



**MINISTRY OF  
NATIONAL  
HOUSING  
AND SOCIAL  
AMENITIES**

**2025**

CLIENT SERVICE CHARTER





## *Our Vision*

Sustainable and Affordable Human Settlements for all Zimbabweans by 2030



## *Mission Statement*

To lead in the provision of human settlements in a coordinated and sustainable manner through the facilitation and promotion of functional housing and social amenities for all Zimbabweans



## *Core Values*

**Integrity:** We are committed to the highest ethical standards, ensuring all actions are transparent, honest, and governed by a rigorous adherence to moral principle.

**Accountability:** We take full responsibility for our decisions, actions and performance outcomes. We assure the nation of responsible stewardship, measurable results and ethical conduct across all our systems and processes.

**Innovativeness:** We are committed to continuous research and adoption of new building technologies to enable the delivery of affordable and quality housing and social amenities, paying due regard to climate and renewable resources.

**Inclusivity:** We provide equal access to opportunities and resources for everyone.

**Transparency:** is the hallmark of our actions, conduct, processes and operations.

**Teamwork:** We subscribe to collaborative ways of doing business to achieve our common goal of providing decent housing and social amenities in the most efficient way.

# *Ministry Mandate*



- Formulate and monitor implementation of sustainable national housing and social amenities policies in urban and rural areas for inclusive and sustainable development;
- Develop and implement strategies that ensure urban and rural housing and social amenities development in consultation with relevant Ministries and other stakeholders;
- Facilitate the provision of affordable housing and social amenities infrastructure in urban and rural areas;
- Coordinate and mobilize communities for the provision and maintenance of social amenities and infrastructure in urban and rural areas, for example, housing, clinics, schools, dip tanks, roads, bridges, piped portable water supply schemes, rural electrification, and sporting and recreation facilities;
- Develop and implement programmes that promote integration of housing and social amenities facilities;
- Develop frameworks that align with international protocols and conventions on housing and social amenities development;
- Mobilize resources for the implementation of housing and social amenities in urban and rural areas including Public Private Partnership models;
- Coordinate and implement the Rural Housing Delivery Programmes;
- Manage and account for the Civil Service Housing Loan Fund, National Housing Fund, Rural Housing Fund, Housing and Guarantee Fund and Social Amenities Development Fund;
- Administer rent control regulations for residential accommodation;
- Manage and maintain Government housing estates.
- Promote and facilitate rural waste management through WASH

# *Terms Of Reference*

- Constitution of Zimbabwe (2013)
- SI 87 of 2024
- Harare Municipality Building (Private) Act [Chapter 25:05]
- Housing and Building Act [Chapter 22:07]
- Housing Standards Control Act [Chapter 29:08]
- Urban Development Corporation Act [Chapter 29:16]
- Rent Regulations SI 32 of 2007 [Chapter 22:07]
- Zimbabwe National Human Settlements Policy (2021)

*Clients*



## **External clients**

General Public	Special interest groups
Tenants	Diaspora Community
Homeowners	Financial Institutions
Home seekers	Developers
Civil Servants	Professional bodies
Traditional leaders	Academic institutions
Investors	Ministry Departments and Agencies
Contractors	Local Authorities
Media	

## **Internal clients**

Urban Development Corporation (UDCORP)  
Ministry staff

# *Urban Housing Department*

- Develop and implement policies and strategies that ensure sustainable urban housing development in consultation with local authorities, relevant Ministries and other stakeholders;
- Manage urban housing programs in accordance with Ministry policy;
- Promote appropriate housing and social amenities designs and technologies for urban settings;
- Administer the National Housing Fund and Housing and Guarantee Fund;
- Provide administrative services to the Rent Board;
- Coordinate the formulation, monitoring and implementation of social amenities policies at the household, business centre and growth point levels;
- Implement strategies that ensure the development of social amenities infrastructure in consultation and liaison with local authorities and other relevant stakeholders;
- Coordinate and mobilize communities (through their Local authorities) for the provision of social amenities infrastructure.
- Mobilize resources for the implementation of social amenities programmes.



## *Rural Housing Department*

- Coordinate, manage and implement the rural Housing Delivery Programme;
- Promote and facilitate the construction of safe and properly designed low-cost housing for rural settings;
- Administer and account for the Rural Housing Fund;
- Develop partnerships with external support agencies for purposes of leveraging resources as a means of complementing the Government housing development programme;
- Mobilize resources for the implementation of social amenities programmes;
- Manage and account for the Social Amenities Development Fund;
- Promote the establishment and provision of social amenities infrastructure.
- Promote and facilitate rural waste management through WASH



## *Estates Management And Provincial Co-ordination Department*

- Let government residential estate classified as Government Pool properties, National Housing Fund properties, Housing and Guarantee Fund properties;
- Provide subject matter expertise for development of housing in urban and rural areas;
- Conduct pre-proposal valuation and feasibility of housing development and other projects;
- Coordinate all Provincial and Districts activities and provide reports as required; and
- Dispose government houses classified as National Housing Fund and Housing Guarantee Fund properties

