



REPUBLIC OF KENYA



nhc
National Housing Corporation

CITIZENS' SERVICE DELIVERY CHARTER

No.	Products/Services	Requirements	Application Charges	Timeline (Working Days)
1.	Rental Property <ul style="list-style-type: none">• Newly Constructed Houses• Existing Houses• Commercial Property	<ul style="list-style-type: none">• Complete an application form• Pay Rent and Service charge as advised	Free	<ul style="list-style-type: none">• 30 days on completion of project• Queue for a vacant unit/ space
2.	Tenant Purchase Housing Schemes	<ul style="list-style-type: none">• Complete an application form• Pay required deposit• Pay monthly installments and service charge as advised	Free	<ul style="list-style-type: none">• Communication acknowledging receipt of application within 7 days
3.	Mortgage (Outright Sale) Schemes	<ul style="list-style-type: none">• Complete an application form• Pay required deposit• Pay balance of purchase price as advised	Free	<ul style="list-style-type: none">• Communication acknowledging receipt of application within 7 days
4.	Rural/Peri Urban Housing Loans	<ul style="list-style-type: none">• Apply with supporting documents• Comply with set terms of lending	Free	<ul style="list-style-type: none">• Communication acknowledging receipt of application within 15 days• Disbursement within 30 days of receipt of registered charge
5.	EPS Panels	<ul style="list-style-type: none">• Pay full amount of order price or collect on credit if eligible	Free	<ul style="list-style-type: none">• 3 days upon making payment
6.	Partnership Services	<ul style="list-style-type: none">• Apply to Managing Director• Pay commitment fee• Provide documentation as advised	200,000 (Two Hundred Thousand)	<ul style="list-style-type: none">• MoU ready for execution within 14 days of agreement on project concept
7.	Consultancy Services	<ul style="list-style-type: none">• Apply to Managing Director• Pay commitment fee• Provide documentation as advised	200,000 (Two Hundred Thousand)	<ul style="list-style-type: none">• 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@nhckenya.go.ke

WEB: www.nhckenya.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

**Q.S. DAVID MATHU NJUGUNA, MBS
MANAGING DIRECTOR/CEO**

MAY 2024

Housing The Nation