



DEPARTMENT OF BACOLOD HOUSING AUTHORITY

Bacolod City

Organized in October 2, 1972, Bacolod Housing Authority (BHA) is committed to implement an affordable, livable and community-managed housing program to a greater number of homeless and landless families with effective and efficient delivery system of basic services and facilities provided by competent and dedicated personnel in order to uplift the quality of life of the urban poor.

Location: 2nd floor, Bacolod City Government Center, Barangay Villamonte, Bacolod City

Phone number: (034) 433-7108, (034) 434-4051

1. Mandate:

To administer, supervise and implement the Housing Development Program of the City of Bacolod.

2. Vision:

The City as a modern urban center where all dwelling structures and establishments are appropriately designated to organized and self-sustaining residential sites.

3. Mission:

To implement an affordable, livable and community managed Housing Program to homeless and landless families with an effective and efficient delivery system of basic services and facilities provided by competent and dedicated personnel in order to uplift the quality of life of the urban poor.

1. PROVISION OF RELOCATION SERVICES

Landless urban poor families of the City may apply for the relocation program from the Bacolod Housing Authority

Office or Division:	Bacolod Housing Authority
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All informal settlers, victims of calamities, and displaced individuals
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A. FOR APPLICANT	
<ol style="list-style-type: none"> 1. Proof / Notice of Eviction 2. Duly accomplished application form 3. Residence Certificate of the current year (1 photocopy only) 4. Two (2) valid Government IDs (1 photocopy only) 5. Marriage Contract / Affidavit of Cohabitation (1 photocopy only) 6. Latest Family Picture 7. Voter's Certificate / Affidavit (1 photocopy only) 8. Certification from Barangay Captain & at least two (2) other persons of reputable standing as to length of residency, status of residency & Certificate of Indigency 9. Certification from the following that applicant is not an owner of any Real Property (1 original) 10. Certification from the following that applicant has not availed of their housing program 11. Latest Income Tax Return 12. Statement of Assets & Liabilities and Net Worth (Duly notarized) 13. Certification that applicant is not a CLOA beneficiary 14. Certification that applicant is not a Lease Patent Holder 	<ul style="list-style-type: none"> ➤ Municipal Trial Court in Cities / Barangay Hall ➤ BHA Office ➤ Barangay of Residence ➤ BIR, SSS, GSIS, DFA, PSA, COMELEC, Post Office, Pag-IBIG ➤ Local Civil Registrar / PSA / Attorney ➤ Family Picture from the applicant ➤ Commission on Election (COMELEC) ➤ Barangay of Residence ➤ City Assessor's Office / City Register of Deeds / Provincial Assessor's Office / Provincial Register of Deeds ➤ National Housing Authority / HDMF (PAG-IBIG Fund) / Provincial Government Relocation Program (GAM) / Federation of Homeowner's Association, Inc. ➤ Bureau of Internal Revenue (BIR) ➤ Attached with the Application Form ➤ Department of Agrarian Reform (DAR) ➤ Department of Environment & Natural Resources (DENR)
B. FOR CO – APPLICANT	

<ol style="list-style-type: none"> 1. Two (2) valid Government IDs (1 photocopy only) 2. For Siblings and Offspring <ol style="list-style-type: none"> a) Birth Certificate b) Marriage Certificate 3. For Parent <ol style="list-style-type: none"> a) Marriage Certificate 	<ul style="list-style-type: none"> ➤ BIR, SSS, GSIS, DFA, PSA, COMELEC, Post Office, Pag-IBIG ➤ Local Civil Registrar / PSA ➤ Local Civil Registrar / PSA ➤ Local Civil Registrar / PSA 			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Barangay / MTCC / Landowner will submit first the proof or notice of eviction documents before the informal settlers will avail the relocation services 	<ol style="list-style-type: none"> 1.1 Receives the proof or notice of eviction documents submitted and endorse to the City Government Department Head II for evaluation and route it to the assigned Division Head 	None	5 minutes	<p>Richelle C. Olaes Administrative Officer IV</p>
	<ol style="list-style-type: none"> 1.2 Conduct Site inspection and socio-economic survey prior to the notice of eviction documents received 	None	3 hours	<p>Mary Jean P. Cabalhin HHRO I</p> <p>Cherie Ann C. Jalandra CAO I</p>
	<ol style="list-style-type: none"> 1.3 Prepare Summary Report on Informal Settler Families as to Prequalified / Disqualified 	None	15 minutes	<p>Cherie Ann C. Jalandra CAO I</p> <p>Maria Cristina A. Samonte HHRO V</p>
	<ol style="list-style-type: none"> 1.4 Inform the Barangay Personnel regarding the Prequalified / Disqualified informal settler families 	None	5 minutes	<p>Cherie Ann C. Jalandra CAO I</p> <p>Maria Cristina A. Samonte HHRO V</p>