## *Planning & Design Department*

- o Promote development of professional and sustainable building engineering policies and standards;
- o Carry out project feasibility study;
- o Develop sustainable technology in project design and implementation;
- o Produce work breakdown structure;
- o Provide estimation of required project resources and durations of tasks;
- o Produce work program, schematics and outline drawings;
- o Prepare detailed designs and construction specifications;
- o Construction supervision;
- o Promote professional and technical policies in housing and amenities development

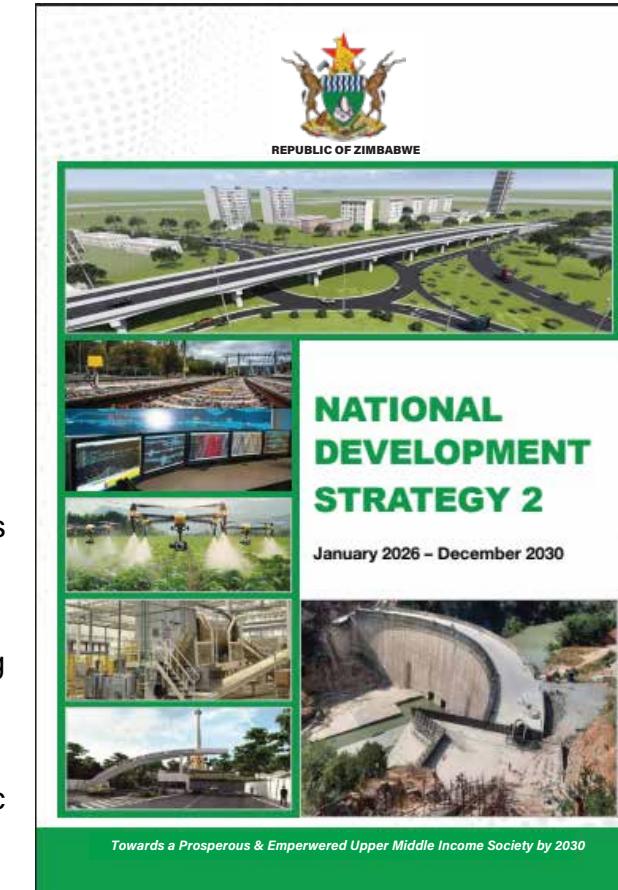
## *Construction & Maintenance Department*

- o Execution of the work activities that are required for the completion of the project;
- o Health and Safety responsibilities-guarantee viable safety policy to ensure health and safety in the construction site;
- o Conduct routine schedule checks of the buildings to examine their condition and to check for needed repairs;
- o Produce scope of works and come up with cost estimate for the maintenance works;
- o Prepare the programme for the works;
- o Carry out the repairs to alleviate unsatisfactory conditions found during inspection; and Prepare maintenance of works schedule



# *Strategic Policy Planning, Monitoring & Evaluation Department*

- Facilitate the formulation of policies, review and alignment to the national development imperatives (such as the Vision 2030, National Development Strategy, Devolution), in close consultation with the Tripartite.
- Oversee the preparation of the Ministry's Strategic Plan, Permanent Secretary's Performance Contract, Minister's Performance Contract, in consultation with the Secretary, other Departmental Heads and stake holders;
- Monitoring and evaluating the implementation of the Ministry's Strategic plan, Permanent Secretary's Performance Contract, Minister's Performance Contract by the various Departments and evaluate support that may be required for successful execution;
- Spearhead the evaluation of the Ministry projects, programmes and strategies and share key learning areas, in close liaison with the Strategic Planning and Programme Management Agency (PSC) and Monitoring and Evaluation Department (OPC);
- Provide high quality expert advice to the Secretary to enable strategic thinking and optimise strategic planning processes for the Ministry;
- Coordinate the creation and maintenance of an updated database of the Ministry's programmes and projects;
- Conduct market research and provide current data on changes taking place in the environment with specific attention to the economic, political, social and technological trends;
- Superintend over the development and administration of the Ministry's electronic and paper-based monitoring system through WoGPMS and Executive Electronic Dashboard (EED);
- Monitor and evaluate performance of strategic corporate State entities and Boards;
- Ensure continuous improvement of Ministry framework by creation of policy and organisational measures in place to support the performance of public policies;
- Promote the use of evidence and policy monitoring and evaluation and
- Promote the quality of policy monitoring and evaluation, through developing guidelines, investing in capacity building, and post review and control mechanisms;



# *Information Communication Technology Department*

- Develop and maintain ICT standards/policies to guide the use of ICTs for National Housing and Social Amenities (NHSA);
- Develop/outsource and maintain software application systems for NHSA ensure strict adherence to ICT security requirements;
- Train and facilitate ICT training workshops and awareness for NHSA;
- Provide technical support and specifications to users on ICT issues in the Ministry;
- Conduct research and advise NHSA on technological developments relating to ICTs to enhance service quality;
- Develop and maintain computer networks in the Ministry ensuring security;
- Install and maintain systems software in the Ministry ensuring security;
- Support and maintain the Ministry Website.

