

Building Homes, Growing Communities.



Service Charter

Our promises to you



This is your service charter. Here we outline what you can expect from us as a leading Community Housing Organisation. Whether you are an applicant, resident, community member, service provider or government agency; these are our promises to you.

Here's what you can expect from us

If you are homeless

If you present at our office and are homeless, we will:

- Provide a referral to a range of homeless person services who will seek to find you somewhere safe to sleep that night
- Assess your eligibility for Temporary Accommodation and help you access this service
- Arrange a priority interview to further assess your housing needs within x days
- Refer you to the relevant after hours service if it is after 4pm
- Advise you on ways of securing permanent accommodation, and apply for Social Housing if required

If you are an applicant

For individuals and families applying for Social Housing, we will:

- Endeavour to keep the process as simple as possible – we're here to help
- Provide you with the necessary documentation to complete your application
- Refer you to a legal advice service if you are under 18 to ensure you understand your rights and responsibilities as an applicant
- Process your application within 28 days of receiving all the necessary documents from you
- Arrange an interview with one of our specialist staff if we have identified an urgent need for housing
- Use our best endeavours to house you within 6 months if you are approved as urgent
- Respond to your requests for further information regarding your status on the housing waiting list. However, we can't provide precise timeframes regarding when you will be housed
- Not remove you from the waiting list, unless you fail to respond to our contact requests made in writing on at least two occasions

If you are a member of the broader community

We aim to be transparent and open in our dealings, whilst upholding the confidentiality of our residents. For the broader community, we will:

- Receive feedback regarding our services, properties and residents
- Respond to feedback within the limits of applicable law. We may act directly or refer the matter to another body for review or resolution
- We will not hide behind, but will maintain the confidentiality and rights of our residents

If you are a service provider

Working collaboratively with service providers to reduce the impacts of homelessness and support safe, sustainable tenancies, we will:

- Negotiate and implement documented Support Agreements for individuals or Service Level Agreements with organisations
- Ensure our agreements are tailored to meet the needs of our Residents and their Communities. We will deliver on our agreements
- Review all agreements at least every 12 months to ensure their currency, relevance and that we are doing what we agreed to do

If you are a government agency

For our funding bodies and stakeholders, we will:

- Work collaboratively to deliver services which meet the local need of people who are Homeless, as well as low and moderate income earners
- Use our best endeavours to meet all contractual requirements
- Develop and adopt delivery models and practice which is guided by contractual requirements, evidence based practice and informed by relevant policy drivers

If you are a resident in an Argyle property

Some of the things you can expect from us is to:

- Work with you to maintain your tenancy
- Provide referral to support agencies to assist you manage life's challenges when they arise and you need help
- Be given rent receipts when you pay your rent in one of our offices
- Have reasonable security provided for your property
- Have necessary repairs carried out in a timely manner
- Provide reasonable notice when we need to enter the property including 7 days for an inspection and 2 days notice for repairs, unless those repairs are urgent
- Be given 60 days written notice of any rental increase

We will assist during the tough times

We recognise that your situation may change, and we will work with you to continue to maintain your tenancy. Where necessary, we will endeavour to:

- Provide flexible payment options for your rent and non-rent debts
- Refer you to a range of support services to assist you overcome your personal and financial challenges
- Provide professional and courteous support at all times

We will listen and respond

- We will take the time to listen and understand concerns raised with us

We'll keep you informed

- When something changes which impacts your relationship with us, or we require you to do something, we'll keep you informed. This includes providing:
 - Courtesy phone calls if we are not able to make an appointment on time
 - Sixty days notice if your rent is going to increase
 - Seven days notice for property inspections
 - Quarterly newsletters letting you know what's going on in regard to our business and your community

Property Standards

Argyle will provide clean, safe and secure properties which meet or exceed industry benchmarks

If things go wrong with your property – responsive maintenance

We will respond within the following timeframes to address issues raised with us:

- Four (4) to twenty four (24) hours for safety issues. For example, if there is a gas leak in the property or a dangerous electrical fault, or the property is unable to be secured, a contractor will be at your property within 4 to 24 hours. If a complete repair is unable to be carried out at the time, the contractor will ensure the property is safe and schedule another time to return to complete the repair
- Twenty four (24) hours for significant repairs which do not pose a health or safety risk but cause significant inconvenience. For example, if your hot water system is not working, or your cooking appliances fail, a contractor will be at the property within twenty four hours. If the repair is unable to be completed a temporary repair may be carried out and the contractor will schedule a time to return to the property to complete the repair
- Five (5) working days for items which may cause inconvenience or lead to further damage if left unattended. For example, if you report dripping taps or cupboard doors falling off, a contractor will attend to the repair within five working days
- Twenty eight (28) days for minor repairs which are not critical. For example if you report a minor issue such as a window or door sticking the repair may take up to twenty eight (28) days to be carried out

