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# Waaajjira Mana Qopheessaa Bu/magaalaa Adaamaa

## Services

- Condominiums house Name change/jijjiirraa maqaa manneen woliinii
  - Renter and tenant agreements for condominiums/woliigaltee kireessaa fi kireeffataa manneen woliinii
  - Renter agreements for government houses/woliigaltee kiraa manneen mootummaa
  - Repair of government houses/Keenna Tajajila Suphaa Manaa Jireenyaa , Daldalaa fi Dalawa(mootummaa)
  - Organization of associations/tajaajila gurmaa'insa woldaalee
  - Power service/Tajaajila sarara ibsaa
  - Watter service/Tajaajila Sarara Bishaan Diriirsuu
  - request for residential living house/gaaffii mana jireenyaa
  - Enforcement of prohibitions/Dhoorkii dhoorkuu
  - lifting of the prohibition/dhoorkii kaasuu
  - Carved Stone Services/Tajaajila Dhakaa Bocamaa
  - ID/Tajaajila Waraqaa Eenymmaa
    - New
    - Renewal
    - Replace
  - Provide Slaughter Services/Tajaajila Qalmaa kennuu
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## Each Services With Their Workflow

### 1. Condominiums house Name change

- full work flow

Base Change

select base change

base changes are

- By Purchase and Sale
- by Inheritance
- By the Decision of the Court

#### 1.1. if the selected base change is By Purchase and Sale

first the applicant must meet the following requirements and submit his written application to the housing transfer department

### Aplicant

Written Application

- ID card
- Map(owner certificate)
- marriage certificate
- buyer's identity card as well as that of the three witnesses
- court decision if the selected application is by court decision(if the selected base change is by court decision)

## House transfer officer

- if there is any error he will reject with reason
- but if it is valid the officer will order the customer to pay the engineer labor fee(950 birr it is fixed) and check the site
- after the payment slip attached he check the site and if it is correct he will transfer to the low department with confirmation letter. otherwise he will reject

+ Add all files

aall files

Browse

Transfer to Low department

## Low department officer

- after that the low department expert will make appointment to sign the purchase and sale agreement with leader confirmation, at this time the three witnesses should be present physically

Appointment

- after the agreement is signed, the expert will order the client to pay service fee

order Payment

- after the payment is done the expert will return to the house department officer for new map

Transfer to house Transfer department

- remember the low department officer can give the agreement to the customer
- finally the house transfer officer will make the new map by new name and send to the applicant along the agreement

## 2.Renter and tenant agreements for condominium houses

- full work flow

### Applicant

first the applicant must meet the following requirements and submit his application to the housing transfer department

- Application(has its own form) withn this he will bring

prior tenant clearance	Browse	map	Browse
renter clearance	Browse	ID card of both renter and tenant	Browse

- if new, the house has never provided commercial services

evedence from the condominium association	Browse
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### house transfer department officer

- the house transfer expert will accept and ask the leader for conformation
- after that he will transfer to the low department with conformation letter and full file

### Low department officer

- then the low department officer will ask his leader for comformation
- after he comfirm he will make appointment for sign agreement
- after agreement he will order the applicant for payment
- after the payent is done he will send the agreement to the customer

## 3. Renter agreements for government houses

- full work flow

### Applicant

service type

select service type	▼
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service types are

- New
- Renewal

### 3.1. if it is for New

first the applicant must meet the following requirements and submit his application to the housing transfer department

- Application withn this he will bring

Application	Browse
Evedence letter(if any)	Browse
ID	Browse

## house transfer department officer

- the house transfer expert will accept and ask the leader for conformation
- finally he will make appointment to sign the agreement
- after that he will order the customer for service fee
- after slip attached he will send the agreement to the customer

### 3.2. if it is for Renewal

first the applicant must meet the following requirements and submit his application to the housing transfer department

- Application withn this he will bring

Application	Browse
All last year payment reciept	Browse
last year agreement	Browse

## house transfer department officer

- the house transfer expert will accept and ask the leader for conformation
- thenhe will make appointment to sign the agreement
- after that he will order the customer for service fee
- after slip attached he will send the agreement to the customer

## 4. Repair of government houses

first the applicant must meet the following requirements and submit his application to the housing transfer department

- Application withn this he will bring

Application	Browse
hous number	

## house transfer department officer

- the house transfer expert will accept and ask the leader for conformation
- after that he will order the customer for service fee and check the site
- after slip attached he will send the licence to repaire to the customer

