

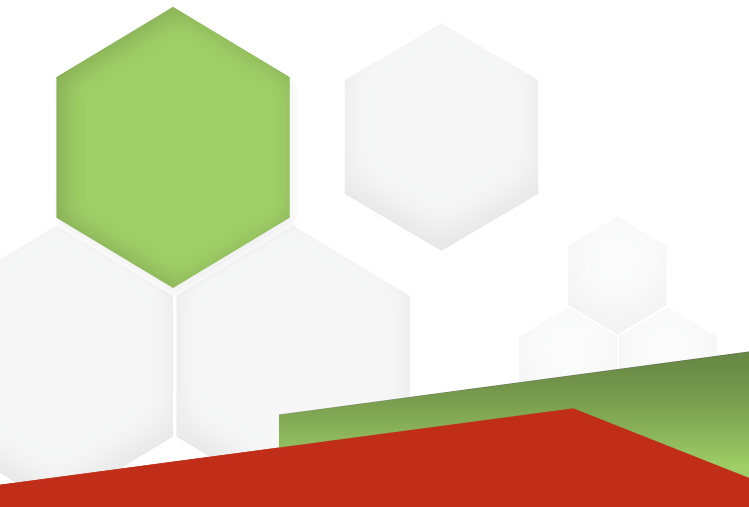


Botswana Housing Corporation Customer Care Charter



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FOREWORD by the Chief Executive Officer



Excellent customer service is the ability of an organization to constantly and consistently exceed the customer's expectations. Accepting this definition means expanding our thinking about customer service. For us to consistently exceed customers' expectations, we have to recognize that every aspect of our business has an impact on customer service, not just those aspects of our business that involve face-to-face customer contact.

Improving customer service involves making a commitment to learning what our customers' needs and wants are, identifying customer service delivery areas throughout the Corporation's value chain and developing action plans that implement customer friendly processes as well as developing and committing to well defined service delivery turnaround times.

It is with the foregoing in mind that we embarked on a Customer Service Standards development process. The process culminated on the adoption of the Corporation's Customer Service Standards. These standards are our pledge to the Customers that we are committed to providing excellent quality service to our customers at all times in an efficient, effective and caring manner.

It is also of paramount importance that a Customer Care Charter be in place to integrate and co-ordinate all our service standards. The main purpose of the Charter is to be a framework for defining service delivery standards, the rights of our customers and how their complaints will be handled.

The Corporation has identified Customer Service as a high priority area without which it would be impossible to achieve our vision of being "A choice provider of housing solutions in Botswana".

I am therefore pleased to present this Charter to reaffirm our commitment to our customers as it prescribes how our customer may access their right to superior service in all our functional areas.

The Botswana Housing Corporation Customer Care Charter was authenticated by the Chief Executive Officer on this day 25th September 2015.

A handwritten signature in black ink, appearing to read 'R. Motswaiso', written over a white background.

Reginald M. Motswaiso
Chief Executive Officer

BACKGROUND OF THE ORGANIZATION

Botswana Housing Corporation (BHC) is a parastatals organization under the Ministry of Lands and Housing. The Corporation was established by an Act of Parliament (CAP 74.03) of 1971. In brief, the Corporation's mandate as outlined under section 14 of the BHC Act is as follows:

- a. To provide for the housing, office and other building needs of the government and local authorities.
- b. To provide for and to assist and to make arrangements for other persons to meet the requirements of paragraph (a);
- c. To understand and carry-out and to make arrangements for other persons to undertake and carry-out building schemes in Botswana.

IMPLICIT MANDATE

Effective from 1st April 2012, the Corporation's mandate has been expanded in accordance with Presidential Directive Cab 20 (B)/2010. The directive pronounced that all Government housing implementation programmes be transferred to BHC to operate as Government's Single Housing Authority (SiHA). In compliance with the directive, BHC is as from 1st April 2012 responsible for the construction of turnkey SHHA projects as well as District Housing and other housing programmes pronounced by government from time to time such as the Public Housing Initiative and Youth Housing Initiative.

MISSION

To provide affordable housing to the nation through appropriate solutions

VISION

To be the choice provider of housing solutions in Botswana

VALUES



Botho - Restoring dignity through the provision of affordable housing and other corporate social responsibility initiatives.



