

Service Charter

With the launch of the Service charter for the Estates Department, the Department is committed to ensuring that our clients and stakeholders are provided with quality, efficient and effective service delivery.

The implementation of the Charter will involve a review of the way services are delivered to our customers. Mechanisms will be put in place to ensure compliance with the commitments made in the Charter and continuously assess the quality of service delivered.

The milestone of this Charter will be the extent to which the Estates Department will be able to address the ever-changing need of our customers.

PROF. P.M. F. MBITHI

DEPUTY VICE CHANCELLOR

(ADMINISTRATION & FINANCE)

PREFACE

The Estates Department is charged with the responsibility of managing the University's properties, utilities and maintaining the housing registry and records of both landed property and facilities.

The Estates Department is committed to supporting the University in meeting its Vision, Mission and Core Values by providing effective and efficient services to our Customers.

This Service Charter is a commitment by the Department to deliver high quality services to our clients and to the satisfaction of all stakeholders.

Your feedback will enable us improve on our service delivery.

TRACISIO. M. THUITA

ESTATES MANAGER

OBJECTIVES OF THE SERVICE CHARTER

The Estates Department's Service Charter sets the standards and the scope of services to our customers. We are committed to providing quality services to all our customers and appreciate feedback on how to improve on what we have set to do.

Mandate

The management of the University's properties, housing, utilities and maintaining the registry and records of both landed property and facilities.

Vision

“To be a leader in the management of land and property and build a solid financial base so as to contribute to the success of the University's Mission and Vision”

Mission

To provide, maintain, maximize use of the current physical facilities, develop and re-develop existing land resource, facilitate acquisition of quality physical facilities and land resource to enable the University attain its Mission and Vision.

Core Values

In order to realize the above vision and mission, certain shared values shall be natured by the department. The department shall:-

- **Innovatiness and creativity.** Staff shall be encouraged to share ideas and professional experience and innovations.
- **Quality customer service.** The department shall provide quality services for all round satisfaction.
- **Team work and team spirit.** Team work and team spirit shall be encouraged in the department.
- **Professionalism.** The department in its actions and interactions shall maintain ethical behavior, professional etiquette and honesty.

Main Clients of the Department

- Students
- Employees
- University Tenants
- University Landlords/ their Managing agents
- Professional Bodies

Main Partners

- Local Authorities
- Ministry of Lands
- National Environment Management Authority (NEMA)
- Water Supply and Regulatory Bodies
- Kenya Power Limited

Key Functions of the Department

To efficiently and effectively manage University Resources

- Overall management of University Land, building, houses.
- Pursue acquisition of titles to University land including lease extensions.
- Payment for land taxes e.g. Land Rates , Ground Rates
- Valuation of University properties.
- Proper maintenance, supply and servicing of utilities.

To ensure financial sustainability by maximizing returns from University Assets.

- Rent collection from houses and commercial properties on time to avoid arrears.
- Reduce voids on houses and commercial properties to avoid loss of returns.
- Debt reduction, pay rates and ground rent on time to avoid penalties.
- Secure water meters.
- Recover rent arrears.

To promote the image of the University both locally and internationally

- Ensure a clean environment.
- Ensure sufficient waste disposal
- Have clearly marked and strategically placed University signs.
- Ensure water and electricity bills are paid on time.

PRINCIPLES OF SERVICE DELIVERY

- Serve our clients with dignity, courtesy and respect.
- Provide efficient and effective service at all times
- Adhere to ethical and equitable service provision
- Uphold transparency, integrity and accountability at all times
- Maintain appropriate confidentiality.

CLIENT EXPECTATIONS

Our Clients expect provision of services as follows:

- A transparent housing allocation process
- Efficient management of occupational leases
- Prompt payment of utility bills
- Timely payment of Ground Rates
- Timely payment of Land Rent
- Safe and healthy environment
- Courteous and timely responses to request and enquiries.

CLIENTS 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.

servisCOMMITMENTS TO SERVICE DELIVERY

In our service delivery, we pledge that:

- A healthy, safe and pleasant environment shall be maintained.
- All complaints received shall be responded to within seven (7) working days.
- All offices shall be opened by 8.00 am.
- Electricity and water bills shall be paid within two (2 No) weeks of receipt.
- Where a house is vacant and habitable, it shall be allocated within one (1 No) month.
- All emergency exits shall be clearly marked.
- All fire extinguishers shall be serviced as per the contracts.
- All fire assembly points shall be clearly designated.

- This Service delivery charter will be reviewed every 2 years to accommodate new developments.
- The Department is a **CORRUPTION FREE** Department

FEEDBACK MECHANISM

- All complaints should be made to the Estates Manager.
- Feed back may be channeled via telephone, letters, email or suggestion boxes
- Confidentiality and privacy shall be respected at all times
- We welcome and value feedback on our performance to enable us improve on our service delivery to our customers.

PHYSICAL LOCATION

Estates Department offices are located on top of the transport section offices which is behind the Engineering block (Engineering block is between Central Police Station and Norfolk Hotel).

All inquiries, comments or feedback should be addressed to:

The Estates Manager

Estates Department

University of Nairobi

P.O. Box 30197-00100

NAIROBI.

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