

CUSTOMER SERVICE & EXPECTATIONS CHARTER

This charter outlines Bric's customer service commitment to tenants and customers, and our expectations of tenants and customers.

Our Commitment to You

The Bric team will:

- 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, including access to interpreters if required or requested
- Keep you informed of changes to our services
- Provide notice of any inspections and entries including correct notice timeframes
- Take time to listen and understand your requests
- Act with honesty and integrity and apply our policies consistently
- Correct any mistakes openly, honestly and quickly
- Act and make decisions in a way that is compatible with human rights
- Promote a safe environment and mutual respect between tenants and neighbours

Our Standards

We will respond to you within the following timeframes:

Phone calls and emails

- same day, or next business day

In person:

- with appointment – we will be on time or advise you if there is any delay
- without appointment - within an hour, or arrange a suitable alternative appointment

Repairs:

- Immediate danger to health or safety repairs - within 1 hour
- Emergency repairs - within 4 hours
- Urgent repairs - within 24 hours
- Non-urgent repairs - within 14 days

Complaints and Appeals:

- We will acknowledge within 2 days
- We will respond within 21 days.

Our Expectations of You

Bric expects tenants and customers to:

- Treat our staff, contractors and other tenants with respect and courtesy – if you don't do this, we will take firm action to address
- Provide us with accurate information and contact us if your situation changes
- Respond to our requests on time
- Abide by the terms of your tenancy agreement
- Not harass, threaten or defame our team - in person, in writing or on social media
- Not physically harm our team, contractors, other tenants or property.

We welcome your feedback to improve our performance:

Phone: **(07) 3230 5555** Website: **bric.org.au**

Email: **info@bric.org.au**