

**CITIZEN'S CHARTER**  
**Public Housing Division (PHD)**  
**PASIG URBAN SETTLEMENT OFFICE (PUSO)**

<b>Office or Division:</b>	Public Housing Division (PHD)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1. Informal settlers living along waterways and other danger zones</li> <li>2. Families affected by government infrastructure projects</li> <li>3. Underprivileged residents</li> </ol>

## Legal Mandate

<b>Legal Mandate:</b>	Ordinance No. 54 and 55, series of 2020 and the Implementing Rules and Regulations
<b>Mission:</b>	<p>Through the PHD, “the City shall develop, build, and finance on its own or jointly with the National Government and/or the private sector, rent-to-own and rental housing through innovative means, principally through the People’s Plan, to provide safe, secure, decent, resilient and affordable housing to informal settler and other poor and underprivileged residents.</p> <p>Such housing projects shall be one of the priorities in the disposition and utilization of city-owned lands. Aside from public housing offered by the city for lease-purchase (rent-to-own), the city government shall also develop public rental housing to accommodate urban poor residents who cannot afford lease-purchase in public or socialized housing undertaken by the city government or by housing agencies of the national government.”</p> <p><b>City Ordinance No. 54, series of 2020</b></p>

# Frontline Services

Services	
<p><b>A. Provision of public housing (lease-purchase/rent-to-own)</b></p>	<p><b>A.1 For individual beneficiary families:</b></p> <ol style="list-style-type: none"> <li>1. Verification, validation, and qualification of the prospective beneficiary family as a member of the community association applying for public housing (through census and surveys)</li> <li>2. Orientation, education, and consultation with beneficiary family</li> <li>3. Endorsement of the qualified applicant to a community association with ongoing people’s proposal with PUSO (because public housing of rent-to-own scheme will be developed primarily with community associations or Pos)</li> <li>4. Unit assignment and assistance to the beneficiary family in relocation</li> <li>5. Endorsement of beneficiary family’s accounts to the Community Management and Development Division for in-site estate services and amortization collection.</li> </ol> <p><b>A.2 For the community association of beneficiary families:</b></p> <ol style="list-style-type: none"> <li>1. Approval of the master list per site or per project consisting of verified, validated, and qualified beneficiary families</li> <li>2. Appraisal and approval of people’s plan submitted by the community association, including the proposed site and the development design</li> <li>3. Assistance in capacity building in membership and leadership development and other areas in cooperation with other PUSO divisions</li> <li>4. Facilitating access of the community as a whole to essential services and estate management</li> <li>5. Assistance in mediation and conflict resolution during the pre-implementation and implementation stages of the housing project</li> <li>6. Endorsement of community association’s accounts to the CMDD</li> <li>7. Technical and engineering support to the operational public housing projects (Note: maintenance and minor repairs should be handled by CMDD)</li> </ol>
<p><b>B. Provision of public rental housing</b></p>	<p><b>For individual beneficiary families:</b></p> <ol style="list-style-type: none"> <li>1. Verification, validation, and qualification of prospective beneficiary families through background investigation (or through census and surveys if family is covered by census and surveys)</li> <li>2. Orientation, education, and consultation with beneficiary families</li> <li>3. Unit assignment and assistance to the beneficiary family in relocation</li> <li>4. Beneficiary family accounts management</li> </ol> <p><b>B.2 For the neighborhood association of beneficiary families</b></p> <ol style="list-style-type: none"> <li>1. Assistance in capacity building to enable dweller-renters’ participation in housing site management</li> <li>2. Technical and engineering support to the operational public housing projects (Note: maintenance and minor repairs should be handled by CMDD)</li> </ol>



