

## Our Clients

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- [Students](#) [8]
- Employees
- University Tenants
- University Landlords/ their Managing agents
- Professional Bodies i.e. [Institution Surveyors of Kenya of Kenya](#) [9]

### Our Client expect the following

- Our Clients expect provision of services as follows:
  - A transparent housing allocation process
  - Efficient management of occupational leases
  - Prompt payment of utility bills i.e. [Nairobi Water and Sewerage Company](#) [10] and [Kenya Power](#) [11]
  - Timely payment of Ground Rates
  - Timely payment of Land Rent
  - Safe and healthy environment
  - Courteous and timely responses to request and enquiries.

### Client Obligations

- The Department expects its clients to:
- Treat staff with respect and courtesy
- Provide sufficient and accurate information to enable us give appropriate responses.
- Observe and adhere to rules and regulations.
- Provide feedback and comments on the quality of service rendered.

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