



## **MINISTRY OF NATIONAL HOUSING AND SOCIAL AMENITIES**

### **CLIENTS SERVICE CHARTER**

**2023**

## **PREAMBLE**

The Ministry is a key player in the provision of modern housing and social amenities to the citizens. The Ministry of National Housing and Social Amenities is mandated to spearhead the formulation and implementation of policies in the housing delivery sector.

This Clients Service Charter has been developed following consultations with clients. The purpose of this Charter is to create awareness on our services and to share our commitment towards service delivery standards. It also provides feedback mechanisms available for clients.

## **VISION**

Modern and affordable human settlements for Zimbabweans by 2030.

## **1. MISSION**

To lead in the provision of human settlements in a coordinated and sustainable manner through the facilitation and promotion of functional housing and social amenities for all Zimbabweans.

## **2. CORE VALUES**

- i. Professionalism – we are committed to efficient and high-quality standards in the delivery of services to our clients.
- ii. Transparency - is the hallmark of our actions, conduct, processes and operations.

- iii. Accountability - we assure the nation of responsible and ethical behaviour in all our processes and systems.
- iv. Innovativeness - continuous research and adoption of new building technologies to enable the delivery of affordable and quality housing paying due regard to climate and renewable resources.
- v. Teamwork - we subscribe to collaborative way of doing business to achieve our common goal of providing decent housing in the most efficient way.
- vi. Flexibility - we are amenable to change and accommodative to constructive nation building ideas.
- vii. Inclusivity - We endeavor to provide equal access to opportunities

### **3. CLIENTS**

- General Public
- Tenants
- Homeowners
- Home seekers
- Civil Servants
- Traditional leaders
- Investors
- Local Authorities
- Contractors
- Special interest groups
- Diaspora Community
- Financial Institutions

### **4. MINISTRY OVERALL FUNCTIONS**

- i. Formulate and monitor implementation of sustainable national housing and social amenities policies in urban and rural areas for inclusive and sustainable development

- ii. Develop and implement strategies that ensure urban and rural housing and social amenities development in consultation with relevant Ministries and other stakeholders
- iii. Facilitate the provision of affordable housing and social amenities infrastructure in urban and rural areas
- iv. Coordinate, and mobilize communities for the provision and maintenance of social amenities and infrastructure in urban and rural areas e.g. housing, clinics, schools, dip tanks, roads, bridges, piped portable water supply schemes, rural electrification, and sporting and recreation facilities
- v. Develop and implement programmes that promote integration of housing and social amenities facilities
- vi. Develop frameworks that align with international protocols and conventions on housing and social amenities development
- vii. Mobilize resources for the implementation of housing and social amenities in urban and rural areas including Public Private Partnership models
- viii. Coordinate and implement the Rural Housing Delivery Programmes
- ix. Manage and account for the National Housing Fund, Rural Housing Fund, Housing and Guarantee Fund, Social Amenities Development Fund and Civil
- x. Service Housing Loan Fund
- xi. Administer Rent Control Regulations for residential accommodation

## **5. DEPARTMENTS AND CORE FUNCTIONS**

### **a. Urban Housing**

- i. Develop and implement policies and strategies that ensure sustainable urban housing development in consultation with local authorities, relevant Ministries and other stakeholders.
- ii. Manage urban housing programmes in accordance with Ministry policy.
- iii. Promote appropriate housing and social amenities designs and technologies for urban settings.

- iv. Administer the National Housing Fund and Housing and Guarantee Fund.
- v. Provide administrative services to the Rent Board.
- vi. Coordinate the formulation, monitoring and implementation of social amenities policies at the household, business centre and growth point levels.
- vii. Implement strategies that ensure the development of social amenities infrastructure in consultation and liaison with local authorities and other relevant stakeholders.
- viii. Coordinate and mobilize communities (through their Local authorities) for the provision of social amenities infrastructure
- ix. Mobilize resources for the implementation of social amenities programmes

### ***Rent Board Functions –***

The main function of the residential rent board is to preside over disputes between Lessors/Landlords and Lessees (tenants) on matters relating to rents and evictions.

#### **b. Rural Housing**

- i. Coordinate, manage and implement the rural Housing Delivery Programme.
- ii. Promote and facilitate the construction of safe and properly designed low-cost housing for rural settings.
- iii. Administer and account for the Rural Housing Fund.
- iv. Develop partnerships with external support agencies for purposes of leveraging resources as a means of complementing the Government housing development programme.
- v. Mobilize resources for the implementation of social amenities programmes.
- vi. Manage and account for the Social Amenities Development Fund.
- vii. Promote the establishment and provision of social amenities infrastructure.

