

SERVICE DELIVERY CHARTER

EFFECTIVE DATE 1/11/2019



1. INTRODUCTION

Username Investment Limited is a leading real-estate development and Investment Company based in Nairobi, Kenya. This charter is a manifestation of our efforts to meet and exceed our customers' needs and expectations as well as to continually improve our services and products.

1.1 Purpose Of The Charter

This service charter seeks to inform our clients of our commitment to provide first class customer experience. It features our service standards and timeframes as well as methods clients can use to lodge complaints whenever the services offered do not meet these standards. It further highlights obligations to and expectations of our customers.

1.2 Our Vision

To be the best and most preferred real estate company in Kenya and the region.

1.3 Our Mission

To provide the current and upcoming generations with a place they can call home.

1.4 Our Core Values

The company is guided by the following values: Trust, Professionalism, Innovation, Relationships and Customer Service.

1.5 Our Goals:

Our company objective is to put our customers first, communicate often, and to continually improve our services through training, technology and customer feedback. This is guided by the following customer experience goals:

- a. Understand our customers better
- b. Become a more 'customer-centric' organization
- c. Deliver emotionally engaging customer experiences
- d. Continually measure and improve
- e. Drive cultural change

2. SERVICE STANDARDS

We promise to deliver the highest quality service to our customers so as to meet their expectations at all times by adhering to the following non-negotiable standards:

a) Professionalism

We promise to act with care, diligence, honesty and integrity throughout all our operations.

b) Efficiency

We recognize the need to seek effective and efficient ways to solve problems, better serve our customers, and to remain fiscally responsible.

c) Quality

We take pride in providing high value products and services that we stand behind, which ensures customer satisfaction, profitability and the future of our employees and our growth.

3. SERVICES OFFERED

NATURE OF SERVICE	CUSTOMER RESPONSIBILITY	TIME FRAME	FEES
OFFER LETTER	<ul style="list-style-type: none">To provide correct and full informationTo submit duly signed copy to the company	Immediately after selection of plot.	FREE
RECEIPTS	<ul style="list-style-type: none">To provide correct payment details and pick receipts from their client relationship manager	Immediately after payment.	FREE
SALE AGREEMENT	<ul style="list-style-type: none">To provide correct client information and countercheck contents before signing	Within 2 weeks from signing.	FREE
TITLE TRANSFER	<ul style="list-style-type: none">To provide copy of ID, KRA PIN certificate, passport photo and postal address to the client manager	Within 6 to 12 months from payment completion date	FREE
TITLE PICKING	<ul style="list-style-type: none">To come collect the title from our offices with a copy and original ID. If the client decides to send someone, they should fill the title picking authorization form via http://bit.ly/TitlePicking-Authorization	Within 2 working days from receipt of titles from lands registry	FREE

NATURE OF SERVICE	CUSTOMER RESPONSIBILITY	TIME FRAME	FEES
REFUND	<ul style="list-style-type: none"> • To consider all other alternative options for the refund • To read and understand terms for the refund as stated in the form • To duly fill and submit refund form to customerexperience@username.co.ke • To attach copy of ID 	-30 days for requests made within 6 months from date of booking -3 months' notice for plots booked more than 6 months from date of filling the form -Last Friday of the month	All refunds are less an administrative fee of 10% of the plot price. However, for plots purchased before 26th June 2021, the refunds are less 20% of the amount paid as per the old offer letter terms.
OVERPAYMENT	<ul style="list-style-type: none"> • To fill overpayment refund form and submit to customerexperience@username.co.ke 	Immediately after selection of plot.	FREE
TITLE PICKING	<ul style="list-style-type: none"> • To countercheck details in the statement and provide evidence of payment if there are discrepancies 	24 hours upon request	FREE
PLOT RELOCATION	<ul style="list-style-type: none"> • To provide correct client information and countercheck contents before signing 	24 hours upon request	FREE
SITE VISIT/ OPEN DAYS	<ul style="list-style-type: none"> • To confirm attendance prior to the agreed date • To arrive on time at the assigned pick up point 	Wednesdays and Saturdays	FREE

4. OBLIGATIONS

a) As a company

You can expect that we will:

- Provide correct and up to date information on our communication channels.
- Anticipate the needs of those we serve and offer proactive and flexible solutions.
- Inform our customers of normal process time, when they can expect completion and any delays that arise.

- Respond to any questions or inquiries received through any channel of communication within 10 minutes latest, during normal business hours.
- Respect the public trust by being fair, open, professional and responsible in all our actions.
 - Respect the confidentiality of clients, disclosing business- sensitive information only with their consent or when legally required to do so.
- Resolve complaints fairly, consistently and promptly.
- Deliver services to customers within the agreed service levels.
- Follow through on customer's questions, requests and needs.
- Support and develop our staff to ensure we deliver first class customer experience.

b) As Customers

We expect that you will:

- Treat our staff with courtesy and respect
- Provide accurate and complete information
- Exercise honesty and integrity when transacting with us
- Share with us your feedback on our products and services
- Not offer any gifts, favors or inducements to our staff or solicit the same from them
- Report any cases of corruption to the Head of Customer Experience or Human Resources
- Understand and observe regulations, terms and conditions under which Username services are offered

c) As Employees

We will:

- Interact with each other in a courteous and professional manner.
- Openly share information, knowledge, and best practices across the organization
- Be considerate, cooperative and helpful to every staff member to assure quality services.
- Know our jobs well and constantly seek improvements in all areas of responsibility.
- Be committed to supporting the achievement of the company's goals and strategic pillars.
- Always act in such a manner as to uphold the highest ethical and moral standards.
- Be organized, disciplined, trustworthy and responsible.
- Pursue the completion of work objectives that supports meeting customer needs and expectations.

5. REVIEW OF THE CHARTER

The charter will be reviewed every two years or as need arises to keep abreast with new developments and to accommodate any lessons learnt. This will be from performance reviews, review of customer feedback, internal quality audits and review of customer satisfaction surveys.

6. FEEDBACK

We greatly welcome feedback on our performance to enable us deliver quality service to our customers. If you are dissatisfied with our services, kindly submit your complaints, comments and suggestions to us. You can reach us through any of the following ways:

Give direct verbal feedback to the member of staff who has served you.

As to speak to the Customer Experience Executive

Email: **customerexperience@username.co.ke**

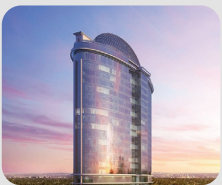
Call/SMS/WhatsApp: **0725 000 444**

Website: **www.usernameproperties.com**

Facebook: **Username Investment**

Twitter: **@UsernameInc**

Instagram: **Usernameproperties**



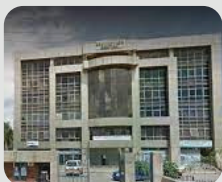
HEAD OFFICE

Le'Mac, 4th Floor,
Church Road, Westlands.



NAIROBI TOWN OFFICE

International Life House, 6th Floor,
Mama Ngina Street, Nairobi.



NAKURU TOWN OFFICE

Assumption Centre, 4th floor
Moi road, Nakuru.