

Customer Charter

WHO WE ARE

AVID Property Group is an award-winning Australian developer, with a strong record of delivering connected and vibrant communities.

We bring people together to deliver exceptional communities and thriving environments for our customers, with more than more than 75,000 Australians calling an AVID community home.



OUR COMMUNITIES

Our commitment to creating thriving, connected communities isn't confined to our projects' perimeters. We embrace our place in a much wider community and strive to make positive impacts on the region – whether through infrastructure delivery, for-purpose corporate partnerships or by supporting local, grass roots, initiatives.



OUR QUALITY

We are multi-award winners, recognised for our commitment to industry leading development, construction and customer service. From the largest masterplans to the tiniest finishing detail, every community, street, home and parkland space is designed with meticulous care and quality.



OUR CUSTOMERS

Our customer service is grounded in transparency and convenience, keeping you informed every step of the way. This starts from your first enquiry with industry leading technology used to help you visualise the look and feel of your new home, all the way through to AVIDConnect, our customer service commitment.

With dedicated customer ambassadors, personalised portal, online tips, and information, with AVIDConnect we'll guide you on everything from designing your home, understanding the building process, and moving into your new community.

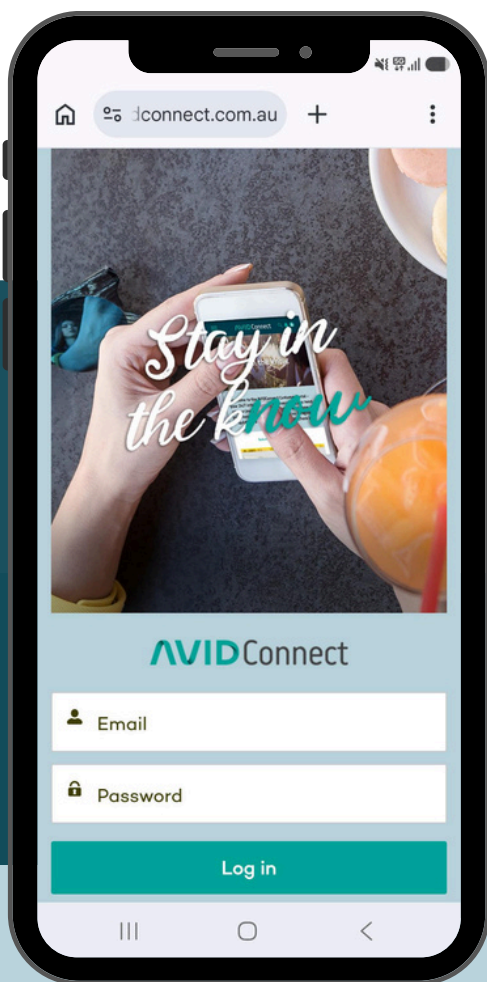


Our unique approach through AVIDConnect allows us to build rapport and trust, reducing pain points for our customers and delivering a far better experience for all.



Nick Woods

National Customer Experience Manager



OUR COMMITMENT TO YOU

Purchasing a new address is a significant financial and emotional investment. We want to ensure you understand everything about the purchase, so your journey is as seamless as possible.

Our Customer Charter sets out our commitment to provide you with outstanding customer service...



Nick Woods

National Customer Experience Manager

Our customers are truly kept in the loop; they're updated regularly through various touch points, and they've got a central team of customer service ambassadors that are always accessible.

- We provide clear and useful information to help you understand what to expect throughout the purchasing process and how to contact us for support. Key information and contact details are made available at each stage of your journey.
- We ensure all marketing and advertising materials are clear, accurate, and not misleading by reviewing all materials prior to publication in line with applicable standards.
- We use clear and fair terms and conditions in our sales contracts, written in plain English and reviewed regularly to ensure transparency and compliance.
- When you request an appointment, we acknowledge your request within one business day and aim to confirm a mutually convenient time within two business days, in line with our service standards.
- We seek customer feedback at key milestones throughout your journey. This feedback is reviewed regularly and used to improve our services and ensure we are meeting your expectations.
- If you are purchasing a house or townhouse, a comprehensive quality control process is completed before you move in to ensure your new home meets relevant standards.
- All new homes are covered by a minor maintenance warranty and a structural warranty, providing peace of mind following settlement.
- Based on customer feedback, we have mapped the ideal customer journey and developed standard procedures to support a consistent, positive experience from first enquiry through to post-settlement.
- After your contract has been executed, we will introduce you to your dedicated single point of contact and our service brand, AVIDConnect, to support you through the remainder of your journey.
- Customers are provided with exclusive access to the AVIDConnect Customer Portal, enabling secure self-service access to important information and updates 24 hours a day, 7 days a week.
- We acknowledge customer enquiries promptly and aim to provide a response through your preferred communication channel within two business days or advise you if additional time is required.



Complaints Procedure

We value your feedback

We learn from your feedback to make our products and services better. We are committed to handling complaints fairly, promptly, and transparently.

How to raise a complaint

If you would like to make a complaint, you can:

- Phone: 1300 057 087
- Email: customerservice@avid.com.au
- Raise an enquiry through our AVIDConnect Customer Portal.

What you can expect

- We will acknowledge your complaint within one business day.
- We aim to provide a response or resolution within five business days.
- If additional time is required, we will keep you informed of progress.

How we will behave

We will:

- When you make a complaint, we will:
- Listen
- Be fair
- Follow up
- Treat you with respect
- Tell you what will happen
- Try to fix the problem straight away

What if you are not happy with what we decide

If you are not satisfied with the outcome, you may request a further review. Escalated complaints will be reviewed by the National Customer Experience Manager.

Continuous Improvement

All feedback is recorded and reviewed to help improve our services.



Visit: avid.com.au/avidconnect/

