

Housing Authority

WHO WE ARE

To provide and sustain decent social and affordable housing opportunities promoting stability and supporting social mobility.

The functions of the Authority have always been that of contributing to the strengthening of Maltese societies ever since its establishment. The Housing Authority continues to provide services to those who are seeking accommodation, support and assistance. It has been developing, promoting and financing the development of housing estates and other residential and commercial accommodation, in efforts to promote home ownership as well as improve the housing conditions in Malta. The Authority intends to take a holistic approach through the provision of various schemes and initiatives targeting those who are most in need of its assistance. It has committed itself to improving the quality of life, whilst pursuing a better future for Maltese communities.

OUR COMMITMENT TO CLIENTS

Level of service to expect when contacting or visiting our Offices:

- o We will treat you with respect and in a professional manner.
- o We guarantee confidentiality on any information exchange.
- o Our service standards are in line with Directive 4-2 Standard for Service of Excellence Offered by the Public Administration to the Public and Public Employees.
- o The list of services offered can be found in the following link <https://housingauthority.gov.mt/services/>

WHAT TO EXPECT WHEN YOU CONTACT US

Specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English. We commit to answer your query within 1 working day, or as per timeframes stipulated in Directive 4-2.

When you contact us by phone

We commit ourselves to answering the phone within 3 rings, in a clear and knowledgeable manner. Staff will identify themselves and treat you with courtesy and respect.

When you visit our Offices

Our Offices are safe, clean and enable accessibility to services for persons with disability. Waiting time will be of approximately 10 - 15 minutes under normal circumstances.

CLIENT RESPONSABILITIES

Clients are expected to: Provide full and correct information. Treat staff with courtesy and respect. Adhere to timeframes and allocated appointments when applicable.

WE VALUE YOUR FEEDBACK

If you would like to submit feedback, suggestions, or complaints kindly:

- o Contact us as per details shown here: customer.care.ha@ha.gov.mt
- o Through servizz.gov by calling on 153, online on *Submit a Complaint*

Your confidentiality will be guaranteed. Expect our feedback within 1-2 working days

When you contact us by letter or email

We will send an acknowledgment within 1 working day from receipt of your letter or email

Appointments

Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 1-2 working days from the date of request. However, appointments may be dependent on department waiting lists and urgent requests which may take priority.

HOW TO CONTACT US

- o Housing Authority, 22 Pietro Floriani Street, Floriana, Malta
- o Monday to Friday Winter: 07:30-12:00; Monday, Tuesday, Thursday & Friday Summer: 0730 – 11:00
Weekends, & Public Holidays: Closed
- o <https://housingauthority.gov.mt/services/>
- o Contact us: customer.care.ha@ha.gov.mt or rentregistration.ha@ha.gov.mt +356 2299 1000/1010
- o Through Social Media:



L-Awtorita' tad-Djar

MIN AĦNA

Li jiġu pprovduti u sostnuti opportunitajiet ta' akkomodazzjoni soċjali u affordabbli deċenti li jippromwovu l-istabbiltà u jappoġġaw il-mobilità soċjali.

Il-funzjonijiet ta' l-Awtorita' dejjem kienu dawk li tikkontribwixxi għat-tiżiħ tas-soċjetajiet Maltin minn mindu twaqqfet. L-Awtorita' tad-djar qed tkompli tagħti servizzi lil dawk li qed ifittxu akkomodazzjoni, support u għajnuna. Ilha tiżviluppa, tippromwovi u tiffinanzja l-iżvilupp ta' housing estates u akkomodazzjoni residenzjali u kummerċjali oħra, fi sforzi biex tippromwovi sidien tad-djar kif ukoll ittejjeb il-kundizzjonijiet tad-djar f'Malta. L-Awtorita' bi ħsiebha tiegħu approċċ holistiku permezz ta' għoti ta' diversi skemi u inizjattivi mmirati lejn dawk li l-aktar għandhom bżonn l-għajnuna tagħha. Impenjat ruħha li ttejjeb il-kwalità tal-ħajja, filwaqt li ssegwi futur aħjar għall-komunitajiet Maltin.