# *Internal Audit Department*

- Develop strategic plans of Audit programmes for assignments, in accordance with the Public Finance Management Act (PFMA);
- Provide technical advice to the Accounting Officer on the strengthening of operations in the Ministry;
- Provide technical support in writing policies and procedures to guide Audit staff to conform to the standards of Internal Audit and Public Service regulations and procedures;
- Monitor that audit works fulfils the general purpose and responsibilities approved by management as required by Section of the Audit and Exchequer Act;
- Develop audit assignments for the Department;
- Approve final audit work to the Head of Ministry, Auditor General's and Accountant General Offices;
- Monitor compliance with standing rules and regulations and correct interpretation of Treasury Instructions as well as Circulars;
- and keep abreast of changes in financial regulations and legislation.



# *Procurement Management Unit*

- Provide procurement and disposal services;
- Plan the procurement activities of its procuring entity;
- Secure adoption of the appropriate method of procurement;
- Prepare bidding documents in compliance with provisions in or under this Act for the design of contract specifications and the evaluation criteria;
- Prepare bid notices and short-lists;
- Manage bidding processes, including pre-bid meetings, clarifications and the receipt and opening of bids;
- Manage evaluation of bids and any post-qualification negotiations required;
- Supervise procuring entity's evaluation committees;
- Ensure that the committee has carried out its duties in accordance with this Act;
- Receive evaluation reports from the committee and ensuring that they are correct and have been prepared in accordance with this Act;
- Prepare evaluation reports, including contract award recommendations, where the value of the procurement is less than the prescribed threshold;
- Submit all evaluations to its procuring entity's accounting officer, with confirmation that the procedure followed has complied with this Act;
- Prepare contract documents and amendments;
- Manage procurement contracts or overseeing their management;
- Prepare such procurement reports as may be required by the procuring entity's accounting officer or the Authority; and
- Exercise any other function conferred or imposed on the unit by or under this Act or by its accounting officer or procuring entity



# *Gender Mainstreaming, Inclusivity & Wellness Department*

- Coordinate the formulation, implementation and evaluation of gender mainstreaming, inclusivity and wellness policies, strategies and programmes in the Ministry in consultation with Heads of Departments and make recommendations to the Permanent Secretary;
- Provide technical expertise/advice on capacity building, knowledge building and management of gender mainstreaming, inclusivity and wellness issues to the Permanent Secretary;
- Develop and maintain strategic partnerships with stakeholders such as the Zimbabwe Gender Commission, other Line Ministries and Civil Society organisations to entrench gender mainstreaming, inclusivity and wellness issues in the Ministry and ensure that they feed into the national agenda;
- Coordinate the implementation of policies and programmes on the welfare of persons with disabilities in the Ministry;
- Advocate for the implementation and institutionalization of gender, inclusivity and wellness policies, strategies and programmes and ensure communication and advocacy to all Members within the Ministry;
- Develop and manage capacity development programmes to enhance Members in the Ministry's understanding of gender mainstreaming, inclusivity and wellness issues;
- Design, implement and monitor all-inclusive programmes intended to improve the physical and mental health of employees in the Ministry;
- Audit Ministry policies, procedures and system to ensure that the working environment upholds employee wellbeing as a culture and develop appropriate wellness programmes;
- Ensure that all activities, plans and programmes in the Ministry are inclusive and gender mainstreamed;



# *Finance & Administration Department*

- Control and manage public funds appropriated to the Ministry including donor funds;
- Prepare monthly, quarterly and annual financial statements for the Permanent Secretary including those of State Enterprises and Parastatals under the Ministry, for onward submission to Accountant General's Office;
- Oversee the adherence to existing statutory requirements and the Accounting Officers instructions by the Ministry as stipulated in the Public Finance Management Act;
- Manage the preparation of estimates of expenditure, revenue and the Public Sector Investment Programme (P.S.I.P) for the Ministry;
- Monitor, control and advise on financial performance of programmes and projects in the Ministry;
- Provide advice to Heads of Departments on financial procedures and control;
- Monitor all financial resources for State Enterprises and Parastatals under the Ministry with the Director Audit of the Ministry;
- Attend to queries raised by the Auditor General's Office, Accountant General and the Director Audit of the Ministry;
- Formulate and implement administration policies and procedures in terms of treasury instructions and circulars;
- Control budgets and assist in defending budget estimates of expenditure\Initiate and monitor inventory checks;
- Supervise the preparation and submission of asset returns;
- Supervise the compilation of the assets registers into the master register;
- Chair boards of survey for disposal of redundant assets;
- Chair boards of enquiries to assess monetary value on damages to state property;
- Oversee transport management and control;
- Manage Ministry's office accommodation and security of offices;
- Initiate, formulate implement and review relevant policies, systems and procedures;



## *Legal Service Department*

- Provide Consultative and Legal Services to the Ministry;
- Ensure compliance with governing legislation and reduce litigation by or against the Ministry;
- Ensure timeouts, adequate and effective legal representation of the Minister at Court; and
- Facilitate drafting of enabling and appropriate legislation and legal documents.
- Prepare regional and international agreements, treaties and protocols for accession, adoption and ratification; and
- Process domestic and international legal matters.

