

RWANDA HOUSING AUTHORITY

SERVICE CHARTER



Directorate General

Corporate Services Division

Building Regulation, Inspection & Audits Division

Affordable Housing Planning & Development Department

Human Settlement Planning & Development Department

**Construction, Rehabilitation & Management of
Government Buildings Department**

October, 2017

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FOREWORD

On behalf of Rwanda Housing Authority (RHA), I am honored to present to you this Service Charter entailing services offered by the Authority.

RHA Service Charter has been prepared in tandem with the Government's reform agenda and in the spirit of being responsive to effective service delivery, transparency and accountability.

This Service Charter spells out the role of Rwanda Housing Authority and highlights the services offered and requirements therein. It lists the guiding legal instruments and the centers at which our services can be accessed.

The development of this Service Charter clearly signifies our commitment to serve our clients, stakeholders, development partners and the general public at large with the view to create a better and mutual understanding thus enhancing our service delivery.


Eric SERUBIBI
Director General
Rwanda Housing Authority



INTRODUCTION

This Service Charter informs you about who we are, our mission, vision, values, core functions, services beneficiaries, stakeholders, service standards, contacts and commitment. It also entails our expectations from beneficiaries and stakeholders at large.

Who we are

Rwanda Housing Authority (RHA) is a public institution established by the Law N°40/2010 of 25/10/2010 overseen by the Ministry of Infrastructure. It was established in a bid to improve the quality of life of Rwandans through planning, organizing and spearheading rural settlement, urban settlement, public building construction, affordable housing; management of public office space and Government Assets; and regulation of the construction industry.

Our vision

To be a role model for sustainable urbanization, construction industry and human settlement.

Our core functions

Our core functions are the following:

- Planning of urbanization, human settlement and construction
- Establishment of regulatory framework
- Awareness and capacity building
- Management of public projects construction
- Law enforcement, inspection and regulating permitting services
- Government assets management
- Promotion of housing investment
- Research on building technology and materials
- e-Services for the construction industry
- Asbestos removal and management

Services offered by RHA in this Service Charter

1.1. Directorate General

- Information and technical support
- Capacity building, industrial attachment and internship
- Partnership



1.2. Corporate Services Division

- Planning
- Budgeting
- Procurement
- Payment
- Recruitment

2.3. Building Regulation, Inspection and Audits Division

- Permitting appeals and non-objection
- Inspection
- Audits
- Approval of new building technologies and materials

2.4. Affordable Housing Planning and Development Department

- Development agreement
- Provision of land for development
- Infrastructure support
- Beneficiaries database

2.5. Human Settlement Planning and Development Department

- Elaboration of local development plans for urban settlement
- Elaboration of layout plans for rural settlement (Imidugudu)
- Construction of Integrated Development Programme (IDP) Model Villages

2.6. Construction, Rehabilitation and Management of Government Building Department

- Management of office space and rentals
- Rehabilitation and refurbishment of Government buildings
- Maintenance of Government buildings
- Management of Government movable assets (logistics and auctioning)

2.7. Asbestos Removal Project

- Request for authorization of asbestos safe removal and disposal
- Request for technical support before, during and after Asbestos removal



Our values

RHA values are:

- Innovation
- Integrity
- Professionalism
- Accountability
- Efficiency
- Inclusiveness
- Excellence
- Responsiveness
- Flexibility
- Transparency
- Trustworthiness
- Public welfare minded

Our beneficiaries and stakeholders

RHA beneficiaries and stakeholders are essential to our success. They include but are not limited to:

- People of Rwanda
- Local, national, and regional organs
- Financial institutions
- Investors
- Academic/Research institutions
- Government entities
- Housing cooperatives
- Practitioners and firms
- Civil society
- Private Sector
- Faith based organizations
- Media partners
- Foreign Missions



Our commitment

RHA is committed to respecting the rights of beneficiaries and stakeholders, including but not limited to:

- Ensuring total compliance with the law and other Government rules and regulations
- Observing professionalism and convenience in timely service delivery
- Facilitating easy access to accurate information delivered timely
- Providing guidance to required services
- Respecting the right to confidentiality and to file a complaint
- Providing prompt responses

Our expectations from beneficiaries and stakeholders

It was noticed that in some rare cases service seekers don't get satisfactory services due to their own misbehavior, lack of professionalism, lack of integrity or bad intentions. Thus, in line with fulfillment of our commitments, we expect the following from our beneficiaries:

- Accurate and timely information or required supporting documents to facilitate timely response
- Professionalism and integrity
- Communication and information sharing
- Communication Courtesy

Our service standards

Communication

When you communicate with RHA, we will:

- Be courteous
- Be responsive to your needs fairly and professionally
- Be sensitive to diverse issues
- Be accountable and adhere to sound business practices.



Service Delivery

When we perform services for you, we will:

- explain our services and deliverables to you aiming at meeting your expectations,
- demonstrate technical and professional competence in providing the services,
- respect and maintain beneficiaries, stakeholders' confidentiality.

Service Evaluation

After we have performed our service, we will:

- utilize beneficiaries' review tools to seek feedback on our performance and possible improvements
- review the feedback you provide to us and consider measures to further improve our service delivery
- continue to respect confidentiality

Accountability

We undertake to monitor our performance against the standards set out in this Charter and publish the results in an Annual Report and other publications, which will be available on our website. Likewise, we undertake to be open to feedback from our clients on our performance, and suggestions for improvement and make adjustments to our programs and services based on information received.



