

OUR COMMITMENT TO YOU

Customer experience charter





Acknowledgement of Country

Hume Community Housing acknowledges Aboriginal and Torres Strait Islander people as Traditional Custodians of this land including Dharawal, Cabrogal, Wonnarua, Worimi and Awabakal peoples and the Dharug Nation whose lands Hume operates within. We pay our deep respect to the Elders past and present and acknowledge their continuing connection and contribution to the lands and waters.

Introduction

This Customer Charter outlines Hume’s commitment to providing our customers with an exceptional customer experience. It also outlines your rights and responsibilities as a customer or applicant when receiving our services and/or living in a Hume property.

The Charter includes expectations about appropriate customer and applicant communication and behaviour when interacting with Hume employees and contractors.

Our purpose

Hume creates opportunities for people to prosper.

We do this by:

- Developing and providing a wide range of rental housing options
- Connecting people with services and supports that contribute to vibrant and connected communities
- Supporting customers to maintain their rental tenancies and secure housing stability.

We believe a safe, secure, and affordable home is a human right and gives people a solid base so they can create a brighter future.



Service standards

What you can expect from us

This charter demonstrates Hume's commitment to a positive customer experience and our respect for customer diversity by:

- Delivering services in a culturally respectful manner
- Advocating for equal access to services for Aboriginal and Torres Strait Islander people
- Ensuring all information necessary to make informed decisions about your housing options is available
- Actively using translating and interpreting services
- Removing barriers to participation.

The Customer Experience we provide is:

Personal

We want our customers to:

- Feel known and heard.
- Supported by us.
- Have information and services tailored to meet individual preferences.

Simple

- We will remove the complexity for our customers and make interactions with us as simple and seamless as possible.

Respectful

- Our service delivery is compassionate and understanding, whenever we interact with a customer.
- Our customers should trust us to act in their best interests and believe their goals are our goals.

Professional

- All our customer experiences will align with what people expect and receive from other best practice organisations.

We will make it easy to access our services

We will do this by:

Providing multiple ways to get in contact with us.



Phone: Calling us on Free Call 1800 004 300: 24/7



Email: General Enquiries hume@humehousing.com.au



Repairs: repairs@humehousing.com.au



Online: Via the chat function on our website or by submitting an online form.



In Person: Visit us at one of our offices Monday to Friday 9am to 5pm

Keeping our website up to date with information that informs your choices and access to services.

www.humehousing.com.au

Offering access to a free translating and interpreting service

If you would like help from a translator, you can contact the Translating and Interpreting Service (TIS) on **131 450** and ask them to contact Hume on **1800 004 300**.

If you are deaf or have a hearing or speech impairment, please contact the National Relay Service (NRS) on: TTY: **133 677** Then ask for **133 464** Voice: **1300 555 727**.

Action and timeframe

- We will acknowledge and resolve your enquiries as quickly and efficiently as possible, ensuring that you do not experience unnecessary delays or frustrations.
- Hume are committed to providing a positive and personalised customer experience. We achieve this through ensuring employees receive ongoing training that fosters understanding and addresses customer needs.

Answer your calls

- We aim to answer your call within 5 rings.
- We will return your call within 1 working day.

Respond to your emails

- We will respond to your email within 2 working days.

Appointments

- Be on time for an appointment and if we are running late call and let you know.

Office Visits

- Aim to have someone speak to you within 15 minutes or arrange an appointment for you.

Property Inspections

- Provide you with 7 days' notice in writing.

Housing Applications

- Process your Social Housing application within 28 days.

Customer Wellbeing Visits

- Complete at least one visit per year.

Social Housing Rent Reviews

- Review your eligibility for a rent subsidy 2 times a year.

Urgent Repairs

- Respond within 4 hours if the issue is impacting your safety.

Non-urgent Repairs

Repair Category	Timeframe for Attendance	Repair Examples
Category 1	24 hours	Lights not working, blocked drains.
Category 2	48-72 hours	Stoves, common area washing machines and dryers, external door locks.
Category 3	10 days	Repairs for Specialist Disability Accommodation properties
Category 3	20 days	General repairs and maintenance that can't wait for Planned Works.



Rights and responsibilities

- At Hume, we aim to make our services accessible and inclusive
- We believe everyone deserves equal access to our housing programs and services regardless of their abilities or background
- We strive to create an environment where customers feel respected, understood, and supported in their dealings with our team
- We strive to provide accurate information, transparent communication, and timely resolutions to any issues or concerns
- As a customer of Hume, we thank you for treating our employees and contractors with an equal sense of respect, by behaving in a courteous and safe manner.

