

Tenant Service Charter



The Tenant Service Charter outlines Common Ground Queensland's service standards to our clients including:

- Tenants
- Applicants
- People who are enquiring about our services

This Charter outlines what you can expect from Common Ground Queensland and what to do if you are unhappy with the service you receive or have suggestions on how we can improve our service. It also informs you of your responsibilities as a Common Ground Queensland tenant.

About Common Ground Queensland

Common Ground Queensland is a not-for-profit organisation that provides specialised tenancy and property management services for supportive housing and affordable housing tenants. We offer long term, safe and affordable accommodation to individuals and families who are at risk of, or are experiencing homelessness and those on low incomes.



Social Inclusion

We believe everyone has a right to a home.



Safety and Security

We aim to provide long term housing and services that ensure you feel safe and secure in your home.



Respect

We will respect you, your lifestyle, your culture, your values and the decisions and choices you make.



Fairness

We will provide services in a fair and equitable way.



Accessible

We will ensure you have easy access to our services and facilities.



Quality

We will provide quality services and are committed to continuous improvement.



Accountability

We are committed to open and simple communication and reporting. Whenever possible, our staff will explain the decision making processes as they affect you. If we cannot assist you, we will do our best to refer you to someone who can.



Partnerships

We will work in partnership with professional support providers to ensure your support needs are met and that your tenancy has the best chance of success.

What to expect from us

At all times you can expect to be treated in a manner consistent with our values. We will:

- Be polite and professional
- Treat you fairly and courteously
- Act with honesty and integrity
- Listen carefully to what you tell us so we can respond to your requests in the most appropriate way
- Make it easy for you to pay a compliment, make a complaint, appeal a decision or provide feedback and suggestions
- Respect your privacy and ensure that your personal information is properly managed

We will make it easy for you to use our services by providing you with:

- Friendly and timely service
- Details of our office location, opening hours, who to contact and how to contact us
- Accurate information that is easy to understand and available online whenever possible
- Private interview rooms



Your feedback

We welcome your suggestions on how we can improve our service. If something happens that you like or do not like about our service, please let us know. You can provide us feedback anytime in person, by telephone, by email or in writing.

One of the easiest ways to provide feedback is by filling in a tenant Issues Form. You can access a form online through the BCG App or the CGQ website or pick up one in person from the CGQ Office.

If you need help to fill in a Tenant Issues Form, a CGQ or Micah Projects' staff member will be able to assist.



07 3217 2135



admin@commongroundqld.org.au



www.commongroundqld.org.au

How you can help us help you

You can help us deliver our service by:

- Treating our staff and contractors with courtesy, respect and patience
- Respecting the rights of your neighbours regarding quiet enjoyment of the premises
- Letting us know if you need further information, support or assistance
- Informing us of any issues promptly and working with us to resolve them
- Keeping your contact information up to date
- Giving us feedback on the service we provide

Your responsibilities

As a tenant, you have the responsibility to:

- Abide with the terms and conditions set out in your General Tenancy Agreement (lease) and any Special Terms that may be referred to in your lease, including:



Pay your rent on time and in advance



Pay your utility charges as set out in your lease



Keep your property in a clean and safe manner at all times



Ask permission for any current or future pets



Notify us if your circumstances change, including income and household members



Report any maintenance issues as soon as you know that there is a problem or concern



Leave the property in the same condition that it was in when first moved in