2. Sign in the Client Log Book in the office lobby.	2. Give the Log Book to the Client	None	2 minutes	Mary Jean P. Cabalhin HHRO I Regina D. Genise HHRA
3. Secure application form	3.1 Give the application form to the Client	None	5 minutes	Mary Jean P. Cabalhin HHRO I Regina D. Genise HHRA
	3.2 Inform the applicant to process, submit the application and requirements within 15 days			
4. Submits signed and sworn application form and its attachments / requirements	4. Accepts application and evaluates completeness of documents submitted	None	3 minutes	Mary Jean P. Cabalhin HHRO I Regina D. Genise HHRA
5. Preliminary interview	5. Reviews and evaluates requirements submitted and result of site inspection / socio-eco survey prior to interview	None	1 day	Ma. Luisa T. Esmeres HHRO III
6. Final evaluation and interview (necessary in recommending approval of application)	6.1 Evaluates and Interview	None	1 day	Ma. Victoria D. Parreñas CGDH II

	6.2 List of Approved awardees with attached documents are transmitted by HRD to Planning and Implementation Division for lot assignment, preparation of Pahanumdum and Gatepass	None	1 day	Maria Cristina A. Samonte HHRO V
	6.3 The awardee's details are reviewed and checked for possible relation to other awardees, prior to assigning of lots	None	1 day	Jayneil L. Cabalatangan Arch. II
7. Awardee attends orientation	7.1 Briefed on policies and guidelines of the relocation program	None	15 minutes	Jayneil L. Cabalatangan Arch. II
	7.2 Interviews & issues a "PAHANUMDU M" outlining the BHA policies	None	15 minutes	Daniel C. Ramos Jr. PDO II Faith Joy N. Lumauag Arch. IV
8. Awardee is guided to the assigned lot at the relocation site.	8. Establishes markers and issues gate pass (duly signed by the awardee, site engineer &	None	3 hours	Jerrick T. Empio Engr. I Nilo I. Villanueva Engr. I

	division attesting to the correctness of the assigned lot)			
9. Claims Certificate of Lot Assignment after 3 months of occupancy	9. Releases Certificate of Lot Assignment	None	3 minutes	Mary Jean P. Cabalhin HHRO I Regina D. Genise HHRA
TOTAL		None	4 days, 7 hours and 8 minutes	

2. ISSUANCE OF CERTIFICATION FOR INSTALLATION OF ELECTRICAL (CENECO) & WATER (PRIME WATER) CONNECTION (RELOCATION SITE)

Issues Certification to City Relocation Awardees (beneficiaries) as requirement of OBO & CENECO for electrical connection

Office or Division:	Bacolod Housing Authority	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Beneficiaries of the City's Relocation Sites	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"> 1. Application form 2. Certificate of Lot Assignment 3. Gate Pass 4. Pahanumdom Note: In case of loss, Affidavit of Loss is needed for re-issuance for items #1- 3 5. Two (2) valid Government IDs (1 photocopy only) 6. Marriage Contract for spouse of awardee 7. Birth Certificate for heir of awardee 8. Special Power of Attorney from the awardee, in his / her behalf 9. Barangay Certification 10. Order of Payment 11. Official Receipt 		<ul style="list-style-type: none"> • BHA • BHA • BHA • BHA • BIR, SSS, GSIS, DFA, PSA, COMELEC, Post Office, Pag-IBIG • Local Civil Registrar / PSA • Local Civil Registrar / PSA • From the awardee • BHA • City Treasurer's Office – Cash Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby.	1. Give the Log Book to the Client	None	3 minutes	Mary Jean P. Cabalhin HHRO I
2. Fill up Application Form (request form for certification)	2.1 Receives duly signed request form and validates attached documentary requirements with master list as to actual lot assignment and status of occupancy	None	5 minutes	Mary Jean P. Cabalhin HHRO I
	2.2 Reviews request form and its attachments and transmits to Head of the Division for endorsement to Planning & Implementation Division	None	5 minutes	Maria Cristina A. Samonte HHRO V
	2.3 Inspection Report Form is encoded and printed and referred to site inspector/s	None	2 hours	Jayneil L. Cabalatangan Arch. II
	2.4 Site inspection is conducted; interviews are conducted if necessary and inspection report form is completed	None	5 days	Daniel C. Ramos Jr. PDO II Nilo I. Villanueva Engr. I Oscar N. Pura Instrumentman
	2.5 Report findings are consolidated and printed with recommendation	None	1 hour	Jayneil L. Cabalatangan Arch. II

