



CUSTOMER SERVICE

AHV is committed to providing accessible, affordable, appropriate and secure housing that meets the social, cultural and economic aspirations of the Victorian Aboriginal community.

The Charter outlines the standard of service you can expect from AHV and what to do if you are unhappy with the service you receive. It also informs you of your responsibilities as a tenant.

What to expect from us, we will:

- Treat you with respect and dignity by providing a service that is friendly, fair and sensitive to your needs;
- Listen carefully and be helpful and respectful;
- Provide information so that you can make informed choices about your housing options;
- Conduct your housing business in a safe and non-threatening environment;
- Respect your privacy and keep your personal information confidential;
- Not release information to other external bodies unless required by law or by agreement with you;
- Respond to your queries as quickly as possible;
- Refer you to other agencies if we cannot assist you.

How AHV will make a decision:

- Explain to you the reasons for decisions which affect your housing;
- Where possible, involve you in decisions about your housing options;
- Hear your complaint if you are not satisfied with any part of our service;
- Assist you to exercise your right to ask for a review against a decision that we have made and which you think is wrong.

What you can expect from AHV in relation to your housing:

- Ensure your property is secure and is in good condition before you move in;
- Provide an information folder when you commence your tenancy;
- Fulfil our legal responsibilities to ensure your home is maintained;
- Give you 24 hours written notice when we need to inspect your property;
- Provide evidence of all rent payments received as requested;
- Comply with all legislative requirements as set out in the Residential Tenancies Act 1997.





What can you expect if you have a maintenance problem?

AHV will:

- Attend to your maintenance needs as quickly as possible;
- Let you know which items will be repaired and/or replaced and the timeframe of when we expect the work to take place;
- Ensure that all maintenance contractors engaged by us are qualified trades people;
- Ensure maintenance contractors employed or engaged by us carry identification, clearly showing their name, position and that they work on behalf of AHV.

What we ask of you if you have a maintenance problem?

Please:

- Give us your contact name and telephone number, which will be provided to the maintenance contractor to confirm or arrange a time to attend your property;
- Contact us about unsatisfactory or unacceptable work or behaviour by any contractor representing AHV, so that we can take action to remedy the problem;
- Request to see the contractor's identification on arrival at your property. (if the contractor does not produce any identification, you do not have to allow access to your property)

What we ask of you as a tenant?

Please:

- Pay your rent on the due date (if you experience problems paying your rent, contact your Housing Officer immediately);
- Let us know if there is any change in your household income or household member;
- Look after your home and use rental property for residential purposes only;
- Contact us if you're not happy with a decision we have made or feel we have acted unfairly;
- Respect the rights of your neighbours (contact us if you experience a problem with a neighbour);
- Maintain your obligations under your tenancy agreement;
- Be accountable for the actions of your household and visitors to your home;
- Advise us if you change your telephone number, so we can maintain contact with you.

What we ask of you when you apply for housing?

Please:

- Provide us with accurate information about household members or changes to your household composition and/or income, so that we can assess your eligibility for housing;
- Keep us informed of your current postal address and telephone number so that we can contact you;
- Arrange to pay off any outstanding charges owing.



Aboriginal Housing Victoria | ABN 38 006 210 546

www.ahvic.org.au | clientservices@ahvic.org.au | 1800 248 842