

Argyle Tenant Charter

Our Service	Our Target
At Our Counters	
Waiting time	100% of our tenants are greeted within 2 minutes 90% of our tenants are assisted in 10 minutes
Responding to the tenant's enquiry	Accurate information 100% of the time
Staff wearing their uniform	100% of the time
When Contacting Argyle	
Answering the phone	Within 10 rings with a correct greeting and your first name
Responding to phone messages	Within 1 working day for emails Within 5 working days for letters
Responding to written correspondence i.e. letters, emails	Within 1 working day
Complaints and Appeals	Outcome within 28 days
Available for phone calls	100% of the time
Maintenance	
Emergency Repairs	0 – 4 Hours
Urgent Repairs	4 – 24 Hours
Routine Repairs / Non Urgent	24 hours to 7 Days 7 Days to 28 Days
Domestic Violence	Argyle says No to Domestic and Family Violence.
Internal Communications	Respectful and Polite in all communication.
Privacy	Argyle are committed to maintaining strict confidentiality in relation to client records, application records, and any other documents of a personal nature.
Cultural	Argyle Community Housing Respects the Traditional Custodians of Australia and values their rich culture and historical significance.
Equal Opportunity	Argyle Community Housing is an Equal Opportunity Employer, an Employer of Choice for Women and we are proudly working towards becoming a White Ribbon Accredited workplace. People of Aboriginal, Torres Strait Islander and other culturally and linguistically diverse backgrounds are encouraged to apply for employment with Argyle. People living with a disability are also encouraged to apply.

