Message
from the Housing Section Manager

Dear Colleagues,

Welcome!

On behalf of the Human Resources (HR) Department at Hamad Medical Corporation (HMC), it is my pleasure to welcome you to the HR Housing Section. Our staff commits to supporting your housing needs and services. Our goal is to provide you with quality service.

HMC provides different types of housing for employees who are entitled to an HMC provided accommodation.

We know your housing is an important part of your life and you may have questions about your accommodation and our services. HR has developed this book to help guide employees through the process of obtaining and maintaining HMC accommodation. Additionally, we hope that this guide helps answer questions you may have on the scope of services the Housing Section provides. Please do not hesitate to contact us if you have any questions or concerns about your accommodation.

Thank you for choosing to continue your career at HMC. My sincere desire is that you have an enjoyable stay in Qatar and excel at HMC in your chosen profession.

Welcome to your HMC home.

Best regards,

Osama Abdul Hadi
Manager
HR Housing Section
# PURPOSE OF THE GUIDE

Hamad Medical Corporation (HMC) has agreed housing policies and procedures which ensure effective and efficient housing distribution and maintenance processes. The Human Resources (HR) Housing Section has the responsibility to ensure all parties comply with the established policies and procedures and to manage any requests for housing or maintenance that do not comply with the requirements.

The HR Housing Section has established these guidelines for staff to help clarify the processes for requesting and maintaining HMC accommodation. These guidelines should be read together with all relevant HMC policies. The HR Housing Section can assist with any housing-related questions.

## Key Contact Numbers:

<table>
<thead>
<tr>
<th>HMC Human Resources - Housing Section Key Contact Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing Section Reception</td>
</tr>
<tr>
<td>Housing Section Secretary</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Doha Accommodation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Guest House - Doha</td>
</tr>
<tr>
<td>Bachelor Accommodation - Doha</td>
</tr>
<tr>
<td>Nursing Hostel Accommodation - Doha</td>
</tr>
<tr>
<td>Family Accommodation - Doha</td>
</tr>
<tr>
<td>After Hours/Engineering Control Room</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Al Khor Accommodation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing Section - Al Khor</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Al Wakra Accommodation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing Section - Al Wakra</td>
</tr>
</tbody>
</table>
Housing Section Overview:

The Human Resources (HR) Housing Section is responsible for the following services:

**Accommodation**
- Providing accommodation for employees, locums, and families on overseas and local contracts for entitled employees

**Furniture**
- Arranging and maintaining furniture for HMC single accommodation
- Arranging and maintaining furniture for other accommodation as entitled based on the contract with the landlord

**Loans and Allowances**
- Processing furniture loans for entitled employees
- Processing consumable allowances for entitled employees

**Utilities Assistance (Applies to Family Accommodation Only)**
- Assisting employees with coordinating electricity, water, and telephone services
- Processing utilities allowances for entitled employees

**Repairs and Maintenance**
- Coordinating repairs and maintenance for HMC accommodation in conjunction with the building owners

**Transfer**
- Arranging an employee’s transfer of accommodation, should an employee need a transfer

**Providing Emergency Housing Support**
- Providing emergency support for emergency-related damages (i.e., fire, flood, etc.) in an HMC accommodation.
Your Housing Allocation:

Your housing allocation depends on a number of factors including:

- Employment contract status
- Job grade
- Marital status
- Vacant housing availability

The Corporation’s HR Bylaws govern the housing allocation entitlements. The Bylaws are a legal framework set by the organization that governs the way we work. HR does not have the authority individually to change entitlements.

When you receive your HMC accommodation, it is important you live in this accommodation. HMC does not permit you to live anywhere else other than your assigned HMC home.
APPLYING FOR HOUSING

Process to Apply for Housing

To apply for HMC accommodation, you must successfully have completed the recruitment formalities, including: your medical examination, immigration clearance, and signing your employment contract. This process may take several weeks from your date of joining.

