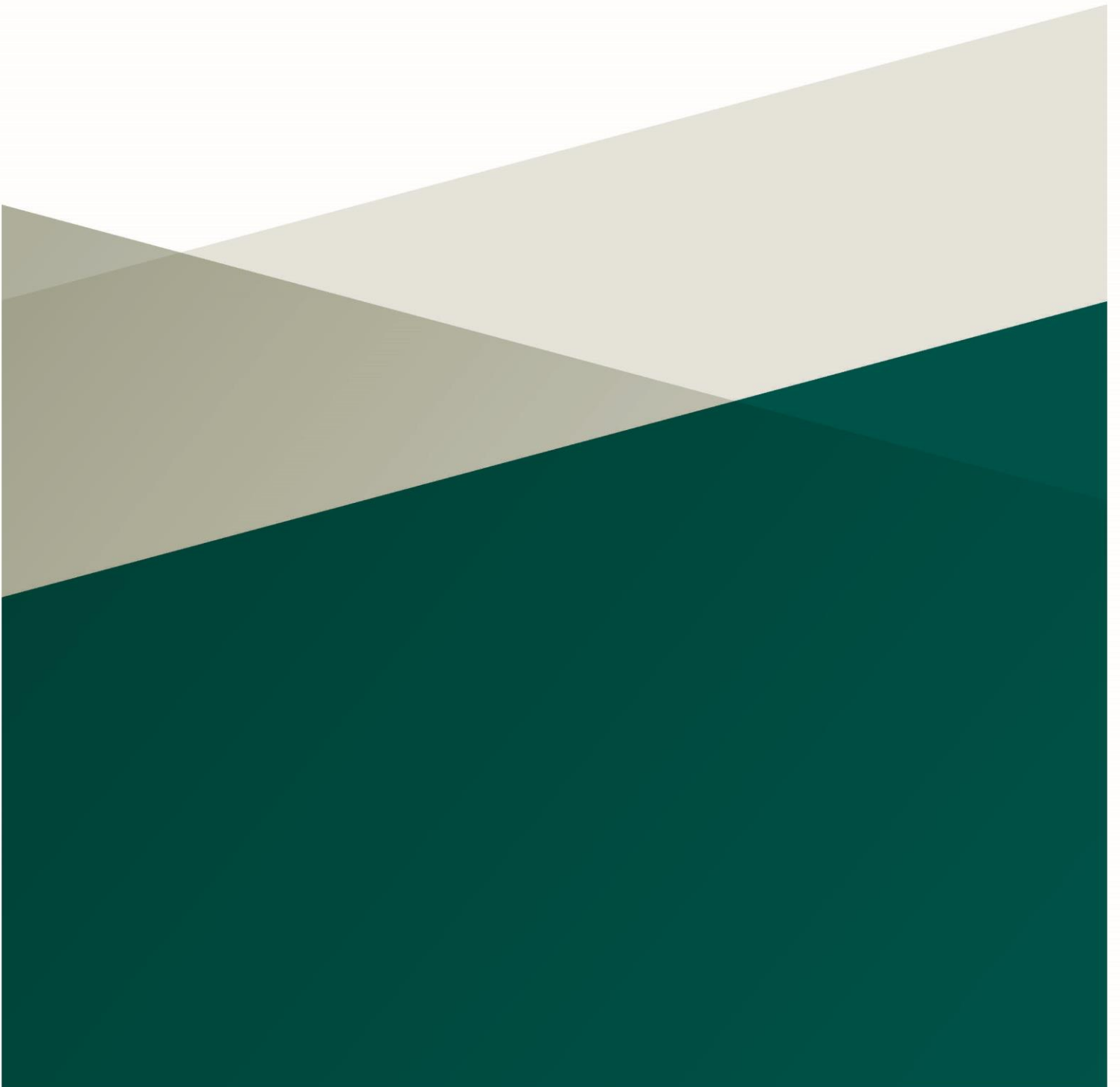




An Ghníomhaireacht
Tithíochta
The Housing Agency

The Housing Agency

Customer Action Plan 2022 - 2024



Introduction

The Customer Action Plan 2022 – 2024 describes how the commitments and standards set out in the Customer Charter will be delivered and evaluated by the Housing Agency. The Government has established twelve Guiding Principles for Quality Customer Service for public sector organisations, and the current action plan describes the Housing Agency’s commitment to providing the highest quality of service to all customers according to these principles. Over the period of the plan the Housing Agency will continue to encourage feedback from customers, evaluate the services provided and, where possible, improve the quality of service offered.

The Housing Agency is a team of dedicated housing professionals working towards delivering sustainable and affordable housing for all. The Housing Agency leads the way in informing and delivering housing policy by utilising the knowledge and expertise available within the organisation.

The main functions of the Housing Agency are:

- Supporting stakeholders with evidence-informed insights and data to develop a sustainable Irish housing system;
- Enabling supply and demand solutions throughout the housing system;
- Ensuring the Agency and its stakeholders have the capacity and agility to respond effectively to challenges in the housing system.

This document sets out the service experience that the Housing Agency aims to provide to the public and its stakeholders through the provision of information on:

- Our standards of service;
- How to provide feedback on the service provided by the Housing Agency;
- How to make a complaint relating to the service provided by the Housing Agency.

The Housing Agency's Commitment to the Principles of Quality Customer Service

1. Quality Service Standards

The Housing Agency is committed to carrying out all its functions in a manner that is fair, impartial, and transparent. The Housing Agency aims to provide a professional and efficient service to all stakeholders, and to always act with integrity. For information on the standard of service customers can expect to receive when interacting with us, please refer to our Customer Charter. The Customer Charter is available on our website at www.housingagency.ie. A hard copy of the Customer Charter and Action Plan can be made available on request.

2. Equality/Diversity

The Housing Agency is dedicated to ensuring that no person is discriminated against in their interactions with us. We will engage with you in a fair and open manner irrespective of gender, marital status, family status, age, disability, sexual orientation, race, religion, and membership of the Traveller Community.

