

Office of the City Mayor

THE HOUSING AND ECONOMIC ENTERPRISES REGULATION OFFICE (HEERO)

THE HOUSING AND ECONOMIC ENTERPRISES REGULATION OFFICE (HEERO) shall serve as the enforcing and implementing body of the socialized housing program and all housing concerns of the local government unit.

- A. To act as a localized government authority that will develop, regulate and maintain the housing program or human settlement activities of the City.
- B. To implement the housing and urban development policies and guidelines as directed by the Bacoor City Local Housing Board.
- C. To formulate a comprehensive urban poor housing program or an integrated shelter development plan grounded on sustainable and equitable land distribution consistent with the development priorities of Bacoor City Master Development Plan as well as its updated urban planning framework.
- D. To identify and develop lands for conversions into housing projects among qualified program beneficiaries, government employees, and other local government subsidiaries.
- E. To execute and enforce laws, ordinances and regulations related to socialized housing and ensure that the standards and guidelines set forth by the Local Government through the Local Housing Board are observed.
- F. To investigate cases of illegal demolition and eviction and recommend appropriate actions on the same to the Local Housing Board.
- G. To recommend the building up of land banking or land inventory addressing the issues of land speculations that would benefit and address social housing activities and future demands particularly from the poorest of the poor and low-income housing.
- H. To develop, operate, manage, and regulate all economic enterprises in or near resettlement sites established by the city government or its partners in the private sector specifically intended to improve the economic standing of informal settlers including the Bacoor Public Market which was originally intended to provide livelihood to the economically challenged residents of the municipality.
- I. Serve as ONE-STOP-SHOP for the local government-originated Community Mortgage Program (CMP) and the Localized Community Mortgage Program (LCMP).
- J. To perform such other functions as may be assigned by the Bacoor City Local Housing Board or prescribed by law or ordinance.

Ready to serve and transact with you
as authorized and properly identified personnel from
Mondays to Fridays 8:00 AM to 5:00 PM
Contact Nos: 434-4466 local 301
2nd Floor Bacoor City Hall, Bacoor, Cavite

CITIZEN's CHARTER SERVICES
City of Bacoor, Province of Cavite

Responsible Department/Unit **Office of the City Mayor – HEERO**
 Service Name **Relocation of Informal Settler Families**
 Service Description **Relocation of affected Informal Settler Families of infrastructure development and revetment**
 Client **Informal Settler Families (ISF) affected by infrastructure development and revetment**
 Maximum Duration of Process **1 ½ years**
 Requirements **Master list of affected ISFs, Certificate to move-in signed by the City Mayor, Birth certificate of the Head of the family, Marriage Contract, Barangay Certificate of Residency**

How to avail Service

STEP	Action /s to be Taken	Office/Person Responsible	Time to Complete (w/ complete requirements)	Fees	Form/s Use
	Applicant/Client	Frontline Service Unit			
1	Affected Informal Settler Families	Domingo Tolentino Ligaya Cas Fidel Dones	1 week	None	Attendance/Memo
2	Informal Settler Families (ISF)	Ligaya Cas Fidel Dones Engineering Personnel	2 weeks	None	ISF Masterlist
3	Informal Settler Families (ISF)	Ligaya Cas Fidel Dones Family Care	1 week	None	Census form

How to avail Service

STEP	Action	/s to be Taken	Office/Person Responsible	Time to Complete (w/ complete requirements)	Fees	Form/s Use
	Applicant/Client	Frontline Service Unit				
4		Inter-Agency Meeting Creation of LIAC	City Mayor Revilla Domingo Tolentino Ligaya Cas Fidel Dones	2 weeks	None	Letter of Invitation Project Profile
5	Affected ISF	Community Assembly Meeting	Domingo Tolentino Ligaya Cas Fidel Dones Agency Concerned LIAC Representative	2 weeks	None	Notice of Meeting Invitation for Agencies Concerned Memos
6	Beneficiaries of Relocation Site	Tripping and Visitation of Relocation Site	Domingo Tolentino Ligaya Cas Fidel Dones	2 weeks per Barangay	None	List of Beneficiaries Included for site visit
7	Relocation of beneficiaries ready to move-in	Distribution of requirement needed by the Beneficiaries Certificate to Move in Schedule of Relocation and Other Services to offer	City Mayor Revilla Domingo Tolentino Ligaya Cas Fidel Dones Agency Concerned LIAC Representative	1 ½ months for compliance of requirements	None	Certificate to move in Masterlist of Beneficiaries Memos

