

Customer service

Quality Customer Service (QCS) is a concept that is embedded in the heart of the HFA's business and is fundamental to achieving our mission of facilitating the successful delivery of social and affordable housing.

Stakeholder

The HFA has highly valued relationships with stakeholders in several different categories, i.e., government departments, local authorities, approved housing bodies, universities and other bodies within the wider housing group. The delivery of excellent QCS is of prime importance to the HFA.

A number of strategic initiatives regarding QCS were identified in the development of our Strategy HFA 2020, in particular, identifying and building strong relationships with our customers, to fully understand their needs and challenges. This involves organising regular information-gathering sessions between HFA representatives and key local authority and AHB staff, participation on Finance and Housing Groups, and developing the AHB market with appropriate structures and products.

During the year the HFA also undertook an independent 'Stakeholder Needs Assessment' to enable it to interact more effectively in assisting our customers and our departmental stakeholders in gaining clarity regarding our products and developing a communication framework to regularly update our customers and government departments.

Information Technology

With a staff of 15 full-time equivalents managing a loan book of €5.2 billion, the HFA relies heavily on the use of information technology to facilitate efficient use of its resources and effective delivery of its services.

The HFA aims to maximise the number of online services it provides, thereby providing better customer service, improving data accessibility, and reducing costs for service users. The HFA provides access to data via its online portal, which is accessible to customers and other stakeholders. Clients can access services instantaneously, from a variety of locations and at any time of day via the HFA website.

Oversight Agreement

As per the Code of Practice for the Governance of State Bodies, the HFA is required to have an Oversight Agreement in place with the Department of Housing, Local Government & Heritage. This replaces a service level agreement (SLA) which the HFA had in place for many years, and which was updated annually.

The Oversight Agreement reflects the HFA's legal framework; the environment in which it operates (i.e., a non-commercial State body); its purpose and responsibilities; the HFA's level of compliance with this Code; details of the Performance Delivery Agreement (e.g. outputs to be delivered); and arrangements for oversight, monitoring and reporting on conformity with government policy.

The latest agreement is currently being finalised in conjunction with our new strategy HFA 2025, and in consultation with the Department. The HFA's position under the aegis of the Minister ensures that its services are efficient and fully supportive of Government policy.