SERVICES PROVIDED BY THE DIRECTORATE GENERAL



**INFORMATION, TECHNICAL SUPPORT, CAPACITY
BUILDING AND PARTNERSHIP**

Type of service: Information and technical support

What is the service?	• An individual, a private company or a Government institution with urban & rural planning and development proposal and or projects can request for a technical support from RHA,
Am I eligible?	<ul style="list-style-type: none"> • An individual, a public and/or private institution wishing to get an understanding of sensitive nature of planning projects, local ethos, environment and communities during preparation of people-centric urban development plans, proposals and/or projects can request for a technical support from RHA, • Technical clarification provided is to make sure that the construction project or the development complies with the zoning proposals of the corresponding Master Plan or Local Urban Development Plan.
Where can I access the service?	Rwanda Housing Authority
When can I access the service?	Monday to Thursday from 7:00am - 5:00pm and Fridays from 7:00am - 3:00pm
Once a request is made or an application is submitted, how long will it take?	Within three (3) working days
What, if any, are the costs for accessing the service?	No cost
What documents are required?	Application letter to the Director General
What is the procedure?	Submit the application letter to RHA through Central Secretariat
What, if any, are other institutions do I need to visit to access the service?	District One Stop Centres
Is there a complaint procedure?	Complaints to be directed to the Director General



Is there any additional information regarding this service that is useful to know?	<ul style="list-style-type: none"> Visit RHA Website for further information Call toll free 1618 and 4150
Available forms	None
Relevant legal documents	<ul style="list-style-type: none"> National Land Use and Development Master Plan District Master Plans and Local Development Plans National Housing Policy National Urbanization Policy Law N°10/2012 Governing Urban Planning and Building Law N°20/2011 Governing Human Habitation in Rwanda Rwanda Building Code Rwanda Urban Planning Code

Type of service: **Capacity Building, Industrial attachment and Internship**

Who is eligible?	<ul style="list-style-type: none"> Public and private institutions are eligible to request for trainings to building their capacities in line with RHA Mandate, Students and fresh graduates
Which public administration do I go to?	Rwanda Housing Authority
Where can I access the service?	General Directorate
When can I access the service?	Monday to Thursday from 7:00am - 5:00pm and Fridays from 7:00am - 3:00pm
Once a request is made or an application is submitted, how long will it take?	Within three (3) working days
What, if any, are the costs for accessing the service?	None
What documents are required?	<ul style="list-style-type: none"> Application letter to be addressed to the Director General Concept note





What is the procedure?	<ul style="list-style-type: none"> For institutions, they are required to submit the above mentioned documents to the RHA central secretariat, For fresh graduates, registration in the Capacity and Employment Services Board (CESB) is mandatory. Deployment by the later allows the candidate to kick off the internship, For students, request signed by their respective institutions is mandatory.
Is there a complaint Procedure?	<ul style="list-style-type: none"> Complaints regarding this service may be addressed either in person or in writing to the Director General Leave a complaint in the suggestion box
Is there any additional information regarding this service that is useful to know?	None
Available forms	None
What, if any, other institutions do I need to visit to access the service?	<ul style="list-style-type: none"> Capacity and Employment Services Board (CESB) for graduates Learning institution's recommendation letter for students
Relevant legal documents	None

Type of service: Partnership

Who is eligible?	Higher learning institutions, research institutions, Non-Governmental Organizations, foreign homologous institutions, public and private institutions are eligible to request for partnership in line with RHA Mandate.
Which public administration do I go to?	Rwanda Housing Authority
Where can I access the service?	Directorate General
When can I access the service?	Monday to Thursday from 7:00am - 5:00pm and Fridays from 7:00am - 3:00pm



Once a request is made or an application is submitted, how long will it take?	<ul style="list-style-type: none"> Within three (3) working days, a response is provided Achievement of the service depends on the negotiations and nature of partnership requested
What, if any, are the costs for accessing the service?	No cost
What documents are required?	<ul style="list-style-type: none"> A request letter addressed to the Director General Concept note Proof of legal existence of entity
What is the procedure?	<ul style="list-style-type: none"> Submit the above mentioned documents to the RHA central secretariat RHA assess the application and organize meetings to discuss terms of partnership Signing of engagement/partnership Execution and management.
Is there a complaint procedure?	Complaints regarding this service may be addressed either in person or in writing to the Director General
Is there any additional information regarding this service that is useful to know?	<ul style="list-style-type: none"> Visit RHA Website for further information, Call toll free 1618 and 4150
Available forms	None
What, if any, other institutions do I need to visit to access the service?	None
Relevant legal documents	<ul style="list-style-type: none"> - Law n°40/2010 of 25/10/2010 establishing Rwanda Housing Authority - Law n°101/03 of 10/08/2017 determining organisational structure, salaries and fringe benefits for employees of Rwanda Housing Authority



**PLANNING, BUDGETING, PROCUREMENT, RECRUITMENT,
PAYMENT FOR GOODS, WORKS AND SERVICES**

Type of service: **Planning**

Who is eligible?	Stakeholders
Which public administration do I go to?	Rwanda Housing Authority
Where can I access the service?	General Directorate through Corporate Services Division
When can I access the service?	Monday to Thursday from 7:00am - 5:00pm and Fridays from 7:00am - 3:00pm
Once a request is made or an application is submitted, how long will it take?	Within three (3) working days, a response is provided
What, if any, are the costs for accessing the service?	No cost
What documents are required?	A request letter addressed to the Director General
What is the procedure?	Submit the above mentioned document to the RHA central secretariat or send an email
Is there a complaint procedure?	Complaints regarding this service may be addressed either in person or in writing to the Director General
Is there any additional information regarding this service that is useful to know?	Visit RHA Website for further information
Available forms	None
What, if any, other institutions do I need to visit to access the service?	Our line Ministry (Ministry of Infrastructure/MININFRA), Ministry of Finance and Economic Planning (MINECOFIN) and Districts.