## A. Checklist of Requirements – Public Housing (Rent-to-Own)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b>A.1 For individual beneficiary families</b>            Note: Individual families may first apply for housing at PUSO. Eventually they will have to be endorsed to a community association with an ongoing people's proposal with PUSO. Public rent-to-own housing are mainly offered to community associations of beneficiaries qualified <b>under City Ordinance No. 54</b>. Priorities are settlers in danger zones and areas affected by infrastructure projects.</p>	
<p>1. Verification, validation, and qualification of the prospective beneficiary family as a member of the community association applying for public housing (through census and surveys)</p> <p>Submit the following:</p> <ul style="list-style-type: none"> <li>• Application form</li> <li>• Affidavit of Disclosure "Salaysay" (for ISF only)</li> <li>• Certificate of Employment and Compensation</li> <li>• Affidavit of Self-Employment</li> <li>• Pay-Slip/ Monthly Income Affidavit</li> <li>• Community Tax Cert. - CEDULA (current year)</li> <li>• Utility Bill (latest) - MERALCO, PLDT, Manila Water, etc.</li> <li>• Voter's Certification/COMELEC Registration Certificate (current year)</li> <li>• Certificate of No Property</li> <li>• BIR Form No. 2316/ Affidavit of Non-Filing</li> <li>• Family Picture (latest)</li> <li>• Marriage Contract/ Affidavit of Cohabitation</li> </ul>	<ul style="list-style-type: none"> <li>• Authorized PHD Staff</li> <li>• Notary Public</li> <li>• Employer</li> <li>• Notary Public</li> <li>• Employer/ Notary Public</li> <li>• Treasurer's Office</li> <li>• Applicant</li> <li>• City COMELEC Office</li> <li>• Assessor's Office</li> <li>• Applicant/ Notary Public</li> <li>• Applicant</li> <li>• Local Civil Registry/ Notary Public</li> </ul>
<p>2. Orientation, education, and consultation for the beneficiary family</p> <ul style="list-style-type: none"> <li>• Present identification as member included in the approved master list of beneficiaries</li> </ul>	<ul style="list-style-type: none"> <li>• Authorized PHDD personnel</li> </ul>
<p>3. Endorsement of the qualified applicant to a community association with ongoing people's proposal with PUSO</p>	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>Present identification as member included in the approved master list of beneficiaries</li> </ul>	<ul style="list-style-type: none"> <li>Authorized PHD personnel</li> </ul>
<p>4. Unit assignment and assistance to the beneficiary family in relocation</p> <ul style="list-style-type: none"> <li>Present identification as member included in the approved master list of beneficiaries</li> <li>Present certification of acceptance (certifying the unit to be in good condition)</li> </ul>	<ul style="list-style-type: none"> <li>Authorized PHD personnel</li> <li>Beneficiary family</li> </ul>
<p>5. Endorsement of beneficiary family's accounts to the Community Management and Development Division for in-site estate services and amortization collection.</p> <ul style="list-style-type: none"> <li>Present identification as member included in the approved master list of beneficiaries</li> </ul>	<ul style="list-style-type: none"> <li>Authorized PHD personnel</li> </ul>
<p><b>A.2 For the community association of beneficiary families</b></p> <p>Note: Community associations of qualified beneficiaries may apply to PUSO for public housing under the rent-to-own scheme through the submission of a formal proposal and feasibility plan. Alternatively, a community association and PUSO may jointly develop such proposal.</p>	
<p>1. Approval of the master list per site or per project consisting of verified, validated, and qualified beneficiary families</p> <ul style="list-style-type: none"> <li>Submit master list of beneficiary families who have been verified, validated and qualified</li> </ul>	<ul style="list-style-type: none"> <li>PHD staff</li> </ul>
<p>2. Appraisal and approval of people's plan submitted by the community association, including the proposed site and the development design. Submit the following:</p> <ul style="list-style-type: none"> <li>Master list showing that around 200 to 600 are beneficiary families all qualified under City Ordinance 54, properly listed in a Master List of Member Beneficiaries;</li> <li>General profile and background of the target group of informal settler families to benefit from the project</li> </ul>	<ul style="list-style-type: none"> <li>Community association</li> </ul>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>• Documents on the target land (TCT with trace back titles, intent to sell/buy)</li> <li>• the site and construction development plan,</li> <li>• the total estimated financing requirement</li> <li>• financing recovery plan (proposed amortization rate)</li> <li>• An undertaking showing that at least 75 percent of all members approve the people's plan, particularly the choice of land, community development plan and construction design, and amortization rate under the financing recovery plan;</li> <li>• A detailed undertaking on the estate and community management plan, including the specific roles and functions of the board, committees, and officers of the association.</li> </ul>	
<p>3. Assistance in capacity-building in membership and leadership development and other areas in cooperation with other PUSO divisions</p> <ul style="list-style-type: none"> <li>• Present Board resolution verifying request for capacity-building intervention</li> </ul>	<ul style="list-style-type: none"> <li>• Community association</li> </ul>
<p>4. Facilitating access of the community as a whole to essential services and estate management</p> <ul style="list-style-type: none"> <li>• Present Board request for assistance to facilitate utility connections and other services</li> </ul>	<ul style="list-style-type: none"> <li>• Community association</li> </ul>
<p>5. Assistance in mediation and conflict resolution during the pre-implementation and implementation stages of the housing project</p> <ul style="list-style-type: none"> <li>• Present Board request for assistance in conflict mediation</li> </ul>	<ul style="list-style-type: none"> <li>• Community association</li> </ul>
<p>6. Endorsement of community association's accounts to the CMDD</p>	<ul style="list-style-type: none"> <li>• Authorized PHD staff</li> </ul>
<p>7. Technical and engineering support to the operational public housing projects, e.g. major repairs and renovations</p>	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>(Note: maintenance and minor repairs should be handled by CMDD)</p> <ul style="list-style-type: none"> <li>Present assessment report of technical and engineering issues</li> </ul>	<ul style="list-style-type: none"> <li>Authorized PHD staff</li> </ul>

