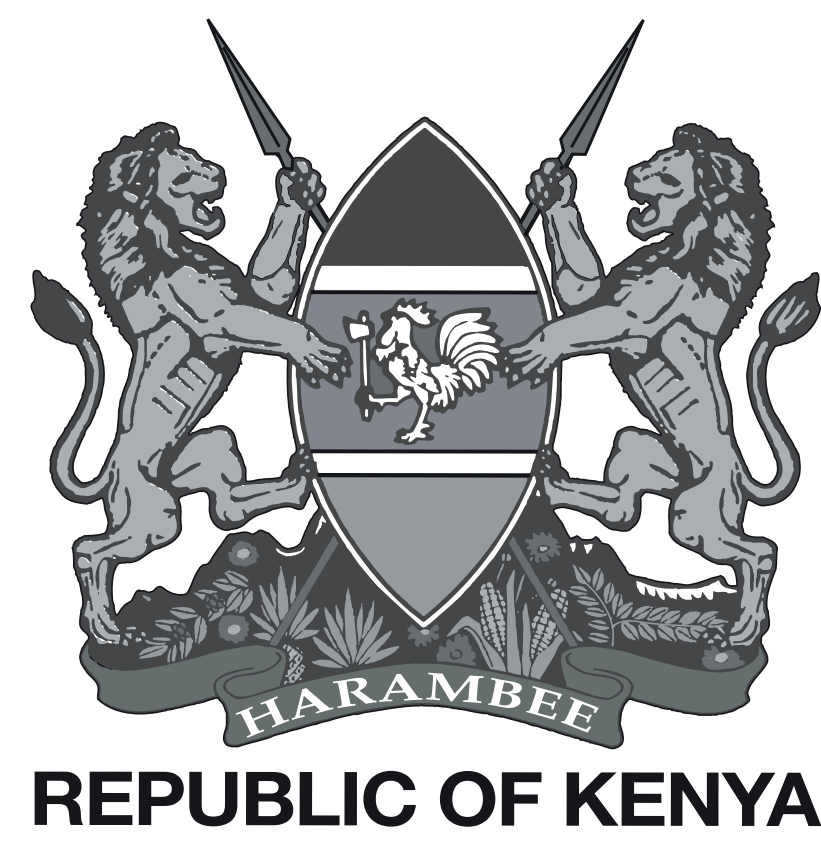




REPUBLIC OF KENYA



nhc
National Housing Corporation

CITIZENS' SERVICE DELIVERY CHARTER

No.	Products/Services	Requirements	Application Charges	Timeline (Working Days)
1.	Rental Property • Newly Constructed Houses • Existing Houses • Commercial Property	• Complete an application form • Pay Rent and Service charge as advised	Free	• 30 days on completion of project • Queue for a vacant unit/ space
2.	Tenant Purchase Housing Schemes	• Complete an application form • Pay required deposit • Pay monthly installments and service charge as advised	Free	• Communication acknowledging receipt of application within 7 days
3.	Mortgage (Outright Sale) Schemes	• Complete an application form • Pay required deposit • Pay balance of purchase price as advised	Free	• Communication acknowledging receipt of application within 7 days
4.	Rural/Peri Urban Housing Loans	• Apply with supporting documents • Comply with set terms of lending	Free	• Communication acknowledging receipt of application within 15 days • Disbursement within 30 days of receipt of registered charge
5.	EPS Panels	• Pay full amount of order price or collect on credit if eligible	Free	• 3 days upon making payment
6.	Partnership Services	• Apply to Managing Director • Pay commitment fee • Provide documentation as advised	200,000 (Two Hundred Thousand)	• MoU ready for execution within 14 days of agreement on project concept
7.	Consultancy Services	• Apply to Managing Director • Pay commitment fee • Provide documentation as advised	200,000 (Two Hundred Thousand)	• MoU ready for execution within 14 days of agreement on project concept

In case our service does not meet the above mentioned standards or any officer does not follow them in their service, report to:

Managing Director
National Housing Corporation
NHC House, 10th Floor
Aga Khan Walk, Nairobi
P.O. Box 30257-00100
Nairobi, Kenya

EMAIL: info@nhckeny.go.ke

WEB: www.nhckeny.go.ke

TEL: +254 724 256 403 / +254 730 749 000

OR

Secretary/Chief Executive Officer
Commission on Administrative Justice
West End Towers, 2nd Floor
Waiyaki Way, Nairobi
P.O. Box 20414-00200
Nairobi, Kenya

