



# Housing Agency

## Customer Charter

2022-2024

## OUR VISION

***To achieve an integrated housing system, meeting the nation's housing needs and promoting sustainable communities.***

## OUR PURPOSE

The Housing Agency's organisational purpose is to provide expertise and solutions to help deliver sustainable communities throughout Ireland.

We deliver our purpose in three ways:

- 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.

## OUR VALUES

The values of the Agency set the standard for the way we work with everyone. We place people at the centre of everything we do to highlight the importance of our staff, our stakeholders, and the public we are working to support.



## OUR CUSTOMERS

Given the diversity of our activities, we have a significant range of customers including members of the public, The Department of Housing, Local Government & Heritage, local authorities, Approved Housing Bodies (AHB's) other sister bodies, other Government Departments, elected representatives, international organisations, the Media, Non-Governmental Organisations (NGO's) and many voluntary and representative groups.

Much of the work of the Agency is done in collaboration with and to support local authorities, other sister bodies, Government Departments, NGOs and voluntary and representative groups. As such, we often need to re-direct enquiries from members of the public to other organisations better placed to respond. We hope you can bear with us in this regard.

## OUR SUPPLIERS

All valid invoices are to be paid within 15 working days of receipt of the invoice.

## OUR COMMITMENT TO OUR CUSTOMERS

To deliver the best possible service to you in an effective and caring manner, we apply our organisational values to all of our customers in the following way:

Value	Action
<b>Focus on People</b>	Recognising the importance of home as a place of safety and security - an anchor in every person's life.
<b>Respect</b>	Deal with you in a courteous, fair and open manner and explain how any decision is reached.
<b>Collaboration</b>	If we cannot help you, we will make every effort to signpost who can.
<b>Impact</b>	Monitor, evaluate, examine and develop the delivery of our services in order to meet your needs.
<b>Excellence</b>	Provide high quality advice and clear information.
<b>Agility</b>	Ensure our staff can meet your needs on an ongoing basis by responding to emerging issues
<b>Accountability</b>	Have in place a complaints procedure for customers dissatisfied with the quality of service received
<b>Trust</b>	We will apply due regard to privacy and confidentiality.

## HELPING US TO HELP YOU

By making comments, complaints or suggestions about the service you receive:

- Treat our staff in a respectful and courteous manner
- Give the Agency full and accurate information relating to your query
- Engage with us by letting us know when we do something well, or not well.

## PRINCIPLES OF CUSTOMER SERVICE

**Information:** 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. Ensure that the potential offered by Information Technology is fully availed of and that the information available on our website follows the guidelines on web publication.

**Timeliness and Courtesy:** Deliver quality services with courtesy, sensitivity and the minimum delay.

**Complaints:** Maintain a well-publicised, accessible, transparent and simple-to-use system of dealing with complaints about the quality of service provided

**Appeals:** Maintain a formalised, well-publicised, accessible, transparent and simple-to-use system of appeal/review for customers who are dissatisfied with decisions in relation to services

**Consultation and Evaluation:** Provide a structured approach to meaningful consultation with, and participation by the customer in relation to the delivery of services. We do this by providing a complaints and feedback procedure.

**Official Languages Equality:** Provide quality services through Irish and/or bilingually and inform customers of their right to choose to be dealt with through one or other of the official languages.

## EQUALITY & HUMAN RIGHTS DUTY

Ensure the public sector equality and human rights duty (Duty) as provided for under Section 42 of the Irish Human Rights and Equality Commission Act 2014 is always adhered to. This duty requires our organization to have regard to the need to; Eliminate Discrimination, promote equality of opportunity and treatment of staff and persons to whom it provides services; and protect the human rights of its members, staff and the persons to whom it provides services.

## Diversity, Equality and Inclusion

The Agency recognises that a workforce with a broad range of backgrounds and experiences widens the talent, knowledge, and skillsets of our staff which benefits colleagues, stakeholders as well as customers.