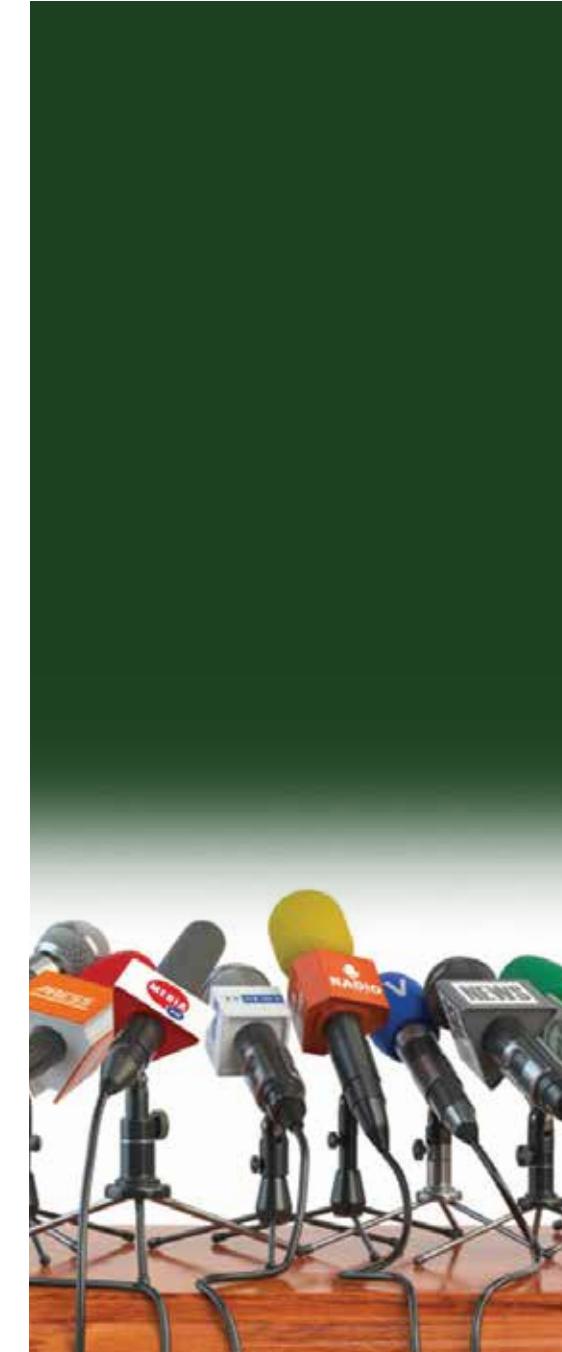
## *Human Resources Department*

- Supervise and appraise subordinates;
- Human Resources Development;
- Employee Resourcing;
- Guidance and motivation of staff;
- Employee relations – Grievance and disciplinary Procedures;
- Develop and review of Human Resources Policies;
- Manage Human Resources Information;
- Prepare Expenditure for salaries, wages and allowances



## *Communications & Advocacy Department*

- Plan and implement communication and publicity strategies for the Ministry;
- Manage external and internal dissemination of information of the Ministry's policies, programmes and projects;
- Promote the Ministry's programmes and projects to stakeholders; and
- Draft and make initial review of the Ministry's Clients Charter



## ***OUR PARASTATAL***

*The Ministry oversees one parastatal entity, namely the Urban Development Corporation (UDCORP)*

- To encourage and assist local authorities and regional planning councils and local planning authorities established in terms of the Regional, Town and Country Planning Act [Chapter 29:12] to plan and co-ordinate urban growth and development within development areas;
- To generate employment and encourage the development of commerce and industry within development areas;
- To assist in the provision of housing and social facilities within development areas to encourage people to live and work therein; to create and ensure the maintenance of an attractive environment within development areas; and
- To provide all forms of assistance, including financial or technical assistance, management counselling, training, auditing and other services, information or advice, to local authorities; and co-operatives and commercial, industrial or other enterprises, in connection with urban development



# *General Service Provision & Delivery Standards*

ACTIVITY	SERVICE COMMITMENT
Reception Attendance	Acknowledging/attending to client within a minute of approaching the reception
Telephone Calls	Responding within 3 rings
Routine Correspondence	Responding within 3 to 5 working days
Technical Correspondence	Responding within 7 working days
Acknowledgement of request	Responding within 5 working days
Inquiry by Email	Responding within 24 hours
Face to face Enquiry	Attending within a minute



## *Urban Housing*

CLIENT	SERVICE	TIMELINES	COST
Special interest groups	Housing allocation in compliance with the ZNHSP	Within one month of product release	None
Diaspora communities	Investment opportunities	Within 1 week of inquiry	None
Academic institutions	Policy consultation and research facilitation	Within one week of inquiry	None
MDAs	Whole of government cooperation	As and when invited	None

