

# CUSTOMER CARE CHARTER

ACCOMMODATION | NGĀ WHARENOHO



## OUR PROMISE TO YOU:

<p>To act in a <b>genuine</b> TRANSPARENT  <b>friendly &amp; PROFESSIONAL MANNER</b></p>	<p>To develop <b>authentic</b>  PARTNERSHIPS FOCUSED ON <b>positive outcomes</b></p>	<p>To work <b>proactively</b> ON MAINTAINING OUR <b>ACCOMMODATION,</b>  but to work <b>quickly and positively</b> to <b>rectify</b> anything that goes wrong</p>
<p>To ensure that our <b>staff</b> are <b>CAREFULLY SELECTED,</b> SUPPORTED &amp; DEVELOPED <b>to deliver our services</b> </p>	<p>To actively listen, review  AND <b>ACT</b> APPROPRIATELY ON ALL <b>feedback &amp; suggestions</b></p>	<p><b>TO APOLOGISE</b> if we make <b>a mistake</b> </p>

## OUR SERVICE TO YOU WILL BE:

- Providing safe, clean, maintained and comfortable living environments for students
- Delivering a quality, intentional service, focused on developing positive outcomes for students
- Responding to all enquiries within a given time frame promptly and in a professional manner
- Providing informed advice and support regarding private accommodation where appropriate
- Handling all financial transactions in a compliant and safe manner
- Participating in regular training to ensure we are effective and accessible to a diverse student community and to embrace any changes which will improve the services we provide
- Valuing privacy and treating all personal information confidentially
- Providing you with systems, tools and skills to solve your own problems and be self-sufficient

## YOU CAN HELP US BY:

- Being polite, honest, courteous, mature and patient
- Responding to requests in a timely manner
- Providing factual, accurate and timely information to clarify your need upfront
- Informing us of any changes in your requirements
- Respecting the safety, privacy and needs of all others
- Taking responsibility for your actions and learning

### Feedback on our service:

We aim to keep improving our service and seek your feedback on our performance. Please let us know if there are some aspects of our service you believe we have not done well, could do better, or for any reason were not satisfied with. You can provide this feedback informally directly to our team members or email [accom@auckland.ac.nz](mailto:accom@auckland.ac.nz).

[www.accommodation.ac.nz](http://www.accommodation.ac.nz)