#### **c. Estates Management and Provincial Co-ordination**

- i. Provide subject matter expertise for development of housing in rural and urban areas.

- ii. Conduct pre-proposal valuation and feasibility of housing development and other projects.
- iii. Coordinate all Provincial & District activities and provide reports as required.

**d. Planning and Design**

- i. Carry out project feasibility study.
- ii. Develop sustainable technology in project design and implementation.
- iii. Produce work breakdown structure.
- iv. Provide estimation of required project resources and durations of tasks.
- v. Produce works program, schematics and outline drawings.
- vi. Produce detailed designs and construction specifications.
- vii. Construction supervision.
- viii. Promote professional and technical policies in housing and amenities development.

**e. Construction and Maintenance**

- i. Execution of the work activities that are required for the completion of the project.
- ii. Health and Safety Responsibilities-Guarantee viable safety policy to ensure health and safety in the workplace. This may involve risk management strategies, emergency response system, and other preventive means for construction site safety.  
Make sure that all individual at construction site utilize safety equipment.  
Provide safety awareness to workers.
- iii. Inspection-Conduct routine schedule checks of the buildings to examine their condition and to check for needed repairs.
- iv. Produce scope of works and come up with cost estimate for the maintenance works.
- v. Prepare the programme for the works.
- vi. Carry out the repairs to alleviate unsatisfactory conditions found during inspection.
- vii. Prepare maintenance of works schedule.

#### **f. Strategic Policy Planning, Monitoring & Evaluation**

- i. Provide research support for the Ministry's strategic planning and policy processes.
- ii. Enhance accountability and provide legitimacy for the use of Ministry funds and resources.
- iii. Administer the Whole of Government Performance Management System for the Ministry.
- iv. Develop the Ministry's electronic and paper-based monitoring system through WoGPMS and Executive Electronic Dashboard (EED).
- v. Production of the consolidated performance monitoring reports for the Ministry.
- vi. Ensure continuous improvement of Ministry framework by creation of policy and organisational measures in place to support the performance of public policies.
- vii. Promoting the use of evidence and policy monitoring and evaluation, by investing in public sector skills, policy making processes and supporting stakeholder engagement.
- viii. Promoting the quality of policy monitoring and evaluation, through developing guidelines, investing in capacity building, and ex post review and control mechanisms.
- ix. Monitor and evaluate performance of strategic corporate state entities and Boards.

#### **g. Information Communication Technology**

- i. Provide Information Communication Technology services to the Ministry

#### **h. Legal Service**

- ii. Provide legal services to the Ministry.

#### **i. Finance and Administration**

- iii. Provide financial support and administration services.

**j. Human Resources Development**

- iv. Provide human resources management services.

**k. Internal Audit**

- v. Provide audit services.

**l. Procurement Management Unit**

- vi. Provide procurement and disposal services.

**m. Communications and Advocacy**

- i. Plan and implement communication and publicity strategies for the Ministry
- ii. Manage external and internal dissemination of information of the Ministry's policies, programmes and projects
- iii. Promote the Ministry's programmes and projects to stakeholders
- iv. Draft and make an initial review of the Ministry's Clients Charter

**n. Gender Mainstreaming, Inclusivity and Wellness Strategy**

- i. Coordinate the formulation, implementation and evaluation of gender mainstreaming, inclusivity and wellness policies, strategies and programs in the Ministry.
- ii. Provide technical expertise and advice on capacity building, knowledge building and management of gender mainstreaming, inclusivity and wellness issues in the Ministry.
- iii. Review workplace policies and procedures in the Ministry, ensuring that these are all inclusive.
- iv. Develop and maintain strategic partnerships with stakeholders such as the Zimbabwe Gender Commission, other Line Ministries and Civil Society organizations to entrench gender mainstreaming, inclusivity and wellness issues in the Ministry and ensure that they feed into the national agenda.
- v. Coordinate the implementation of policies and programmes on the welfare of persons with disabilities in the Ministry.