SERVICES PROVIDED BY THE CORPORATE SERVICES DIVISION



Relevant legal and planning documents	<ul style="list-style-type: none"> • Sustainable Development Goals (SDGs) • National Strategic Planning Documents • Urbanization Sector Strategic Plan • Institutional Single Action Plans • Institutional and Joint Imihigo
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Type of service: **Budgeting**

Who is eligible?	Stakeholders
Which public administration do I go to?	Rwanda Housing Authority
Where can I access the service?	General Directorate through Corporate Services Division
When can I access the service?	Monday to Thursday from 7:00am - 5:00pm and Fridays from 7:00am - 3:00pm
Once a request is made or an application is submitted, how long will it take?	Within three (3) working days, a response is provided
What, if any, are the costs for accessing the service?	No cost
What documents are required?	A request letter addressed to the Director General
What is the procedure?	Submit the above mentioned document to the RHA central secretariat or send an email
Is there a complaint procedure?	Complaints regarding this service may be addressed either in person or in writing to the Director General
Is there any additional information regarding this service that is useful to know?	Visit RHA Website for further information
Available forms	None
What, if any, other institutions do I need to visit to access the service?	Our line Ministry (Ministry of Infrastructure/MININFRA), Ministry of Finance and Economic Planning (MINECOFIN) and Districts.
Relevant legal and planning documents	<ul style="list-style-type: none"> • Sustainable Development Goals (SDGs) • National Strategic Planning Documents • Urbanization Sector Strategic Plan • Institutional Single Action Plans • Institutional and Joint Imihigo



Type of service: **Procurement**

Who is eligible?	<ul style="list-style-type: none"> Potential bidders Other stakeholders
What is the service?	<ul style="list-style-type: none"> The procurement service in RHA is responsible for carrying out procurement procedures ranging from procurement needs identification to contract closure. The service includes elaboration of tender documents, reception of bids opening and evaluation, notifications to bidders, contract negotiation and contract management.
Which public administration do I go to?	Rwanda Housing Authority
Where can I access the service?	<p>Most of these services can be accessed through <i>Umucyo</i> electronic system of Rwanda Public Procurement Authority (RPPA).</p> <p>Others can be accessed from the Office of the Director General through Corporate Services Division</p>
When can I access the service?	Monday to Thursday from 7:00am - 5:00pm and Fridays from 7:00am - 3:00pm
Once a request is made or an application is submitted, how long will it take?	<ul style="list-style-type: none"> For letters/emails requesting for information about tenders, the maximum period is three (3) days, For other stages in the procurement process, feedback shall be given within the period stipulated by the regulatory framework.
What, if any, are the costs for accessing the service?	No cost
What documents are required?	Those prescribed by the law to be prerequisite of the bidding process.
What is the procedure?	All eligible bidders (registered with RPPA) have access to the institutional electronic e-procurement platform. They have a right to participate at different stages of procurement depending on their success at previous stages.



What, if any, other institutions do I need to visit to access the service?	RPPA (e-procurement platform)
Is there a complaint procedure?	Complaints may be addressed to the Institution, to the Independent Review Panel or to the Arbitral and Judicial Systems where applicable.
Is there any additional information regarding this service that is useful to know?	None
Available forms	None
Relevant legal documents	Law N°12/2007 of 29/03/2007 on Public Procurement

Type of service: Payment

Who is eligible?	<ul style="list-style-type: none"> • Contractors • Services providers and consultants • Suppliers
Which public administration do I go to?	Rwanda Housing Authority
Where can I access the service?	Corporate Service Division
When can I access the service?	Monday to Thursday from 7:00 am to 5:00 pm and Fridays from 7:00am to 3:00pm
Once a request is made or an application is submitted, how long will it take?	Payment must not exceed 45 days for approved invoices
What, if any, are the costs for accessing the service?	No cost
What documents are required?	<ul style="list-style-type: none"> • Pre-invoice accompanied by a request for invoice verification • Four (4) copies of the invoice accompanied by a request for payment addressed to the Director General • Delivery notes and completion reports • Relevant supporting documents



What is the procedure?	Submit to RHA through its central secretariat
Is there a complaint Procedure?	Complaints may be addressed to the Director General
Is there any additional information regarding this service that is useful to know?	None
Available forms	None
What, if any, other institutions do I need to visit to access the service?	<ul style="list-style-type: none"> • MINECOFIN • BNR
Is there any additional information regarding this service that is useful to know?	None
Relevant legal document	<ul style="list-style-type: none"> • Contract • Public Financial Management legal instruments