As a customer of Hume Housing, you have the right to:

- Be provided with safe and secure housing.
- Have your repair requests completed within the timeframes.
- Be listened to and have your views, your culture, and the choices you make taken into consideration.
- Receive prompt, professional, and courteous service.
- Have your personal information kept as confidential and your privacy respected.
- Be treated with respect.
- Let us know when we are doing a good job or need to improve.
- Appeal a decision we have made if you do not agree with it.
- Have access to easy-to-read information about our programs and services.
- Participate in Hume’s programs and activities.

You are responsible for:

- Paying your rent and bills on time and letting us know if there is a change in your circumstances.
- Reporting damages or repairs to us when they happen. Making sure guests and visitors at your home do not cause damage.
- Treating our employees and contractors with respect and behaving in a safe and courteous manner.
- Looking after your property and keeping it in good condition.
- Respecting the privacy of Hume employees and customers.
- Being a good neighbour and respecting the peace, privacy, and comfort of others.
- Understanding that sometimes we must make decisions that you may not like due to policy or legislation.
- Supplying us with the correct information by the given deadlines.
- Working with our employees and contractors, to gain access to your home for inspections and maintenance.

- All customers are entitled to the peaceful enjoyment of their home.
- We are responsible for taking reasonable steps to ensure that the conduct of customers or their visitors does not interfere with the reasonable peace or privacy of neighbours.
- If you have a complaint about a neighbourhood issue, we will manage this under a different timeline depending on what the problem is and it will be categorised as: minor, moderate, and severe.

Category	Types of Complaints	Response time to make contact with complainant	Make Contact with other neighbour/witnesses	Visit Alleged Offender	Liase with other agencies	Case Assessment / Action	Types of Complaints
Severe	Criminal activity	1 day	1 day	2 days	1 day	2 days	12 weeks
Moderate	Frequent disturbances	3 days	5 days	5 days	5 days	7 days	12 weeks
Minor	Infrequent or minor disturbances	5 days	5 days	10 days	10 days	10 days	3 weeks

Feedback on our performance

Complaints and appeals are an important way for us to be accountable to our customers and stakeholders, as well as providing valuable prompts to review our performance and the conduct of our employees.

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When a complaint is received, we will handle it in the following manner:

Acknowledgment

We will acknowledge receipt of complaints or appeals in 2 working days, either through automated systems or personal communication, to ensure the complainant knows their concerns have been received.

Investigation

We thoroughly investigate the details of the complaint, gathering all relevant information and evidence.

Fairness

We treat each complaint with fairness, impartiality, and without any bias.

Timeliness

We aim to resolve complaints and appeals within 20 working days depending on the complexity and nature of the issue.

Continuous Improvement

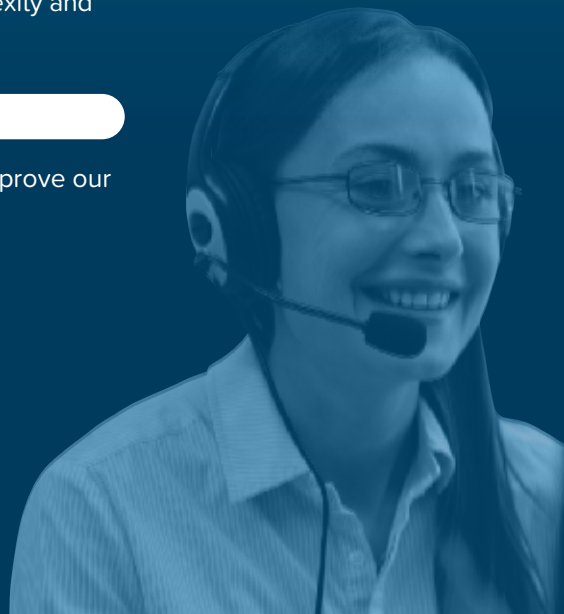
We utilise feedback from complaints to improve our products, services, or processes.

Privacy and security

At Hume, we commit to protecting your information and data. We are committed to upholding the highest standards of privacy and security, and we will continue to invest in measures that prioritize the confidentiality, integrity, and availability of your data.

We will only use and collect information that relates to Hume Housing functions, operations, or activities.

We will not use or disclose your personal information with other people or agencies without your permission unless we have concerns for your safety or are required to by law.






 **Fairfield**
7 Hamilton Road
Cabrogal Country
Fairfield
NSW 2165

 **Maitland**
464 High Street
Wonnarua Country
Maitland
NSW 2320

 **Raymond Terrace**
46 William Street
Worimi Country
Raymond Terrace
NSW 2324

 1800 004 300

 hume@humehousing.com.au

 humehousing.com.au

There's now even more ways to contact us:



Messenger



WhatsApp



Live Chat



Customer Service
Centre

ABN 66 647 041 988