



NATIONAL HOUSING CORPORATION

CITIZENS' SERVICE DELIVERY CHARTER

NO.	PRODUCTS/SERVICES	REQUIREMENTS	APPLICATION CHARGES (KSHS.)	TIMELINES(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,
Tel: 254 20 3312147/9, +254 730 749000
+254 735 993030, +254 724 256403
Email: info@nhckenya.go.ke
Website: www.nhckenya.go.ke

OR

Secretary/Chief Executive Officer
Commission on Administrative Justice
West End Towers, 2nd Floor
Waiyaki Way, Nairobi
P. O Box 20414-00200, Nairobi
Tel: 254 20 2270000
Email: complain@ombudsman.go.ke
Website: www.ombudsman.go.ke

QS. DAVID MATHU NJUGUNA
MANAGING DIRECTOR
FEBRUARY 2023

HUDUMA BORA NI HAKI YAKO

HOUSING THE NATION