



CLIENT SERVICE CHARTER



2025

Chief Executive's Foreword

UDCORP is committed to the provision of high-level standards to all stakeholders. It is from this background I present to you this Client Service Charter.

The Charter sets out the standards of service that our stakeholders and clients, should expect when dealing with us, and what we expect from them in return. As a parastatal mandated to ensure that the general populace is accommodated, the Chief Executive Officer is committed to ensuring that everyone who deals with us, is actively engaged and has timeous access to the information that he/she needs.

We value stakeholders' participation and involvement- as we are aware that for us to achieve our objectives, there is need for collaboration with our stakeholders and clients, in our processes and approaches.

Therefore, your support as stakeholders, will be greatly appreciated.

The Charter will enhance your understanding of: -

- Who UDCORP is
- What you should expect when dealing with UDCORP
- Our service standards;
- Communication with us;
- How you can help us serve you better.

Your feedback on our performance against the standards we have set for ourselves, is of paramount importance. Therefore, I urge you to give us feedback so that we can continue to improve our systems and processes to your satisfaction. We have available channels that you can utilise to get hold of us at the end of this Charter.

Preamble

This service charter provides information on: -

- Who we are;
- How we must serve you;
- Our service standards;
- Communication with us; and
- How you can help us serve you better.

1.0 Introduction

Urban Development Corporation (UDCORP) is a state-owned enterprise (SOE) under the Ministry of Local Government and Public Works and the Ministry of National Housing and Social Amenities. The Corporation was formed through the Urban Development Corporation Act [Chapter 29:16] in 1986. It was primarily set up for the purposes of encouraging and assisting Local Authorities to plan and co-ordinate urban growth and development, as well as to improve the standards of living

of the general populace of Zimbabwe through the development of proper housing and related infrastructure. It also offers Audit Services to the Local Authorities in Zimbabwe.

As a multi stakeholder public entity, UDCORP will strive to ensure that interactivity with our stakeholders is key to effective service delivery. Our commitment to high standards of professional conduct will be reflected by our ability to prioritise social media platforms use as a vehicle to effectively communicate with our various stakeholders.

The Social Media Strategy is a stem from the overall Marketing Strategy, which basically seeks to ensure that our ecommerce platform interactivity is up to standard and is a reflection of our commitment to serve our different stakeholders' needs.

About Urban Development Corporation (UDCORP)

UDCORP, a statutory body established in terms of the Urban Development Corporation Act [Chapter 29:16], provides housing and related infrastructure to the general populace of Zimbabwe. The operations of the Corporation shall be controlled by the Urban Development Corporation Board. The Corporation shall be instrumental in the planning and coordination of development in rural and urban areas declared to be development areas.

The Corporation reports to the Ministry of National Housing as well as to the Ministry of Local Government and Public Works.

OBJECTS AND FUNCTIONS OF CORPORATION

(a) 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;

(b) to generate employment and encourage the development of commerce and industry within development areas;

(c) to assist in the provision of housing and social facilities within development areas to encourage people to live and work therein;

(d) to create and ensure the maintenance of an attractive environment within development areas;

(e) to provide all forms of assistance, including financial or technical assistance, management counselling, training, auditing and other services, information or advice, to—

(i) local authorities; and

(ii) co-operatives and commercial, industrial or other enterprises; in connection with urban development;

(f) to do all things required or permitted to be done by the Corporation.

Our Vision

Well-developed, sustainable human settlements with modern infrastructure by 2030.

Our Mission

To plan and develop an inclusive, safe, resilient and sustainable built environment in development areas in Zimbabwe.

Our Core Values

- **Team work**
- **Accountability**
- **Resilience**
- **Professionalism**
- **Integrity**

UDCORP`s commitment to stakeholders

All our stakeholders are of paramount importance to us. We aim to provide them with the highest level of assistance within the shortest period of time. UDCORP staff are expected to uphold organisational core values, which guide the way we work. We strive to treat our stakeholders courteously, fairly and honestly.

We have set the following service standards to ensure maximum stakeholder satisfaction:

Accessibility

The corporation commits to being accessible to all our stakeholders physically, on email, telephone, social media or any other means;

Timeous response and acknowledgement of enquiries

As a public entity we will commit to acknowledging and responding to your enquiries that fall under the purview of UDCORP within 48 hours.

