



**UNIVERSITY OF NAIROBI**  
**DIRECTORATE OF FACILTY MANAGEMENT**  
**USTOMER SERVICE DELIVERY CHARTER**

<b>CORE MANDATE</b>	<b>SERVICE</b>	<b>REQUIREMENT</b>	<b>COST</b>	<b>TIMELINE</b>
<b>RESOURCE MANAGEMENT</b>	Allocation of University hoses	Application must be a University staff Applicant must apply for the house	Nil	1 day after release of minutes of the Housing Allocation Committee
	Checking out tenants	One month notice to vacate clearance of latest utility bills and closure of utility accounts with the service provider and Rent clearance	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 3 weeks of travel

	Maintenance of Facilities	Fill M1 form Receipt of materials	Nil	Within 7 days of receiving materials
	Preparation and forwarding of estimates request	Written request	Nil	Within 7 days of receiving the request
	Process transport requests	Written request from the user and approval from the DVC-HRA	Nil	5 days prior to the date of travel
	Issuance of travel permits	Approval from DVC-HRA	Nil	1 day after receiving of approval
	Motor Vehicle inspection and preparation of specifications	Written request from the user	Nil	1 day after approval
	Motor Vehicle repair/ servicing	Written request from the user, availability of funds and spares	As per the estimates	4 weeks of receiving request
	Motor vehicle accidents reports	-Report from the driver -Provision of relevant documents -A report to capital section	Nil	Within 24 hours

Complaints, complements and suggestion should be forwarded to:  
Office of the Director, Facility Management  
University of Nairobi Main Campus  
Harry Thuku Road P.O Box 30197-00100 Nairobi, Kenya  
Telephone:020-4918137  
E-Mail: [manager-estate@uonbi.ac.ke](mailto:manager-estate@uonbi.ac.ke)  
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