

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, respectful and efficient customer service
- Respect your privacy and manage your personal information as required by law
- Provide information for you that is accurate and easy to understand, including access to interpreters or assistance with reading
- Keep you informed of changes to our services
- Issue a notice of inspection, as required by law, and be respectful whilst in the property
- Take time to listen and understand your requests and treat any feedback or complaints confidentially and professionally
- 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:

- We will acknowledge within two business days or in the timeframe agreed with you

In person:

- With appointment – we will be on time or advise you if there is any delay
- Without appointment at our office - within an hour, or arrange a suitable alternative appointment

Repairs: (NB timeframes for Bric to arrange 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 – disrespectful behaviour is not acceptable e.g. yelling at a staff member may be classed as disrespectful behaviour
- Not physically harm our team, contractors, other tenants or property.
- Provide us with accurate information and contact us if your situation changes
- Respond to our requests as soon as possible when we contact you
- Report all maintenance concerns to us ASAP
- Abide by the terms of your tenancy agreement
- Not harass, threaten or defame our team - in person, in writing or on social media.

We welcome your feedback to improve our performance:

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