CITIZEN's CHARTER SERVICES
City of Bacoor, Province of Cavite

Responsible Department/Unit **Office of the City Mayor – HEERO**
 Service Name **Community Mortgage Program (CMP)/ High Density Housing Program (HDH)**
 Service Description **CMP/HDH is a mortgage financing program which assists legally organized associations of underprivileged and homeless citizens to purchase and develop a tract of land under the concept of community ownership. The primary objective of the program is to assist residents of blighted areas to own the lots they occupy, or where they choose to relocate to and eventually improve their neighborhood and homes to the extent of their affordability.**
 Client **Informal Settler Families (ISF) located on blighted and considered danger zone areas.**
 Maximum Duration of Process **2 years**
 Requirements **Masterlist of affected ISFs, Certificate to move-in signed by the City Mayor, Birth certificate of the Head of the family, Marriage Contract, Barangay Certificate of Residency**

How to avail Service

STEP	Action	/s to be Taken	Office/Person Responsible	Time to Complete (w/ complete requirements)	Fees	Form/s Use
	Applicant/Client	Frontline Service Unit				
1	Organized ISF Associations	Formal Meeting w/ the Organized ISF Associations	Domingo Tolentino Ligaya Cas Fidel Dones	1 week	None	Attendance sheet List of officers and members
2	All members of the Association	Community Assembly for orientation regarding CMP	Domingo Tolentino Ligaya Cas Fidel Dones Mobilizer	2 weeks	None	Notice of Meeting CMP Brochure Attendance sheet
3	All members of the Association	Conduct Socio-Economic Survey w/ officers of the Associations	Ligaya Cas Fidel Dones Mobilizer	1 month	None	Socio-eco form List of member beneficiaries

How to avail Service

STEP	Action	/s to be Taken	Office/Person Responsible	Time to Complete (w/ complete requirements)	Fees	Form/s Use
	Applicant/Client	Frontline Service Unit				
4		Lot Survey	Geodetic Engineer	2 months	Surveyor's Fee	Subdivision Plan Technical Description
5		Registration of Association	Association Officers assisted by mobilizers	1 month	Registration Fee for HLURB P4,000	Constitution and By- laws of the Association
6	Land Owner/ Association Officers	MOA Signing	City Mayor Revilla Domingo Tolentino Land Owner Association Officers	1 month	None	MOA Form
7		Preparation of requirements/ documents needed for individual loan	Ligaya Cas Fidel Dones Mobilizer	6 months	Mobilizer's Fee	Signed MOA Subdivision Plan HLURB Registration 3 back Title Tax Declaration

How to avail Service

STEP	Action	/s to be Taken	Office/Person Responsible	Time to Complete (w/ complete requirements)	Fees	Form/s Use
	Applicant/Client	Frontline Service Unit				
8		Site visitation of SHFC Personnel for validation of beneficiaries	Ligaya Cas Fidel Dones Mobilizer	6 months		Masterlist of Beneficiaries
9		Realignment of House/ Structure	Ligaya Cas Fidel Dones Mobilizer	6 months		Provisionary contract For Lot Area per member

CITIZEN's CHARTER SERVICES
City of Bacoor, Province of Cavite

Responsible Department/Unit **Office of the City Mayor – HEERO**
 Service Name **Row House/Town House for Socialized Housing**
 Client **Middle Income Families under PAG-IBIG**
 Service Description **Housing Program for Government or Private Institutions covered with PAG-IBIG. This is maximum 30 years to pay under the management of PHINMA Property Holdings Corporation**
 Maximum Duration of Process **1 ½ years**
 Requirements **Fully filled up & signed BIS, Signed reservation agreement, Photocopy of TIN Card-Spouses, Photocopy of valid ID-Spouses, Original CEC-Notarized, One (1) month original copy of pay slip, One (1) month latest billing statement , BIR form 2316, Copy of Marriage Certificate, Copy of Birth Certificate-Spouses, 4 pcs. 1x1 size ID pictures**