L-IMPENN TAGĦNA LEJN IL-KLIJENTI

Livell ta' servizz li wiegħed jistenna meta jikkuntattja jew iżur l-Uffiċċji tagħna:

- o Aħna se nittrattaw b'rispett u b'mod professjonali.
- o Aħna niggarantixxu l-kunfidenzjalità fuq kwalunkwe skambju ta' informazzjoni.
- o L-istandards tas-servizzi tagħna huma konformi mad-Direttiva 4-2 Standard għas-Servizz ta' Eċċellenza offrut mill-Amministrazzjoni Pubblika lill-Impjegati Pubbliċi.
- o Il-lista tas-servizzi offruti tinsab fil-holqa li ġejja: <https://housingauthority.gov.mt/mt/services/>

X'GĦANDEK TISTENNA META TIKKUNTATTJANA

L-informazzjoni kollha tingħata kemm bil-Malti kif ukoll bil-Ingliż. Aħna nimpenjaw ruħna li nwiegħbu l-mistoqsija tiegħek fi żmien jum 1 tax-xogħol, jew skond il-perjodi ta' żmien stipulat fid-Direttiva 4-2.

Meta tikkuntattjana bit-telefon

Nimpenjaw ruħna li nwiegħbu mat-3 darba li jdoqq it-telefon, b'mod ċar u b'għarfien. L-uffiċjali ser jidentifikaw ruħhom u jittrattaw b'kortesija u rispett.

Meta żżur id-Dipartiment

L-uffiċċji tagħna joffru ambjent nadif u sigur, u se niżguraw li s-servizzi tagħna jkunu aċċessibbli għal persuni b'diżabilità. Il-ħin ta' stennija se jkun ta' madwar 10-15-il minuta f'ċirkustanzi normali.

Meta tikkuntattjana permezz ta' ittra jew email

Se nibagħtu konferma fi żmien jum 1 tax-xogħol minn meta nirċievu l-ittra jew l-email tiegħek.

Appuntamenti

Twegibiet għal talbiet għal appuntamenti jiġu pprovduti fi żmien jum 1 tax-xogħol, bid-data tal-appuntament tkun fi żmien 1 sa 2 jum tax-xogħol mid-data tat-talba.

RESPONSABBILTAJIET TAL-KLIJENT

Il-klijenti huma mistennija li: Jipprovdu informazzjoni kompluta u korretta. Jittrattaw il-ħaddiema b'kortesija u rispett. Iżommu mal-ħinijiet u l-appuntamenti allokat meta applikabbli.

AĦNA NIVVALUTAW IL-FEEDBACK TIEGĦEK

Jekk tixtieq tissottometti feedback, suġġerimenti, jew ilmenti ġentilment:

- o Ikkuntattjana skont id-dettalji murija hawn: customer.care.ha@ha.gov.mt
 - o Permezz tas-servizz.gov billi ċċempel fuq 153, jew online fuq lssotometi ilment
- Il-kunfidenzjalità tiegħek tkun garantita. Tirċievi il-feedback tagħna fi żmien 1-2 ijiem tax-xogħol.

KIF TIKKUNTATTJANA

- o L-Awtorita tad-Djar, 22 Triq Pietro Floriani, Floriana, Malta
- o Mit-Tnejn sal- Ġimgħa Xitwa: 07:30-12:00; It-Tnejn, It-Tlieta, Il-Ħamis u l-Ġimgħa Sajf: 07:30-11:00
- o Sibtijiet, Hdud u Festi Pubbliċi : Magħluqa
- o Sabiex jiġi ffaċilitat il-kuntatt mas-servizzi u d-dipartiment: customer.care.ha@ha.gov.mt jew rentregistration.ha@ha.gov.mt - +356 2299 100/1010
- o Permezz tal-midja soċjali:

