



CITY REAL ESTATE MANAGEMENT AND CONTROL OFFICE

CITIZEN'S CHARTER
2024 (1ST EDITION)

CITY REAL ESTATE MANAGEMENT AND CONTROL OFFICE

AGENCY PROFILE

I. Mandate:

The City Real Estate Management and Control Office (CREMCO) was created by Ordinance No. SP-2872, S-2019. Section 2 thereof mandates CREMCO to perform the following functions with integrity, competency, effectivity, efficiency and productivity.

- In coordination with the City General Services Department, initiate the conduct of a comprehensive inventory of all real properties or the City Government, record systematically the values of lands, building and improvements owned by the City inclusive of its physical conditions; reconcile the same with the records of the Accounting Department; and submit Annual Report with the Commission on Audit and Office of the City Mayor; inclusive of real properties owned by the party subject of relative agreement.
- Facilitate and process the acquisitions and recoveries of real properties by way of purchases, donations, forfeitures, expropriations, exchanges, assignments and other forms of conveyances in favor of the City Government.
- File petitions in Court, upon instruction of the City Legal Department, for all real estate cases inclusive of judicial reconstitutions, recovery of possessions, cancellations of titles for properties forfeited by the City issuance of new owner's duplicate of title, etc.
- Prepare and facilitate the approval of plans and technical descriptions needed for partitions, subdivisions, resurveys, or consolidations of real properties as documentary support issuance of titles necessary for acquisitions and disposal of properties for roads, infrastructures and housing projects of the City Government.
- Secure and consolidate all supporting documents necessary for judicial and administrative processing of ownership in favor of the City Government for all modes of acquisitions and dispositions of real properties of the City.
- Formulate legal instruments and agreements for acquisitions, utilizations or dispositions of City's real properties and those properties owned by the other party subject of agreement to be endorsed to the City Council for the City Mayor's authority to sign the aforesaid instruments or agreements; or approval of pertinent ordinances.
- Take the responsibility and accountability of all City real properties such as agreements, instruments and other pertinent records related to city's real properties.
- Evaluate, render opinion and professional advice or objection as the case may be, and proper recommendations with the City Council and Executive Officers for legislative and executive measures affecting real properties owned or will be owned by the City Government.
- Provide legal and technical assistance with HCDRD and CPDO in identifying lands

suitable for infrastructures and housing projects.

- Provide information with the executive departments of offices and barangays relative to inventory of properties which are needed in planning, development, utilizations and insurance of facilities.
- Prepare and formulate proposed policies, procedures or programs to be submitted to the City Mayor or the City Council in case maybe affecting properties of the City;
- Exercise such other powers and perform such other duties and functions as may be prescribed by law or ordinance.

II. Vision:

Founded on the principles of good governance and industry-desired values, CREMCO is to be the primary source of credible, reliable, readily available and easily accessible information on City-owned real properties for various offices, departments and agencies of Quezon City Government.

III. Mission:

CREMCO strives to efficiently and effectively make and keep an inventory of, manage and transfer City-owned real properties by practicing strong work ethics, applying and improving technical and professional skills and using current technology.

External Services

1. Response to Queries

Office or Division:	City Real Estate Management and Control Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Quezon City Constituents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter including supporting documents	1. Receive query	None	3 Min.	<i>Receiving Clerk</i>
	2. Create reference number, scan and save the request letter including the supporting documents to the GDrive	None	30 Min.	<i>Administrative Assistant I (Reproductive Machine Operator)</i>
	3. Refer to the SOOV	None	3 hours	<i>Special Operations Officer II</i>
	4. Study the letter request and assign	None	3 hours	<i>Special Operations Officer V</i>

	letter			
	5. Review and draft reply	None	4 Days	<i>OIC, City Real Estate Management and Control Office</i> <i>Special Operations Officer V, City Real Estate Management and Control Office</i>
	6. Release of the reply letter	None	1 Day	<i>Administrative Aide III City Real Estate Management and Control Office</i>
TOTAL:		None	5 Days, 6 Hours, and 33 Mins.	

2. Disposition / Acquisition of Properties

Office or Division:	City Real Estate Management and Control Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Quezon City Constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. None		Not Applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent along with required documents Instruction: The template of the letter of intent is available upon request If at any point your application is denied, kindly resubmit improved offer	1. Receive Letter of Intent	None	5 Min.	<i>Administrative Aide III; City Real Estate Management and Control Office</i>
	2. Verify and create reference number, scan and save the letter of intent including the supporting documents to the GDrive	None	30 Min.	<i>Administrative Assistant I (Reproductive Machine Operator); City Real Estate Management and Control Office</i>
	3. Refer the letter of Intent to Special Operations Officer V	None	3 hours	<i>Special Operations Officer II</i>
	4. Assign the Letter of Intent	None	3 hours	<i>Special Operations Officer V</i>
	5. Study and evaluate the Letter of Intent and attached documents	None	1 day	<i>Attorney III Attorney IV Special Operations Officer V</i>