3. Physical Access

The Housing Agency provide clean offices that ensure privacy, comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with special needs.

4. Information

The Housing Agency endeavours to take a proactive approach in providing information that is clear, timely and accurate, is available at all points of contact, and meets the requirements of people with specific needs.

The Housing Agency does not provide a public office service or facility. You can contact the Housing agency using the following methods:

Letter

You may wish to submit your query in writing to The Housing Agency, 53 Mount Street Upper, Dublin 2, D02 KT73.

Email

You may wish to email your query to info@housingagency.ie.

Website

You may wish to submit your query using the information provided on the Contact Us section of our website, <https://www.housingagency.ie/contact-us>.

Telephone

You may wish to contact us by phone on +353 1 656 4100. The Housing Agency is open during normal office hours. The current hours for incoming telephone calls are Monday – Friday, 9.00am – 5.00pm.

Area	Reason for Contact	Contact
Complaints	I would like to make a complaint	info@housingagency.ie
Freedom of Information	I want to make a Freedom of Information request	foi@housingagency.ie
Media/Press Queries	I want to make a media/press query	communications@housingagency.ie
Elected Members	I am a TD, Senator, or Councillor and have a query	publicreps@housingagency.ie
Personal Data	I have a query about my personal data	dpo@housingagency.ie
Pyrite Remediation Scheme (PRS)	I want to know the status of my application	info@pyriteboard.ie
	I have been approved under the PRS and have a query	pyrite@housingagency.ie
Multi-Unit Developments (MUDs)	I have an enquiry about Multi-Unit Developments	mud@housingagency.ie
Access Officer	I have an enquiry about assistance and guidance required to access our services or buildings	accessofficer@housingagency.ie
Housing Research	I have a query relating to the Housing Agency's research	researchsupport@housingagency.ie
Housing Construction Projects & Procurement	I would like to link in with the Projects & Procurement Team	construction@housingagency.ie
Housing Training	I would like information on training and education opportunities for housing practitioners	training@housingagency.ie
Human Resources	I have a query for the Human Resources Department	hr@housingagency.ie

5. Timeliness and Courtesy

The Housing Agency staff endeavour to be prompt, helpful, patient, and courteous in all dealings with the public whether in writing, via telephone or email, or during in-person meetings in its offices or at events.