## 5. Organization of associations

first the applicant must meet the following requirements and submit his application to the housing transfer department

- Application withn this he will bring

Application	Browse
letter from organization	Browse
rules and regulation	Browse
the assembly handle	Browse
foundation doc	Browse
membership form >	Browse

### house transfer department officer

- the house transfer expert will accept and ask the leader for conformation
- after that he will send the bank letter and order the customer for bank statemen
- after bank statement attached he will send the licence to the customer

### 5.1. Association related service

service type

select service type

#### service type

- To leave the association
- To join the association
- To change the account type

#### 5.1.1. to Leave the association

association letter	Browse
All Payment Slips	Browse

- then with the leader conformation the officer will prepare the letter for the bank and send to customer

#### 5.1.2. to join the association

the association assembly handle	Browse
letter from association	Browse

- then with the leader conformation the officer will add to the association and send the success letter to customer

### 5.1.3. to change the association account type

- remember that this service is to convert from a savings account to a movable account after the association is organized and acquires land

the association assembly handle	Browse
letter from association	Browse
Bank statement	Browse

- then with the leader conformation the officer will prepare the bank latter that confirm as they can swich thier account and send to customer

## 6. Power Line Service

### 6.1. To take support letter

first the applicant must meet the following requiremets and submit his application to the housing transfer department

- Application withn this he will bring

Application	Browse
woreda letter	Browse
Representative Id	Browse
Certificate of Content of Members	Browse

- then the application should be viewed and redirected to the leader directly by the general manager
- then the leader will order the officer to check the site and to prepare the letter
  - after that he will order the customer for service fee
  - after payment reciept attached he will send the letter of support to the customer

### 6.2. to obtain receipts for collection of contributions from members

Electricity office letter	Browse
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- then the officer will make appointment and give the recipts physicaly

## 6.3. To Inform as the contributions of the members should be Completed

completed 50% payment receipts

Browse

- Then the officer will prepare another receipt letter and do necessary thing
- but after governmental 50% and every thing is completed he will send back the letter including 100% payment receipt
- then the customer will take it and follow his case with electric utility office

## 7. Watter service

first the applicant must meet the following requirements and submit his application to the housing transfer department

### 7.1. To take support letter

first the applicant must meet the following requirements and submit his application to the housing transfer department

- Application withn this he will bring

Application

Browse

woreda letter

Browse

Representative Id

Browse

Certificate of Content of Members

Browse

- then the application should be viewed and redirected to the leader directly by the general manager
- then the leader will order the officer to check the site and to prepare the letter
  - after that he will order the customer for service fee
  - after payment receipt attached he will send the letter of support to the customer

## 7.2. to obtain receipts for collection of contributions from members

Electricity office letter

Browse

- then the officer will make appointment and give the receipts physically

## 7.3. To Inform as the contributions of the members should be Completed

completed 50% payment receipts

Browse

- Then the officer will prepare another receipt letter and do necessary thing
- but after governmental 50% and every thing is completed he will send back the letter including 100% payment receipt
- then the customer will take it and follow his case with Water supply office

## 8. Enforcement of prohibitions

prohibition type

select prohibition type



prohibition types are

- court prohibition
- financial institution prohibition



8.1. if the selected prohibition type is court prohibition

Applicant

Leteer from court

Browse

officer

- with the leader conformation he will check the file with the help of the information on the court letter
- if it is impossible he will reject with reason
- but if it is correct prepare the prohibition letter and send to the customer

8.2. if the selected prohibition type is financial institution prohibition

Applicant

Leteer from the institution and agreement

Browse

officer

- with the leader conformation he will check the file with the help of the information on the institutional letter
- if it is impossible he will reject with reason
- but if it is correct he will order the customer for service fee with leater
- after payment the prohibition letter will prepare and sent to the customer

## 9. lifting of the prohibition

Applicant

Leteer from the prohibited institution

Browse

officer

- with the leader conformation he will check the file with the help of the information on the institutional letter
- if it is impossible he will reject with reason
- but if it is correct he will order the customer for service fee with leater
- after payment he will inform the customer that the prihibition has been lifted

## 10. Request for resedential living house

Application

Browse

ID

Browse

reason

Browse

- then the officer will ask the leader conformation and register and store it
- once the house is found, the client receives a message saying, "Your housing application has been successful and you can come and follow up your case in person