	2.6 Report findings and recommendations are reviewed, signed and transmitted to the HRD	None	5 minutes	Faith Joy N. Lumauag Arch. IV
	2.7 Prepares Certification and submit to Department Head for signature	None	45 minutes	Mary Jean P. Cabalhin HHRO I Maria Cristina A. Samonte HHRO V
3. Claim Certification	3. Informs or advice beneficiaries that he/she can claim the certification	None	5 minutes	Mary Jean P. Cabalhin HHRO I
4. Get the payment order	4.1 Issues payment order for beneficiary to pay at Cashier	Primewater : Php 50.00 CENECO: Php 50.00	3 minutes	Mary Jean P. Cabalhin HHRO I
	4.2 Checks the official receipt paid by the beneficiary and releases the Certification			
TOTAL		Php 100.00	5 days, 4 hours and 11 minutes	

3. PROVISION OF RELOCATION SERVICES

(FOR ACTUAL OCCUPANTS WHO ARE NON-AWARDEES)

Occupants of the City's Relocation Sites involved in the purchase of structures, purchase/transfer of rights may avail of the City's Relocation program subject to approval of the Case Review Committee.

Office or Division:	Bacolod Housing Authority
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen

Who may avail:		(ONLY) Occupants of the City's Relocation Sites involved in the purchase of structures and/or purchase/transfer of rights who have been in the area on or before the effectivity of City Ordinance 269, Series of 2000		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Proof / Notice of Eviction 2. Duly accomplished application form 3. Residence Certificate of the current year (1 photocopy only) 4. Two (2) valid Government IDs (1 photocopy only) 5. Marriage Contract / Affidavit of Cohabitation (1 photocopy only) 6. Latest Family Picture 7. Voter's Certificate / Affidavit (1 photocopy only) 8. Certification from Barangay Captain & at least two (2) other persons of reputable standing as to length of residency, status of residency & Certificate of Indigency 9. Certification from the following that applicant is not an owner of any Real Property (1 original) 10. Certification from the following that applicant has not availed of their housing program 11. Latest Income Tax Return 12. Statement of Assets & Liabilities and Net Worth (Duly notarized) 13. Certification that applicant is not a CLOA beneficiary 14. Certification that applicant is not a Lease Patent Holder 		<ul style="list-style-type: none"> ➤ Municipal Trial Court in Cities / Brgy Hall ➤ BHA Office ➤ Barangay of Residence ➤ BIR, SSS, GSIS, DFA, PSA, COMELEC, Post Office, Pag-IBIG ➤ Local Civil Registrar / PSA / Attorney ➤ Family Picture from the applicant ➤ Commission on Election (COMELEC) ➤ Barangay of Residence ➤ City Assessor's Office / City Register of Deeds / Provincial Assessor's Office / Provincial Register of Deeds ➤ National Housing Authority / HDMF (PAG-IBIG Fund) / Provincial Government Relocation Program (GAM) / Federation of Homeowner's Association, Inc. ➤ Bureau of Internal Revenue (BIR) ➤ Attached with the Application Form ➤ Department of Agrarian Reform (DAR) ➤ Department of Environment & Natural Resources (DENR) 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Inquire on the relocation program of the City	1.1 Checks name in the Master List of Awardees & Actual Occupants. If included, occupant is given application form	None	15 minutes	Cherie Ann C. Jalandra CAO I Mary Jean P. Cabalhin HHRO I
	1.2 Conducts site inspection to verify occupancy in the area	None	1 day	Cherie Ann C. Jalandra CAO I Mary Jean P. Cabalhin HHRO I
2. Submits duly accomplished application form	2.1 Checks application as to compliance / completeness of requirements	None	20 minutes	Cherie Ann C. Jalandra CAO I Regina D. Genise HHRA
	2.2 Conducts site inspection and interview	None	15 days	Fleurdelis T. Acebuche PDO II
	2.3 Prepares Case Study for endorsement to CRC	None	30 minutes	Fleurdelis T. Acebuche PDO II
	2.4 Endorses Case Study to CRC	None	15 minutes	Ma. Victoria D. Parreñas CGDH II
	2.5 Schedules case for agenda in the CRC meeting	None	10 minutes	Fleurdelis T. Acebuche PDO II
	2.6 Meets and decides on the case	None	1 day	CRC Members
	2.7 Prepares resolution of the case	None	1 day	Fleurdelis T. Acebuche PDO II / Secretariat - CRC