## B. Checklist of Requirements – Public Housing (Rental)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b>B.1 For individual beneficiary families:</b>  Note: Mediation or endorsement by or membership in a community association or NGO is a helpful but not a requirement for families applying for public rental housing. Priority beneficiaries are urban poor residents who cannot afford lease-purchase in public or socialized housing.</p>	
<p>1. Verification, validation, and qualification of prospective beneficiary families through background investigation (or through census and surveys if family is covered by census and surveys). Membership in a CA not a requirement.</p> <p><b>Submit the following</b></p> <ul style="list-style-type: none"> <li>Certification of being a 4Ps beneficiary</li> <li>Certification of indigency</li> <li>Others found in the checklist of requirements found under A1 whenever applicable</li> <li>Certificate of membership in neighborhood association (if a member)</li> </ul>	<ul style="list-style-type: none"> <li>DSWD</li> <li>Barangay</li> <li>Same as the Checklist of Requirements under A1</li> <li>Neighborhood Association</li> </ul>
<p>2. Orientation, education, and consultation with the beneficiary family</p> <ul style="list-style-type: none"> <li>Present identification as a qualified beneficiary of public rental housing</li> </ul>	<ul style="list-style-type: none"> <li>Authorized PHD with CMDD staff</li> </ul>
<p>3. Unit assignment and assistance to the beneficiary family in relocation</p> <ul style="list-style-type: none"> <li>Present identification as a qualified beneficiary of public rental housing</li> </ul>	<ul style="list-style-type: none"> <li>Authorized PHD with CMDD staff</li> </ul>
<p>4. Endorsement of beneficiary family's accounts to the Community Management and Development Division for on-site estate services and rental collection.</p> <ul style="list-style-type: none"> <li>Present identification as a qualified beneficiary of public rental housing</li> </ul>	<ul style="list-style-type: none"> <li>Authorized PHD with CMDD staff</li> </ul>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>B.2 For the neighborhood association of beneficiary families</b>	
1. Assistance in capacity-building to enable dweller-renters' participation in housing site management <ul style="list-style-type: none"> <li>• Present request for seminar/training</li> </ul>	<ul style="list-style-type: none"> <li>• Neighborhood association</li> </ul>
2. Technical and engineering support to the operational public housing projects (Note: maintenance and minor repairs should be handled by CMDD) <ul style="list-style-type: none"> <li>• Present assessment report of technical and engineering issues</li> </ul>	<ul style="list-style-type: none"> <li>• Authorized PHD staff</li> </ul>



