

Compliments, Complaints & Appeals

Exclusive Real Estate is committed to the high standards of customer service.

We welcome your compliments and any positive feedback you have about our service and people.

However if, as a tenant or applicant, you are unhappy with some aspect of your dealings with Exclusive Real Estate you can make a complaint or appeal a decision made by us.

Give a compliment

If you would like to compliment Exclusive Real Estate on any aspect of our service, we welcome your feedback. Positive feedback on our services helps us to ensure we are on the right track and to recognise staff who provide excellent customer service.

You can give a compliment by emailing contact@exclusivere.com.au or by calling the Exclusive Real Estate team on 02 9736 1699.

Report an issue about a neighbour

Issues such as problems with your neighbours should be reported directly to Exclusive Real Estate team on 02 9736 1699.

The assigned Exclusive Real Estate team member can log your complaint details. The matter and a response will be dealt with confidentially.

Report an issue about your property

If there is a problem with your property please call Exclusive Real Estate and speak to your dedicated property manager. Or submit the request via our website <http://www.exclusivere.com.au/renting/tenant-forms.php>

Make a complaint about the quality of a service or a Exclusive Real Estate staff member

You can make a complaint about the quality of a Exclusive Real Estate service or staff member.

- If you feel comfortable doing so, it is best to begin by talking to the person who is directly responsible for your issue. If you are not happy with their response you can then make a formal complaint.

- Complaints can be made in writing, in person or by phone.

- You can download a Compliments, Complaints & Appeals feedback form or ring Reception to get one on 02 9736 1699.

- You can also raise a complaint by calling Reception, who will forward it to a Team Leader (not to the person about whom you are complaining).

- We are happy to discuss what other options you have if you are not satisfied with our response. Download our Compliments, Complaints & Appeals feedback form.

The NSW Registrar of Community Housing deals with complaints about our compliance with the Community Housing Provider's Law (the National Law) including the National Regulatory Code. Please see attached.

Appeal a decision

As a tenant, you can appeal decisions made by Exclusive Real Estate in relation to your tenancy. You can do this by:

Downloading our Compliments, Complaints & Appeals feedback form, completing it and mailing it to Exclusive Real Estate PO BOX 3349 North Strathfield NSW 2137

Emailing us at contact@exclusivere.com.au or

Requesting an interview and speaking to us in person. You can bring a friend or advocate for help or support.

The appeals process

Appealing a decision is a two-stage process:

Stage 1: You will receive a letter or email confirming receipt of your appeal within 2 days. A manager will be assigned to review your matter. The person who made the original decision will not manage the appeal. The manager will consider your appeal within 21 days of receiving your letter. You will be advised in writing of our decision.

Stage 2: An appeal to the free, independent Housing Appeals Committee (HAC) if you are still not happy after Stage 1. To do this you must complete the HAC Second Level Appeal Form.

The HAC will assemble all the information they need, including your tenancy file, to consider your appeal and will conduct an informal interview or "hearing" with you.

The HAC exists to support tenants and housing applicants to ensure that housing providers apply their policies in fairly and consistently. You can request an interpreter or Aboriginal Committee member or bring a support person to the hearing.

Other organisations that can help

For more information on appeals please contact:

Housing Appeals Committee 1800 629 794

Department of Fair Trading 13 32 20

Tenants Advice and Advocacy Service 1800 251 101

For more information on non-appealable decisions contact:

NSW Civil and Administrative Tribunal (NCAT) 1300 006 228