	2.8 Provides copy of resolution to applicant	None	30 minutes	Fleurdelis T. Acebuche PDO II / Secretariat - CRC
TOTAL		None	18 days and 2 hours	

4. VARIOUS INSPECTIONS INVOLVING BOUNDARY VERIFICATION, UTILITY AND FACILITY COMPLAINTS, DISPUTES, LOT SWAPPING & ETC.

Beneficiaries of the City's Relocation Sites and other City-Implemented housing projects may request for inspection and technical assistance in resolving utility/facility/construction concerns, boundary verification and disputes.

Office or Division:	Bacolod Housing Authority			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All awardees of the City Relocation Sites and beneficiaries of City-Implemented housing projects of which BHA is associated with through a task force committee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Inspection Request Form 2. Pahanumdum or Gate Pass (1 photocopy only) 3. Two (2) valid Government IDs (1 photocopy only) 		<ul style="list-style-type: none"> • BHA • Document from the applicant • BIR, SSS, GSIS, DFA, PSA, COMELEC, Post Office, Pag-IBIG 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Awardee files request / complaint using the Inspection Request Form, with attached copy of I.D and Pahanumdum or Gate Pass	1.1 Accepts Inspection request form and verify if the location is within BHA area of concern / jurisdiction. (City relocation site / City-Implemented Projects)	None	5 minutes	Richelle C. Olaes Administrative Officer IV

	<p>1.2 The request / complaint is reviewed / assessed by the Department Head as to its relevance / appropriateness and transmits request / complaint to the Planning and Implementation Division</p>	<p>None</p>	<p>45 minutes</p>	<p>Ma. Victoria D. Parreñas City Government Department Head II</p>
	<p>1.3 Inspection / survey team is assembled with assignment / instructions discussed and outlined</p>	<p>None</p>	<p>1 day</p>	<p>Faith Joy N. Lumauag Architect IV</p>
	<p>1.4 Inspection and interviews are conducted; boundary survey is conducted if necessary and instructions are given to all affected parties. After which, the inspection form with findings is signed by all affected parties and attending engineers.</p>	<p>None</p>	<p>1 day</p>	<p>Nilo I. Villanueva Engr. I Jerrick T. Empio Engr. I Oscar N. Pura Instrumentman</p>
	<p>1.5 Inspection report for resolved issues are kept for reference and filing while recommendations and transmittals</p>	<p>None</p>	<p>1 hour</p>	<p>Faith Joy N. Lumauag Architect IV</p>

	are prepared for issues that require higher intervention and endorsed to the HRD and the Department Head.			
TOTAL:		None	2 days, 1 hour and 50 minutes	

5. PROVISION FOR TECHNICAL ASSISTANCE UNDER THE COMMUNITY MORTGAGE PROGRAM

The Community Mortgage Program (CMP) is an innovative concept of low-income financing in which an undivided tract of land may be acquired by several Informal Settler Families (ISF) through Community Ownership; The Bacolod Housing Authority implements this type of program to qualified Community Associations.

Office or Division:	Bacolod Housing Authority		
Classification:	Highly Technical		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Duly registered Community Associations (CA)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
I. Project Application Requirement a. Duly accomplished application letter (CMP-001) b. Duly accomplished CMP-M Information Sheet (CMP-002)		<ul style="list-style-type: none"> • SHFC Office • SHFC Office 	
II. Project Accreditation, Evaluation & Monitoring a. Memorandum of Agreement between CA & CMP-M b. Masterlist of Beneficiaries with Loan Apportionment (CD Copy) c. CMP Community Profile d. DHSUD Certified Copy of the Certificate of Registration, Articles of Incorporation and By-Laws e. Notarized Memorandum of Agreement between the Landowner and CA or Letter of Intent to Sell		<ul style="list-style-type: none"> • SHFC, LGU, CMP-Mobilizer • SHFC, LGU, CMP-Mobilizer • SHFC • DHSUD • SHFC, Land owner, Community Associations 	

