

# SERVICE STANDARDS

We are committed to providing you the best client service possible. You can expect us to deliver our services with fairness, equality, dignity and respect. Our commitment to you is that we will strive to exceed your expectations.

## What you can expect from us Evolve Housing will:

- Treat all residents equally, showing dignity and respect at all times
- Always act with honesty and integrity
- Support active decision-making to help our residents make informed choices
- Provide assistance whenever possible with interpreting our documents into another language
- Respect your privacy by complying with privacy law
- Ensure you are fully informed of your rights and responsibilities as a client of Evolve Housing
- Accept any concerns or other feedback you have about Evolve Housing services, and deal with them in a timely and appropriate manner
- Give you the opportunity to have your say in a safe and respectful way
- Ensure we give you enough information about our services, so that you can have realistic expectations of what we can provide to you