



Setting the Standards for Rental Living Customers - A Rental Living Customer Charter

Our Commitment

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The Rental Living sector is committed to raising

standards for the benefit of all our customers. Our

Customer Charter outlines the shared principles, responsibilities, and expectations between Rental Living operators, and

our customers.

It represents our collective commitment to fostering respectful, transparent, and customer-

friendly relationships. We will continue to work together to improve the quality of rental living experiences for all.

Core Principles

1. Respect:

We will treat all our customers with respect and dignity. We will ensure that our services are accessible to all, and that we provide a safe and secure environment for all our customers.

2. Transparency:

We will be open and honest about our services, our prices, and our policies. We will ensure that our customers are fully informed of all the terms and conditions of our services.

3. Fairness:

We will provide equal access to services, fair rental terms, and a safe and secure environment for all our customers.

4. Community Focus:

We will work together to create a sense of community and belonging for all our customers. We will ensure that our services are tailored to the needs of our customers and that we provide a high quality of service.

Customer Behaviour Expectations

We expect our customers to:

- Treat all staff and other customers with respect and dignity.
- Follow the terms and conditions of our services.
- Report any issues or concerns to us as soon as possible.

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- Follow the terms and conditions of our services.
- Treat all staff and other customers with respect and dignity.



Rental Living Operator Behaviour Expectations

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