## Rent Board

General Public	Rent Board Hearings waiting period	14 days	None
	Actual hearings	Maximum of 1 hour	None
	Walk in inquiry	Instant	None

# Rural Housing

CLIENT	SERVICE	TIMELINES	COST
Home Seekers / General Public	Provision of information on housing application procedures and requirements.	Within 24 hours for simple inquiries; 3 working days for detailed applications	None
Approved Housing Applicants	Allocation of residential stands/housing units.	Within 90 days of offer acceptance and full payment, subject to availability.	None
General Public / Community Groups	Provision of information on housing and social amenities delivery	Within 2 working days for correspondence and instant for face-to-face inquiries	None
Residents & Tenants	Handling complaints and maintenance requests for housing and social amenities (e.g., playgrounds, public toilets).	Acknowledgment within 48 hours; resolution or update within 5 working days.	None
Civil Servants	Administration of civil service housing schemes.	Allocation processing within 60 days of a completed application, subject to availability	None
Special Interest Groups	Facilitate applications for support or partnerships on social amenity projects.	Acknowledgment of application within 5 working days; preliminary decision within 30 working days.	None

## *Planning & Design*

Client	Service	Timelines	Cost
<b>Urban Housing</b>	Execute Construction Projects	Project Specific	Project Specific
<b>Rural Housing</b>	Execute Construction Projects	Project Specific	Project Specific
<b>Provincial Coordination</b>	Major Maintenance and Rehabilitation of Properties	Project Specific	Project Specific
<b>Contractors</b>	Supervision of Construction Projects	Project Specific	Project Specific

## *Gender Mainstreaming Inclusivity And Wellness*

Client	Service	Timelines	Cost
<b>Ministry Staff Members</b>	Provision of information on Gender and wellness issues	As and when required	None
<b>Persons With Disabilities (PWDs)</b>	Information on Ministry programmes targeted at PWDs	As and when required	None

## *Procurement Management Unit*

CLIENT	SERVICE	TIMELINES	COST
Internal Ministry clients	Processing of internal procurement requisitions	As per contract requirements	None
Suppliers	Procurement of goods and services; Supplier evaluation.	As per contract requirements and statutory obligations	None

## *Finance & Administration*

CLIENT	SERVICE	TIMELINE	COST
TENANTS	<ul style="list-style-type: none"><li>• Receipting</li><li>• Checking of Balances and Advising</li></ul>	Within two minutes upon engaging the client	None
PROPERTY PURCHASERS	<ul style="list-style-type: none"><li>• Receipting</li><li>• Checking of Balances and Advising</li></ul>	Within two minutes upon engaging the client	None

## *Information Communication Technology*

CLIENT	SERVICE	TIMELINE	COST
All Ministry staff and departments	Provision of ICT Support Services	Routine support within 24–48 hours; major requests or installations within 3–5 working days; continuous monitoring and reporting quarterly	None

## *Estates Management And Provincial Coordination*

CLIENT	SERVICES	TIMELINE	COST
MDA's, Local Authorities and Individuals	Technical advice	Five working days	None
Tenants	Notification of disposal of government property	Three months	None
	Offering feedback on purchase request	Fourteen working days	None

# *Estates Management & Provincial Coordination*

CLIENT	SERVICE	TIMELINES	COST
TENANT	Leasing	Monthly	US\$30, US\$40, US\$80, \$US100, US\$120, US\$140, US\$160 (depending on location of the property)
CEDENT	Cession-ceding Rights	1 week	Normal Cession Fees-High density:US\$100 Medium Density:US\$150 Low Density:US\$200 Normal Deceased Estates Cession-High density:US\$20 Medium Density:US\$30 Low Density:US\$50
CEDENT/ Purchaser	Duplicate agreement of sale or Offer letter, or Lease Agreement or cession	2 days	US\$5
Property Purchaser	Assessment of payment of purchase price	2 weeks	High density:US\$10 Medium Density:US\$20 Low Density:US\$30
Home seeker	Housing Application Waiting List Response	1 Week	None

# *Internal Audit*

CLIENT	SERVICE	TIMELINES	COST
Permanent Secretary	<ul style="list-style-type: none"> <li>Provide advisory services to the Accounting Officer on the state of internal controls in the Ministry.</li> <li>Provide technical support in writing policies and procedures for the Ministry.</li> </ul>	As and when required	None
Ministry Departments	<ul style="list-style-type: none"> <li>Provide Audit services to all Ministry departments and projects.</li> <li>Evaluate and assess how the departments and projects operate in terms of efficiency, economy and effectiveness.</li> <li>Produce reports of findings and recommendations to management and other stakeholders.</li> <li>Provide advisory services to management on risk assessments, internal controls and governance issues.</li> </ul>	As and when required	None

# *Communications & Advocacy*

CLIENT	SERVICES	TIMELINE	COSTS
Media	Inquiries	Within a maximum of 5 working days upon receipt of inquiry	None
General Public	Online inquiries	Within 2 minutes upon receipt of inquiry	None
Ministry Departments	Publicity and Advocacy Programmes	As per request	None