from the Landowner and Letter of Intent to Buy of the CA

III. Technical Requirement

- a. Lot plan with technical descriptions of the proposed CMP site, duly signed by a licensed Geodetic Engineer (G.E)
- b. Vicinity Map showing the name of the roads leading to the site and the land marks (must show the socio-economic facilities/establishments within 2 to 5 km radius and distances from the proposed CMP site)
- c. Schematic Subdivision Plan duly signed by a license G.E. (must show the area per lot, the excluded lots, if any other information pertaining to the site's physical features which may affect collateral value)
- d. Zoning certification
- e. Latest RD certified copy of Present Title
Latest RD certified copy of 1st Back Title
Latest RD certified copy of 2nd Back Title
- f. Latest Tax Declaration showing RESIDENTIAL classification
- g. Certification of Road Right of Way

IV. Loan Examination Requirement

- a. Master list of Beneficiaries with Loan Apportionment (CD copy)
- b. Proof of CA saving equivalent to three (3) months amortization and one (1) year MRI premium (both savings and MRI must be deposited in favor of SHFC prior to LOG)
- c. Notarized Proof of Payment of Equity (if any)
- d. Notarized Memorandum of Agreement between the Landowner and CA or Letter of Intent to Sell from the Landowner and Letter of Acceptance by the CA

- Community Associations & LGE

- Community Associations & LGE

- Community Associations & LGE

- CPDO
- City Register of Deeds

- City Assessors Office

- Barangay

- SHFC, CMP-Mobilizer, Community Associations, Landowner
- SHFC, CMP-Mobilizer, Community Associations, Landowner

- SHFC, CMP-Mobilizer, Community Associations, Landowner
- SHFC, CMP-Mobilizer, Community Associations, Landowner

- e. Notarized Lease Purchase Agreement (SHFC-F-04)
- f. Location Plan of lot sold to CA

V. Mortgage Examination Requirement

- a. DHSUD Certified Copy of the Certificate of Registration, Articles of Incorporation, By-Laws and Updated General Information Sheet
- b. Notarized Memorandum of Agreement between the Landowner and CA or Letter of Intent to Sell from the Landowner and Letter of Acceptance by the CA
- c. Latest RD certified copy of Present Title
Latest RD certified copy of 1st Back Title
Latest RD certified copy of 2nd Back Title
- d. Notarized Board Resolution/ Secretary's Certificate issued by the CA to its representative
- e. Latest Tax Declaration showing RESIDENTIAL classification
- f. Updated Real Property Tax Clearance
- g. Updated Special Power of Attorney (SPA) for Individual Landowner or Secretary's Certificate if the Landowner is a corporation
- h. SEC Certified Copy of Incorporation Papers and updated GIS if the landowner is a corporation
- i. Two (2) valid government issued IDs of the individual landowner/s and/or authorized representative duly certified by the CMP-M. If the landowner is a corporation, IDs of the representative and corporate Secretary should be submitted.
- j. BIR Certificate of Registration of CA
- k. BIR Certificate of Registration of Landowner - Corporation

- SHFC, CMP-Mobilizer, Community Associations, Landowner

- DHSUD

- Land owner, Community Associations

- City Register of Deeds

- Community Associations
- City Assessors Office
- City Treasurers office – Land Tax Division
- Landowner

- SEC

- BIR, SSS, GSIS, DFA, PSA, COMELEC, Post Office, Pag-IBIG

- BIR
- BIR

VI. After Issuance Log & Prior to take out requirement a. Loan Agreement (SHFC-F-01) b. Promissory Note (SHFC-F-02_) c. Deed of Assignment (SHFC-F-03) d. Deed of Assignment (SHFC-F-05) e. Real Estate Mortgage (SHFC-F-06) f. Collection Agreement (SHFC-F-013)		<ul style="list-style-type: none"> • SHFC 		
VII. For Final Loan Release a. Notarized DEED OF ABSOLUTE SALE b. Cancelled TCT in the name of the Landowner (with annotation of DEED OF ABSOLUTE SALE) c. TCT in the name of the CA with annotation of REM and Secretary's Certificate d. TCT in the name of the CA with annotation of REM and Secretary's Certificate issued by the Corporation (if the owner is a corporation) e. Tax Declaration in CA's name		<ul style="list-style-type: none"> • Landowner • City Register of Deeds, Landowner • City Register of Deeds, Community Associations • City Register of Deeds • City Assessors Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Community Associations sends letter to BHA requesting for Technical Assistance/CMP Orientation Seminar	1.1 Receives letter	None	3 minutes	Administrative Division Ma. Luisa T. Esmeres HHRO III
	1.2 Conducts site inspection ✓ If area is suitable for housing, conducts CMP Orientation sessions in 3 modules ✓ If not viable, BHA recommends other options	None	1 hour	
2. Community Associations complies & submits to BHA	2.1 Reviews requirements submitted	None	2 hours	Ma. Luisa T. Esmeres HHRO III
		None	10 minutes	Ma. Luisa T. Esmeres HHRO III