The Housing Agency aims to be an inclusive organisation that creates a rewarding and positive culture that truly values and reflects values such as mutual respect, equal opportunities, and diversity. This reflects our core Housing Agency Value of placing people at the heart of everything we do.

## CONTACT

### Contact by Telephone

If you telephone us:

- Calls to the main switchboard will be answered promptly. If you are calling outside of core hours, a recorded message will inform you of your options
- Our staff will answer your telephone enquiries promptly and politely
- We aim to answer your questions straight away. If we cannot do so, we will take your details and tell you when you can expect to hear from us again

### Contact by email

If you email us:

- We will acknowledge your email within two business days.
- We aim to respond to your email in clear plain language within 14 working days. If we cannot do this we will endeavour to write to explain why and tell you when you can expect a full reply.

### Contact by Letter

If you write to us:

- We will acknowledge your correspondence within two business days.
- We aim to respond to your query in clear plain language within 14 working days. If we cannot do this we will endeavour to write to explain why and tell you when you can expect a full reply
- Where appropriate, all letters or emails from us will be in clear, simple language, free, wherever possible, from jargon and technical terms
- Our contact details including our name, telephone number and an email address will be included in all written correspondence

### Services in Irish

We aim to ensure that:

- Customers who wish to conduct their business through Irish can do so
- Documents such as our Annual Report, and our Customer Charter are available in both Irish and English, and

**Provide feedback**

We are committed to consulting with our customers and to evaluating our services.

You can help us by:

- Providing comments, complaints or suggestions regarding the service you receive and
- Completing and returning any customer survey forms we may send you.

## CONTACT DETAILS

**The Housing Agency**  
53 Mount Street Upper,  
Dublin 2  
D02 KT73

**Phone:** 016564100

**Email:** [info@housingagency.ie](mailto:info@housingagency.ie)

Area	What I need	Contact
<b>Complaints</b>	I would like make a complaint	<a href="mailto:info@housingagency.ie">info@housingagency.ie</a>
<b>Freedom of Information</b>	I want to make a Freedom of Information Request	<a href="mailto:foi@housingagency.ie">foi@housingagency.ie</a>
<b>Media/Press Queries</b>	I want to make a media/press query	<a href="mailto:communications@housingagency.ie">communications@housingagency.ie</a>
<b>Elected Members</b>	I am TD, Senator or Councillor and have query	<a href="mailto:publicreps@housingagency.ie">publicreps@housingagency.ie</a>
<b>Personal Data</b>	I have a query about my personal data	<a href="mailto:dpo@housingagency.ie">dpo@housingagency.ie</a>
<b>Pyrite Remediation Scheme (PRS)</b>	I want to know that status of my application	<a href="mailto:info@pyriteboard.ie">info@pyriteboard.ie</a>
	I have been approved under the PRS and have a query	<a href="mailto:pyrite@housingagency.ie">pyrite@housingagency.ie</a>
<b>Multi-Unit Developments</b>	I have an enquiry about Multi-Unit Developments (MUDs)	<a href="mailto:mud@housingagency.ie">mud@housingagency.ie</a>
<b>Access Officer</b>	I have an enquiry about assistance and guidance required to access our services or buildings	<a href="mailto:accessofficer@housingagency.ie">accessofficer@housingagency.ie</a>

Area	What I need	Contact
<b>Housing Research</b>	I have a query relating to the Agency's research	<a href="mailto:researchsupport@housingagency.ie">researchsupport@housingagency.ie</a>
<b>Housing Construction Projects and Procurement</b>	I would like to link in with the Projects and Procurement Team	<a href="mailto:construction@housingagency.ie">construction@housingagency.ie</a>
<b>Housing Training</b>	I would like information about training and education opportunities for housing practitioners	<a href="mailto:training@housingagency.ie">training@housingagency.ie</a>
<b>Human Resources</b>	I have a query for the Human Resources Department	<a href="mailto:hr@housingagency.ie">hr@housingagency.ie</a>