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# CHUKA UNIVERSITY

## Standard Operating Procedure


**For**

## Accommodation CU/SOP/ACCD/32

### Document Review Sheet


The signatures below certify that this Standard Operating Procedure has been reviewed and accepted, and demonstrate that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

	<b>Name &amp; Signature</b>	<b>Position</b>	<b>Date</b>
Prepared by	Ms. Ruth Ngugi	Administrative Assistant	25.6.2012
Reviewed by	Prof. D. K. Isutsa	Deputy Vice-Chancellor (AA)/MR	01.3.2013
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## 1.0 AMENDMENT RECORD SHEET

This Standard Operating Procedure is reviewed regularly to ensure relevance to the systems and process that it defines. A record of contextual additions or omissions is given below.

DATE	ISSUE NO.	REVISION NO.	PAGE NO.	SUBJECT OF REVIEW /MODIFICATION	REVISED BY HOD	APPROVED BY MR
1.3. 13	02	00	ALL	Changed Quality Management Representative to Management Representative	Ms Ruth Ngugi	Prof. Isutsa
1.3. 13	02	00	ALL	Changed Deputy Principal to Deputy Vice-Chancellor	SAME	Prof. Isutsa
1.3. 13	02	00	ALL	Changed procedures to processes	SAME	Prof. Isutsa

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## 2.0 GENERAL

The signatures above certify that this procedure has been reviewed and accepted, and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

### 2.1 Purpose

The purpose of the accommodation department procedures is to ensure that all accommodation activities are managed effectively to ensure compliance with this International standard, the Chuka University's and the Government's statutory policies, procedures and regulations.

### 2.2 Scope

This procedure applies to and defines all the activities carried out by the department.

### 2.3 References

- CU Charter, 2013
- CU Quality Manual.
- Current CU Students' Handbook
- Egerton University Act, 1987
- ISO 9001:2008 Standard, Clauses 6.4, 8.0
- Room application forms/ rules and regulations

### 2.4 Abbreviations

AA: Administrative Assistant  
JAB: Joint Admissions Board  
SSP: Self-Sponsored Programs  
SOPs: Standard Operating Procedures  
IC: In-Charge


### 2.5 Definitions

**SSP Students:** Students who do not benefit fully from government fees subsidy

**JAB Students:** Government Sponsored Students who are admitted by JAB and benefit from Government fees subsidy

### 2.6 Responsibility

The Accommodation Officer has the primary responsibility of ensuring that this procedure is implemented and remains adequate for its intended purpose, and for providing the information

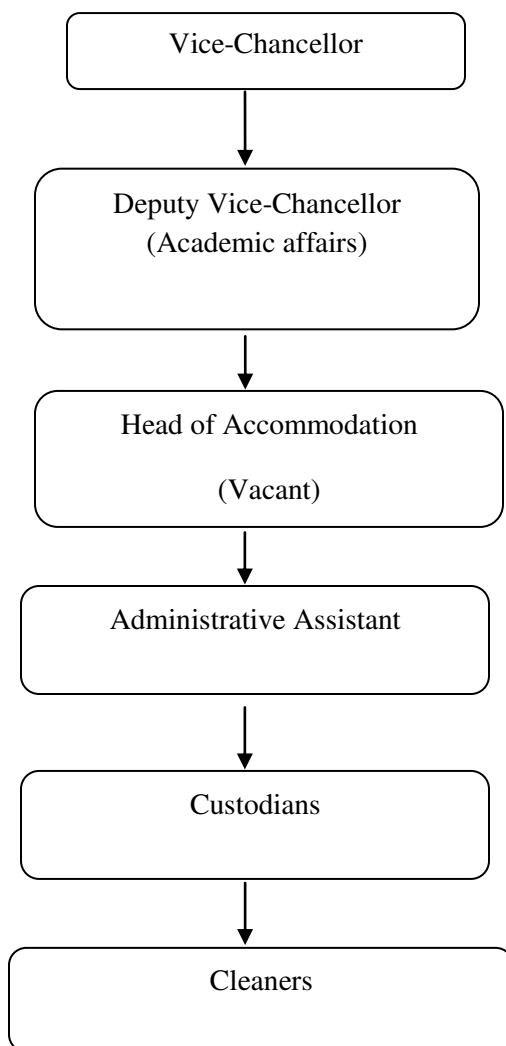
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from which the documentation for their processes and activities can be compiled and initiating action to keep them up to date.

