



NAROK COUNTY GOVERNMENT

SERVICE CHARTER

HOUSING SECTION

Vision

Excellent, affordable, adequate and quality housing for all.

Mission

To improve livelihood of Kenyans through facilitation of access to adequate housing in sustainable human settlement.

Core values

Innovation, Zero corruption

Promotion and protection of public interest, Team work, High quality service delivery

Commitment, Integrity and Professionalism

No.	Service rendered	Client requirements	User chargers	Timelines
1	Response to inquiries	Letter, verbal communication, telephone calls	Free	Immediately
2	Allocation of government houses	Letter of application, copy of latest pay slip, national id	Free	When vacant government house is vacant
3	Vacation/clearance from Government houses	Notification from tenant, inspection report	Free	One day
4	Maintenance /security of government houses	Nil for major maintenance, formal	Free	When funds are available

		complaint for minor repairs		
5	Leasing of office space for Government departments	Formal request from the department requiring accommodations	Free	30 days
6	Registration of government houses	Notification from public works for completed new houses	Free	30 days
7	Technical advice to departments on office refurbishment	Formal request	Facilitate transport and subsistence allowance	One week
8	Training and dissemination of appropriate building materials	Formal application	Group contribution	30 days
9	Leasing official residence.	Formal request	Free	30 days
10	Housing surveys and statistics	Formal request	Facilitate transport and subsistence allowance	3 months
11	Inventory of houses	Formal request	Free	1 day