CUSTOMER CARE CHARTER
ACCOMMODATION | NGĀ WHARENOHO

OUR PROMISE TO YOU:

To act in a *genuine* 
*TRANSPARENT* 
*friendly* & 
*PROFESSIONAL* 
MANNER

To develop *authentic* 
*PARTNERSHIPS* 
FOCUSED ON 
*positive outcomes*

To work *proactively* 
ON MAINTAINING OUR 
ACCOMMODATION, 
but to work *quickly and positively* 
to *rectify* anything that goes wrong

To ensure that our *staff* are 
*CAREFULLY SELECTED, 
Supported & 
Developed* 
to *deliver* our services

To actively listen, review 
*AND ACT* 
APPROPRIATELY ON ALL 
feedback & suggestions

TO APOLOGISE 
if we make a *mistake*

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.

www.accommodation.ac.nz