Type of service: **Recruitment**

Who is eligible?	All interested candidates
Which public administration do I go to?	Rwanda Housing Authority
Where can I access the service?	Corporate Service Division
When can I access the service?	Monday to Thursday from 7:00 am to 5:00 pm and Fridays from 7:00am to 3:00pm
Once a request is made or an application is submitted, how long will it take?	In the recruitment process, feedback shall be given within the period stipulated by the regulatory framework.
What, if any, are the costs for accessing the service?	No cost
What documents are required?	<ul style="list-style-type: none"> • Application form • Curriculum Vitae • Academic certificate • National Identity Card
What is the procedure?	Submit the above mentioned documents to the RHA central secretariat



Is there a complaint/appeal procedure?	<ul style="list-style-type: none"> • Complaints/appeals regarding this service may be addressed either in person or in writing to the Director General • If not convinced, appeal may be addressed to the second level (Public Service Commission)
Is there any additional information regarding this service that is useful to know?	Visit RHA Website for further information
Available forms	Application form to be downloaded from Ministry of Public Service and Labour (MIFOTRA) Website
What, if any, other institutions do I need to visit to access the service?	MIFOTRA and Public Service Commission (PSC)
Is there any additional information regarding this service that is useful to know?	Applications are currently done online through MIFOTRA Website under RBM system
Relevant legal document	Presidential Order n°46/01 of 29/07/2011 governing modalities for recruitment, appointment and nomination of public servants



BUILDING REGULATION, INSPECTION AND AUDITS DIVISION



**PERMITTING APPEALS & NON-OBJECTION, INSPECTION & AUDITS,
APPROVAL OF NEW BUILDING TECHNOLOGIES AND MATERIALS**

Type of service: **Permitting appeals and non-objection**

Who is eligible?	<ul style="list-style-type: none"> Individuals unsatisfied by rejection of permit application through districts Districts for buildings of category 3 and 4
Which public administration do I go to?	Rwanda Housing Authority
Where can I access the service?	General Directorate through Building Regulation, Inspection and Audits Division
When can I access the service?	Monday to Thursday from 7:00am - 5:00pm and Fridays from 7:00am - 3:00pm
Once a request is made or an application is submitted, how long will it take?	Within three (3) working days, a feedback is provided
What, if any, are the costs for accessing the service?	None
What documents are required?	<ul style="list-style-type: none"> A request addressed to the Director General Supporting documents
What is the procedure?	<p>For individuals appealing: Upon submission of the letter, RHA assesses the file and conducts field visits in the presence of the owner and the district. A feedback shall be transmitted to both the owner and the district.</p> <p>For non-objection seekers (districts): Upon submission of the application, RHA assesses the file, conducts field visits and provides feedback.</p>
Is there a complaint Procedure?	None



What, if any, other institutions do I need to visit to access the service?	None
Relevant legal documents	<ul style="list-style-type: none"> • Rwanda Building Code • Urban Planning Code • Master Plans

Type of service: Audits

Who is eligible?	Districts and other stakeholders
Which public administration do I go to?	Rwanda Housing Authority
Where can I access the service?	General Directorate through Building Regulation, Inspection and Audits Division
When can I access the service?	Monday to Thursday from 7:00am - 5:00pm and Fridays from 7:00am - 3:00pm
Once a request is made or an application is submitted, how long will it take?	<ul style="list-style-type: none"> • Within three (3) working days, a response is provided, • Achievement of the service depends on the negotiations and nature of audit requested (Master Plan Implementation and construction activities).
What, if any, are the costs for accessing the service?	No cost
What documents are required?	<ul style="list-style-type: none"> • A request addressed to the Director General • Supporting documents
What is the procedure?	<ul style="list-style-type: none"> • Submit the above mentioned documents to RHA through its central secretariat • RHA assesses the application and organizes meetings to discuss the terms of audits • Execution and reporting
Is there a complaint procedure?	Complaints may be addressed to the Director General
Is there any additional information regarding this service that is useful to know?	Institutions involved in the elaboration of the National Land Use Master Plan are given priority for this service
Available forms	None



Is there any additional information regarding this service that is useful to know?	Rwanda is aiming at promoting innovation leading to affordable building technologies and materials which can contribute to sustainable housing development.
Available forms	None
Relevant legal documents	<ul style="list-style-type: none"> • Rwanda Building Code • Standards



Is there any additional information regarding this service that is useful to know?	RHA does not issue building permits. It only monitors activities undertaken by decentralized entities in charge of permitting services.
Available forms	None
What, if any, other institutions do I need to visit to access the service?	Districts One Stop Centres and the City of Kigali
Relevant legal documents	<ul style="list-style-type: none"> • Rwanda Building Code • Urban Planning Code • Master Plans

Type of service: **Inspection**

Who is eligible?	Individuals and housing developers
Which public administration do I go to?	Rwanda Housing Authority
Where can I access the service?	General Directorate through Building Regulation, Inspection and Audits Division
When can I access the service?	Monday to Thursday from 7:00am - 5:00pm and Fridays from 7:00am - 3:00pm
Once a request is made or an application is submitted, how long will it take?	Within three (3) working days, a response is provided
What, if any, are the costs for accessing the service?	None
What documents are required?	<ul style="list-style-type: none"> • A request addressed to the Director General • Supporting documents
What is the procedure?	Upon submission of the letter, RHA assesses the file and conducts field visits. A feedback shall be transmitted to the service seeker.
Is there a complaint Procedure?	None
Is there any additional information regarding this service that is useful to know?	RHA has inspection tools usually used to provide accurate status of the construction site or the structure inspected.
Available forms	None



