



UNIVERSITY OF NAIROBI

ESTATES DEPARTMENT

SERVICE CHARTER

MARCH 2013



FOREWARD

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

- Freedom of thought and expression
- Innovativeness and creativity
- Good corporate governance
- Team spirit and teamwork
- Professionalism
- Quality customer service
- Responsible corporate citizenship and strong social responsibility
- Respect for and conservation of the environment

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.

COMMITMENTS TO SERVICE DELIVERY

In our service delivery, our commitments are as follows:

	SERVICE	REQUIREMENTS	COSTS	TIMELINE
1.	Allocations of University Houses	<ul style="list-style-type: none"> • Applicant must be a University staff • Applicant must fill the housing application standard form • Applicant is placed on the waiting list 	Nil	Allocation of a habitable house is done within two weeks to successful applicant
2.	Checking out of Tenants	<ul style="list-style-type: none"> • One month notice to vacate • Clearance of latest utility bills • Rent clearance 	Nil	One month after receiving the notice to vacate
3.	Rent collection from University Tenants	Quarterly payments in advance	Rent payable as per the lease agreement	Quarterly in advance
4.	Lease administration	Signed letter of offer by the University Management and the Landlord.	Rent Deposit	Lease term.
5.	Valuation of Assets	Written instructions from the user	Cost of Travel	Within three weeks of receiving instructions.
6.	Payment of Rates for University land	Invoice from the relevant local authority	As per the bill	31 st May for every Financial Year
7.	Payment of Ground Rent for University land	Invoice from the Ministry of Lands	As per the bill	31 st January for every Financial Year
8.	Processing of utility Bills	Timely forwarding of utility bills	As per the bills	Within two weeks of receiving
9.	Servicing of Boreholes, coldrooms, lifts and fire equipments	Executed maintenance contract	As per contracts	As per contracts

ACCESSIBILITY

The Estate Department offices are open during official working days as below:

Morning: 8.00am – 1.00pm

Afternoon: 02.00pm – 5.00pm

The offices are located behind the Engineering Block (next to Central Police Station) on top of the Transport Section offices.

The Department is a **CORRUPTION FREE** Department.

REVIEW OF THE CHARTER

The department will review this Service Charter every 2 years to accommodate new developments.

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.

Comments and feedback should be addressed to:

**Estates Manager
University of Nairobi
P.O. Box 30197-00100
NAIROBI**

Tel: +254 020 318262 Ext. 28367

Fax: +254 020 316658

E-mail: complaints-estates@uonbi.ac.ke

Website: <http://estates.uonbi.ac.ke/>

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