Excellence - Serving with distinction.



Innovation - Constantly delivering innovative solutions.



Transparency - Operating in an honest and accountable manner.



Teamwork - Pulling together for a common purpose.

BHC CUSTOMER CARE CHARTER

This charter reaffirms our commitment to our customers and it describes how our customers may exercise their right to superior service. We therefore make the following commitments:

1. Excellent Service

We are committed to providing excellent quality service to all our customers at all times in an efficient, effective and caring manner.

2. Courtesy and Consideration

We undertake to:-

- deal with you promptly and in a courteous manner;
- treat everyone fairly and with respect;
- give you the best possible service and provide helpful advice;
- provide privacy and confidentiality, where necessary.

3. Openness and Impartiality

We undertake to:-

- be honest and open in dealing with you
- discuss any aspect of your dealings with us thoroughly
- explain the decision-making procedures

4. Continuous Performance Improvement

We undertake to:-

- Monitor and evaluate our performance
- Examine the development and delivery of our services in order to meet the needs of all customers
- Provide trained staff to ensure quality service delivery
- Maximise the benefits of Information Technology to continuously improve service delivery.

5. Accessibility and Proactive Communication

We will:-

- Ensure that all our offices are accessible for people with disabilities and special needs and comply with all occupational and safety standards.
- Deal with your telephone call as quickly as possible.
- Respond to all written queries in clear plain language within a reasonable period of time. If not, we would write to explain why and advise you when you can expect a full reply.

- Explain in a precise manner the information requested by you.
- Use simple clear language in all application forms and information leaflets

6. Consultation

The corporation will conduct tenant meetings, customer days and corporate briefings; in addition we will carry out Customer Satisfaction and Post Occupation Surveys on an on-going basis so as to have an intimate knowledge of our customers and continue to improve our general service delivery.

**BHC CUSTOMER
SERVICE
STANDARDS**



1. PROPERTY DEVELOPMENT

Defects Liability Period (DLP) AND Warranty on equipment/materials	Turnaround Times/warranty periods
<p>Defects Liability Period (DLP) Means a set period of time after a construction project has been completed during which a contractor has the right to return to the site to remedy defects on a house.</p> <p>DLP is 1 year</p> <p>Defects are categorized into Emergency, Urgent and Normal. Emergency relates to life threatening defects or those that have substantial financial implications Urgent relates to major but non-life threatening defects Normal relates to minor defects in the home</p>	<p>Within 24 hours</p> <p>Within 5 days</p> <p>Within 2 weeks</p>
<p>Warranty on equipment/materials in the home</p> <p>Roof Covering</p> <p>Geyser</p> <p>Termite infestation</p> <p>Roof Trusses</p>	<p>Valid for 1 year or substantive rain</p> <p>Supplier warranty(5 years) excluding element</p> <p>5yrs from final completion / handover</p> <p>5 Years supplier warranty</p>
<p>Latent Defects (structural defects) Refers to defects on the structure i.e. cracks that can become visible over time</p>	<p>Within 10 years from final completion / handover</p>
<p>Request for house drawings (architectural plans)</p>	<p>Within 3 days of request</p>

LEASE
MANAGEMENT



2. LEASE/PROPERTY MANAGEMENT

Lease Management	Turnaround Times/warranty periods
High density areas waste collection	Once every week
Pest and insect control	5 working days
Customer account statement	Once every quarter (for post and email)
Refundable deposit	30 calendar days
Payment for various claims	7 days
Rent Offer Includes the vetting process, committee sitting etc.	14 days
Signing of the lease	1 working day
Lease termination	1 month notice
Breach Time taken to remedy breach	14 days
Occupation upon key collection (Customer will be given an information pack)	1 working day
Change of tenancy joint inspection (for institution)	5 days
Cleaning of high density areas	Daily
Tenant/Stakeholder interaction	Once a year (different localities)

**PROPERTY
SALES**

SOLD

**FOR
SALE**

3. PROPERTY SALES

Property Sales	Turnaround Times/warranty periods
Option of first refusal	3 months
Sales application vetting	5 days
Joint inspection/selection of property (done with customer)	2 days
Sales contract	Within 2 days of receipt of undertaking/payment
Transfer of title	Signed documents to be released within 5 days of receipt of documents
Acknowledgement of payment	1 day from date of payment
Handover of the house (includes customer pack and keys)	1 day from receipt of payment/ proof of payment
Security deposit refund	30 days from sales date

