

City Urban Development and Housing Office External Services

1. Acceptance of Housing Application

Accept advance housing application for future housing project. Name included in the list of housing applicants.

Office or Division:	City Urban Development and Housing Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Informal Sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Philippine National ID or Voter's ID In case Philippine National ID is Unavailable (1 photocopy)		PSA, COMELEC or c/o Client		
2. Barangay Clearance/Police Clearance/NBI Clearance (1 original - Any of the three)		Barangay where the applicant resides or Police Station or NBI Branches		
3. 2x2 picture (1 original)		c/o Client		
4. Latest Community Tax Certificate/Cedula (1 photocopy)		Barangay where the applicant resides/City Treasury Office, G/F		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the office client slip	1. Issuance of client slip to the client	None	2 minutes	Office Staff CUDHO
2. Submit requirements	2. Accept and check requirements submitted by client	None	5 minutes	Office Staff CUDHO
3. Undergo interview	3. Conduct interview with the client	None	10 minutes	Office Staff CUDHO
	3.1 Encode name of the client in the list of applicants	None	3 minutes	Office Staff CUDHO
	3.2 File submitted requirements	None	2 minutes	Office Staff CUDHO
TOTAL:		None	22 Minutes	

2. Endorsement for MERALCO/SPWD Line Application

Office or Division:	City Urban Development and Housing Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Informal Sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal:				
1. Homeowners Clearance / Association Clearance (1 photocopy)	From Association			
2. MERALCO/SPWD Application Form (1 original)	MERALCO/SPWD c/o Client			
3. Philippine National ID or Voter's ID Incase Philippine National ID is Unavailable (1 photocopy)	PSA, COMELEC or c/o Client			
4. Barangay Clearance (1 photocopy)	Barangay c/o Client			
5. Proof of ownership (Title - 1 photocopy)	PSA, COMELEC or c/o Client			
Representative:				
1. Authorization letter (1 original)	c/o Principal Client			
2. Philippine National ID or Voter's ID Incase Philippine National ID is Unavailable (1 photocopy)	PSA, COMELEC or c/o Representative			
3. Philippine National ID or Voter's ID (In case Philippine National ID is Unavailable) (1 photocopy)	PSA, COMELEC or c/o Principal Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the office client slip	1. Issue client slip to client	None	2 minutes	Office Staff CUDHO
2. Submit requirements	2. Receive and check requirements	None	3 minutes	Office Staff CUDHO
	2.1 Verify client's name in the masterlist	None	5 minutes	Office Staff CUDHO
3. Receive endorsement slip	3. Issue endorsement slip to the client to be submitted to OBO	None	2 minutes	Head or Office Staff CUDHO
TOTAL:		None	12 Minutes	

3. Orientation on Community Organizing

Orientation given to community on how to organize a community to become a legal and recognized community association.

Office or Division:	City Urban Development and Housing Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Informal Sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter/Endorsement letter (1 original)	c/o Client			
2. Community Profile (1 photocopy)	c/o Client			
3. List of possible association members	c/o Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the office client slip	1. Issuance of client slip to the client	None	2 minutes	Office Staff CUDHO
2. Submit requirements	2. Receive and check requirements submitted	None	3 minutes	Office Staff CUDHO
3. Undergo interview	3. Conduct interview with the client	None	10 minutes	Office Staff CUDHO
4. Prepare for the meeting of Interim Officers	4. Set schedule of meeting with Interim Officer	None	1 hour	Office Staff CUDHO or HHRO IV CUDHO
5. Prepare for the assembly meeting	5. Prepare and Deliver Notice of Invitation for the conduct of Orientation	None	3 days	Office Staff CUDHO
6. Record attendance and prepare minutes of the meeting	6. Orientation on how to organize a community	None	3 hours	Office Staff CUDHO
TOTAL:		None	3 Days, 4 Hours and 15 minutes	

4. Technical Assistance to Community Associations

Assistance and guidance given to community association in addressing issues and concerns through proper procedures and process in relation with the association.

Office or Division:	City Urban Development and Housing Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Informal Sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original)		c/o Client		
2. Community Association Profile (1 original)		c/o Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the office client slip	1. Issuance of client slip to the client	None	2 minutes	Office Staff CUDHO
2. Submit requirements	2. Accept and check requirements submitted by the client	None	5 minutes	Office Staff CUDHO
3. Undergo interview	3. Conduct interview with the client	None	10 minutes	Office Staff CUDHO
4. Prepare available documents for assistance	4. Guide in following procedures and preparing documents to be used or submitted.	None	20 minutes	Office Staff CUDHO Or HHRO IV CUDHO
	4.1 Endorse to concerned department/office/ agency if needed	None	5 minutes	
TOTAL:		None	42 Minutes	

5. Profiling/Census of ISFs

Actual interview with the households to gather data which includes name, age, income, source of income, family composition, number of years of stay in the area, place of origin and membership to any government financing institution.

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Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Informal Sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Undergo interview	1. Conduct interview with the client	None	15 minutes	Office Staff CUDHO
2. Proofread profile information and then sign by the client and the interviewer	2. File and encode data	None	5 minutes	Office Staff CUDHO
TOTAL:		None	20 Minutes	



6. Report Complaints on Illegal Structures

Response to complaints on illegal structures occupying government properties such as open spaces, parks, easement of roads, and other government properties.

Office or Division:	City Urban Development and Housing Office – Anti-Squatting Task Force			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Residents of San Pedro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documents showing proof of ownership (1 photocopy)				Registry of Deeds
2. Homeowner's Clearance (1 original)				Homeowners' Association
3. Complaint Letter (1 original)				c/o Client
4. Picture/s of the illegal structure/s (original)				c/o Client
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the office client slip	1. Issuance of client slip to the client	None	2 minutes	Office Staff CUDHO
2. Submit complaint letter	2. Check and accept submitted complaint letter	None	5 minutes	Office Staff CUDHO
3. Submit documents showing proof of ownership (Title/s/DOAS)	3. Validate and accept submitted proof of ownership through verification (if needed)	None	3 days	Office Staff CUDHO Or HHRO IV CUDHO
4. Assist and guide assigned personnel in-charge to conduct inspection	4. Inspection of the area being complained	None	1 hour	Office Staff CUDHO
	TOTAL:	None	3 Days, 1 Hour and 7 Minutes	