

What we ask of you as a tenant?

Please:

- Pay your rent on the day it is due if you are experiencing problems paying your rent, contact your housing officer immediately;
- Let us know if there is any change in your household income or a change in household members;
- Look after your home and use the rental property for residential purposes only;
- Contact us if you are 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

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 contractors identification on arrival at your property; if the contractor does not produce identification, you do not have to give access to your property



Aboriginal Housing Victoria



Aboriginal Housing Victoria

Customer Service
Charter

Customer Charter

The Customer Charter is for anyone who communicates with Aboriginal Housing Victoria (AHV) including people who are:

- Tenants
- Applicants

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

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

If you have any queries or comments about our charter, please contact us on **9403 2100** or email us at **info@ahvic.org.au**

What service you can 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 to you carefully and be helpful and respectful;
- Provide you with 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 to 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 do we make decisions?

We will:

- 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; and
- 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 housing can you expect from us?

We will:

- Ensure that your property is secure and that it is in good condition before you move in;
- Give you 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 rental 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 from us if you have a maintenance problem?

We 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, which clearly shows their name, position and that they work on behalf of AHV

What we ask of you when you apply for housing?

Please:

- Give us 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 so that we can contact you;
- If you have any outstanding charges owing, arrange to pay them off