- vi. Advocate for the implementation and institutionalization of gender, inclusivity and wellness policies, strategies and programmes and ensure communication and advocacy to all Members within the Ministry.
- vii. Ensure that public utilities in the Ministry are accessible and do not discriminate against persons with disabilities.
- viii. Develop and manage capacity development programmes to enhance Members in the Ministry’s understanding of gender mainstreaming, inclusivity and wellness issues.
- ix. Design, implement and monitor all-inclusive programmes intended to improve the physical and mental health of employees in the Ministry.
- x. Audit Ministry policies, procedures and systems to ensure that the working environment upholds employee wellbeing as a culture and develop appropriate wellness programmes

## **6. PARASTATALS, COMPANIES/ PUBLIC ENTERPRISES AND OTHER BOARDS ADMINISTERED BY THE MINISTRY**

- Urban Development Corporation (UDCORP)

## **7. SERVICE PROVISION AND DELIVERY STANDARDS**

<b>Item</b>	<b>List of services provided</b>	<b>Standards of service delivery</b>
1.	Offering advisory services on housing and social amenities for walk in clients	Within one day
2.	Offering advisory services on housing and social amenities to clients from date of receipt of communication	Five working days
3.	Provision of letters of support for prescribed asset status	Two -Three weeks
4.	Facilitating provision of civil service housing loans	Within three months

5.	Providing stock type model building plans	Within one day
6.	Responding to applications for housing accommodation.	Within two weeks
7.	Providing housing accommodation	Within two weeks (subject to availability)
8.	Designing and management of projects	Within the project contract period
9.	Servicing of housing stands	Within the project contract period
10.	Facilitating issuance of title deeds on title surveyed and fully paid properties (National Housing Fund/Housing and Guarantee Fund)	Within one month
11.	Maintaining Government housing estates	Minor- within one month Major- within contract period
12.	Construction of Government housing estates	Within contract period
13.	Processing cession	Within two weeks
14.	Lease Renewal	Within two months
15.	Presiding over rent and eviction disputes	Within one month
16.	Resolution of public complaints	Minimum of one week -Depending on nature of complaint

## **8. OBLIGATIONS AND RIGHTS**

### **8.1 Obligations to our valued clients**

We are obliged to:

- Inform clients of services which we offer

- Courteously answer telephone calls within three rings
- Welcome and attend to clients within five (5) minutes of their arrival;
- Conscientise public rights to lodge objections and representations on Ministry decisions that impact on their wellbeing and rights;
- Ensure that statutory provisions are adhered to;
- Ensure that we disseminate relevant information to clients at all times;
- Ensure consultation of relevant stakeholders in Ministry's key strategic issues.
- Make Ministry services accessible at National, Provincial and District levels

## **8.2. Obligations of Clients**

- Pay for services provided on time
- Participate in policy making
- Sign and renew lease agreements annually
- Treat our staff with respect
- Communicate their grievances through available channels
- Adhere to contractual obligations

## **8.3. Rights of Clients**

- Right to lodge objections and representations on Ministry decisions that impact on their wellbeing and rights;
- Right to access relevant information at all times;
- Right to feedback
- Right to access Ministry services at National, Provincial and District levels

## **9. REVIEW OF THIS CLIENT SERVICE CHARTER**

This Client Service Charter will be reviewed in line with the ever-changing clients' needs and expectations and the operating environment.

## **10. FEEDBACK MECHANISMS**

We value feedback from clients as it enables us to improve on service delivery. Compliments, suggestions and complaints can be lodged through the following platforms:

- Suggestion boxes at our offices
- **Twitter:** @MAmenities
- **Facebook:** Ministry of National Housing and Social Amenities
- **Website:** www.nationalhousing.gov.zw
- **Email:** mnhsacomunications@gmail.com
- **WhatsApp:** +263776359624
- **Instagram:** mnhsa\_zw

#### HEAD OFFICE:

<b>CONTACT PERSON</b>	<b>PHYSICAL ADDRESS</b>	<b>TEL/MOBILE</b>
Permanent Secretary	3 <sup>rd</sup> Floor, ZIMRE CENTRE Building, Corner L. Takawira Street and Kwame Nkrumah Avenue, Bag 7780, Causeway, <b>Harare</b>	<b>Direct Line</b> 0242-799125 <b>Email:</b> psnhsa@isp.gov.zw
Chief Director Housing Development	3 <sup>rd</sup> Floor, ZIMRE CENTRE Building, Corner L. Takawira Street and Kwame Nkrumah Avenue, Bag 7780, Causeway, <b>Harare</b>	Direct Line: 0242-2790077
Chief Director Estates Development and Maintenance	3 <sup>rd</sup> Floor, ZIMRE CENTRE Building, Corner L. Takawira Street and Kwame Nkrumah Avenue, Bag 7780, Causeway, <b>Harare</b>	Direct Line: 08688007095
Director Human Resources	2 <sup>nd</sup> Floor, ZIMRE CENTRE Building, Corner L. Takawira Street and Kwame Nkrumah	Direct Line: 0242-799137

