage suggestions and feedback. If you are dissatisfied with an outcome, we will support you to lodge a complaint or appeal which will be responded to within 10 business days.



Our goal is to help maintain positive tenancies and for you to be heard, supported, and included in decisions which impact you.