



Customer Service & Expectations Charter

This Charter outlines mutual obligations that contribute to a successful tenancy and positive housing experience with Pacific Link Housing. We are dedicated to delivering exceptional service and working together with you throughout your tenancy.

Our Vision

Thriving and inclusive communities that benefit everyone.

Our Mission

We provide safe, secure and affordable homes for those in need.

Our Values

These values are at the core of our commitment to you and we work to embody them each day:

- **Respectful** - We work respectfully together, prioritise safety and support each other.
- **Responsible** - We continually learn and adapt to create social impact whilst maintaining financial sustainability.
- **Resolute** - We are determined to achieve, know our strengths, yet remain humble.

Our Commitment

The Pacific Link Housing team will:

- Follow our Code of Ethical Conduct.
- Offer prompt, respectful and efficient customer service.
- Respect your privacy and manage your information responsibly.
- Provide accurate information that is easy to understand.
- Keep you informed of changes and inspections with due notice.
- Take time to listen and understand your needs.
- Correct any mistakes openly, honestly and quickly.

- Act with honesty and integrity and apply our policies consistently.
- Continuously improve our service to you.

Our Standards

At Pacific Link Housing, we strive to meet the following response times:

- Phone calls: Same business day or next, where possible.
- Letters and emails: Acknowledge 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.
- Complaints & Appeals: Acknowledge within two days and respond within 21 days.
- Repairs & Maintenance:
 - Emergency repairs (significant danger to safety): Same day.
 - Urgent repairs: Within 1-3 working days.
 - Routine repairs: Within 28 days.

Our Expectations

To ensure a positive housing experience, we expect that you will:

- Treat our team with courtesy and respect.
- Provide accurate information.
- Respond to our requests on time.
- Inform 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 online).
- Not physically harm our team, contractors, other tenants or property.

Our Actions

To maintain a safe and respectful environment, Pacific Link Housing may:

- Terminate the conversation or meeting and refer to a manager.
- Issue verbal or written warnings.
- 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 of a neighbour persists, take legal action at NCAT.

Our Programs

Pacific Link Housing provides more than just safe, secure and affordable homes. We also offer programs to support your future goals and improve your housing experience. We host events and activities which create opportunities to meet your neighbours, chat with our team and discover new interests. We invite you to participate and become an active member of the Pacific Link Housing community!



For more information:

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Do you need help in another language?

Please contact the Translating and Interpreting Service (TIS) on 131 450