Access to Records

When you avail of the statutory mechanisms supplied by the Freedom of Information Act 2014, the Access to Information on the Environment Regulations and the Data Protection legislation to seek access to records held by the Housing Agency, every effort will be made to make these available to you in the shortest possible time and within legislative timeframes.

Data Protection requests to the Housing Agency should be submitted by email to dpo@housingagency.ie or sent by post to *Data Protection Officer, The Housing Agency, 53 Mount Street Upper, Dublin 2, D02 KT73.*

Freedom of Information and Access to Information on the Environment requests to the Housing Agency should be submitted by email to foi@housingagency.ie or sent by post to *FOI Officer, The Housing Agency, 53 Mount Street Upper, Dublin 2, D02 KT73.*

6. Complaints

The Housing Agency is committed to addressing customer dissatisfaction with our quality of service in an objective, consistent, open, and fair manner. You have the right to complain if the standard of service we provide is not in line with the standard set out in our Customer Charter. Complaints will be addressed as quickly as possible, and complainants will be kept informed of any progress. If you have a customer service complaint, please follow the Housing Agency complaint procedure which is outlined in this document. Full details can be found on the Housing Agency website at <https://www.housingagency.ie/customercare>.

To Make a Formal Complaint You should address your complaint to *Linda Magee, Customer Care Co-ordinator, The Housing Agency, 53 Mount Street Upper, Dublin, D02 KT73.* A complaint can also be made by e-mail to info@housingagency.ie or via phone at +353 1 656 4100.

The complaint will be directed to an appropriate member of staff for careful examination. This person will not have been directly involved in the original action which gave rise to the complaint. In general, we will investigate and address complaints within a reasonable timeframe. We aim to acknowledge your complaint within 2 working days of receipt and to deal with your complaint within 20 working days of receipt. If your complaint requires further investigation, we will let you know and keep you informed of progress.

7. Appealing the Outcome of a Complaint

If you are not satisfied with the outcome or handling of a complaint, you may refer the complaint to Office of the Ombudsman. By law the Ombudsman can investigate complaints about any of our administrative actions or procedures as well as delays or inaction in your

dealings with us. The Ombudsman provides an impartial, independent, and free dispute resolution service.

Contact information for the Ombudsman can be found on our website at <https://www.housingagency.ie/customercare>.

8. Consultation and Evaluation

Consultation and feedback are important to help us to understand customer and stakeholder expectations, requirements, and any weaknesses in the services we provide. Our Customer Charter includes mechanisms for providing feedback on our service delivery on an annual and ad-hoc basis.

9. Choice

The Housing Agency makes every effort to provide multiple ways for our customers to access our services, access information about us, and to contact us.

10. Official Languages Equality

The Housing Agency makes specific provision for delivery of its services in the Irish language. In doing so, it is guided by the provisions of the Official Languages (Amendment) Act, 2021.

The Housing Agency will endeavour to ensure that communication received in the Irish language (written and verbal), is responded to in the Irish language. A number of staff are competent in Irish and will, where possible, address queries in Irish.

11. Better Co-ordination

The Housing Agency works in partnership with a range of organisations in Ireland including government departments, local authorities, community groups, businesses, and sector regulators.

12. Internal Customers

The Housing Agency is committed to ensuring that staff members are also recognised as customers. We are dedicated to supporting our staff to enable the provision of an excellent service both internally and externally.