



safe, secure and affordable housing

Code of Practice

The following principles outline the level of services you can expect to receive when dealing with Housing Services.

Courteous service

You can expect staff to:

- be friendly and courteous;
- treat you with dignity and respect;
- treat you fairly;
- address you in the correct manner; and
- respect your privacy; treat information about you confidentially.

Efficient service

You can expect staff to:

- answer your telephone call as quickly as practical and tell you their name and work area;
- respond to telephone messages by the next working day;
- reply to written correspondence within 5 working days;
- ensure that counter areas are attended;
- help identify and define your needs; and
- suggest alternative solutions on sources of information if Housing Services is unable to provide assistance.

Accurate information at all times

You can expect staff to be:

- trained to deal with your enquiries; and
- fully informed about Housing Services, policies and procedures.

Prompt Repairs

When repairs, which are Housing Services responsibility,

are needed to your rental property we endeavour to meet the following time frames:

- Immediate – 4 hours
- Urgent – 2 working days
- Routine – 10 working days

When you contact us we will tell you which category your request falls into. (Please note, these time frames may vary in remote areas).

Information

Providing accurate information is vital to ensure that members of the public have access to appropriate housing assistance.

Easy to read and up to date information including brochures, fact sheets and publications are available at all Housing Services Offices.

As a tenant you will receive a Welcome Kit consisting of all relevant information in regards to your new tenancy.

Advice

Housing Services strives to provide the right information the first time.

To achieve this we ensure that staff:

- understand the Department's policy guidelines and how they effect you and your housing assistance needs;
- are trained to deal with your questions in a courteous and efficient way;
- provide information and advice which is accurate, clear and concise; and
- inform you of any decision made relating to your application or tenancy.

Staff will, on request; arrange an interpreter service if you have a hearing disability or English is not your first language.

Our performance

It is important for us to know how our clients view our products and services. Customer feedback provides us with a measure of our performance and helps us respond to your needs.

You can assist us with feedback by:

- contacting the Complaints Officer to register your satisfaction or dissatisfaction with our service;
- discussing any issues or problems with the appropriate Client Services Manager
- responding to Customer Satisfaction Surveys.

Complaints handling

If you wish to make a complaint about any aspect of our services you may discuss it with the person who made the decision about which you are unhappy. Or you may phone the Complaints Officer, who will listen to you and try to resolve your problem.

If you wish to make a formal complaint about an administrative decision, which you consider to be wrong or unfair, you may have your case reviewed through the Northern Territory Housing Complaints and Appeals Mechanism. (Please see Complaints and Appeals fact sheet).

If you are still dissatisfied, you may make a further complaint to:

- The Northern Territory Ombudsman, and/or
- The Anti-Discrimination Commission.

Your help

You can help Housing Services to meet your needs by:

- letting us know of any special needs you may have;
- letting us know if you do not understand any information that we have given you;
- providing accurate, honest and up to date information when requested;
- letting us know if your income details, address or circumstances change; and
- treating our staff with the same courtesy and respect you expect of them.

Our commitment

Housing Services is committed to providing assistance by which people can obtain appropriate and affordable housing.

Our Code of Practice highlights the standard of services you can expect and our commitment to continually monitor and improve our service, and also outlines your rights and responsibilities in dealing with Housing Services.

Our objectives

Our aim is to provide the best housing outcomes for Territorians who are most in need of assistance by:

- providing assistance consistent with identified needs;
- supporting customers in maintaining successful tenancies;
- increasing home ownership;
- developing appropriate information technology supportive of the Department's business; and
- maintaining a work environment and practices that complements the Department's business.

Για βοήθεια στη γλώσσα σας τηλεφωνήστε στις Υπηρεσίες Στέγασης (Housing Services) στο 1300 301 167.
 "Đề giúp sự giúp đỡ về ngôn ngữ, xin gọi Dịch vụ Gia Cư (Housing Services) qua số 1300 301 167"
 للمساعدة اللغوية يرجى الاتصال بخدمات الإسكان على الرقم 1300 301 167
 Untuk bantuan bahasa hubungi Dinas Perumahan (Housing Services) di nomor telp 1300 301 167
 សម្រាប់ជំនួយភាសា សូមទូរស័ព្ទទៅសេវាកម្មនៅមានតាមរយៈលេខ៖ 1300 301 167
 အင်္ဂလိပ်စကားနားလည်ဖို့အကူအညီအတွက် အိမ်ယာဝန်ဆောင်မှုများဌာန ၁၃၀၀ ၃၀၀ ၁၆၇ ကို ခေါ်ပါ။
 若需语言协助 请拨打1300 301 167 与房屋服务联络
 Para a assistência da língua ligue para os Serviços de Habitação no 1300 301 167.
 Wegen Hilfe in deutscher Sprache wenden Sie sich bitte an den Wohnungsdienst, Telefonnummer 1300 301 167.
 For language assistance please call Housing Services on 1300 301 167.

Housing Services contacts

Casuarina	p: 08 8922 5526
Darwin	p: 08 8999 8814
Palmerston	p: 08 8999 4767
Alice Springs	p: 08 8951 5344
Tennant Creek	p: 08 8962 4497
Katherine	p: 08 8973 8536
Nhulunbuy	p: 08 8987 0533
Client Relations Officer	p: 1300 301 167 or p: 08 8999 8853