



**VENTURE**  
HOUSING COMPANY

# Customer Service Charter

# Our Customer Service Approach

- ▶ Venture is committed to respectful, responsive, professional and supportive relationships with our tenants. We will always engage with you in a manner consistent with our values.

# Our Values

- ▶ We are proudly Territorian
- ▶ We are trustworthy, professional and subject matter experts
- ▶ We are innovative, collaborative and nimble
- ▶ We will continue to maintain high standards of governance and compliance
- ▶ We are inclusive, approachable and caring

# When you contact Venture, we will:

## Be easy to contact

- Provide accurate details of who you can contact and how to contact us
- Ensure communication is in plain English, and provide translator services where required
- Ensure our office is easily accessible

## Treat you with respect

- Always address you by name and speak to you in a friendly, kind and professional manner
- Identify ourselves when we call you and always wear a name badge when we visit your home
- Be culturally appropriate where applicable and appropriate

## Always maintain your privacy

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

## Action matters promptly

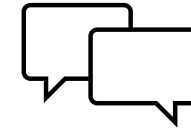
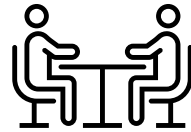
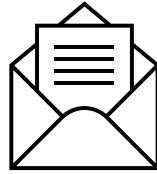
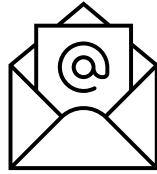
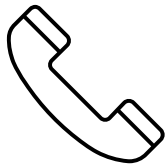
- Aim to resolve matters as and when they arise or provide a timeline for resolution
- Support our tenants to maintain their tenancies by addressing things before they arise



## How you can help us meet these standards

- Always treat us with respect
- Provide accurate information when requested
  - Read the information we provide to you
  - Let us know if your details or situation changes
- Let us know how we are doing by providing compliments, complaints or feedback

## Our response times



Missed Phone Calls

Emails

Letters

In person

(no appointment)

Emergency and

Urgent Repairs

Non-urgent

Repairs

Complaints & Appeals

We will respond to missed phone calls within 24 business hours

We will respond to emails within 24 business hours

We will respond to your letter in 5 business days

We will aim to see you as soon as possible or arrange an appointment

Emergency Repairs: Within 24 hours

Urgent Repairs: Within 24 -72 hours

Within 21 days

Acknowledge Complaints and Appeals: 2 business days

Complete Complaint and Appeal process: 21 business days