All departmental staff members are responsible for implementing and ensuring that this procedure is followed fully and implemented.

### 3.0 ADMINISTRATIVE STRUCTURE

Accommodation Department is one of the sections in the University. The current administrative structure for the Department is as follows:



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## **4.0 PROCESSES**

### **4.1 Overview**

Accommodation Department is responsible for maintaining housing services in the University . The core activities of the department include:

- (i) Allocation of hostel rooms to students
- (ii) Maintenance and repair of students' hostel facilities
- (iii) Requisition and issuance of hostel cleaning supplies
- (iv) Clearance of students out of hostels
- (v) First aid maintenance in hostels

### **4.2 Process for Allocation of Hostel Rooms to Students**


- (i) Students are allocated rooms on first come first serve basis and after presenting official receipts for payment of University charges, which includes tuition and accommodation fees or any other charges.
  - (a) Details are filled in the students registration form (Refer to Registrar (AA) Registration Documents)
- (ii) Students fill and sign a form with rules and regulations that pertains to the halls of residence. The form is filled in duplicate. One copy is retained by the custodian's office and the other copy is retained by the student. (Refer to rules and regulations in the halls of residence)
- (iii) Students then sign for items in the hostels such as mattresses, beds and furniture. (Refer to accommodation allocation sheets)
- (iv) Keys and curtains are issued and the student signs into the room (Refer to room allocation documents). Documents are then filed in the Accommodation Department.

### **4.3 Process for Repair and Maintenance of Hostels**

- (i) Areas requiring repairs are identified by students (inside the rooms), custodians and i/c accommodation and recorded at the custodians' office, using form ==.=.
- (ii) Repairs are then reported to Estate Department which does the repairs and maintenance. (see repairs and maintenance document)
- (iii) Major repair is done by Estate Department by following repairs and maintenance schedule. (refer estate maintenance and repairs schedule)
- (iv) Follow up is done to ensure that repairs are done promptly whenever possible.
- (v) Records are updated once a certain kind of repair is done.
- (vi) Custodians' office also contacts directly through phone staff in-charge of minor repairs such as plumbing and minor electrical faults.

### **4.4 Process for Requisition and Issuance of Cleaning Supplies**

- (i) Procurement plan for cleaning materials and other equipments such as furniture, beds among others is prepared every financial year by the custodians.
- (ii) After the approval of the requisition, goods are purchased by procurement department (CU/SOP/PROD/25)

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- (iii) Purchased goods are received at the central stores.
- (iv) Accommodation department makes requisition of the goods to central stores through registrar administration and planning office. ( refer to requisition forms)
- (v) Goods are then stored in the accommodation sub store
- (vi) Cleaners request cleaning materials and equipments from substore as per the need.
- (vii) Records on issuance of cleaning materials are maintained by the custodians and / or i/c accommodation using consumable stores ledger book and bin cards.

#### **4.5 Process for Clearance of Students out of Hostels**

- (i) Clearing is done at the end of every semester.
- (ii) Students report to custodians' office and then the custodians checks the conditions condition of the room and items in the rooms.
- (iii) Any damage to items or room is recorded for purposes of repairs and maintenance.
- (iv) Students add in the key and the curtain to the custodians' office and sign out. (Refer to room allocation documents)
- (v) A list of students to be surcharged either for loss or damage of university property is prepared and added to finance department.

#### **4.6 Process for First Aid Maintenance in Hostels.**


- (i) Identification or receipt of an incident/accident is usually done by the client.
- (ii) Administrative assistant and custodian follow up to assess the situation
- (iii) Make the situation safe.
- (iv) Administrative assistant/ custodian give emergency aid (refer to life saver –St John's Ambulance and Advanced First Aid –American Red Cross) or refer to clinic/hospital
- (v) Administrative assistant update incident/accident book.

