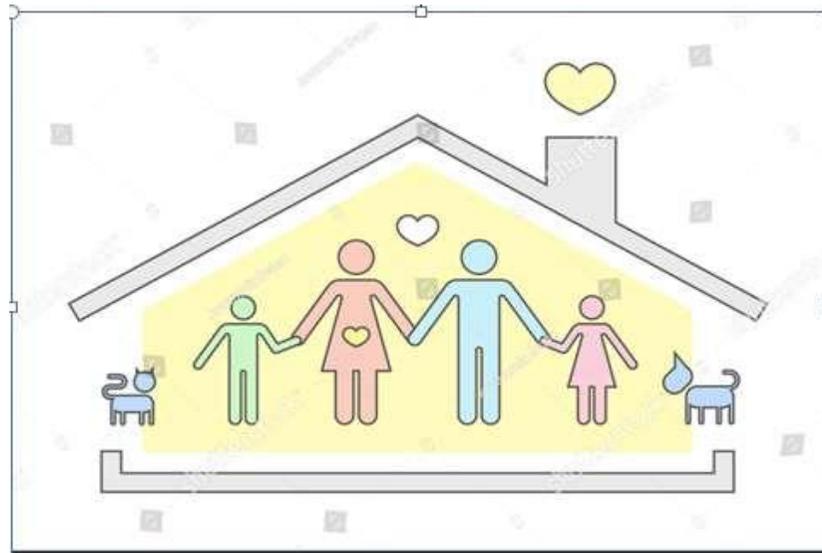




Client Service Charter

Our commitment to you



This is your client service charter outlining Hunter Community Housing's commitment to you and what you can expect from us as your housing provider. This charter is for community members, applicants, tenants, service providers or government agencies. This is our commitment to you.

Our Mission

We are committed to serving all in the Diocese so that they may experience life to the fullest' and adopts its values of hope, compassion, justice, integrity, and participation.

Our Values

At Hunter Community Housing we are committed to the delivery of services based on the principles of:

- a commitment to justice and equity
- upholding the dignity of all people and their right to respect
- a commitment to safe and supportive relationships
- outreach to those who are poor, alienated or marginalised and
- striving for excellence in all their work

Staff are expected to uphold the Diocese Values of:

- Compassion
- Hope
- Integrity
- Justice
- Participation

All people accessing our services will be treated with respect, empathy, cooperativeness, and diligence always.

Our Vision

We will contribute to the fulfilment of this mission through the prevention of homelessness and provide people in high need across our Diocese access to secure, affordable and appropriate housing.

We will invite tenants into our community to engage in our many service offerings across welfare, education, training, and employment.

We will uphold our values through delivering our services in a just manner, always acting with integrity, demonstrating compassion for individuals so that they may have hope and be able to fully participate in our community.

We will work in partnership with others to assist people in housing distress, at risk of homelessness and those who are most vulnerable to poverty and social Injustice in our communities overcome barriers and experience life to the fullest.

Our Commitment to Clients

This Client Service Charter guides Hunter Community Housing's commitment to our clients. All clients are valued and have this charter as confirmation of our firm commitment to providing a high level of service, providing extensive detail of Hunter Community Housing's values, and ensuring consistency in service delivery.

It is our aim to give our clients the best possible service and to provide clear and helpful information to address any tenancy related questions or enquiries. We work to provide secure, affordable and appropriate housing by shaping our service to our clients' changing needs.

What you can expect from our service

IF YOU ARE AN APPLICANT

For people applying for social housing, we will:

- Provide appropriate documents to apply for social housing
- Keep the process simple
- Respond to your enquiries regarding the status of your application – precise timeframes or your position on the list cannot be provided
- Assist with the processing of an application

IF YOU ARE A SUPPORTED INDEPENDENT LIVING (SIL) CLIENT

For young people approved for SIL we will:

- Engage in clear communication with you and your case worker
- Provide offers of housing that suit your individual needs of each client
- Listen to your feedback
- Work collaboratively with you and the SIL provider

IF YOU ARE HOMELESS

If you attend our office and are experiencing homelessness we will:

- Provide you with appropriate information regarding emergency accommodation and assist in arranging this if needed
- Make appropriate referrals to services that may be able to assist with your current circumstances
- Provide you with information on options to secure permanent housing
- Assist you with making an application for social housing if required

IF YOU ARE A MEMBER OF THE COMMUNITY

For the community we will:

- Be transparent and open when communicating with you while protecting the confidentiality of our clients
- Encourage feedback regarding our services
- Respond to feedback
- Engage with the community by forming partnerships where possible
- Encourage, engage, support, and refer our clients to participate in the local community

IF YOU ARE A SERVICE PROVIDER

Work in partnership with services providers to support and sustain tenancies we will:

- Work with you to implement service level agreements specific to your organisation to ensure you as a provider and HCH can provide a service that meets the range of needs for all tenants and clients.
- Provide documented Support agreements for individuals
- Seek feedback from you to ensure agreements reviewed 12 monthly to ensure they remain current and are relevant

IF YOU ARE A GOVERNMENT AGENCY

For stakeholders and funding agencies we will:

- Ensure we meet our contractual obligations
- Work in partnership to deliver services to meet the needs of the local community
- Deliver a model and ensure our practice is guided by our contractual obligations, policies, and legislation
- Keep up to date and actively seek new opportunities and partnerships with stakeholders

IF YOU ARE A TENANT OF HUNTER COMMUNITY HOUSING (HCH)

If you are in a property managed by HCH, we will:

