

# Compass Housing Services' Client Service Charter

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The following information is both a guarantee of service expectations our clients can expect from Compass Housing Services, as well as, expectations of the organisation upon its staff, in fulfilling the duties of an employee with regard to adherence to company values in relation to client service provision.

## **Client Service Values**

Compass Housing Services will treat our service users, partners, and stakeholders with empathy, respect, cooperativeness and diligence.

## **Our Service Commitment**

This Client Service Charter guides Compass Housing Services' commitment with our clients. We value our clients and have introduced this charter as an expression of our firm commitment to providing a high standard of service, providing greater detail of Compass Housing Services' values and ensuring consistency and sustainability in service delivery.

## **Our Client Service Standards**

Compass Housing Services actively pursues the highest level of service standards in the provision of housing to our clients. Our services are administered in accordance with Compass Housing Services' policies and procedures. We monitor and review our performance consistent with our commitment to the continuous improvement of the service we provide.

It is the expectation that all managers and staff will actively pursue the consistent provision of a high calibre of client service to our clients and excel in this area.

## **Clients can expect that;**

1. Compass Housing Services staff will give respect to all inquirers and clients and approach each enquiry with diligence, courtesy and empathy. Compass Housing Services staff will demonstrate fair, ethical and professional behaviour with their dealings with inquirers and clients.
2. Compass Housing Services staff will display objectivity and unbiased attitudes in their decision making with our clients, and will provide reasons for any decision we make  
Compass Housing Services staff will be positive and helpful to our inquirers and

clients, and will endeavour to provide accurate advice, and answer inquiries in a timely manner.

3. Compass Housing Services staff will ensure to respect our clients privacy and confidentiality.
4. Compass Housing Services staff are entitled to and can expect to be similarly treated and will reserve the right to disengage with any inquirer or client who is excessively harsh, accusative, belligerent or hostile.
5. All managers and staff are required to be strong on demanding a high degree of client service from their colleagues and pursue excellence in the area of client service provision.

### **How you can help us:**

1. Treating our staff and contractors honestly, fairly and with courtesy is an obligation under your tenancy agreement. Being mindful that we are required to administer policy within our guidelines, as well as those set by Housing NSW. Telling us if your personal circumstances change at any time so that we can keep your personal information accurate, complete and up-to-date. Allowing reasonable access to your home for staff and contractors when inspections or maintenance is scheduled.
2. Abiding by the Complaints and Appeals procedures in bringing such matters to our attention for review and action.
3. Endeavouring firstly to contact the proper Compass Housing Services office or officer that relates to your inquiry/ies, if known.

### **Client Service Protocols**

1. Any inquirer, who contacts any Compass Housing Services office or Compass Housing Services staff member, by phone or in person, will be offered the appropriate assistance so their inquiry is dealt with at the office called. Staff are to ensure one of the following procedures is followed;
  - a. message recorded and forwarded to the relevant personnel;
  - b. an appointment scheduled
  - c. only in extreme cases should the inquirer be given another number or told to go to another office, unless they have previously been made aware
2. An inquirer will be given a choice as to whether or not they choose to leave a message, have their phone call returned or otherwise dealt with by the receiver to the best of their ability. Inquirers or clients, who arrive without an appointment, will be encouraged to do so in future for the provision of good service. In the instance the subject staff member is unavailable an appointment should be made for them and, if practicable, close to their time of arrival, rather than the inquirer having to return on a later date.
3. Left messages will be returned by the relevant staff member on the day they were left. If that is impractical, the next working day.

4. All staff will be responsible to ensure that during any planned periods of absence over one working day, that their desk and mobile phone messages and automatic email responses state the period of absence and what an inquirer can do to further their inquiry.
5. Supervising and facility managers will ensure that office messages are checked during periods of extended absence.
6. All clients being tenants/residents will be offered a contact person who handles general inquiries and triaging issues or a specific housing manager and any changes to that arrangement should be notified to the tenants/residents at the first practicable opportunity.
7. All staff will be diligent to provide excellent client service to all clients and comply with all laws, contracts, policies, procedures, guidelines and other relevant obligations to the best of their ability.
8. The benchmarks of the complaints and appeals system are to be encouraged and strictly adhered to.
9. All departmental and branch staff meetings will have a permanent agenda item – 'Excellence in Client Service' and promote continuous improvement in this area.

## **Service Improvements**

- If you find you are dissatisfied with the service we have provided, we encourage and appreciate your feedback. It helps us to know when we haven't met the service standards and protocols outline in our Client Service Charter.
- Your feedback, and any compliment's or complaints, provide us with an opportunity to improve our service to you – and it's nice to know when you think we have done a great job.
- Consistent with our commitment to continual improvement, we will review our Client Service Charter annually. We encourage input and feedback on the charter from our clients, staff and other key stakeholders.