SERVICES PROVIDED BY AFFORDABLE HOUSING PLANNING & DEVELOPMENT DEPARTMENT



What, if any, other institutions do I need to visit to access the service?	None
Relevant legal documents	<ul style="list-style-type: none"> • Master Plans • Rwanda Building Code • Urban Planning Code

Type of service: **Approval of new building technologies and materials**

What is the service?	An individual, a private company or a Government institution with a construction project can request for information on the location, technical specifications, prices and usage of building materials
Where can I access the service?	Rwanda Housing Authority through construction, rehabilitation & management of Government Buildings Department
When can I access the service?	Monday to Thursday from 7:00am - 5:00pm and Fridays from 7:00am - 3:00pm
Once a request is made or an application is submitted, how long will it take?	Within three (3) working days physically or in writing.
What, if any, are the costs for accessing the service?	No cost
What documents are required?	<ul style="list-style-type: none"> • In writing : Application letter to the Director General • Physically: No document required.
What is the procedure?	<ul style="list-style-type: none"> • Physically: No procedure. • In writing: <ul style="list-style-type: none"> • Write an application letter with complete address, • Submit the application letter with supporting documents
What, if any, are other institutions do I need to visit to access the service?	<ul style="list-style-type: none"> • Rwanda Standards Board (RSB) • Development Partners • Research institutions
Is there a complaint procedure?	Complaints should be directed to the Director General of RHA



**DEVELOPMENT AGREEMENT, PROVISION OF LAND FOR DEVELOPMENT,
INFRASTRUCTURE SUPPORT AND BENEFICIARIES DATABASE**

Type of service: Development Agreement

Who is eligible?	Any individual or firm with sufficient investment capacity in real estate Development.
Which public administration do I go to?	Rwanda Housing Authority
Where can I access the service?	General Directorate through Affordable Housing Planning and Development Department
When can I access the service?	Monday to Thursday from 7:00am - 5:00pm and Fridays from 7:00am - 3:00pm
Once a request is made or an application is submitted, how long will it take?	Within three (3) working days, a feedback is provided. The service may take little longer depending on the nature of the project intended.
What, if any, are the costs for accessing the service?	None
What documents are required?	<ul style="list-style-type: none"> • A request addressed to the Director General • Supporting documents (Communicated during the 1st meeting)
What is the procedure?	Upon request submission, RHA assesses the file and transmits feedback in 3 days. In case of a positive feedback, RHA undertakes Due diligence followed by preparation of development agreement.
Is there a complaint Procedure?	Unsatisfied applicants can address their complaints to RDB
Is there any additional information regarding this service that is useful to know?	None
Available forms	None



What is the procedure?	Upon request submission, RHA assesses the file and transmits feedback within 3 days. In case of a positive feedback, RHA prepares a Cabinet Brief and A Prime Minister's Order for approval. Upon Cabinet approval and gazetting of the Prime Minister's Order the land becomes the Developer's property.
Is there a complaint Procedure?	Unsatisfied applicants can address their complaints to the Director General of RHA.
Is there any additional information regarding this service that is useful to know?	None
Available forms	None
What, if any, other institutions do I need to visit to access the service?	<ul style="list-style-type: none"> • RLMUA
Relevant legal documents	<ul style="list-style-type: none"> • National Housing Policy • Law n° 06/2015 of 28/03/2015 relating to Investment promotion and facilitation • Prime Minister's Instruction n° 001/03 of 23/02/2017 determining the conditions and procedures for obtaining government support for affordable and high density housing projects • Urban Planning Code • Rwanda Building Code • Master Plans

Type of service: Infrastructure support

Who is eligible?	Any individual or firm with sufficient investment capacity in real estate Development.
Which public administration do I go to?	Rwanda Housing Authority
Where can I access the service?	General Directorate through Affordable Housing Planning and Development Department



When can I access the service?	Monday to Thursday from 7:00am - 5:00pm and Fridays from 7:00am - 3:00pm
Once a request is made or an application is submitted, how long will it take?	Within three (3) working days, a feedback is provided. The service may take little longer depending on the nature of the project intended.
What, if any, are the costs for accessing the service?	None
What documents are required?	<ul style="list-style-type: none"> • A request addressed to the Director General • Supporting documents (Communicated during the 1st meeting)
What is the procedure?	Upon request submission, RHA assesses the file and transmits feedback within 3 days. The assessment report is transmitted to National Affordable Housing Support Approval Committee for approval. The chair of the committee convenes a meeting with the developer and members of the committee. In case of a positive feedback, RHA notifies the decision to the developer.
Is there a complaint Procedure?	Unsatisfied applicants can address their complaints to the National Affordable Housing Support Approval Committee.
Is there any additional information regarding this service that is useful to know?	None
Available forms	None
What, if any, other institutions do I need to visit to access the service?	<ul style="list-style-type: none"> • RDB • Local financial institutions • Districts or City of Kigali
Relevant legal documents	<ul style="list-style-type: none"> • National Housing Policy • Law n° 06/2015 of 28/03/2015 relating to Investment promotion and facilitation