# *Overall Obligations & Rights Of Both Parties*

		
<p><b>We are obliged to:</b></p> <ul style="list-style-type: none"><li>o Inform clients of services which we offer</li><li>o Courteously answer telephone calls within three rings</li><li>o Attend to clients within a minute of approaching the reception</li><li>o Conscientise public rights to lodge objections and representations on Ministry decisions that impact on their wellbeing and rights;</li><li>o Ensure that statutory provisions are adhered to;</li><li>o Ensure that we disseminate relevant information to clients at all times;</li><li>o Ensure consultation of relevant stakeholders in Ministry's key strategic issues.</li><li>o Make Ministry services accessible at National, Provincial and District levels</li></ul>	<p><b>Obligations of Clients</b></p> <ul style="list-style-type: none"><li>o Pay for services provided on time</li><li>o Participate in policy making</li><li>o Sign and renew lease agreements annually</li><li>o Treat our staff with respect</li><li>o Communicate grievances through available channels</li><li>o Adhere to contractual obligations</li></ul>	<p><b>Rights of Clients</b></p> <ul style="list-style-type: none"><li>o Right to lodge objections and representations on Ministry decisions that impact on their wellbeing and rights; Right to access relevant information at all times;</li><li>o Right to feedback</li><li>o Right to access Ministry services at National, Provincial and District levels</li></ul>

# *Obligations of the Estates Development & Maintenance Department to its Clients*

## **1. Planning and Advisory Services**

- Provide technical guidance to client ministries on project formulation, design, and prioritization.
- Assist clients in preparing project proposals, cost estimates, and budget submissions for inclusion in the Public Sector Investment Programme (PSIP).
- Advise on appropriate construction standards, materials, and technologies to ensure cost-effectiveness and sustainability.
- Align all projects with national policies, housing standards, and infrastructure development frameworks.

## **2. Design and Documentation**

- Prepare architectural, structural, and engineering designs that meet user requirements and statutory regulations.
- Produce tender documents, specifications, and bills of quantities for procurement purposes.
- Ensure designs comply with national building codes, environmental, and safety regulations.
- Incorporate inclusive design principles, ensuring accessibility for persons with disabilities.

## **3. Handover, Training, and Post-Occupancy Support**

- Conduct final inspections and facilitate official handover to the client ministry.
- Provide maintenance manuals, as-built drawings, and operational guidelines upon completion.
- Train client personnel on facility management and maintenance schedules.
- Monitor defects liability periods and ensure timely rectification of defects by contractors.

## **4. Record-Keeping and Asset Management**

- Provide periodic reports on asset condition and utilisation for policy and planning purposes.
- Conditional Survey of buildings

## **5. Professionalism and Service Quality**

- Uphold the highest standards of engineering, architectural, and ethical practice.
- Ensure timely, reliable, and client-focused service delivery.
- Foster a culture of continuous improvement and innovation in estate management and construction.

## **6. Financial and Contractual Accountability**

- Manage project funds transparently and ensure value for money in all works executed.
- Certify completed works for payment after due verification and quality assessment.
- Maintain accurate financial and technical records for all projects.
- Prepare progress and financial reports for submission to client ministries and Treasury.

## **7. Communication and Client Engagement**

- Maintain regular communication with clients throughout all project stages.
- Provide status updates, technical advice, and progress reports to ensure transparency and coordination.
- Facilitate stakeholder consultations to incorporate client feedback and ensure satisfaction.
- Address queries and grievances promptly and professionally.

## **8. Compliance and Regulatory Functions**

- Ensure all works comply with national building regulations, environmental laws, and safety standards.
- Obtain and manage relevant approvals and permits (e.g (ESIA) environmental assessments).
- Enforce contract compliance by contractors and consultants to safeguard government interests.

# *Rights Of Estates Development & Maintenance Clients*



## **1. Right to Quality Service**

- Clients have the right to receive efficient, professional, and high-quality technical services in planning, construction, and maintenance.
- All projects should meet approved building standards, safety codes, and user specifications.



## **2. Right to Timely Delivery**

- Clients are entitled to timely completion of projects and maintenance works within agreed schedules.
- They have the right to be informed promptly of any delays, changes, or challenges affecting delivery.



## **3. Right to Information and Consultation**

- Clients have the right to full and transparent information regarding project scope, costs, and progress.
- They must be consulted and involved during planning, implementation, and handover stages.



## **4. Right to Accountability and Feedback**

- Clients are entitled to clear financial and technical accountability for all works undertaken on their behalf.
- They have the right to raise complaints, seek clarifications, and provide feedback on service delivery without prejudice.



## **5. Right to Safe and Functional Assets**

- Clients have the right to safe, durable, and functional infrastructure upon project completion.
- The EDMD must ensure defects are rectified during the liability period and that facilities meet occupational safety standards.