	6. Draft Indorsement Letter to Appraisal Committee and concerned departments such as CPDD, HCDRD, MDAD, LEIPO and PDAD	None	1 days	Atty. III Atty IV Special Operations Officer V
	7. Obtain respondent of Appraisal Committee and concerned departments	None	7 days	Special Operations Officer V
	8. Draft report and recommendation to OCA	None	1 day	Special Operations Officer V OIC
	9. Obtain approval from the City Administrator's Office for further action	None	3 Days	Special Operations Officer V
	10. Draft and refer Council Resolution to the City Council for Approval	None	1 Day	Atty. III Atty IV Special Operations Officer V
	11. Obtain REsolution from City Council	None	5 Days	Atty. III Atty IV Special Operations Officer V
	12. Forward finalized contract to client for signature	None	1 Day	Atty. III
	13. If approved by City Council, finalize and execute implementing documents	None	30 Days	City Council
2. Signing of Contract	2.1 Forward signed contract to Office of the Mayor	None	1 day	Atty. III Atty IV Special Operations Officer V
	2.2 Obtain signed contract from Office of teh Mayor		7 days	Administrative Aide III
TOTAL:		None	30 Days, 6Hours, and 35 Min.	

3. Recovery of Forfeited Properties

Office or Division:	City Real Estate Management and Control Office
Classification:	Highly Technical
Type of Transaction:	G2C (Government to Citizen), G2G (Government to Government)
Who may avail:	Delinquent tax payers of real properties, their heirs or successors in interest except those real properties that are already being used by the City, those which have been ordained to be used by the City, and those which have been transferred from the delinquent owner and the transfer appears to have been done to the detriment of the City per Ordinance No. SP-3264, Series of 2024.
CHECKLIST OF REQUIREMENTS	
For Standard Requirement 1. Application to Recover (1) Original Copy	City Real Estate Management and Control Office - Operations Section
If the Delinquent Owner is a Natural Person 1.Valid Government Issued Identification Card - Driver's License (Land Registration Office) - Passport (Department of Foreign Affairs) - UMID ID (GSIS,SSS) - National ID (Philippine Statistics Authority) - Quezon City ID (Quezon City Government) Remarks: (1) One photocopy of valid identification card with (3) three wet signature	
If the Delinquent Owner is a Corporation 1.Latest General Information Sheet from SEC (1) Original Copy Remarks: The General Information Sheet should be certified by the Securities and Exchange Commission 2.Secretary's Certificate (1) Original Copy Remarks: The Secretary's Certificate must be notarized. A template of Secretary's Certificate may be obtained from City Real Estate Management and Control Office	Securities and Exchange Commission - Registration Division Applicant/Client

<p>3.Valid Government Issued Identification Card of the Corporate Secretary</p> <ul style="list-style-type: none"> - Driver's License (Land Transportation Office) - Passport (Department of Foreign Affairs) - UMID ID (SSS, GSIS) - National ID (Philippine Statistics Authority) - Quezon City ID (QC LGU) <p>Remarks: One (1) photocopy of any of the listed accepted Identification Cards with three (3) wet signatures.</p>	
<p>If the applicant is the Heir of the Delinquent Owner</p> <p>1.Death Certificate of the Deceased Delinquent Owner (1) Certified True Copy</p> <p>2.Proof of Transfer of Property</p> <p>Any of the following: A.Extrajudicial Settlement of the Estate (1) Photo Copy</p> <p>Remarks: Notarized extrajudicial settlement</p> <p>B.Affidavit of Sole Adjudication (1) Photo Copy</p> <p>Remarks: Must be notarized</p> <p>A. If Heir is Spouse 1.Marriage Certificate (1) Certified True Copy</p> <p>B.If the Heir is the Child 1.Birth Certificate of Applicant (1) Certified True Copy</p>	<p>Philippine Statistics Authority - Registration Division</p> <p>Applicant / Client</p> <p>Applicant / Client</p> <p>Philippine Statistics Authority - Registration Division</p> <p>Philippine Statistics Authority - Registration Division</p>