#### **5.0 RECORDS**

- (i) Room allocation records
- (ii) Maintenance register
- (iii) Daily inspection register
- (iv) Consumable goods ledger records
- (v) Bin cards

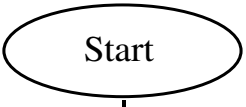
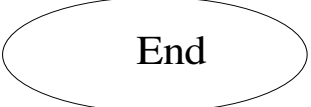
#### **6.0 KEY PERFORMANCE INDICATORS/OBJECTIVES**

- (i) Refer to departmental work plan
- (ii) Maintain customers satisfaction
- (iii) Maintain hygiene in the hostels at the required standards
  - (a) Achieve 80% occupancy rate in the hostels.
- (iv) Reduce maintenance and repairs in the hostels by 20%
- (v) Develop staff to provide quality products and services.


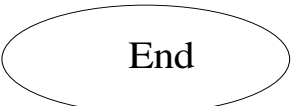
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## APPENDIX: PROCESS MAPS


### i. Room allocation

RESPONSIBILITY	ACTION
CLIENT/STUDENT	<div style="text-align: center;">   ↓ </div> <p>Application for a room and payment of prescribed fees</p>
ADMINISTRATIVE ASSISTANT	Allocation of rooms through presenting receipts including tuition and accommodation fees.
CUSTODIAN	Filling and signing a form with rules and regulations that pertains to the halls of residence.
CLIENT/STUDENT	Signing for items issued in hostels such as mattresses, beds, and furniture.
CUSTODIAN	<p>Issuance of keys and curtains to the student who sign into the room.</p> <div style="text-align: center;">  </div>

### ii. Repair and maintenance

RESPONSIBILITY	ACTION
STAFF, STUDENTS AND CUSTODIAN	<div style="text-align: center;">   ↓ </div>
CUSTODIAN	Identification of areas that require maintenance in halls of residence and reporting to the custodian.
CUSTODIAN	Reporting of repairs to estate department which does the repairs and maintenance
ADMINISTRATIVE ASSISTANT	Following up to ensure that the repairs and maintenance services are done promptly.
CUSTODIAN	Updating of records once repair is done.
CUSTODIAN	<p>Contacting directly through phone staff in-charge for minor repairs such as plumbing and electrical faults.</p> <div style="text-align: center;">  </div>



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### iii. Requisition and issuance of cleaning supplies


RESPONSIBILITY	ACTION
ADMINISTRATIVE ASSISTANT	<p style="text-align: center;">Start</p> <p>Preparation of procurement plan for cleaning materials and other equipment such as furniture and beds every financial year.</p>
PROCUREMENT DEPARTMENT	Procurement of the goods
INSPECTION COMMITTEE	Inspection of purchased goods
ADMINISTRATIVE ASSISTANT	Requisition for accepted goods from central stores
CUSTODIAN	Storage of the goods in the accommodation sub-store.
CLEANERS	Requisitioning for cleaning materials and equipment from the sub-store as per the need.
CUSTODIAN	<p>Maintenance of records on issuance of cleaning materials using consumable store ledger book and bin cards.</p> <p style="text-align: center;">End</p>

### iv. Clearance of students out of hostels

RESPONSIBILITY	ACTION
CLIENT CUSTODIAN	<p style="text-align: center;">Start</p> <p>Reporting to office of custodian and checking the condition of the room and items in the rooms.</p>
CUSTODIAN	Any damage items in the rooms are recorded for purposes of repairs and maintenance.
STUDENTS	Handing in the keys and curtains to the custodian's office and signing out.
ADMINISTRATIVE ASSISTANT	<p>Preparation and handing to finance department a list of students to be surcharged for loss and damage items in halls of residence.</p> <p style="text-align: center;">End</p>

### v. First aid maintenance in hostel

RESPONSIBILITY	ACTION
CLIENT	<p style="text-align: center;">Start</p>
CUSTODIAN AND CLEANERS	Identification or receipt of an incident/accident.
ADMINISTRATIVE ASSISTANT	Assessment of the situation
AA AND CUSTODIAN	Making the situation safe
CUSTODIAN	Giving emergency aid and reporting the situation to the medical department.
ADMINISTRATIVE ASSISTANT	<p>Updating of incident/ accident books.</p> <p style="text-align: center;">End</p>

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