

Customer Service Charter

We are committed to providing customer service that is



Accessible

We will communicate using plain English, and will provide translator services as required.
We offer a variety of ways to contact our team to ensure ease of access for all our customers.



Respectful

We will always identify ourselves when we make contact with you. We will be respectful, professional, culturally safe and inclusive in all our communication.



Responsive

We are committed to resolving matters as and when they arise or working with you to agree on a timeline for resolution



Confidential

Keep all personal information and correspondence confidential in accordance with relevant laws

We will respond to you within the following timeframes



Our team endeavours to respond to all communications within 2 business days.

*within business operating hours of Monday to Friday, 9.00am to 4.30pm



Acknowledge complaints and appeals within 2 days* and complete the process within 21 days*



Respond to Repairs and Maintenance requests in accordance with the timeframes set out in the Residential Tenancies Act 1999 (NT)

How you can help us meet these standards:

- Let us know as soon as possible if your contact details change
- Ask questions if you feel unsure about the information you have been provided
- Let us know how we are doing by providing compliments, complaints or feedback
- Always treat our team members with respect
- Provide us with honest and accurate information when requested
- Tell us as soon as possible if you have a problem relating to your tenancy so that we can work with you to find a resolution and avoid unnecessary worry.