What, if any, other institutions do I need to visit to access the service?	<ul style="list-style-type: none"> • RDB • Local financial institutions • Districts or City of Kigali
Relevant legal documents	<ul style="list-style-type: none"> • National Housing Policy • Law n° 06/2015 of 28/03/2015 relating to Investment promotion and facilitation • Prime Minister's Instruction n° 001/03 of 23/02/2017 determining the conditions and procedures for obtaining government support for affordable and high density housing projects • Urban Planning Code • Rwanda Building Code • Master Plans

Type of service: **Provision of Land for Development**

Who is eligible?	Any individual or firm with sufficient investment capacity in real estate Development.
Which public administration do I go to?	Rwanda Housing Authority
Where can I access the service?	General Directorate through Affordable Housing Planning and Development Department
When can I access the service?	Monday to Thursday from 7:00am - 5:00pm and Fridays from 7:00am - 3:00pm
Once a request is made or an application is submitted, how long will it take?	Within three (3) working days, a feedback is provided. The service may take little longer depending on the nature of the project intended.
What, if any, are the costs for accessing the service?	None
What documents are required?	<ul style="list-style-type: none"> • A request addressed to the Director General • Supporting documents (Communicated during the 1st meeting)



	<ul style="list-style-type: none"> • Prime Minister's Instruction n° 001/03 of 23/02/2017 determining the conditions and procedures for obtaining government support for affordable and high density housing projects • Urban Planning Code • Rwanda Building Code • Master Plans
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Type of service: **Beneficiaries Database**

Who is eligible?	Any individual with low income earning between 200,000 Frw to 900,000 Frw not possessing any real estate property in urban areas.
Which public administration do I go to?	Rwanda Housing Authority
Where can I access the service?	General Directorate through Affordable Housing Planning and Development Department
When can I access the service?	Monday to Thursday from 7:00am - 5:00pm and Fridays from 7:00am - 3:00pm
Once a request is made or an application is submitted, how long will it take?	Within three (3) working days, a feedback is provided. The service may take little longer depending on the nature of provided information.
What, if any, are the costs for accessing the service?	None
What documents are required?	<ul style="list-style-type: none"> • A request addressed to the Director General • Supporting documents (information accessible on 1618)
What is the procedure?	Upon request submission, RHA assesses the file and transmits feedback in 3 days. In case of a positive feedback, RHA notifies the applicant that he is admitted in the Affordable housing database. All applicants are constantly ongoing and upcoming projects where they can earn a home.
Is there a complaint Procedure?	Unsatisfied applicants can address their complaints to RDB



Is there any additional information regarding this service that is useful to know?	None
Available forms	None
What, if any, other institutions do I need to visit to access the service?	<ul style="list-style-type: none"> • RDB • Local financial institutions • Districts or City of Kigali
Relevant legal documents	<ul style="list-style-type: none"> • National Housing Policy • Prime Minister's Instruction n° 001/03 of 23/02/2017 determining the conditions and procedures for obtaining government support for affordable and high density housing projects



SERVICES PROVIDED BY HUMAN SETTLEMENT PLANNING AND DEVELOPMENT DEPARTMENT



Relevant legal documents	<ul style="list-style-type: none"> • National Land Use and Development Master Plan • District Master Plans and Local Development Plans • National Housing Policy • National Urbanization Policy • Law N°10/2012 Governing Urban Planning and Building • Law N°20/2011 Governing Human Habitation in Rwanda • Rwanda Urban Planning Code
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Type of service: Elaboration of layout plans for rural settlement (Imidugudu)

Who is eligible?	Districts
Where can I access the service?	General Directorate through Human Settlement Planning and Development Department
When can I access the service?	Monday to Thursday from 7:00am - 5:00pm and Fridays from 7:00am - 3:00pm
Once a request is made or an application is submitted, how long will it take?	Within three (3) working days
What, if any, are the costs for accessing the service?	No cost
What documents are required?	Application letter to the Director General
What is the procedure?	<ul style="list-style-type: none"> • Submit the application letter to RHA through its Central Secretariat • Feedback within 3 days
What, if any, are other institutions do I need to visit to access the service?	District One Stop Centres
Is there a complaint procedure?	Complaints may be addressed to the Director General
Is there any additional information regarding this service that is useful to know?	None
Available forms	None



**ELABORATION OF LOCAL DEVELOPMENT PLANS FOR URBAN SETTLEMENT
AND LAYOUT PLANS FOR RURAL SETTLEMENT (IMIDUGUDU)**

Type of service: **Elaboration of local development plans for urban settlement**

Who is eligible?	Districts
Where can I access the service?	General Directorate through Human Settlement Planning and Development Department
When can I access the service?	Monday to Thursday from 7:00am - 5:00pm and Fridays from 7:00am - 3:00pm
Once a request is made or an application is submitted, how long will it take?	Within three (3) working days
What, if any, are the costs for accessing the service?	No cost
What documents are required?	Application letter to the Director General
What is the procedure?	<ul style="list-style-type: none"> Submit the application letter to RHA through its Central Secretariat Feedback within 3 days
What, if any, are other institutions do I need to visit to access the service?	District One Stop Centres
Is there a complaint procedure?	Complaints may be addressed to the Director General
Is there any additional information regarding this service that is useful to know?	None
Available forms	None



