



# UNIVERSITY OF EMBU

## DEPARTMENTAL SERVICE CHARTER

### Department of Accommodation and Housekeeping Services

S/No	Service Offered	Process/Requirement	Cost	Timeline
1.	Responding to formal correspondence	Request submitted to the relevant Office.	Nil	7 working days
2.	Responding to repairs and maintenance in the hostels	Request submitted to the relevant office	Nil	Immediate
3.	Oversee cleaning in the University	Liaise with supervisor of the contracted company.	Nil	Immediate
4.	Restock toiletries in relevant areas	Issuing toiletries to the relevant staff for replenishing.	Nil	Continuous
5.	Handling resident students disputes	As per the CRCRC procedures.	Nil	Continuous
6.	Student clearance from the hostels	Clear the student from the hostel against the allocation details.	Nil	On official clearance date communicated
7.	Allocation of rooms to the interested students	Allocate rooms upon confirmation of payments.	Nil	On presentation of registration form cleared by Finance.



ISO 27001:2013 Certified

*Knowledge Transforms*



ISO 9001:2015 Certified