Customer Service

What you can expect from us

Our Customer Service Approach

People are at the heart of Bridge Housing. We value our customers and deliver services with fairness, respect and sensitivity.

Here is our commitment to customer service and the standard of service delivery you can expect from us.

When you contact Bridge Housing, we will:

Make it easy for you to reach us

- You can contact us by phone, email, through our website or in person
- We'll let you know our availability and provide emergency contacts when needed.
- Our offices will be easy to access and clearly marked
- If you need an interpreter, we'll arrange one for you.

Provide clear, accurate and straight forward information

- Our information will be consistent, jargon-free and easy to understand.

Protect your privacy

- We will keep your personal details and feedback confidential, following privacy laws and standards.

Treat you with respect and kindness

- We will call you by your name and communicate in a friendly and professional way
- We'll introduce ourselves on the phone and wear a name tag when we visit
- We'll clearly explain what information we need from you and follow up if it is missing.

Handle your concerns quickly

- We'll try to resolve your issue right away. If we can't, we'll set a time to get back to you
- If you are a tenant, we'll help you to maintain your tenancy by addressing problems early.

If you are a tenant or service partner, we will:

Give you ways to shape our services

- We will listen to your views, including from people who don't usually participate
- We will help you set up and run Tenant Advisory Groups (TAGs)
- We will support you to connect with each other and your wider community
- We will send you quarterly updates through the tenant newsletter.

Provide a clear and easy-to-use feedback and appeals process

- We will make sure our policies and processes are simple to find and understand
- We will keep a record of your issue, feedback or complaint and update you on our actions to resolve it.

How you can help us meet our standards

Please:

- Treat us with courtesy and respect
- Provide us with accurate information
- Read the information we send to you, or ask someone to read it to you
- Let us know if your details or situation changes
- Tell us if there is anything you don't understand
- Give us feedback on our performance. You can do this by contacting us on: **customerservice@bridgehousing.org.au or the Customer Care Hub (02) 8324 0800**

Your feedback is important to us.

Please contact us on **customerservice@bridgehousing.org.au** or via our website: **www.bridgehousing.org.au**

Response Times

Missed phone calls	We will return your call within one working day.
Emails	We will respond to your email within 2 working days.
Appointments	We will be on time for appointments or inform you if there is a delay.
In-person visits without an appointment	We will try to meet with you within 10 minutes or arrange an appointment.
Housing applications	We will process your application within 40 working days.
Tenant wellbeing visits	Visit you within 8 weeks of you signing your lease and then at least once a year.
Rent statements	We will provide your rent statement every quarter.
Rent reviews	We will review your rent subsidy twice a year in March and September.
Repairs	We provide a 24-hour emergency repair service. We will let you know who will do the repairs and a timeframe for when they wil be done. **Emergency Repairs:** We will respond within 4 hours. **Urgent Repairs:** We will respond within 24 hours. **Non-urgent repairs:** We will respond within 21 days (non-urgent repairs may be added to a future Home Improvement Program).
Complaints and appeals	We will acknowledge your complaint or appeal within 2 working days. We will complete the complaint or appeal process within 21 days.

Our Website has been translated into several different languages:

Vietnamese

Vui lòng truy cập website của chúng tôi **www.bridgehousing.org.au** để đọc thông tin này bằng tiếng Việt

Arabic

لقراءة هذه المعلومات باللغة العربية يرجى زيارة موقعنا الإلكتروني
www.bridgehousing.org.au

Spanish

Por favor, visite nuestra página web **www.bridgehousing.org.au** para leer esta información en español

Chinese

请访问我们的网站
www.bridgehousing.org.au
阅读中文简体信息

Please visit our website and use the Google Translate function for other languages.

Contact Bridge Housing

Visit us

Central: Level 9, 59 Goulburn Street, Sydney

Northern Beaches: Level 1, 660-664 Pittwater Road, Brookvale

Call us

Customer **Care Hub** **02 8324 0800**

Write to us

PO Box 20217, World Square NSW 2002

customerservice@bridgehousing.org.au

www.bridgehousing.org.au

MyBridge Tenant Portal: my.bridgehousing.org.au

We will review and monitor these standards with our partners every two years.