**SERVICES PROVIDED BY CONSTRUCTION, REHABILITATION AND
MANAGEMENT OF GOVERNMENT BUILDINGS DEPARTMENT**



**MANAGEMENT OF OFFICE SPACE & RENTALS; REHABILITATION, REFURBISHMENT
& MAINTENANCE OF GOVERNMENT BUILDINGS; AND MANAGEMENT OF
GOVERNMENT MOVABLE ASSETS (LOGISTICS & AUCTIONING)**

Type of service: **Management of office space and rentals**

What is the service am I eligible?	<ul style="list-style-type: none"> • Government institutions without Government owned offices and lessors • An institution may request for technical support in terms of acquiring office space by renting buildings from private individuals • RHA has to locate the possible places according to organization structure of the said institution in accordance to the provisions of office space regulations
Where can I access the service?	Rwanda Housing Authority through construction, rehabilitation & management of Government Buildings Department
When can I access the service?	Monday to Thursday from 7:00am - 5:00pm and Fridays from 7:00am - 3:00pm
Once a request is made or an application is submitted, how long will it take?	Within three (3) working days RHA provides a response though in some cases procedures may take time.
What, if any, are the costs for accessing the service?	No cost
What documents are required?	Application letter to the Director General
What is the procedure?	Submit the application letter with supporting documents
What, if any, are other institutions do I need to visit to access the service?	<ul style="list-style-type: none"> • Hosted Government institutions may get in touch with lessors and vice-versa • MINECOFIN • MININFRA



Is there a complaint procedure?	Complaint should be directed to the Director General of RHA
Is there any additional information regarding this service that is useful to know?	Strategy for Management of Government Buildings and Office Equipment
Available forms	None

Type of service: Rehabilitation and refurbishment of Government buildings

What is the service?	A Government institution with a building that needs rehabilitation can request for and get technical support about the rehabilitation of the Government building in question.
Where can I access the service?	Rwanda Housing Authority through construction, rehabilitation & management of Government Buildings Department
When can I access the service?	Monday to Thursday from 7:00am - 5:00pm and Fridays from 7:00am - 3:00pm
Once a request is made or an application is submitted, how long will it take?	Within three (3) working days physically or in writing.
What, if any, are the costs for accessing the service?	No cost
What documents are required?	<ul style="list-style-type: none"> • Requesting letter from the institution in need of rehabilitation, • Technical roadmaps from RHA after accessing the building's status.
What is the procedure?	On getting the request and after analysis, tender documents are prepared for the rehabilitation of the said building(s).
What, if any, are other institutions do I need to visit to access the service?	None
Is there a complaint procedure?	The complaint (s) should be directed to the Director General of RHA.
Is there any additional information regarding this service that is useful to know?	Demolitions are only undertaken upon approval of RHA.
Available forms	None
Relevant legal documents	Strategy for Management of Government Buildings and Office Equipment



Relevant legal documents	<ul style="list-style-type: none"> • National Land Use & Development Master Plan • National Housing Policy • Law N°20/2011 Governing Human Habitation in Rwanda • Rwanda Urban Planning Code • Guidelines of IDP Model Villages
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Type of service: **Construction of Integrated Development Program (IDP) Model Villages**

Who is eligible?	Districts
Where can I access the service?	General Directorate through Human Settlement Planning and Development Department
When can I access the service?	Monday to Thursday from 7:00am - 5:00pm and Fridays from 7:00am - 3:00pm
Once a request is made or an application is submitted, how long will it take?	Within three (3) working days
What, if any, are the costs for accessing the service?	No cost
What documents are required?	Application letter to the Director General
What is the procedure?	<ul style="list-style-type: none"> • Submit the application letter to RHA through its Central Secretariat • Feedback within 3 days
What, if any, are other institutions do I need to visit to access the service?	District One Stop Centres
Is there a complaint procedure?	Complaints may be addressed to the Director General
Is there any additional information regarding this service that is useful to know?	None
Available forms	None
Relevant legal documents	<ul style="list-style-type: none"> • National Land Use and Development Master Plan • National Housing Policy • Law N°20/2011 Governing Human Habitation in Rwanda • Rwanda Urban Planning Code • Guidelines of IDP Model Villages



Type of service: Maintenance of Government buildings

What is the service?	A Government institution with a building that needs maintenance can request for and get technical support about the maintenance of the Government building in question.
Where can I access the service?	Rwanda Housing Authority through construction, rehabilitation & management of Government Buildings Department
When can I access the service?	Monday to Thursday from 7:00am - 5:00pm and Fridays from 7:00am - 3:00pm
Once a request is made or an application is submitted, how long will it take?	Within three (3) working days physically or in writing.
What, if any, are the costs for accessing the service?	No costs
What documents are required?	<ul style="list-style-type: none"> • Requesting letter from the institution in need of maintenance, • Technical roadmaps from RHA after accessing the building's status. •
What is the procedure?	On getting the request and after analysis, tender documents are prepared for the maintenance of the said building(s).
What, if any, are other institutions do I need to visit to access the service?	None
Is there a complaint procedure?	The complaint (s) should be directed to the Director General of RHA.
Is there any additional information regarding this service that is useful to know?	Demolitions are only undertaken upon approval of RHA.
Available forms	None
Relevant legal documents	Strategy for Management of Government Buildings and Office Equipment



