

CUSTOMER RIGHTS & RESPONSIBILITIES

Customer Rights

Applicants and Tenants will:

1. Be offered safe, secure and affordable housing, as long as they meet eligibility criteria
2. Be entitled to the peaceful enjoyment of their home
3. Have the right to responsive repairs to be done as quickly as possible and within service standard
4. Be provided with fair and consistent services, without discrimination
5. Be given timely and relevant assistance, including access to translators, where required
6. Be encouraged to provide feedback on service delivery
7. Be supported to complain or appeal if they do not agree with a decision
8. Have their privacy and confidentiality respected at all times
9. Be assured that if the service cannot meet their needs, we will make every effort to refer them to a service which can

Customer Responsibilities

Applicants and Tenants will:

1. Pay rent and water charges on time, as required
 2. Look after their property by keeping it clean and tidy and letting us know about any repairs and maintenance as soon as possible
 3. Provide access to their property, when required
 4. Treat neighbours, staff and contractors with respect by refraining from any aggressive, racist, homophobic, or sexist behaviour
 5. Ensure that visitors respect the peace and privacy of neighbours and do not cause any intentional damage
 6. Show respect and consideration by not storing personal items in common areas
 7. Commit to finding a fair solution to any conflicts or complaints that may arise
 8. Not keep pets without permission or feed wild animals
 9. Leave the property in good condition at the end of the tenancy
 10. Follow expectations as set out in the tenancy agreement
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Arabic

131 450 الرقم على الهاتف عبر الفورية الترجمة بخدمة الاتصال يرجى
المستند هذا ترجمة في مساعدة إلى بحاجة كنت إذا

Chinese

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French

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Greek

Παρακαλούμε καλέστε την Υπηρεσία Διερμηνείας Τηλεφώνου στο 131 450, εάν χρειάζεστε βοήθεια για τη μετάφραση αυτού του εγγράφου

Hindi

यदि आपको इस दस्तावेज़ का अनुवाद करने में सहायता की आवश्यकता है, तो कृपया 131 450 पर टेलीफोन व्याख्या सेवा को कॉल करें

Korean

이 문서를 번역하는 데 도움이 필요하시면 전화 통역 서비스 131 450 번으로 전화하십시오.

Polish

Zadzwoń do działu tłumaczeń telefonicznych pod numer 131 450, jeśli potrzebujesz pomocy w tłumaczeniu tego dokumentu

Somalian

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Spanish

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Vietnamese

Vui lòng gọi Dịch vụ Thông dịch qua Điện thoại số 131 450, nếu bạn cần giúp đỡ dịch tài liệu này