Referring queries

In our endeavour to ensure that our stakeholders are assisted timeously, we shall refer queries to the appropriate organisations on all issues that fall outside UDCORP's jurisdiction, if unknown to the Corporation.

Attendance to all applications

All applications shall be acknowledged within 48hrs of receiving them, applicants will be notified of the outcome of their applications within a month.

Complaints handling procedure

All complaints lodged are to be registered in a complaints handling book, referenced and possible solutions outlined. The complainant will be notified by the corporation on possible solutions suggested.

Continuous quality improvement.

The Corporation will continue to improve processes and procedures; delivering clear, accurate and timely information, while keeping your information confidential where necessary, taking stakeholder`s feedback seriously, as this helps us to measure and provide quality service to all our stakeholders;

Stakeholder Rights

As a stakeholder, you have the right to: -

- fair, honest, impartial, courteous, and respectful treatment.

- expect to receive feedback from UDCORP upon lodging a query or enquiry;
- access information about our products and different categories,
- including the terms and conditions applying to them; and the way we
- collect instalments from you as may be applicable; and
- to approach the courts once one is aggrieved by our decision.

Stakeholders' Responsibilities

As a valued stakeholder, it is your responsibility to: -

- provide us with accurate and not misleading information timeously;
- treat our staff with courtesy and respect;
- abide by any responsibilities set out under our policies and procedures,
- check if any agreements are applicable at law and according to country regulations, including UDCORP circulars and directives;
- check whether the information sought after is not appearing on our website
- check whether the matter under enquiry or report falls within our purview
- report corrupt activities, misconduct and unethical behaviour by UDCORP staff; and
- provide feedback on the quality of our services.

Communication with Stakeholders

Communicating with our stakeholders is of significant importance to us. We endeavour to communicate with all our stakeholders using various channels, which are accessible to them.

Response Time Frames

Below are the target response times for all queries and enquiries that we receive from our stakeholders. It must be noted that some cases may take less or longer time periods depending on the complexity of the matter.

Activity	Action	Timeframe
General enquiries	Acknowledge receipt	1 business day
	Full response to noncomplex enquiries	Within 3 working days
	Full response to enquiries that require research	Within 7 working days (to advise the enquirer, if more time is required)
Incoming telephone calls	Pick calls	Within 3 rings
Visitors at the reception	Attend to visitors	Within 5 minutes

Activity	Action	Timeframe
Media enquiries	Acknowledge receipt	1 business day
	Process	1 working day, if not complex and 3 working days, if it requires research (to advise the enquirer, if more time is required)
Stands applications	Acknowledge receipt	Within 1 business day
	Process	3 working days
Other applications, e.g. stand alteration, stand allocation & change of ownership	Acknowledge Receipt	1 business day
	Process	Within 3 working days
Monitoring of Database	Daily Updates	Daily Report
		Final Report- 1 month
	Uploading of Database	Daily
Publication of annual reports	Publication of reports	30 September
Complaints Handling process	Acknowledge receipt	1 working day
	Process	5 working days for non-complex complaints.
		30 days for complex complaints (to advise the complainant, if more time is required)

General Enquiries

You can contact us by phone, email, postal mail or through our social media platforms. Our customer relations team will always be available to meet with clients at our offices.

Feedback – Compliments, Complaints and Suggestions

We value your compliments, complaints and suggestions. We use your feedback as an indicator of our performance against our service standards, which helps us to improve on service delivery. Please send your feedback through email to: marketing@udcorp.co.zw.

Any report received by the Corporation will be attended to professionally. Should you be aware of suspicious or illegal activities or transactions/dealings by UDCORP staff, please feel free to lodge an official complaint with UDCORP.

Our contact details**Head Office**

8th Floor, Trust Towers, 56 Samora Machel Avenue,
Harare
Landline: (0242) 705 090/1

Bulawayo Office

801 Fidelity Life Centre, Corner Fife Street and 11th Avenue
Bulawayo
(0292) 270830
Email: marketing@udcorp.co.zw
Facebook: Urban Development Corporation _Zimbabwe
Twitter: @Udcorpzw
Website: www.udcorp.co.zw

OFFICE WORKING HOURS	
Monday-Friday	8:00am-5:00pm
OFFICES ARE CLOSED DURING WEEKENDS AND PUBLIC HOLIDAYS	