

Service Standards

Newfoundland and Labrador Housing Corporation (NLHC) is a crown corporation whose mandate is to develop and administer housing assistance policy and programs for the benefit of low to moderate income households throughout the province.

NLHC is committed to providing service to its clients according to defined service standards. Our Service Standard commitments vary to reflect the unique requirements of departmental programs and services.

DESCRIPTION OF SERVICE	SERVICE STANDARD
NLHC's Manager of Corporate Enquires is responsible for responding to all enquiries from the public or their representatives, arising primarily from individuals in receipt of NLHC programs and services or require assistance in navigating the Corporation's service-delivery system. Individuals may contact the Manager, Corporate Enquires via email, phone, or by regular mail. Contact information can be found here .	NLHC's Manager of Corporate Enquires will attempt to contact the enquirer within two (2) business days of receiving an enquiry.
NLHC offers a Provincial Home Repair Program (PHRP) and Home Modification Program (HMP) . Program Delivery develops program guidelines and monitors delivery. Applications for these programs are submitted to regional offices for review, approval and service delivery.	NLHC will strive to provide an acknowledgement to the applicant within ten (10) business days of receiving an application for all home assistance programs.
NLHC's Finance department oversees the controllership and treasury functions. This section is accountable for all financial and management reporting; procurement oversight, internal controls; budget preparation, revision, and monitoring; provision of submissions to Treasury Board; and cash flow management.	NLHC will make electronic funds transfer (EFT) available to vendors and non-profit grant recipients. EFT provides a safe, secure and reliable method to receive payments and provides vendors and NLHC with an efficient and secure method to disburse funds.