	Avenue, Bag 7780, Causeway, <b>Harare</b>	
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Director Urban Housing Development	1 <sup>st</sup> Floor, ZIMRE CENTRE Building, Corner L. Takawira Street and Kwame Nkrumah Avenue, Bag 7780, Causeway, <b>Harare</b>	Direct Line: 0242-702273
Director Rural Housing Development	3 <sup>rd</sup> Floor, ZIMRE CENTRE Building, Corner L. Takawira Street and Kwame Nkrumah Avenue, Bag 7780, Causeway, <b>Harare</b>	Direct Line: 0242-252248
Director Planning and Design	2 <sup>nd</sup> Floor, ZIMRE CENTRE Building, Corner L. Takawira Street and Kwame Nkrumah Avenue, Bag 7780, Causeway, <b>Harare</b>	Cell: 0772389927
Legal Advisor	2 <sup>nd</sup> Floor, ZIMRE CENTRE Building, Corner L. Takawira Street and Kwame Nkrumah Avenue, Bag 7780, Causeway, <b>Harare</b>	Direct Line: 0242-253768
Director Strategic Planning, Monitoring and Evaluation	2 <sup>nd</sup> Floor, ZIMRE CENTRE Building, Corner L. Takawira Street and Kwame Nkrumah	Direct Line: 0242-796412

	Avenue, Bag 7780, Causeway, <b>Harare</b>	
Director PMU	3 <sup>rd</sup> Floor, ZIMRE CENTRE Building, Corner L. Takawira Street and Kwame Nkrumah Avenue, Bag 7780, Causeway, <b>Harare</b>	Direct Line: 0242-702273
Director Audit	2 <sup>nd</sup> Floor, ZIMRE CENTRE Building, Corner L. Takawira Street and Kwame Nkrumah Avenue, Bag 7780, Causeway, <b>Harare</b>	Direct Line: 0242-253767
Director ICT	4 <sup>th</sup> Floor, ZIMRE CENTRE Building, Corner L. Takawira Street and Kwame Nkrumah Avenue, Bag 7780, Causeway, <b>Harare</b>	Direct Line: 0242-799137
Deputy Director Communications and Advocacy	1 <sup>st</sup> floor, ZIMRE CENTRE Building, Corner L Takawira Street and Kwame Nkrumah Avenue, Bag 7780, Causeway, <b>Harare</b>	Direct Line:08688007076

## PROVINCIAL CONTACTS

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Deputy Director, Estates Management and Provincial Coordination Bulawayo Metropolitan	Mhlahlandlela Government Complex, Corner Basch Street & 10th Avenue, Entrance 3, Ground Floor, Office No. 1-137, <b>Bulawayo</b>	Landline: +2639-2-880262/282
Deputy Director, Estates Management and Provincial Coordination Manicaland	Government Composite Building, Second Floor, Room BS 107, <b>Mutare</b>	Landline: 263202062877
Deputy Director, Estates Management and Provincial Coordination Masvingo	P.O. Box 168, Bikita Minerals Road, <b>Masvingo</b>	Landline: +263392-264048/266307
Deputy Director, Estates Management and Provincial Coordination Midlands	Office of the Provincial Coordinator, Stand Number 1084, 2nd Street, <b>Gweru</b>	Landline: +26354-2-225136
Deputy Director, Estates Management and Provincial Coordination Mashonaland West	7 Robert Mugabe Way, P.O. Box 52, <b>Chinhoyi</b>	Landline: +26367-21-24366

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**Ministry of National Housing and Social Amenities**

**Clients Charter Review Table**

<b>Revised on</b>	<b>Version</b>	<b>Description</b>	<b>Revision done by:</b>	<b>Approved by:</b>
23 March 2022	0.1	Review of Draft Document	Communications and Advocacy Department	Permanent Secretary
30 November 2023	1.0	Review of Document	Communications and Advocacy Department	Permanent Secretary

<b>Prepared by</b>	<b>Signature</b>	<b>Date</b>
<b>Communications and Advocacy Department</b>	..... Ms. S. Ncube (Deputy Director Communications and Advocacy)	.....

<b>Checked by</b>	<b>Signature</b>	<b>Date</b>
<b>Director Strategic Policy Planning, Monitoring and Evaluation</b>	..... Mrs. M Mutenga (Director Strategic Policy Planning Monitoring and Evaluation)	.....

<b>Approved by</b>	.....	.....
Engineer T.K Chinyanga <b>Permanent Secretary</b>		<b>Date</b>