- Work with you to sustain a successful tenancy
- Make appropriate referrals to services or support agencies to assist when challenges arise, or you might need help
- Have necessary repairs completed in a timely manner
- Provide the required notice when we need to enter your property unless an urgent situation arises
- Treat you with dignity and respect
- Always provide clear and helpful information
- Communicate with you or any support agencies you are engaged with openly and effectively

We are here during and after the challenging times

We acknowledge that you or your household's situation may change, and our helpful staff will collaborate with you to assist you in maintaining a successful tenancy. We will endeavour to:

- ✓ Provide flexible rent and non-rent payment options. We understand circumstances may change or you face a challenging time. Our team will endeavour to work through this with you to provide appropriate yet flexible payment options;
- ✓ Refer you to a range of support services to assist with any challenges or to help you further your study or career options;
- ✓ Always provide courteous and professional service
- ✓ Take the time to listen and understand your concerns
- ✓ Assist you when circumstances change. We acknowledge that your situation may change from time to time. We ask that you notify our office of any changes within 14 days of the change occurring. This ensures that your tenancy information is up to date.

HCH works with a number of government and non-government agencies to assist tenants in sustaining their tenancies and to build stronger communities.

Our commitment to you

Our Client Service Charter demonstrates our commitment to and respect for customer diversity. HCH will deliver services in a culturally appropriate manner. Our staff will ensure all information obtained by our office is used to ensure necessary and informed decisions are made. Our friendly staff will actively use a translation service and interpreter service when needed to ensure there are no barriers when delivering suitable, appropriate, and affordable housing options or tenancy information.

YOUR PRIVACY

Our Staff will treat your information as private and confidential.

We will only collect and use information that relates to HCH functions or operations.

Personal information is not shared or disclosed with other people or agencies without your prior written consent unless there is a concern for safety, or we are required to provide certain information by Law.

OUR CONDUCT

You can expect to be treated with courtesy and respect by our team on all occasions. Sometimes we will need to deliver an outcome or provide an answer to a query which may not be the desired outcome. It is important that we communicate those outcomes in a professional manner highlighting our values and commitment to service delivery.

Our service is operating in an ever-changing environment. We welcome feedback from you on how we can improve our service delivery and encourage you to share your ideas with our team.

You can expect that our team will always respond to you in an appropriate timeframe.

AT HCH WE WILL :

- ✓ Return any enquires or phone messages within 24 hours or if appropriate the very next business day
- ✓ Always keep you informed during a decision-making process and provide detailed reasons of the decision made
- ✓ Conduct ourselves with objectivity and unbiased attitudes when making a decision
- ✓ Approach each interaction with our office with diligence, courtesy, and empathy
- ✓ Encourage you to visit us at our office by asking our clients or stakeholders to make an appointment. This is encouraged to ensure the relevant staff member is available. If this is not possible, we will do our best for you to meet with a team member to assist you
- ✓ Meet our promised timeframes to finalise complaints or appeals that have been lodged
- ✓ Communicate with you openly and ensure you understand the information being provided
- ✓ Make appropriate referrals for support with your approval when needed
- ✓ Provide a platform for in the form of housing to promote positive change and well being

MOST IMPORTANTLY HCH WILL WALK ALONGSIDE YOU TO SUPPORT YOU IN A SUCCESSFUL TENANCY!

Communication is essential

It is our aim to give our clients the best possible service and to provide clear and helpful information to address any tenancy related questions or enquiries. We work to provide safe, appropriate and affordable housing by shaping our service to our client's changing needs.

Anytime you contact our office be assured a staff member will contact you in a timely manner.

Help Us Support You

PROVIDING A SAFE ENVIRONMENT

For our team to provide a high-quality service to you we must be able to do so in a safe environment. This environment may be in our office, in your home, within shared areas of the complex that you live or within the local community. Interactions with you will always be respectful with the knowledge that this same respect will be returned to our staff and contractors.

COMMUNITY IS THE KEY!

Residing in a property managed by our office means you are now a part of a community. Your level of engagement with your community is based on what you feel comfortable with. We will make appropriate referrals to assist you with any engagement you may wish to become a part of.

REPORTING A PROBLEM

We need you to inform our team of any required maintenance. It is important you notify us of any damage or required maintenance as soon as possible.

YOUR FEEDBACK IS WELCOMED

Your feedback about your experience with our team or any suggestions you may have are welcomed and encouraged. When delivered in a constructive and a clear manner we can use this information when we review our policies and procedures to ensure we provide a quality service to our clients and stakeholders.

How can you be involved with HCH?

- You can help by ensuring all staff and contractors are treated fairly, honestly and with courtesy.
- It is important to tell us if your situation or household circumstances have changed. We ask that you notify our office within 28 days of the change occurring. It is important that your information and the information of your household is always up to date.
- Throughout the year we will invite our tenants and stakeholders to attend and participate in a range of social activities
- Once a year we will ask you for your feedback on how we are meeting your expectations. We appreciate and welcome your input and will seek this information through a tenant survey sent to you for completion

Partnerships to achieve positive outcomes

HCH recognise that to be successful in providing safe and affordable housing, we must work in partnership with members of the larger community. It is important to us that we create opportunities for our clients. We will strive to strengthen our partnerships with the community housing sector, financial institutions, local councils, our colleagues and partners and those organisations that support our organisations operational goals.

HCH values sharing information and knowledge as this adds value to our service delivery. This ensures our organisation continues to build and maintain relationships internally and externally.

Community Development

To support our clients and to ensure we are building strong connections within our communities, HCH will make application for community grants which will result in a benefit to our clients and the community. HCH works to create sustainable communities with the intention for those communities to be connected to their neighbourhoods and the broader community.

HCH works with government and non-government agencies to assist tenants in sustaining their tenancies and to build stronger communities.