EMAIL: complain@ombudsman.go.ke

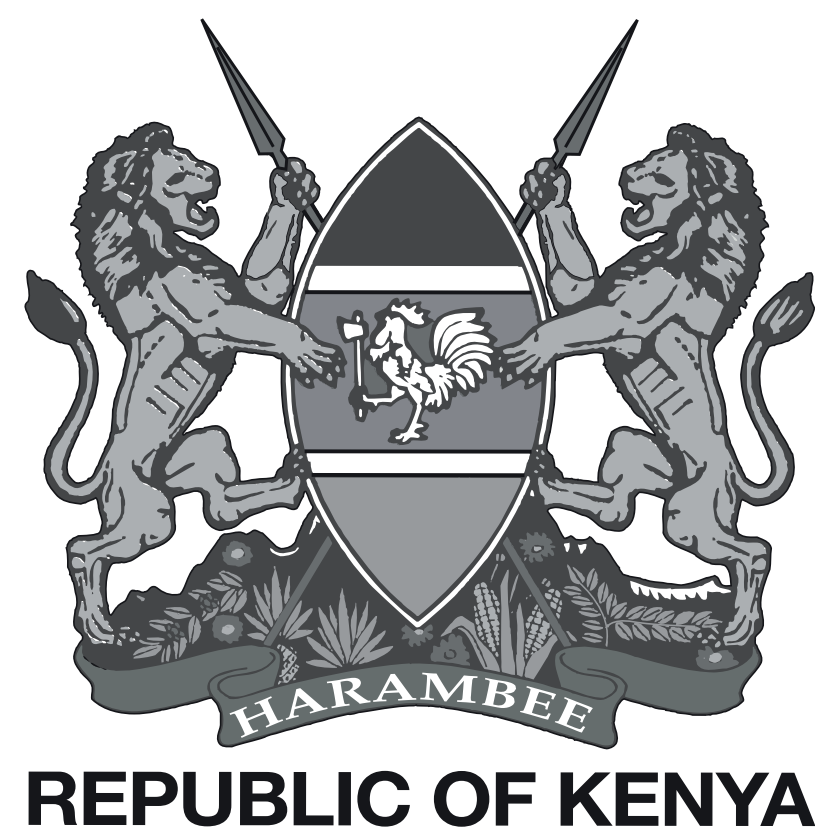
WEB: www.ombudsman.go.ke

TEL: +254 20 227 0000

**QS. DAVID MATHU NJUGUNA, MBS
MANAGING DIRECTOR/CEO**

MAY 2024

Housing The Nation



MKATABA WA UTOAJI HUDUMA KWA WANANCHI

Na.	Bidhaa/Huduma	Mahitaji	Ada ya maombi	Muda wa kutoa huduma (Siku za kazi)
1.	Nyumba za kukodisha • Nyumba mpya zilizojengwa • Nyumba zilizopo • Majengo ya kibiashara	• Kujaza fomu ya maombi • Kulipa kodi ya nyumba na malipo ya huduma kama ilivyoelekezwa	Bila malipo	• Siku 30 baada ya mradi kukamilika • Utangoja hadi nyumba/nafasi ipatikane
2.	Mpango wa ununuzi wa nyumba za wapangaji	• Kujaza fomu ya maombi • Lipa amana inayohitajika • Kulipa awamu ya kila mwezi na malipo ya huduma kama ilivyoelekezwa	Bila malipo	• Mawasiliano kuhusu kupokewa kwa maombi kati ya siku 7
3.	Miradi ya ununuzi wa nyumba kwa rehani (mauzo ya moja kwa moja)	• Kujaza fomu ya maombi • Kulipa amana inayohitajika • Lipa awamu ya malipo ya ununuzi	Bila malipo	• Mawasiliano kuhusu kupokewa kwa maombi kati ya siku 7
4.	Mikopo ya nyumba za vijijini na viunga via miji	• Kujaza fomu ya maombi • Ambatanisha stakabadhi zinazohitajika unapotuma maombi Zingatia masharti ya kukopesha yaliyowekwa	Bila malipo	• Mawasiliano kuhusu kupokewa kwa maombi kati ya siku 15 • Utoaji wa mkopo kati ya siku 30 baada ya kupokelewa kwa kibali cha usajili wa ardhi
5.	Paneli za EPS	• Kulipa kiasi kamili cha bei ya kuagiza au kuchukua kwa mkopo iwapo imekubalika	Bila malipo	• Siku 3 baada ya malipo
6.	Huduma za ushirikiano	• Tuma maombi kwa Mkurugenzi Mkuu • Lipa rubuni • Toa hati na stakabadhi zinazohitajika kama ulivyoelekezwa	200,000 (Elfua mia mbili)	• Mkataba wa makubaliano kwa utekelezaji katika muda wa siku 14 za wazo la mradi
7.	Huduma za ushauri	• Tuma maombi kwa Mkurugenzi Mkuu • Lipa rubuni • Toa hati na stakabadhi zinazohitajika kama ulivyoelekezwa	200,000 (Elfua mia mbili)	• Mkataba wa makubaliano kwa utekelezaji katika muda wa siku 14 za wazo la mradi

Iwapo huduma zetu hazitoshelezi viwango tulivyotaja hapo awali au ukihudumiwa na afisa asiyezingatia viwango hivyo, tuma malalamishi kwa:

Mkurugenzi Mkuu
Shirika la Nyumba la Kitaifa
Jumba la NHC, Orofa ya 10
Barabara ya Aga Khan Walk, Nairobi
S.L.P 30257-00100
Nairobi, Kenya

Barua pepe: info@nhckenya.go.ke
Tovuti: www.nhckenya.go.ke
Simu: +254 724 256 403 / +254 730 749 000

AU

Katibu/Afisa Mkuu Mtendaji
Tume ya Haki za Kiutawala
Jumba la West End, Orofa ya 2
Barabara ya Waiyaki, Nairobi
S.L.P 20414-00200
Nairobi, Kenya

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