Sectional Title	
Scheme notification	1 month
Association annual general meeting	60 days from date of first transfer

Tenant Purchase Scheme	
Customer Statements	Quarterly
Balance Request	1 day from date of request
Loan Clearance	5 th Working day of the following month after clearance
Installments	Monthly in arrears
Refunds	30 days from date of clearance

MAINTENANCE SERVICES



4. MAINTENANCE SERVICES

Maintenance Services	Turnaround Times/warranty periods
Emergency reports	Within 24 hours (from the moment a call is logged)
Urgent reports	Within 3 days
Normal reports	Within 10 days
Notification of chargeable maintenance	Within 48 hours
Provide cost estimate for repairs	Within 48 hours
Issuing a customer with chargeable maintenance invoice	30 days from date of chargeable maintenance notification
Quality checks on repairs carried out	Within 5 days from completion of work
Cycle maintenance	Every 5 years

Contractor Identification: Identity document with BHC logo, work order and reference number.

All maintenance requests must be registered with our 24/7 Call center facility at the following contacts:
Tel: 3159902
Or : 1167 Land lines only

CUSTOMER COMPLAINTS



5. COMPLAINTS AND ENQUIRIES

Complaints	Turnaround Times/warranty periods
Acknowledgement Acknowledgment of emails	1 day Within 7 days Instant (auto response)
Enquiries Acknowledgement Response	1 day Within 5 days

6. OFFICE HOURS

Office Hours Mid-week	Morning: 07:30 – 12:30 Afternoon: 13:45 – 16:30
Cash office Hours: Midweek	08:00 – 15:00
Cash Office Hours: Saturdays; Gaborone Head office & Francistown	08:00 – 11:30

BHC COMPLAINTS AND APPEALS PROCEDURE

At Botswana Housing Corporation we are committed to serving our customers with distinction at all times, and we endeavor to resolve all complaints in a courteous, professional and timely manner. We have proactive Customer Care Processes which amongst other things addresses customer complaints and ensure timely resolution of queries and/or complaints.

How to register a complaint

By telephone

You can call 3646800/2415080 and register your complaint with the Customer Care Unit.

In writing

Written complaints should be addressed and forwarded to the Customer Care Unit with details of the person who was attending to you, the date and time you were being attended to and the Unit will liaise with the relevant Department/s or Station Heads to resolve your complaint within seven (7) days. You can also send an e-mail to customercare@bhc.bw or fax to your complaint to 3132891/2415070.

In person

If you are not satisfied with the service you are being given, please ask to see or talk to the Supervisor, Head of Department or Station. If still not satisfied, you are allowed to see or talk to the Customer Care Manager who will attend to your complaint, failing which you shall be allowed to raise your complaint with the Executive Management, being the two Deputy Chief Executive Officers through to the Chief Executive Officer.

Help us to help you

You can help us by:-

- Quoting reference numbers, when writing or telephoning us regarding an existing application or query;
- Providing a daytime telephone number or email address in your correspondences at all the times.
- Treating all our staff politely and with courtesy;
- Making comments, complaints or suggestions about the services you receive;
- By letting us know when we do something well.



Contacts Us



CONTACTS

BHC CALL CENTRE

Tel : 3159902/1167

CUSTOMER CARE MANAGER

P.O Box 1197 Gaborone
Plot 1211 Molosiwa Road
Gaborone Area Office
Tel : 3646833
Fax : 3132891

MAINTENANCE MANAGER

P. O Box 214 Gaborone
Plot 10236/7 Broadhurst
Broad Hurst Area Office
Tel : 3646900
Fax : 3975931

PROPERTY MANAGER

P. O Box 412 Gaborone
Plot 10236/7 Broadhurst
Broad Hurst Area Office
Tel : 3646900
Fax : 3975931

PUBLIC AND CORPORATE AFFAIRS MANAGER

P.O Box 412 Gaborone
Plot : 4773 Corner Mmaraka and
Station Road
BHC Head Office
Tel : 3646228
Fax : 3952070