# *Departmental Emails*

DEPARTMENT	EMAIL
Urban Housing	urbanhousing@nationalhousing.gov.zw
Rural Housing	ruralhousing@nationalhousing.gov.zw
Estates Management and Provincial Coordination	estates@nationalhousing.gov.zw
Construction	construction@nationalhousing.gov.zw
Planning and Design	planning@nationalhousing.gov.zw
Strategic Policy Planning Monitoring and Evaluation	spme@nationalhousing.gov.zw
Finance and Administration	finance@nationalhousing.gov.zw
Procurement Management Unit	procurement@nationalhousing.gov.zw
Gender Mainstreaming, Inclusivity and Wellness	gender@nationalhousing.gov.zw
Communications and Advocacy	communications@nationalhousing.gov.zw
Human Resources Management	hrm@nationalhousing.gov.zw
Information Communication Technology	ict@nationalhousing.gov.zw
Legal Services	legal@nationalhousing.gov.zw
Administration	administration@nationalhousing.gov.zw
Internal Audit	audit@nationalhousing.gov.zw

# *Head Office Contacts*

CONTACT PERSON	ADDRESS	CONTACT DETAILS
<b>Permanent Secretary</b>	3 <sup>rd</sup> Floor, ZIMRE CENTRE Building, Corner L. Takawira Street and Kwame Nkrumah Avenue, Bag 7780, Causeway, Harare	Direct Line 0242-799125
<b>Chief Director Housing Development</b>	3 <sup>rd</sup> Floor, ZIMRE CENTRE Building, Corner L. Takawira Street and Kwame Nkrumah Avenue, Bag 7780, Causeway, Harare	Direct Line: 0242-2790077
<b>Chief Director Estates Development and Maintenance</b>	3 <sup>rd</sup> Floor, ZIMRE CENTRE Building, Corner L. Takawira Street and Kwame Nkrumah Avenue, Bag 7780, Causeway, Harare	Direct Line: 08688007095
<b>Director Human Resources</b>	<b>2<sup>nd</sup> Floor, ZIMRE CENTRE Building, Corner L. Takawira Street and Kwame Nkrumah Avenue, Bag 7780, Causeway, Harare</b>	<b>Direct Line: 0242-799137</b>
<b>Director Finance and Administration</b>	3 <sup>rd</sup> Floor, ZIMRE CENTRE Building, Corner L. Takawira Street and Kwame Nkrumah Avenue, Bag 7780, Causeway, Harare	Direct Line: 0242-793181

<b>Director PMU</b>	<b>4<sup>th</sup> Floor, ZIMRE CENTRE Building, Corner L. Takawira Street and Kwame Nkrumah Avenue, Bag 7780, Causeway, Harare</b>	<b>Direct Line: 0242-702273</b>
<b>Director Audit</b>	<b>2<sup>nd</sup> Floor, ZIMRE CENTRE Building, Corner L. Takawira Street and Kwame Nkrumah Avenue, Bag 7780, Causeway, Harare</b>	<b>Direct Line: 0242-253767</b>
<b>Director ICT</b>	<b>4<sup>th</sup> Floor, ZIMRE CENTRE Building, Corner L. Takawira Street and Kwame Nkrumah Avenue, Bag 7780, Causeway, Harare</b>	<b>Direct Line: 0242-799137</b>
<b>Director Communications and Advocacy</b>	<b>1<sup>st</sup> floor, ZIMRE CENTRE Building, Corner L. Takawira Street and Kwame Nkrumah Avenue, Bag 7780, Causeway, Harare</b>	<b>Direct Line: 08688007076</b>

# *Provincial Contacts*

Bulawayo Metropolitan Province	Mhlahlandela Government Complex, Corner Basch Street & 10 <sup>th</sup> Avenue, Entrance 3, Ground Floor, Office No. 1- 137, Bulawayo. Phone:263 292880262/282	Mashonaland West Province	Number 7 Robert Mugabe Way, P.O BOX 52, Chinhoyi Phone:263672124366
Harare Metropolitan Province	Makombe Complex Corner Samora Machel Avenue and Herbert Chitepo Harare. Phone:263-4-253765	Masvingo Province	P.O. Box 168, Bikita Minerals Road, Masvingo Phone:263392264048/266307/2266309
Manicaland Province	Corner Hebert Chitepo and Aerodrome Fidelity Building, fourth floor, Room 4.23 Mutare Phone:263202062877	Matabeleland North Province	Old Memorial Government Complex, Corner Hebert Chitepo and 11 <sup>th</sup> Ave, Bulawayo Phone:26329273123
Mashonaland Central Province	Stand No 92 and 93 Jason Moyo Street P. Bag 944, Bindura Phone:263662107774	Matabeleland South Province	Corner Kalipati and Bigben Road, Gwanda Phone:263 842824114
Mashonaland East Province	212 Birmingham Road, Marondera Phone:2636523231/23279/22494	Midlands Province	Communications and Allied Industries Pension Fund Building, Cnr Robert Mugabe Way/ Seventh Street, Gweru Phone:263 2221655

