



Service Timeframes

	Phone Calls	We will return your call within 2 working days (even if it is to let you know we don't have an answer yet, but we are following it up)
	Emails	We will reply to your email within 2 working days (even if it is to let you know we don't have an answer yet, but we are following it up)
	Messages via Social Media	We will reply to your message within 1 working day (even if it is to let you know we don't have an answer yet, but we are following it up)
	Appointments	We will be on time for appointments or let you know as soon as possible if there is a delay
	In person –no appointments	We will aim to have someone meet you within 15 minutes or arrange an appointment with the appropriate person
	Home Visits	We will aim to conduct home visits for every new tenant within 8 weeks of signing your lease
	Social Housing Applications	We will process your housing application within 60 days
	Affordable Housing Application	We will process your affordable housing application within 1-2 working days, if all documents are received
	Rent Reviews	We will complete and advise of rent review changes within 10 working days and keep you informed if there are any delays (excluding biannual bulk rent review periods)
	Emergency Repairs	We will respond to all emergency repairs within 4 hours, or as quickly as possible
	Urgent Repairs	We will respond to all urgent repairs within 24 hours, or as quickly as possible
	Non-Urgent Repairs	We will respond to all non-urgent repairs within 14 days, or as quickly as possible
	Handyperson Repairs	We will respond to all handyperson repairs within 28 days
	Outstanding Repairs	Where we cannot meet the outlined repair timeframes, we will keep you informed of any updates or delays
	Work Orders	We will advise within 1 working day of work being approved and we will provide you with your work order reference number within 24 hours
	Complaints or Appeals	We will acknowledge your complaint or appeal within 3 working days and provide a response within 20 working days



Our commitment is that we are responsive to customer requests and that we aim for first-time resolution within our identified timeframes. Where we cannot meet these timeframes for response, we will communicate transparently and manage customer expectations.