

# CUSTOMER SERVICE & EXPECTATIONS CHARTER

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## 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 and emails – same business day or next business day in peak periods.
- 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:

Phone (02) 4324 7617

Email [info@pacificlink.org.au](mailto:info@pacificlink.org.au)