



**UNIVERSITY OF NAIROBI**  
**DIRECTORATE OF FACILITY MANAGEMENT**  
**CUSTOMER SERVICE DELIVERY CHARTER**

SERVICE	REQUIREMENT	COST	TIMELINE
Allocation of University houses	<ul style="list-style-type: none"> <li>Applicant must be a University staff</li> <li>Applicant must fill the online housing application standard form.</li> </ul>	Nil	One (1) day after release of minutes of the Housing Allocation Committee
Checking out tenants	<ul style="list-style-type: none"> <li>One month notice to vacate</li> <li>Clearance of latest utility bills</li> <li>Closure of utility accounts with the service provider</li> <li>Rent clearance</li> </ul>	Nil	One month after receiving notice to vacate
Processing of Utility bills	Timely forwarding of utility bills	Nil	Within one week of receiving
Servicing of Equipment	Executed maintenance contract	As per the contracts	As per the contracts
Payment of rates for University land	Invoices from relevant local Authorities	As per the invoices	31 <sup>ST</sup> of March for every financial year
Payment of ground rent for University land	Invoices from the Ministry of lands	As per the Invoices	30 <sup>th</sup> June for every financial year
Rent Collection	Quarterly payments in advance	Rent payable as per the lease agreement	Quarterly in advance
Lease Administration	Signed letter of offer by the University Management and the Landlord	Rent deposit	Lease term
Valuation of Assets	Written instructions from the user	Cost of travel	Within three (3) weeks of travel
Maintenance of Facilities	Fill M1 form Receipt of materials	Nil	Within seven (7) working days of receiving materials
Preparation and forwarding of estimates request	Written request	Nil	Within seven (7) working days of receiving the request
Process transport requests	Written request from the user and approval from the DVC-HRA	Nil	Five (5) days prior to the date of travel
Issuance of travel permits	Approval from DVC-HRA	Nil	One (1) day after receiving of approval
Motor Vehicle inspection and preparation of specifications	Written request from the user	Nil	One (1) day after approval
Motor Vehicle repair/ servicing	Written request from the user, availability of funds and spares	As per the estimates	Four (1) weeks of receiving request
Motor vehicle accidents reports	<ul style="list-style-type: none"> <li>Report from the driver</li> <li>Provision of relevant documents</li> <li>A report to capital section</li> </ul>	Nil	Within 24 hours

Complaints, complements and suggestions should be forwarded to:  
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