documentary requirements for DHSUD registration	2.2 Once Community Associations is registered with DHSUD& BIR, BHA provides/ explains list of requirements for Project Accreditation, LOG and Take-out	None	1 hour	Ma. Luisa T. Esmeres HHRO III
3. Community Associations submits Project Accreditation documents, LOG and Take-out Requirements and waits advise on application <ul style="list-style-type: none"> Processing period to reach the Take-out level: 1-2years 	3. Reviews and evaluates documents submitted and if found in order, endorses to SHFC	None	3 days	Ma. Luisa T. Esmeres HHRO III
4. CA (Take-out) start payment of amortization to SHFC and submits Abstract of Collections, and CA start to process their Title unitization.	4. Receives Abstract of Collections to for monitoring of CER	None	5 minutes	Ma. Luisa T. Esmeres HHRO III
TOTAL		None	3 days, 4 hours and 18 minutes	

6. PROVISION FOR TECHNICAL ASSISTANCE UNDER THE LOCALIZED COMMUNITY MORTGAGE PROGRAM (LCMP)

The LCMP is a modified community mortgage program which extends financial assistance for the acquisition of the land occupied by the constituents of the local government unit or the land where they will be relocated through the concept of community ownership, with the land primarily mortgage to Social Housing Finance Corporation (SHFC).

Under this program, a qualified Local Government Unit is accredited by SHFC as partner-LGU and as such through BHA shall perform all pre-take-out functions of SHFC such as:

1. Accreditation of CMP Mobilizers
2. Background Investigation of projects
3. Site Inspection and Appraisal of projects
4. Loan Examination; and
5. Mortgage Examination

7. ISSUANCE OF SUBDIVISION PERMITS

BHA facilitates approval of permits at the Sangguniang Panlungsod for developers and landowners who are applying for the development of subdivisions in the city.

Office or Division:	Bacolod Housing Authority
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business Entity G2G – Government to Government
Who may avail:	Subdivision Developers / Proponents
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
I. SIMPLE SUBDIVISION PROJECT <ol style="list-style-type: none"> a. Application Form b. Four (4) sets of Site Development Plan and Vicinity Map or Location Plan c. Certified True Copies of Titles (attach Deed of Sale/MOA if title is not registered in the name of the applicant) d. Tax Declaration e. Real Property Tax Receipts f. Certification of Zoning Classification g. Purpose/Intent h. Order of payment i. Official Receipt 	<ul style="list-style-type: none"> • BHA, Subdivision Approval Division • Geodetic Engineer/Planner • Registry of Deeds • City Assessor's Office • City Treasurer's Office • City Planning & Development Office (CPDO), Zoning Division • Landowner • BHA • City Treasurer's Office – Cash Division
II. PRELIMINARY APPROVAL & LOCATIONAL CLEARANCE (PALC) <ol style="list-style-type: none"> a. Application Form 	<ul style="list-style-type: none"> • BHA / Subdivision Approval Division • Geodetic Engineer/Planner

