



## Maryland Department of Housing and Community Development Customer Service Overview

The Maryland Department of Housing and Community Development is proud to be at the forefront in implementing housing policy that promotes and preserves homeownership, and creating innovative community development initiatives to meet the challenges of a growing Maryland.

The Maryland Department of Housing and Community Development remains committed to building on our past successes to maintain our reputation as an innovator in community revitalization and a national leader in housing finance.

The Department's mission-driven culture leads us to effectively and efficiently manage the engagement of more than 50,000 customers per month with courtesy, professionalism, and timely response. Departmental directors ensure our employees are adhering to our departmental standards on a regular basis and review with employees when additional training is required.

Each customer interaction, each instance of service delivery, and each communication should exemplify the principles articulated in the Customer Service Promise, for each and every family, business, and partner that we assist throughout our daily interactions with Maryland residents.

The Department of Housing and Community Development's Customer Service Promise describes our approach. Customer Service activities include:

1. Improve the tracking, responsiveness, and time-to-resolution of all electronic, telephone, written, and in-person correspondence. For example, we will acknowledge all email inquiries within 24 hours of receipt.
2. Ensure state employees and managers continue to improve customer service skills through formal training classes and informal coaching on best practices in customer service.

**CUSTOMER SERVICE PROMISE**  
Larry Hogan, Governor • Boyd Rutherford, Lt. Governor

**The State of Maryland pledges to provide constituents, businesses, customers, and stakeholders with services in the following manner:**

- **Friendly and Courteous:** We will be helpful and supportive and have a positive attitude and passion for what we do.
- **Timely and Responsive:** We will be proactive, take initiative, and anticipate your needs.
- **Accurate and Consistent:** We will always aim for 100% accuracy, and be consistent in how we interpret and implement state policies and procedures.
- **Accessible and Convenient:** We will continue to simplify and improve access to information and resources.
- **Truthful and Transparent:** We will advance a culture of honesty, clarity and trust.

3. Improve the processing times of agency services to help citizens and businesses accomplish their business with the Department.
4. Increase the number of services the state provides online so that citizens and businesses can utilize self-service, as appropriate. For example the Department has begun a process of publishing all applications online for ease of use and expedited response to customer your requests.
5. Update online publications, forms, FAQs, and pertinent information on our website so that citizens and businesses can find relevant information quickly and accurately.
6. Use social media to help get the word out about services, events, and news to provide citizens and businesses with information important to them and respond quickly to all questions, concerns, and/or requests that come in through these channels.
7. A three question Customer Experience Survey is available on our website for citizens and businesses to provide feedback. Results are used to make improvements to services.

In addition to these core customer service-related activities, we will also analyze our business hours in order to better align them to customer needs, ensure literature is up-to-date, and conduct staff meetings to discuss progress on achieving customer service goals. We will also continue to recognize top performers in our agency for professionalism and courtesy, responsiveness in resolving a customer's needs, and for innovations that improve customer service.

We will monitor the execution of the aforementioned activities, measure performance, and analyze the results in order to continuously improve customer service.

We are committed to providing Maryland citizens, businesses, stakeholders, and other customers with the best customer service. For more information, please see the [customer service section of our website](#).

[Click here](#) for our three question customer experience survey.