



PACIFIC LINK
HOUSING

Home & Community

CUSTOMER SERVICE & EXPECTATIONS CHARTER

Our Mission

Pacific Link Housing aims to provide and further develop affordable and appropriate housing solutions for those in the community who are in greatest need. We operate within a culture of social justice, fairness and transparency and remain accountable to all stakeholders.

Our Commitment to you

The Pacific Link team will:

- Abide by our Code of Ethical Conduct
- Provide you with prompt, courteous, respectful and efficient customer service
- Respect your privacy and properly manage your personal information
- Provide information for you that is accurate and easy to understand
- Keep you informed of changes and inspections with due notice
- Take time to listen and understand your requests
- Always act with honesty and integrity and apply our policies consistently
- Correct any mistakes openly, honestly and quickly
- Continuously improve our service to you.

Our Standards

Response times:

- Phone calls – same business day or next, as far as possible.
- Letters and emails – acknowledge receipt same business day or next.
In person (no appointment) – within one hour or arrange a suitable alternative appointment.
In person with appointment – we will be on time or advise you if there is any delay.
- Emergency repairs for immediate danger to health or safety – immediate response on our after-hours phone line.
- Urgent repairs – response within 24 hours and actioned within 5 days.
- Routine repairs – actioned within 28 days.
- Complaints & Appeals – acknowledgement within two days and response within 21 days.

Our Expectations of You

- Treat our team with courtesy and respect
- Provide us with accurate information
- Respond to our requests on time
- Contact us if your situation changes
- Abide by your occupancy agreement terms
- Not harass, bully, threaten or defame our team, contractors or other tenants (in person, in writing or on social media)
- Not physically harm our team, contractors, other tenants or property.

Actions we will take

Where tenants or applicants do not abide by this Charter, we will:

- Terminate the conversation or meeting and refer to a manager
- Issue a verbal warning
- Issue a written warning
- Require a behaviour agreement to be signed
- Apply for a Specific Performance Order (SPO) at NSW Civil and Administrative Tribunal (NCAT)
- Apply to terminate a tenancy if an SPO is breached
- If serious threats, intimidation or harassment to our team or contractors persist, issue an immediate Notice of Termination
- If serious threats, intimidation or harassment to a neighbour persists, take legal action at NCAT.

Feedback

We welcome feedback to improve our performance:

Toll Free 1300 654 973

Phone (02) 4324 7617

Fax (02) 4324 1601

Email info@pacificlink.org.au