<ul style="list-style-type: none"> b. Four (4) sets of Site Development Plan, Vicinity Map, Survey Plan as described in TCT c. DAR Clearance (agricultural land or land zoning classification conversion to residential use as certified by the deputized Zoning Administrator) d. Certified True Copy – Title & Tax Clearance e. Current Real Property Tax Receipts and Tax Clearance f. Sworn Statement – maximum selling price per unit g. Right to Use or Deed of Sale of Right-of-Way for access road, other utilities h. Indication of natural waterway into which drainage water will be discharged. i. Release of Mortgage or Mortgagee’s conformity for Subdivision j. Order of payment k. Official Receipt 	<ul style="list-style-type: none"> • Department of Agrarian Reform Office (DAR) / Zoning Division (CPDO) • Registry of Deeds / Land Tax Division, City Treasurer’s Office • City Treasurer’s Office • Owner/Project Proponent • Registered Owner of the Property • Geodetic Engineer/Civil Engineer/Planner • Registry of Deeds/Mortgage Bank or other Financial Institution • BHA - Subdivision Approval Division • Owner / Project proponent / Geodetic Engineer, Civil Engineer or Architect • BHA • City Treasurer’s Office – Cash Division
<p>III PLAN ALTERATION</p> <ul style="list-style-type: none"> a. Application Form b. Proposed Alteration of plan duly signed and sealed by a licensed Architect / Engineer – six (6) copies c. Letter stating purpose / reason for the proposed alteration / conversion d. Sworn Statement – affected lots / units for alteration have not been sold e. Written conformity or consent of the duly homeowners association of the majority of the lot / unit buyers f. Certified true copy – Title of affected lot / unit if already titled g. Approved Subdivision Plan h. Current Real Property Tax Receipts i. Order of payment l. Official Receipt 	<ul style="list-style-type: none"> • Land owner / Proponent • Owner (Project Proponent) • Homeowner’s Association • Registered Owner / Registry of Deeds • Project proponent • City Treasurer’s Office

<p>IV FINAL APPROVAL & DEVELOPMENT</p> <p>a. Application form</p> <p>b. The following documents duly signed by a licensed architect/engineer</p> <p>i. topographic map – 2 copies</p> <p>ii. Four (4) copies of: site development plan, road (geometric & structural) design/plan, storm drainage and sewer system, water system lay-out & details, power system lay-out & details, site grading plan</p> <p>c. Two (2) copies of project feasibility study to include the following: project profile, audited financial statement, income tax return (last preceding years), SEC registration, articles of incorporation, partnership, corporate by-laws and all implementing amendments. New corporation (3 years and below) – statement of capitalization, sources of income, and cash flow to support work program</p> <p>d. Application for the following: water supply and/or NWF---deep well will be used, power supply system (CENECO)</p> <p>e. Specification, bill of materials and cost estimates</p> <p>f. DENR Certification – (1 true copy of environmental compliance certification)</p> <p>g. Current real property tax receipt & tax clearance</p> <p>h. Order of payment</p> <p>i. Official Receipt</p>		<ul style="list-style-type: none"> • BHA, Subdivision Approval Division • Geodetic Engineer / Civil Engineer or Architect/Project Proponent • BHA • City Treasurer’s Office – Cash Division • Project Proponent • Water supply • Geodetic Engineer / Civil Engineer or Architect • DENR • City Treasurer’s Office • BHA • City Treasurer’s Office – Cash Division 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the application form: ❖ Preliminary Approval and Locational Clearance (PALC) (BP220 / PD957)	1. Give the application form to the client	None	5 minutes	VI Augustos Ceasar O. Lopez Engineering Assistant

<ul style="list-style-type: none"> ❖ Building Permit ❖ Occupancy Permit ❖ Electrical Permit 				
<p>2. Submit the plan and documents required</p>	<p>2.1 Receive the plan and documents, endorse to the Division Head for evaluation</p>	<p>None</p>	<p>5 minutes</p>	<p>VI Augustos Ceasar O. Lopez Engineering Assistant</p>
	<p>2.2 Evaluate the plan and documents submitted, if there is lacking to the requirements the Division Head will issue a Notice of Deficiency to Comply</p>	<p>None</p>	<p>3 days</p>	<p>Joey V. Rojo Engr. IV</p>
	<p>2.3 Conduct site inspection</p>	<p>None</p>	<p>1 day</p>	<p>Gian Paolo H. Agpangan Engr. I</p> <p>Joey V. Rojo Engr. IV</p>
<p>3. Get the payment order and pay to the City Treasurer's Office – Cash Division</p>	<p>3. Issues the order of payment</p>	<p>A. Residential</p> <p>1. Socialized</p> <p>I. PALC 140.00/ha.</p> <p>II. Final Approval / Development Permit..... 830.00/ha</p> <p>III. Alteration Permit 830.00/ha</p>	<p>15 minutes</p>	<p>Joey V. Rojo Engr. IV</p>