## A. Client Steps - Public Housing (Rent-to-Own)

#	A.1 CLIENT STEPS PUBLIC HOUSING (RENT-TO-OWN) FOR INDIVIDUAL FAMILIES	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Request for verification, validation, and qualification:  a. Individual family head proceeds to PHD, request for an application form and accomplish the form  b. Individual family head secures and submits the documentary requirements to PHD	Conduct preliminary interview for pre-qualification  Provide and explain application form and list of requirements to those who pass the pre-qualification interview  Preliminarily assess completeness of application form and supporting documents  <ul style="list-style-type: none"> <li>Deficient – inform the applicant of any deficiency and enumerate the missing requirements</li> <li>Complete – issue acknowledgement receipt containing name and designation of responsible employee, date and time of receipt.</li> </ul>	None  None  None	10 minutes  5 minutes  10 minutes	Karl Roland P. Barracas  Karl Roland P. Barracas  Ricardo B. Reyes
2.	Request for orientation, on possible projects, education on social housing, and consultation for the beneficiary family	PHD conducts orientations, education, and consultation with CMDD staff	None	2 hours per batch	Karl Roland P. Barracas and Ricardo Reyes
3.	Request endorsement of the qualified applicant to a community association with	Update qualified applicants thru phone or text messaging on the status of	None	5 minutes	Engr. Ferdinand Damian

#	A.1 CLIENT STEPS PUBLIC HOUSING (RENT-TO-OWN) FOR INDIVIDUAL FAMILIES	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	ongoing people's proposal with PUSO	endorsement to any community association with pending people's proposals			
4.	Request for unit assignment and assistance to the beneficiary family in relocation	PHD provides assistance	None	5 minutes	Ricardo B. Reyes
5.	Request endorsement of beneficiary family's account to the Community Management and Development Division	PHD endorses the account	None	5 minutes	Ricardo B. Reyes
TOTAL:				2 hours and 40 Minutes	

#	A.2 CLIENT STEPS PUBLIC HOUSING (RENT-TO-OWN) FOR COMMUNITY ASSOCIATIONS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Submit master list of member beneficiary families who have been verified, validated and qualified	Verify if master list has 200 to 600 that are all qualified under City Ordinance No. 54	None	8 hours	Karl Roland P. Barracas
2.	Request approval of people's plan submitted by the community association, including the proposed site and the development design.	<p>Check the general profile and background of the informal settler families</p> <p>Check documents on the target land (TCT with trace back titles, intent to sell/buy)</p> <p>Check the site and construction development plan,</p> <p>Check the total estimated financing requirement</p>	None	24 hours	Ricardo B. Reyes

#	A.2 CLIENT STEPS PUBLIC HOUSING (RENT-TO-OWN) FOR COMMUNITY ASSOCIATIONS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<p>Check the financing recovery plan (proposed amortization rate)</p> <p>Verify the undertaking showing that at least 75 percent of all members approve the people's plan,</p> <p>Verify detailed undertaking on the estate and community management plan</p>			
3.	Request assistance in capacity-building in areas of concern	PHD conducts capacity-building exercises through or in cooperation with other PUSO divisions	None	8 hours	Ricardo B. Reyes and Karl Roland P. Barracas
4.	Request assistance to access essential services and estate management services	PHD conducts facilitation in coordination with CMDD	None	2 hours	PHD and CMDD Staffs
5.	Request assistance in mediation and conflict resolution during the pre-implementation and implementation stages of the housing project	PHDD conducts mediation activities in coordination with other PUSO divisions	None	4 hours each	PHD and CMDD Staffs
6.	Endorsement of community association's accounts to the CMDD	PHDD transfers the community association account to the CMDD for post-implementation management	None	2 hours	Ricardo B. Reyes
7.	Request for technical and engineering support with assessment report of the issues	PHDD responds with technical and engineering works	None	24 hours	Engr. Ferdinand Damian
TOTAL:				72 hours	

