



Women's Property Initiatives creates new beginnings for women by providing permanent, affordable homes.

This mission is achieved by:

- Increasing the supply of **secure, high-quality, affordable** housing
- Providing **exceptional** property and tenancy management
- **Supporting** tenants to achieve personal wellbeing
- **Building** communities in collaboration with our tenants
- Partnering to **achieve** these outcomes
- Advocating for women across a range of forums

Values that underpin everything we do are:

- **Equality**
- **Empowerment**
- **Agility**
- **Synergy**
- **Positivity**
- **Permanency**

Our Service Commitment

Service & Response Time

Phone calls

- If you leave a voicemail, we will endeavour to get back to you within one working day

Emails & Letters

- If you send an email or letter, we will acknowledge it within one working day from when we receive it

In Person

- If you present to the office in person, we will do our best to help you. If we can't, we will inform you of the right person or service to contact

Appointments

- If we need to cancel an appointment, we will advise you at least one working day prior, unless there are exceptional circumstances

Housing

- New tenants receive a WPI Welcome Pack on the day the lease is signed. We will contact the new tenants to see how they are settling in within the first four weeks

Property Inspections

- We will visit and inspect your home at least once a year to make sure it is safe and maintained

Tenant Newsletters

- We will publish a newsletter every three months that provides relevant updates about WPI and our services

Urgent Repairs

- We will complete the repair within 24 hours of it being reported

Non-Urgent Repairs

- We will endeavour to complete the repair within 14 days of it being reported

Complaints and Feedback

- We will acknowledge your complaint, conduct an investigation and respond within 30 days of it being submitted. We appreciate any feedback you have to improve our services

**Customer
Service
Charter**



What You Can Expect From Us

What we'll do for you

Respect

I have the right to be treated with respect and dignity

- Abide by the **Victorian Charter of Human Rights**
- Treat everyone with **courtesy** and **respect**
- **Listen** and **learn** from your opinions, cultures, beliefs and values
- Provide training to our staff to **improve** how we work

Safety

I have the right to live in safe housing and receive high quality service

- Abide by the **Residential Tenancies Act 1997**
- Respond **promptly** to safety concerns
- Undertake annual inspections of **all** homes
- Ensure our offices are **clean, presentable** and **welcoming**
- Provide tenants **secure, affordable** housing through tenancy agreements

Communication

I have the right to be informed about services provided

- Respond in a **friendly, timely** and **appropriate** manner to your enquiries
- Ensure that information about our services is **accurate, available** and **accessible** to help you make **informed** decisions
- Provide you **free** access to interpreters and translators if required

WPI acknowledges and pays respect to past, present and emerging Traditional Custodians and Elders of this nation and the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander peoples.

WPI is wheelchair-accessible. Please call us on (03) 9664 7800 before visiting our office



Participation

I have the right to be included in deciding how WPI operates and improves

- Conduct **tenant satisfaction** surveys every two years
- Inform tenants of **how** to participate in the organization's activities and opportunities on offer
- Ensure tenants who require support to sustain their tenancies are **helped** to do so

Privacy

I have a right to privacy and my personal information is kept confidential

- Abide by the **Privacy Act 1988** that underpins our Privacy Policy
- Provide you with a **confidential** space to discuss your needs with staff in person
- Make it easy for you to **access** your information

Complaints and Appeals

I have a right to comment on decisions and have my concerns addressed

- Make the complaints and appeals process **clear** and **accessible**
- Register, investigate and respond to **all** complaints and appeals within 30 days and keep you updated on the progress
- **Advise** you of avenues to pursue if you are dissatisfied with a decision

What We Expect From You

What you can do for us

Respect

Our staff have the right to be treated respectfully

- Treat staff with **courtesy** and **respect** when contacting us. They are here to help you
- Abide by the terms and conditions of the **Residential Tenancy Agreement**
- Take **care** of your **home** and be a **good neighbour**
- Pay rent on **time** and in **advance**

Safety

Our staff have the right to work in a safe environment

- Allow **safe** access to your home for staff and contractors when needed
- Allow our staff to do our work **without** aggression or violence
- Notify us **immediately** if your home is not safe

Communication

We want to provide the most appropriate service to you

- Provide us with **accurate** information about **your housing needs**
- Notify us of any **changes** to your household, contact details, income or housing needs
- Seek **approval** before making modifications to your home
- Let us know if you will be absent from your home for **more** than four weeks

Participation

We want activities, events and forums to be successful

- Be **friendly** when participating in programs, activities and meetings
- Engage **cooperatively** with staff and other participants

