

COMMUNITY DEVELOPMENT DIVISION

CITIZEN'S CHARTER

SOCIAL SERVICE

Shall provide estate management services for all of the city's initiated and funded housing projects which includes amortization collections, ensuring basic community services and infrastructure, access to employment and livelihood and developing an engaged community to promote self-governance and solidarity.

DIVISION

SIMPLE

G2C

G2G

Who may avail: Beneficiaries/Awardees of the city's housing projects

CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Payment of monthly amortization				
1. Proceed to Collections Unit to request Order of Payment	1.1 Issue Order of Payment	Based on existing contract	3 Minutes	Jesus Malunes Jr.
2. Proceed to Treasurer's Office, pay and claim official receipt (O.R.)	1.2 Request photocopy of O.R. for posting on awardees' amortization ledger	None	1 Minute	
3. Submit to Collections Unit a photocopy of the O.R. for filing.	3.1 Receive photocopy of O.R. and post on awardees' ledger	None	1 Minute	Normita Cadicia
Total			4 Minutes	
B. Request for Minor Repairs/Maintenance				
1. Request declogging for	1.1 Receive Complaint/Request	None (Expense is	15-20 Minutes	Ana May P. Barracas

<p>pipeline/minor electrical repairs/water line repairs</p> <p>Documents needed are: Complaint/Request of awardee stating specific request and; Certificate of Award; Valid ID of awardee or proper authorization letter from awardee.</p>	<p>from awardee for inspection; if can be repaired, list of needed materials is generated and repairs are made. If repairs cannot be made, report is generated and forwarded to Engineering Department.</p>	<p>for purchase of materials to be used)</p>	<p>(Receipt of Complaint/Request and Inspection)</p>	
<p>1. Complaints regarding safety, peace and order, cleanliness, and overall administration for both In-city and Off-city housing projects</p> <p>Documents needed are: Complaint/Request of awardee stating specific request and/or complaint; Certificate of Award; Valid ID of awardee or proper authorization letter from awardee.</p>	<p>1.1 Receive Complaint/Request from awardee.</p> <p>1.2 Forward to appropriate LGU department (Peace and Order Dept., Solid Waste Management, CENRO, etc.), or respective HOAs, and receiving LGUs (for off-city relocation sites)</p>	<p>None</p>	<p>3-5 Minutes (Receipt of Complaint/Request)</p> <p>3-5 Working Days (Coordination /Meeting with concerned departments, HOAs or LGUs as the case may be.)</p>	<p>Atty. Jose Crisanto Gonzales</p>
<p>1. Request for mediation between and amongst community organizations (HOAs) in the city's housing projects</p> <p>Documents required are: Request of awardee stating specific request and; Certificate of Award; Valid ID of awardee or proper authorization letter from awardee</p>	<p>1.1 Receipt of Request from awardee</p> <p>1.2 Forward to Urban Poor Services Division and/or PUSO Legal Officer for setting of mediation proceedings as the case may be.</p>	<p>None</p>	<p>3-5 Minutes (Receipt of Request)</p> <p>3-5 Working Days (Setting of Mediation Proceedings)</p>	<p>Atty. Jose Crisanto Gonzales</p>

2. Livelihood Development				Ana May P. Barracas
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