## B. Client Steps - Public Housing (Rental)

#	B.1 CLIENT STEPS PUBLIC HOUSING (RENTAL) FOR INDIVIDUAL FAMILIES	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	<p>Request for verification, validation, and qualification</p> <p>a. Individual family head proceeds to PHD, request for an application form and accomplish the form</p> <p>b. Individual family head secures and submits the documentary requirements to PHD</p> <p>c. If qualified, wait to be notified of possible raffle/awarding of available housing units</p>	<p>Conduct preliminary interview for pre-qualification</p> <p>Provide and explain application form and list of requirements to those who pass the pre-qualification interview</p> <p>Preliminarily assess completeness of application form and supporting documents</p> <ul style="list-style-type: none"> <li>• Deficient – inform the applicant of any deficiency and enumerate the missing requirements</li> <li>• Complete – issue acknowledgement receipt containing name and designation of responsible employee, date and time of receipt.</li> </ul> <p>Update qualified applicants thru phone or text messaging of the status of their qualification from time to time</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>30 minutes</p> <p>5 minutes</p> <p>30 minutes</p> <p>5 minutes</p>	<p>Karl Roland P. Barracas</p> <p>Karl Roland P. Barracas</p> <p>Karl Roland P. Barracas</p> <p>Karl Roland P. Barracas</p>
2.	Request orientation, education, and consultation on public rental housing	Provide orientation to batches of applicants	None	30 minutes per batch	Ricardo B. Reyes

#	B.1 CLIENT STEPS PUBLIC HOUSING (RENTAL) FOR INDIVIDUAL FAMILIES	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.	Request unit assignment and relocation assistance	Provide unit assignment and provide relocation assistance	None	10 minutes	Ricardo B. Reyes
4.	Request endorsement of beneficiary family's account to the CMDD for in-site estate services	Endorse family to CMDD	None	5 minutes	Ricardo B. Reyes
TOTAL:				115 Minutes or 1.9 hours	

#	B.2 CLIENT STEPS PUBLIC HOUSING (RENTAL) FOR NEIGHBORHOOD ASSOCIATIONS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Request assistance in capacity-building to enable dweller-renters' participation in housing site management	Conduct capacity-building exercises in cooperation with other PUSO divisions	None	8 hours	Ricardo B. Reyes
2.	Request for technical and engineering support and present assessment report of the issues	Respond with the needed technical and engineering works	None	8 hours	Engr. Ferdinand Damian
TOTAL:				16 hours	

## Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients are encouraged to accomplish feedback forms and drop them at the designated drop box located at the entrance of the PHD office or at the Public Assistance and Complaints Desk (PACD) located at 8 <sup>th</sup> Floor, Pasig City Hall Bldg.
How feedback is processed	Feedback is gathered and processed by these offices. A report of client's feedback is prepared to document action plan and monitor actions taken.
How to file a complaint	Accomplish the Client Complaint Form and drop it at the designated drop box located at entrance of the PHD office or at the Public Assistance and Complaints Desk (PACD) located at 8 <sup>th</sup> Floor, Pasig City Hall Bldg.
How complaints are processed	Complaint/s received, whether verbal or written shall be referred/forwarded to the Head of Office who shall act on the complaint and provide feedback to the client on the action taken.
Contact Information	Celfone number : 0951 184 1693 Email ad : Pasigurbansettlements@gmail.com