How to avail Service

STEP	Action	/s to be Taken	Office/Person Responsible	Time to Complete (w/ complete requirements)	Fees	Form/s Use
	Applicant/Client	Frontline Service Unit				
1	Government Employees/Private employees under PAG-IBIG	Orientation Seminar regarding Housing project requirements Contract & monthly payments Site visit	Ligaya Cas Fidel Dones	2 days	none	Brochure/flyers
2	Interested applicants, members of PAG-IBIG	Distribution and filing up of application forms	Ligaya Cas Fidel Dones	2 days	none	Application forms
3		Submission of application forms (MSVS Verification)	Ligaya Cas Fidel Dones	2 days	none	Application forms

How to avail Service

STEP	Action	/s to be Taken	Office/Person Responsible	Time to Complete (w/ complete requirements)	Fees	Form/s Use
	Applicant/Client	Frontline Service Unit				
4		Validation of Application by HDMF	PAG-IBIG	2 weeks	none	Application form
5		Completion of requirement of applicants (if approved)	Ligaya Cas Fidel Dones	1 month	none	Contracts
6		Submission of requirements list of applicants with their requirement to developer	Ligaya Cas Fidel Dones	2 weeks	none	All the required documents

How to avail Service

STEP	Action	/s to be Taken	Office/Person Responsible	Time to Complete (w/ complete requirements)	Fees	Form/s Use
	Applicant/Client	Frontline Service Unit				
7		Proceed to PAG-IBIG for take-out of loan	Developer	1 month for every applicant	none	All required documents
8	Approved Applicants	Turn-over of housing units to approved buyer	City Mayor Revilla Dominic Tolentino Ligaya Cas Fidel Dones	1 month	none	Certificate to move-in

CITIZEN's CHARTER SERVICES
City of Bacoor, Province of Cavite

Responsible Department/Unit **Office of the City Mayor – HEERO**
 Service Name **Localized Community Mortgage Program (LCMP)**
 Client **Informal Settlers Families of Bacoor**
 Service Description **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 primary mortgage to NHA/SHFC**

Maximum Duration of Process **2 years**
 Requirements **1. Pro-formal Application Form**
2. City Council Resolution for the creation of a Local Housing Board (LHB) with representative involved in housing or urban development
3. City Council Resolution specifying the list of priority projects and respective funding
4. Project Profile to be enrolled

- Appraisal Report
- Master list of Beneficiaries
- Accreditation of CMP Mobilizers
- Updated Comprehensive Shelters Plan (CSP) approved by LHB
- Commission on Audit (COA) Audited Financial Statements for the past three years
- Annual Investment Plan/City Council

How to avail Service

STEP	Action	/s to be Taken	Office/Person Responsible	Time to Complete (w/ complete requirements)	Fees	Form/s Use
	Applicant/Client	Frontline Service Unit				
1	Affected Informal Settlers Families	Formal meeting with organized ISF Association	Dominic Tolentino Ligaya Cas Fidel Dones III	1 week	None	Attendance memo
2	Interested ISF	Site Visitation, Site Profiling, Data Gathering	Mobilizer Ligaya Cas Fidel Dones III			

How to avail Service

STEP	Action	/s to be Taken	Office/Person Responsible	Time to Complete (w/ complete requirements)	Fees	Form/s Use
	Applicant/Client	Frontline Service Unit				
4	All members of the association	Conduct Socio Eco Survey with Officer of the association	Ligaya Cas Fidel Dones III Mobilizer	1 month	None	Socio Eco form/ List of members beneficiaries
5	Organized ISF	-Receives and records submitted documents -Evaluates and checks completeness of submitted documents base on the checklist requirements	<ul style="list-style-type: none"> • Local Chief • Councilor Assigned in Housing Committee 	2 months	No Fees	-List of Beneficiaries -Project Profile -Appraisal report of Property Title
6	Organized ISF	Sanggunian Resolution	All the Sanggunian Councilors	2 weeks	No Fees	All the requirements for LCMP

III FILING OF APPLICATION FOR ACCREDITATION

STEP	Action	/s to be Taken	Office/Person Responsible	Time to Complete (w/ complete requirements)	Fees	Form/s Use
	Applicant/Client	Frontline Service Unit				
1	Submits/Complete documents requirements	SHFC Action	Clerk, SHFC Officer			
2		Receives and records submitted				
3		Approval of accreditation				