Maintaining your property – cyclical maintenance

We will plan cyclical maintenance of properties to ensure items are replaced when they have reached the end of their life. You may be contacted from time to time during your tenancy by a Maintenance Officer. A request may be made for an additional inspection to be carried out. The reason for these inspections is to ensure your property remains safe and secure and that we are continuing to meet or exceed industry benchmarks. If a Maintenance Officer inspects your property and notes that an item has reached the end of its life, replacement may be arranged.

Getting involved The Tenant Voice Project

There are a number of ways you can get involved with Argyle. Our Tenant Voice Project provides you with the opportunity to:

Access a range of programs we offer to help you gain and maintain a tenancy

- Provide input into the policies and direction of our organisation
- Provide feedback about our performance – how well we are meeting your needs
- Participate in a range of social activities

Community Development

As part of our building stronger connections with our communities and supporting our clients, we will:

- Facilitate applications for community grants and activities which have a direct benefit to our clients and the broader community
- Work to create sustainable and resilient communities that are connected to their neighbourhoods and the wider community

Our conduct

At all times you can expect to be treated in a manner consistent with our Values. We may not always provide the answer you desire, but we commit to always communicating in a professional manner. If you feel we have breached our Values, please tell us.

- Feedback and continuous improvement
- We operate in an ever-changing and evolving environment. If you have an idea on how we can improve the service we delivery to you, please let us know. We have a particular interest in your feedback regarding:
 - How well we communicate with you, and how we can do it better
 - How we can simplify the way we work together
 - Reducing the cost of what we do, so we can invest more funds into additional housing

Here's what we expect in return

A safe environment

Whether it's in our office or in your home, our staff are entitled to work in a safe environment. The safety of our staff is our highest priority. We require our staff be able to access properties in a safe manner and that their respect for you be provided to them also.

Honour your lease or occupancy agreements

We will work with you to maintain your tenancy. For us to do this, you must comply with your lease or occupancy agreement. This includes:

- Paying your rent on time
- Paying your water usage and other applicable charges
- Advising us if your income changes
- Requesting consent for new occupants, pets or before making any alterations to the property
- Not using the property for unlawful activities

Help us maintain your property

In order for us to maintain your property, we require you to inform us of any damage or maintenance requirements as soon as practicable

Help us create a better community

You are entitled to quiet enjoyment of the premises.

Help us create a better organisation

Your feedback about our services, delivered in a clear and constructive way is the best way of us hearing your thoughts and ideas, and allows us to review our policies, procedures and practices. Please continue to provide you feedback.

About Argyle Community Housing

Argyle is a community-managed, not-for-profit, housing organisation who exist to provide safe, secure and sustainable housing to low and moderate income earners. We believe that the provision of housing is the cornerstone to a better future. It is a foundation for individuals and communities to realise their potential, and move towards a better tomorrow.

We have 25 years experience in managing a diverse portfolio and currently manage over 2200 properties in NSW and the ACT. More importantly we understand our local communities, put the interests of our clients first and in partnership with our clients and other agencies, provide services that build better communities.

Our Vision

By providing housing as the foundation, we assist our clients and their communities to achieve a better future

Our Values

Diversity

We respect the diversity of our clients

We recognise that our clients are from different cultural and ethnic backgrounds and face a range of different challenges. Regardless of their circumstances we will respect that each client is an individual

Partnership

We value partnerships

Our work requires us to provide to our clients information, guidance support and access to relevant services. By partnering with our clients and with service providers, we provide for them valuable opportunities to make their own choices.

Collaboration

We collaborate with members of our community to achieve positive outcomes

We recognise that to be successful in our business and to create opportunities for our clients, we must work in collaboration with all members of the broader community. This is not limited to just service providers and support agencies but includes local Councils, the social housing sector, financial institutions, our colleagues and partners and any organisation the supports our organisational goals

Opportunity

We create opportunities for a better 'tomorrow' for our clients and our communities

By providing clients with access to accommodation and services as necessary, our clients have an opportunity to take some control of their future. At Argyle, we provide a platform (in the form of housing) for positive change and wellbeing.

Support

We value a constructive and collaborative work environment

Through the expression of respect, support and appreciation we create an environment of mutual good-will. By co-operating and sharing information and knowledge we add value to our service delivery and build lasting relationships internally and externally.

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