

CUSTOMER CHARTER

OUR COMMITMENT TO YOU

- To deliver the best possible service, in an efficient and helpful manner.
- Treating everyone properly, fairly, impartially and with courtesy.
- Aiming to meet any special need you may have.
- Aiming to ensure that your rights to equal treatment established by equality legislation are upheld in the delivery of our services.

OPENNESS AND IMPARTIALITY

We undertake to:

- respond to you in an open manner;
- provide information about ourselves and our services to customers;
- provide information under the Freedom of Information Acts;
- provide accurate and easily accessible information on our website;
- and put in place a complaints procedure for customers dissatisfied with the quality of service received.

OUR PERFORMANCE

We undertake to:

- monitor and evaluate our performance;
- see all customers within 5 minutes of entering the premises;
- respond to all queries, written correspondence and emails within 7 working days of receipt;
- approve and issue 90% of loan applications within 7 working days;
- ensure that our website is kept up to date;
- and consult with our customers on a regular basis and encourage their participation in relation to the development, delivery and review of our services.

ACCESS

- The office is open on weekdays from 9.00am to 1.00 pm and 2.15pm to 5.00 pm.
- The office complies with occupational and safety standards.
- Every effort is made to respect privacy and to provide a comfortable environment for visitors to our office.
- Local Authorities and Approved Housing Bodies can apply to the HFA for funds by internet and email. Each Local Authority and Approved Housing Body is able to track the progress of their loan applications and receive information regarding their loan accounts.

An Ghníomhaireacht Airgeadais Tithíochta cpt. | Housing Finance Agency plc.

46 Faiche Stiabhna, Baile Átha Cliath 2, Éire | 46 St Stephen's Green, Dublin 2, Ireland | T +353 1 872 5722 | F +353 1 872 5878 | E cosec@hfa.ie | www.hfa.ie

M Norris (Chairman), B O'Leary (Chief Executive Officer), P Cafferty, J Hogan, G Leahy, J Maguire, J Miley, M Murphy, M Murray, P Nugent, ML Rhodes.
Company Secretary: T Conroy. Registered in Ireland No. 87513

YOU CAN HELP US TO HELP YOU

- by providing full and accurate information;
- by treating our staff in the way that you would like to be treated yourself;
- and by providing a daytime telephone number or e-mail address in your correspondence.

SERVICE IN IRISH

We will aim to ensure that:

- Customers who wish to conduct their business through Irish can do so.
- It is the HFA's policy to make all appropriate documents available in Irish.

FEEDBACK

The Housing Finance Agency is committed to consulting with our customers and to evaluating its services. You can help us by:

- making comments, complaints or suggestions about the service you receive;
- letting us know when we do something well;
- and by completing and returning any customer survey forms that we may send you.

If you wish to forward a suggestion on how we can improve our service to you, please email cosec@hfa.ie

HOW TO COMPLAIN

If you have a complaint about the service we have provided, you should write to the Quality Customer Service Officer for the Agency. We will do our best to put things right if we have made a mistake. We will acknowledge your complaint within 3 working days and try to deal with your complaint within 10 working days. If we need to carry out further research, we will let you know and try to have completed this within 20 working days.

If you are still not happy, you can write to the Chief Executive Officer of the Agency at the address below.

HOW TO CONTACT US

Telephone: (01) 8725722

Fax: (01) 8725878

E-Mail: cosec@hfa.ie

Website: <http://www.hfa.ie>

Office: 46 St Stephen's Green, Dublin 2.