<p>C. If Heir is the Parent 1.Birth Certificate of the Delinquent Owner (1) Certified True Copy</p> <p>D. If the Heir is the Sibling 1.Birth Certificate of the Applicant (1) Certified True Copy</p> <p>2.Birth Certificate of the Delinquent Owner (1) Certified True Copy</p> <p>E. If the Heir is the Niece/Nephew 1.Birth Certificate of the Parent-Sibling of the Delinquent Owner (1) Certified True Copy</p> <p>2.Birth Certificate of the Applicant (1) Certified True Copy</p> <p>3.Birth Certificate of the Delinquent Owner</p>	<p>Philippine Statistics Authority - Registration Division</p> <p>Philippine Statistics Authority - Registration Division</p> <p>Philippine Statistics Authority - Registration Division</p> <p>Philippine Statistics Authority - Registration Division</p> <p>Philippine Statistics Authority - Registration Division</p> <p>Philippine Statistics Authority - Registration Division</p>
<p>Successor-in-Interest</p> <p>1.Deed of Transfer from the Delinquent Owner</p> <p>(1) Photocopy of any of the following: A.Deed of Sale B.Deed of Donation C.Certificate of Sale Remarks: Certificate of Sale from a foreclosure sale</p>	<p>Applicant / Client</p>
<p>Authorized Representative</p> <p>1.Valid Government Issued Identification Card of the Applicant</p> <ul style="list-style-type: none"> - Driver's License (Land Transportation Office) - Passport (Department of Foreign Affairs) - UMID ID (SSS, GSIS) - National ID (Philippine Statistics Authority) - Quezon City ID (QC LGU) <p>Remarks: One (1) photocopy of any of the listed accepted Identification Cards with three (3) wet signatures.</p>	<p>Applicant/Client</p>

2.Special Power of Attorney (1) Original Copy		Applicant/Client		
Remarks: (1) Notarized Special Power of Attorney				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application form with requirements through email. Location: CREMCO@quezoncity.gov.ph Notes/Instruction: If physical submission: CREMCO, 8th Floor, Highrise Bldg. Quezon City Hall Complex, Quezon City. Template of the Application to Recover is available upon request. If at any point the application is incomplete or incorrect requirements , kindly resubmit the application	1. Receives and records the application form and the requirements	None	5 Min.	Special Operations Officer II; City Real Estate Management and Control Office
	2. Verifies the Property Registration Number, scan and save the application form and the requirements to the GDrive	None	30 Min.	Special Operations Officer II; City Real Estate Management and Control Office
	3. Assign application to Legal Assistant II	None	3 hours	Special Operations Officer II; City Real Estate Management and Control Office
	4. Determination of the Completeness of the requirements submitted	None	10 min.	Legal Assistant II; City Real Estate Management and Control Office
	5. Verification of documents and Evaluation of application	None	3 days	Attorney IV; City Real Estate Management and Control Office Attorney III; City Real Estate Management and Control Office Special Operations Officer V; City Real Estate Management and Control Office
	6. Draft letter and Inform the client that the Application is approved and simultaneously request the City Treasurer's Office to assess the amount due.	None	3 days	Attorney IV; City Real Estate Management and Control Office Attorney III; City Real Estate Management and Control Office Special Operations Officer V; City Real Estate Management and Control Office Officer-in-Charge; City

with complete and correct requirements .				<i>Real Estate Management and Control Office</i>
	7. Obtain assessment from the City Treasurer's Office	None	11 days	<i>Attorney IV; City Real Estate Management and Control Office</i> <i>Attorney III; City Real Estate Management and Control Office</i> <i>Special Operations Officer V; City Real Estate Management and Control Office</i>
	8. Draft letter and Inform the client of the Assessment	None	3 days	<i>Attorney IV; City Real Estate Management and Control Office</i> <i>Attorney III; City Real Estate Management and Control Office</i> <i>Special Operations Officer V; City Real Estate Management and Control Office</i> <i>Officer-in-Charge; City Real Estate Management and Control Office</i>
2. Pay the Assessment	1. Record Payment	None	1 day/s	<i>Attorney IV; City Real Estate Management and Control Office</i> <i>Attorney III; City Real Estate Management and Control Office</i> <i>Special Operations Officer V; City Real Estate Management and Control Office</i>
Location: City Treasurer's Office; Real Estate Division 2nd Floor, Annex Building, Quezon City Hall				
TOTAL:		None	21 days, 3 hours, 45 minutes	

Internal Services

1. Response to Queries

Office or Division:		City Real Estate Management and Control Office		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Quezon City Departments and Offices		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
2. Letter request			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter including supporting documents	1. Receive Letter request	None	3 Min.	<i>Receiving Clerk</i>
	2. Create reference number, scan and save the request letter including the supporting documents to the GDrive	None	30 Min.	<i>Administrative Assistant I (Reproductive Machine Operator)</i>
	3. Refer to the SOOV	None	5 Min.	<i>Special Operations Officer II</i>
	4. Study the letter request and assign letter	None	1 Day	<i>Special Operations Officer V</i>
	5. Research and draft reply	None	8 Days	<i>Assigned lawyer</i>
	6. Review and finalize draft	None	1 Day	<i>Special Operations Officer V</i>
	7. Review and finalize draft	None	1 Day	<i>OIC</i>
	8. Redraft and finalize	None	1 Day	<i>Assigned Lawyer, Special Operations Officer V</i>
	9. Note finalized reply	None	1 Day	<i>OIC</i>
	10. Release of the reply letter	None	1 Day	<i>Administrative Aide III</i>
TOTAL:		None	14 Days, 1 Hour, and 8 Min.	