		<p>IV. Building Permit 8.30/sq.m.</p> <p>V. Occupancy Permit 8.30/sq.m.</p> <p>VI. Inspection Fee 430.00/ha</p> <p>2. Economic</p> <p>I. PALC 330.00/ha</p> <p>II. Final Approval/ Development Permit..... 1,820.00/ha</p> <p>III. Alteration Permit 1,820.00/ha</p> <p>IV. Building Permit 8.30/sq.m.</p> <p>V. Occupancy Permit 8.30/sq.m.</p> <p>VI. Inspection Fee 850.00/ha</p> <p>3. Open Market</p> <p>I. PALC 530.00/ha</p> <p>II. Final Approval/ Development Permit..... 3,290.00/ha</p> <p>III. Alteration Permit 3,290.00/ha</p>		
--	--	--	--	--

		<p>IV. Inspection Fee 1,660.00/ha</p> <p>B. Industrial and Commercial</p> <p>I. PALC 850.00/ha.</p> <p>II. Final Approval / Development Permit..... 13,470.00/ha</p> <p>III. Alteration Permit 13,470.00/ha</p> <p>IV. Inspection Fee 3,110.00/ha</p> <p>C. Farm Lot</p> <p>I. PALC 380.00/ha.</p> <p>II. Final Approval / Development Permit..... 1,580.00/ha</p> <p>III. Alteration Permit 1,580.00/ha</p> <p>IV. Inspection Fee 1,070.00/ha</p> <p>D. Memorial Park/Cemetery</p> <p>1. PALC</p>		
--	--	--	--	--

		<ul style="list-style-type: none"> i. Memorial Park 830.00/ha ii. Cemeteries ... 830.00/ha iii. Columbarium 4,150.00/ha <p>2. Final Approval/ Development Permit</p> <ul style="list-style-type: none"> i. Memorial Park 3.10/sq.m. ii. Cemeteries ... 6.20/sq.m. iii. Columbarium ...6.20/sq.m. <p>3. Alteration Permits</p> <ul style="list-style-type: none"> I. Memorial Park7.10/sq.m II. Cemeteries ... 5.90/sq.m. <p>4. Inspection Fee</p> <ul style="list-style-type: none"> I. Memorial Park1,780.00/ha a II. Cemeteries ... 1,070.00/ha III. Columbarium ...26.10/sq.m. 		
--	--	--	--	--

4. Submit the original Official Receipt.	4.1 Receive the Official Receipt (original)	None	3 minutes	VI Augustos Ceasar O. Lopez Engineering Assistant
	4.2 Process the documents, endorse to the Department Head for the endorsement to the Sangguniang Panlungsod for approval; (SP Approval may take 15 days)	None	1 day	VI Augustos Ceasar O. Lopez Engineering Assistant
	4.3 Segregate the plans and documents approved	None	15 minutes	VI Augustos Ceasar O. Lopez Engineering Assistant
5. Get the plans and documents approved	5. Give the plans and documents approved	None	10 minutes	VI Augustos Ceasar O. Lopez Engineering Assistant

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback</p>	<p>Answer the client feedback form and drop it at the designated drop box in front of the Bacolod Housing Authority Contact info: 433-7108 or complaints at bha@bacolodcity.gov.ph / housing.lgubacolod@gmail.com</p>
<p>How feedbacks are processed</p>	<p>Every Friday, the Public Relation Officer opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen. For inquiries and follow - ups, client may contact the following telephone number. 433-7108</p>
<p>How to file a complaint</p>	<p>Answer the client Complaint form and drop it at the designated drop box in front of the Bacolod Housing Authority. Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> • Name of person being complained • Incident • Evidence <p>For inquiries and follow-ups, client may contact the following telephone number: 433-7108</p>
<p>How complaints are processed</p>	<p>The Complaints officer opens the complaints drop box on a daily basis and evaluates each complaint. Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation. The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Complaints Officer will give the feedback to the client. For</p>

	inquiries and follow-ups, client may contact the following telephone number: 433-7108
Contact Information of CCB, PCC, ARTA	<p>It shall also include the following hotline:</p> <ul style="list-style-type: none"> • 888 – Presidential Complaints Center • 0908-8816565 – CSC Contact Center ng Bayan • 478-5093 – Anti-Red Tape Authority

Office	Address	Contact Information
Bacolod Housing Authority	2 nd floor, Bacolod City Government Center, Circumferential Road Barangay Villamonte, Bacolod City, Negros Occidental	433-7108