FINANCE MANAGER

P.O Box 412 Gaborone
Plot : 4773 Corner Mmaraka and
Station Road
BHC Head Office
Tel : 3605100
Fax : 3952070

PROPERTY DEVELOPMENT MANAGER

P.O Box 412 Gaborone
Plot : 4773 Corner Mmaraka and
Station Road
BHC Head Office
Tel : 3605100
Fax : 3952070

MARKETING AND RESEARCH MANAGER

P.O Box 1197 Gaborone
Plot 1211 Molosiwa Road
Gaborone Area Office
Tel : 3646800
Fax : 3132891

PROPERTY SALES MANAGER

P.O Box 1197 Gaborone
Plot 1211 Molosiwa Road
Gaborone Area Office
Tel : 3646800
Fax : 3956649

SENIOR ESTATES MANAGER NORTH

P.O Box F120 Francistown
Plot 1283 Government Camp
Tel : 2415080
Fax : 2415070

CHIEF EXECUTIVE OFFICER

P.O Box 412 Gaborone
Plot : 4773 Corner Mmaraka and
Station Road
BHC Head Office
Tel : 3605110
Fax : 3952070

DEPUTY CHIEF EXECUTIVE OFFICER (OPERATIONS)

P.O Box 412 Gaborone
Plot : 4773 Corner Mmaraka and
Station Road
BHC Head Office
Tel : 3605110
Fax : 3952070

DEPUTY CHIEF EXECUTIVE OFFICER (SUPPORT SERVICES)

P.O Box 412 Gaborone
Plot : 4773 Corner Mmaraka and
Station Road
BHC Head Office
Tel : 3605113
Fax : 3952070

BHC OFFICES CONTACTS

HEAD OFFICE

Corner Mmaraka & Station Roads,
Plot 4773
P. O. Box 412
Gaborone
Tel: (+267) 3605100
Fax: (+267) 3952070

PROPERTY MANAGEMENT AND MAINTENANCE OFFICE

Lejara Road, Broadhurst Industrial,
Plot 10236/7
PO Box 168
Gaborone
Tel: (+267) 3912335/3646900
Fax: (+267) 3975931

BHC CALL CENTRE

Tel: 1167 (From BTC Landline Only)
Tel: (+267) 3159902

PROPERTY SALES OFFICE

Plot 1211, Molosiwa Road
P. O. Box 1197
Gaborone
Tel: (+267) 3952431/ 3646800
Fax: (+267) 3956649

LOBATSE OFFICE

Pitikwe Industrial Site, Plot 6392
P. O. Box 284
Lobatse
Tel: (+267)5330460
Fax: (+267) 5333652

JWANENG OFFICE

Jwaneng Mall, Plot 2325
P. O. Box 25
Jwaneng
Tel: (+267) 5880214
Fax: (+267) 5881755

MAHALAPYE OFFICE

Flowertown, Plot 617
P. O. Box 1231
Mahalapye
Tel: (+267) 4711747
Fax: (+267) 4713925

PALAPYE OFFICE

Morupule Ward, Palapye Junction,
Plot No. 8MQ1.
P. O. Box 894
Palapye
Tel: (+267) 4921075
Fax: (+267) 4921076

SELIBE PHIKWE OFFICE

Selibe Phikwe Industrial Site, Plot
2711
P. O. Box 133
Selibe Phikwe
Tel: (+267) 2610569
Fax: (+267) 2610814)

FRANCISTOWN OFFICE

Government Camp, Plot 1283
P. O. Box 603
P/Bag F120
Francistown
Tel: (+267) 2415080
Fax: (+267) 2415070

SOWA OFFICE (No physical/Plot Number)

Private Bag SW8
Sua Town
Tel: (+267) 6213533
Fax: (+267) 6213293

KASANE OFFICE

Plateau, Phudukudu Rd, Plot 1148
P. O. Box 337
Kasane
Tel: (+267) 6250146
Fax: (+267)6250457

MAUN OFFICE

Newtown, Sir Seretse Khama
Roads Plot 17223
P/ Bag 00124
Maun
Tel: (+267) 6860637
Fax: (+267) 6862251



BHCBotswana



@BHCBotswana



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www.bhc.bw