Type of service: **Management of Government movable assets (Logistics & auctioning)**

What is the service?	<ul style="list-style-type: none"> • A Government institution with old Government movable property will normally request RHA to come in and organize a public auction for the property, • Or to remove and take them to Government assets warehouses.
Where can I access the service?	Rwanda Housing Authority
When can I access the service?	Monday to Thursday from 7:00am - 5:00pm and Fridays from 7:00am - 3:00pm
Once a request is made or an application is submitted, how long will it take?	Within three (3) working days, a response is provided on the way forward. The process until auction may take time.
What, if any, are the costs for accessing the service?	No cost
What documents are required?	<ul style="list-style-type: none"> • Requesting letter from the Ministries and Line Institutions, • Property valuation reports.
What is the procedure?	None
What, if any, are other institutions do I need to visit to access the service?	<ul style="list-style-type: none"> • MININFRA • RRA
Is there a complaint procedure?	Complaints should be directed to the Director General of RHA
Is there any additional information regarding this service that is useful to know?	None
Available forms	None
Relevant legal documents	Law n° 50/2008 of 09/09/2008 determining the procedure for disposal of State private assets.



SERVICES PROVIDED BY ASBESTOS REMOVAL PROJECT



**REQUEST FOR AUTHORIZATION OF ASBESTOS SAFE REMOVAL & DISPOSAL AND
REQUEST FOR TECHNICAL SUPPORT BEFORE, DURING &
AFTER ASBESTOS REMOVAL**

Type of service: **Request for authorization of asbestos safe removal and disposal**

What is the service?	• Request for authorization of Asbestos removal from buildings with Asbestos roofing
Am I eligible?	<ul style="list-style-type: none"> • Building owners (an individual, a private and Government institution) may request for authorization and directives of safe Asbestos eradication
Where can I access the service?	<ul style="list-style-type: none"> • Rwanda Housing Authority through construction, rehabilitation & management of Government Buildings Department • RHA Staff based at all Provinces
When can I access the service?	Monday to Thursday from 7:00am - 5:00pm and Fridays from 7:00am - 3:00pm
Once a request is made or an application is submitted, how long will it take?	Within three (3) working days, a response is provided on the way forward.
What, if any, are the costs for accessing the service?	No cost
What documents are required?	<ul style="list-style-type: none"> • Request letter, • Certificate of the chosen and trained company.
What is the procedure?	Submit the request letter with full address.
What, if any, are other institutions do I need to visit to access the service?	None
Is there a complaint procedure?	Complaints should be directed to the Director General of RHA.
Is there any additional information regarding this service that is useful to know?	<ul style="list-style-type: none"> • Customers may also be informed on the burial sites to use as per the site location, • Asbestos hotline : 4150
Available forms	None



Relevant legal documents	<ul style="list-style-type: none"> • Prime Minister Instructions N°002/03 of 05/05/2015 determining procedures for eradication of Asbestos containing materials, • Prime Minister Order N°24/03 of 23/10/2008 prohibiting the use of Asbestos and chemicals in Rwanda without authorization, • Law N°24/2005 of 08/04/2005 governing environmental protection in Rwanda, • National Action Plan of Asbestos Eradication in Rwanda approved on 18/04/2011.
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Type of service: Request for technical support before, during and after Asbestos removal

What is the service?	• Request for technical support before, during and after Asbestos removal in line with regulations and directives of safe asbestos eradication,
Am I eligible?	<ul style="list-style-type: none"> • A private or public company trained in Asbestos eradication can request technical support before, during and after asbestos removal in line with regulations and directives of safe asbestos eradication.
Where can I access the service?	<ul style="list-style-type: none"> • Rwanda Housing Authority through construction, rehabilitation & management of Government Buildings Department • RHA Staff based at all Provinces
When can I access the service?	Monday to Thursday from 7:00am - 5:00pm and Fridays from 7:00am - 3:00pm
Once a request is made or an application is submitted, how long will it take?	Within three (3) working days
What, if any, are the costs for accessing the service?	No cost



What documents are required?	<ul style="list-style-type: none"> • Request letter with all supporting documents (eg. Authorization letter of asbestos removal, copy of training certificate, etc), • Certificate of the chosen and trained company.
What is the procedure?	Submit the request letter with full address with all supporting documents
What, if any, are other institutions do I need to visit to access the service?	None
Is there a complaint procedure?	Complaints should be directed to the Director General of RHA.
Is there any additional information regarding this service that is useful to know?	Asbestos hotline : 4150
Available forms	None
Relevant legal documents	<ul style="list-style-type: none"> • Prime Minister Instructions N°002/03 of 05/05/2015 determining procedures for eradication of Asbestos containing materials, • Prime Minister Order N°24/03 of 23/10/2008 prohibiting the use of Asbestos and chemicals in Rwanda without authorization, • Law N°24/2005 of 08/04/2005 governing environmental protection in Rwanda, • National Action Plan of Asbestos Eradication in Rwanda approved on 18/04/2011.

HOW TO CONTACT US

General feedback should be sent to the office of Rwanda Housing Authority by:

- Website** : www.rha.gov.rw
Twitter : @Rwanda_Housing
e-mail : info@rha.gov.rw
Mail : P.O. Box: 2469 Kigali - Rwanda
Toll Free : 1618 or 4150

