



## AFFORDABLE HOME PURCHASE SCHEME - CUSTOMER SERVICE CHARTER

### What We Expect From Affordable Home Buyers

By signing up to the Affordable Home Purchase Scheme, I agree to:

- be courteous and respectful towards our staff;
- respect the rights and privacy of other customers;
- be patient during busy times, such as days before and after a public holiday;
- acknowledge our staff may have other commitments and may not be able to assist your concerns immediately (e.g. lunch breaks, meetings etc.);
- extend the same courtesy to a builder/developer/agent who is speaking to me about my purchase;
- supply valid documents when dealing with the Suburban Land Agency;
- understand our staff have processes and legal obligations they must follow, which we will explain to you; and
- that my eligibility to participate in the Affordable Home Purchase Scheme may be revoked if I or anyone acting on my behalf are threatening, rude or behave inappropriately to our staff (or the builders/developers/agents we work with).

### What We Expect From Builders, Developers and Their Agents

As a builder, developer or agent developing and selling homes under the Affordable Home Purchase Scheme:

- You have responsibilities as a builder/developer who has purchased land from the Suburban Land Agency with a requirement to deliver a certain number of affordable housing dwellings.

The affordable housing requirements are clearly listed in your contract documents, such as the Project Delivery Deed or Project Delivery Agreement, and will include:

- the required number of affordable housing dwellings;
- requirements for the minimum finishes and inclusions of the affordable housing dwellings;
- requirements relating to the Development Application, including when you must contact the Suburban Land Agency;
- price thresholds at which the affordable housing dwellings must be sold;
- requirements and processes for selling the affordable housing dwellings to eligible buyers; and
- processes that you must follow if you are not able to sell the affordable housing dwellings to eligible buyers.



When dealing with buyers in the Affordable Home Purchase Scheme, you should:

- contact buyers within 3 business days of being provided their contact information;
- provide buyers with the necessary documentation they require to complete their purchase (i.e. to exchange contracts);
- treat all buyers fairly, respectfully and professionally;
- unless otherwise requested or agreed, contact buyers only during standard business hours;
- buyers are not to be coerced or pressured to make a decision, or contacted to an extent that may be perceived as harassment; and
- assist buyers with all reasonable queries and information requests.

## What You Can Expect From Us

The Suburban Land Agency administers the Affordable Home Purchase Scheme on behalf of the ACT Government. We will:

- be professional, respectful and efficient in our dealings with you;
- treat you fairly and expect the same from you;
- listen carefully to you to ensure we can assist you;
- provide support where needed, including interpreter services and help with any accessibility requests made of us;
- respect and protect your privacy;
- manage your information in a way that protects your personal safety;
- welcome your comments and feedback so we can continue to improve the quality of our service – we conduct regular customer satisfaction surveys to measure our performance; and
- stop interacting with you and may forfeit your opportunity to participate in the Affordable Home Purchase Scheme if you are threatening or behave inappropriately to our staff.

## FEEDBACK AND COMPLAINTS

We value the feedback we receive about our service delivery and will use it to continually improve our service and performance.

Feedback may include:

- Compliments about our services and/or staff.
- Comments or suggestions on how we could improve our services.
- A complaint if you are not satisfied with the service you have received, or you feel you have not been treated in accordance with this Customer Service Charter.



## General feedback

The Suburban Land Agency is committed to providing excellent service.

You can provide general feedback by:



Using our [online correspondence form](#)



Calling us on 02 6205 0600



Sending feedback to:

Feedback and Complaints  
Suburban Land Agency  
PO Box 158  
Canberra CITY ACT 2601

When making a complaint, it is recommended that you advise us of any outcome you may be seeking. This may include an apology, a different decision, or expedited action. Be aware however, that whilst we will endeavour to work with you to resolve the complaint to your satisfaction, the outcome or action you are seeking might not always be possible.

## Review of decisions

If you are dissatisfied with our response, you may request an internal review. Internal reviews will be considered by an Agency Executive who was not involved in the original response. To request a review email [SLAGovernance@act.gov.au](mailto:SLAGovernance@act.gov.au)

If you are dissatisfied with the internal review, you may contact the Australian Capital Territory Ombudsman:

### **ACT Ombudsman**

GPO Box 442

CANBERRA ACT 2601

Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

Phone: 1300 362 072

## Your privacy

Your privacy includes information that you provide to us that can be used to identify you including your name, address, contact details and any other personal information

We respect your privacy and treat all the personal information you provide to us in accordance with the Territory Privacy Principles set out in the Information Privacy Act 2014 (Privacy Act).

We will only use your private information to contact you regarding your query or for other reasons for which you've given us permission.

You can find out more about our privacy policy here: <https://suburbanland.act.gov.au/en/foi-and-privacy>