

	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
6.	Payment of Rates for University land	Invoice from the relevant local authority	As per the bills	31st May for every Financial Year
7.	Payment of Ground Rent for University land	Invoice from the Ministry of Lands	As per the bill	31st 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

All comments and feedback on this charter shall be addressed to:
 Estates Manager, University of Nairobi, P.O. Box 30195



UNIVERSITY OF NAIROBI

IDARA YA MAKAZI

MKATABA WA HUDUMA KWA WATEJA

KUJITOLEA KATIKA KUTOA HUDUMA

	HUDUMA	MAHITAJI	GHARAMA	MUDA WA
1.	Kutolewa nyumba za Chuo Kikuu	<ul style="list-style-type: none">Anayeomba nyumba:Sharti awe mfanyikazi wa Chuo KikuuSharti ajaze fomu ya kuomba nyumaAnawekwa kwenye orodha ya waombaji	Hakuna	Nyumba iliyo katika hali nzuri ya kukalika inatolewa kwa mwombaji aliyetimiza masharti katika muda wa wiki
2.	Kutoka kwa mpangaji	<ul style="list-style-type: none">Notisi ya kuhama ya mwezi mmojaBili za matumizi za hivi karibuniMalipo ya kodi	Hakuna	Mwezi mmoja baada ya kupokea notisi ya kuhama
3.	Kuchukua kodi kutoka kwa wapangaji wa Chuo Kikuu	Kodi inalipwa mapema mara nne kwa mwaka	Kodi inalipwa kulingana na mkataba wa kupangisha	Malipo ya mapema mara nne kwa mwaka
4.	Kusimamia upangaji	Barua ya kutolewa nyumba iliyotiliwa sahihi na Usimamizi wa Chuo Kikuu na Mwenye nyumba	Amana ya kodi	Muda wa mkataba wa kupangisha
5.	Kukadiria thamani ya mali	Maagizo yalioandikwa kutoka kwa mtumiaji mali	Gharama ya usafiri	Ndani ya wiki tatu baada ya kupata maagizo
6.	Kulipa ushuru wa ardhi ya Chuo Kikuu kwa baraza la mji	Bili kutoka kwa baraza la mji husika	Kulingana na bili	Tarehe 31 Mei kwa kila mwaka wa matumizi ya fedha
7.	Kulipa kodi ya kiwanja ya ardhi ya Chuo Kikuu	Bili kutoka kwa Wizara ya Ardhi	Kulingana na bili	Tarehe 31 Januari kwa kila mwaka wa matumizi ya pesa
8.	Kutayarisha bili za matumizi	Kusambazwa katika muda unaofaa kwa bili za matumizi	Kulingana na bili	Ndani ya muda wa wiki mbili baada ya kupokea bili
9.	Kutunza visima vya maji, vyumba vya baridi, lifiti na vifaa vya moto	Kandarasi ya utunzaji iliyoidhinishwa	Kulingana na kandarasi	Kulingana na kandarasi