# District Contacts

	NAME OF DISTRICT	LOCATION	CONTACT NUMBER
<b>MIDLANDS PROVINCE</b>			
1.	Gweru	2 <sup>ND</sup> Floor CAIPF Building Corner Robert Mugabe Way and 7 <sup>th</sup> Street Gweru	+263542221882
2.	Mberengwa	GPP House Number 963, Mberengwa	+263392360206
3	Kwekwe	No. 18 industrial Road ,Public Works Complex, Kwekwe	+263552520544
4.	Zvishavane	No. 611 Kataza Road, Public Works Complex, Zvishavane	+263392353021
5.	Gokwe South	Gokwe South Government Complex Office No. 105,Gokwe South	+263552593212
6.	Shurugwi	GPP House Number 955 Cape Street, Shurugwi	+263542526230
7.	Mvuma	GPP House Number 1447 LDV Mvuma	+263542532700
8.	Gokwe North	Government Complex, Nembutziya Growth Point, Gokwe North	+263552593218

	NAME OF DISTRICT	LOCATION	CONTACT NUMBER
<b>MANICALAND PROVINCE</b>			
1	Mutare	Number 9 New Castle Road ,Nyakamete Industrial Area Rekayi Tangwena Building, Room CS 115/111,Mutare	02020-61027
2	Nyanga	96 Duiker Drive, Nyanga	02620-98166
3	Mutasa	GP Number 4894/2, Messengers Camp Mutasa	
4	Chimanimani	Room 4/6 Agribank Building, Chimanimani	
5	Chipinge	Room 203/209 Block B, Government Complex, Chipinge	027204-5736
6	Makoni	DDC Complex, GP Number 1611, Rusape	025-2052464
7	Buhera	Government Complex, GP Number 1459.Buhera	

# District Contacts

DISTRICT	LOCATION	PHONE NUMBER
<b>MASHONALAND WEST PROVINCE</b>		
Chegutu	Public Works depot, 628 street, Chegutu.	0772658410
Hurungwe	Public Works depot, Karoi	0774634463
Kariba	Public Works depot, Andora Harbour, Kariba	0775776223
Makonde	Public Works Makonde, Old Chinese complex, Chinhoyi.	0773758243
Mhondoro-Ngezi	Public Works depot,52 Birmingham Road, Industrial Area, Kadoma	0776840713
Sanyati	Public Works depot,52 Birmingham Road, Industrial Area, Kadoma.	0715818261
Zvimba	Public Works depot, Norton	0772246590

DISTRICT	LOCATION	PHONE NUMBER
<b>MASHONALAND EAST</b>		
Marondera District	Po Box 250,DA's Complex, Marondera	065 2322428
Goromonzi District	Public Works Depot, Po Box 78 , Goromonzi	
Chikomba District	Gp4662 Rhodes Street, Chivhu	
Seke District	DDC's Complex, Seke	
Mutoko District	Public Works Depot, P.O Box 419,Nyamuzuwe Road ,Mutoko	
Mudzi District	Kotwa Government Complex, Kotwa	
Hwedza District	Government Complex, Hwedza	0652082427
Murehwa District	Gp5426 Mess Camp	0652122415
UMP District	Government Complex, Ump	

# District Contacts

DISTRICT	LOCATION
<b>MATABELELAND SOUTH PROVINCE</b>	
Matopo	Siyatsha Trading Building, Stand no 1455, Maphisa
Mangwe	GP 2224 Baring Road, Plumtree
Inisiza	Marvel Road, PO Box 60, Filabusi
Umzingwane	Box 5813, Esigodini
Beitbridge	2377 Sitaudze, Beitbridge
Bulilima	GP 2224 Baring Road, Plumtree
Gwanda	P Bag 5824, Gwanda

DISTRICT	LOCATION
<b>MASHONALAND CENTRAL PROVINCE</b>	
Bindura	Stand 92 and 93 Jason Moyo Street, Kuvaka Building, Bindura
Mbire	GP 11145, Mushumbi, Mbire
Mazowe	DDC's Complex, P O Box 10, Concession
Mt. Darwin	Mt Darwin, Stand No.108, AFC Bank, Main Street, Mt Darwin
Muzarabani	DDC Complex, PO Box 773, Muzarabani
Rushinga	DDC Complex Rushinga
Shamva	DDC Complex, 203 Main Street, Shamva

# Contact Details



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## *Ministry of National Housing and Social Amenities Clients Charter Review Table*

Reviewed on	Version	Description	Revision done by:	Approved by:
23 March 2022	0.1	Review of Draft Document	Communications and Advocacy Department	Permanent Secretary
30 November 2023	1.0	Review of Document	Communications and Advocacy Department	Permanent Secretary
29 October 2025	1.1	Review of Document	Communications and Advocacy	Permanent Secretary

Prepared by  
Communications and Advocacy  
Department

Signature

Date

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Ms. S. Ncube  
(Director Communications and Advocacy)

Checked by  
Strategic Policy Planning,  
Monitoring and Evaluation  
Department

Signature

Date

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Mrs. M Mutenga  
(Director Strategic Policy Planning Monitoring  
and Evaluation)

Approved by

Signature

Date

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Engineer T.K Chinyanga  
Permanent Secretary