Once you have cleared all of the recruitment formalities, you are eligible to apply for housing. To apply for your HMC accommodation, follow these steps:

1. Ensure your medical examination and immigration clearance requirements are complete.
2. Sign your employment contract.
3. Complete the Request for HMC Accommodation form. This application is available on the Intranet under the HR Department/Housing. If you are married and your spouse also works for HMC, please complete the Couple Request for HMC Accommodation form.
4. Bring the housing application and copy of your signed contract to the housing section. If you are applying for married housing, you will need to provide a copy of your marriage certificate with your application. If the housing applicant is a married female, she must also provide a copy of her husband’s employment contract, passport, work visa, and letter from the husband’s employer stating he is not receiving housing or housing allowance benefits from his company.

Married Couples

In the case in which a married couple are both HMC employees, the husband and wife should fill in the Couple Request for HMC Accommodation form. Housing applicants should submit copies of both contracts and the marriage certificate to the Housing Section.

The HR Housing Section staff will receive your application for processing and work to provide you with your entitled accommodation. Assignments are dependent upon vacant house availability.


RECEIVING A HOUSING ASSIGNMENT

Housing Keys
Upon receiving your housing assignment, you will receive a set of keys for your accommodation. At all times, HMC remains the owner of all keys to HMC owned or rented accommodation. When vacating or transferring your accommodation, you must ensure safe return of your keys to the Housing Section.

Housing Entitlements
You may receive other housing-related entitlements in accordance with your housing assignment. Other entitlements include:

Consumable Allowance
HMC pays entitled employees a consumable allowance to assist them in settling into the HMC accommodation. The purpose of this consumable allowance is to help employees buy linen, bath towels, and other requirements such as kitchen items.

HMC does not pay the consumable allowance to employees who take a furniture and/or air conditioning loan. Additionally, HMC pays the consumable allowance only to the employee who signed for the keys (in the case of a married couple both working for HMC).

HMC depreciates the loan over a period of four years for senior staff and six months for junior staff. Senior staff choosing to leave HMC before the end of the four year period will have the balance of the pro-rata payment deducted from their final settlement. Junior staff choosing to leave during the first six months of employment are liable to repay 50% of the payment.

Furnished Housing
Female junior staff on an overseas contract will receive HMC single female accommodation in a shared facility. In such cases, you will have your own bedroom and share the rest of the fully furnished flat facilities.
Male junior staff on an overseas contract will receive HMC single male sharing, furnished accommodation in a shared facility. In some cases male junior staff bring their family to Doha. If this is your circumstance, you must submit copies of your marriage certificate and your wife’s visa to apply for the housing allowance in lieu of accommodation.

**Furniture Loan**
In the event HMC provides you with unfurnished accommodation, you are eligible for a loan to purchase furniture. The loan depreciates over a period of four years. If you have a furniture loan and leave HMC at any time during these four (4) years, you must repay the loan pro rata (i.e., 25% for each year).

**Air Conditioning Loan**
In the event your accommodation does not have air conditioning, you are eligible for a loan to purchase air conditioners. The Request for an Air Conditioning Loan form is available on the Human Resources (HR) Intranet under HR Department/Housing. The Housing Section will process the loan amount granted in accordance with the HR Bylaws.

**Telephone**
HMC provides employees in HMC accommodation with initial financial support for local telephone line access in the form of a telephone allowance. HMC also provides a telephone allowance for usage and a one-time telephone line installation. The HR Bylaws govern the amount of the allowance.

**International Calling and Internet**
When arranging for a phone connection in your HMC accommodation, you should consider if you want to make international calls and/or require an Internet connection. If you need these services, you must apply for them at the time you activate your phone connection. You are directly responsible for these extra charges and will receive a bill from Qtel each month for these costs.

Qatar now has several calling and Internet service plans at various prices. We encourage you to consider many plans for your best value.
Converting Your Hala Account
If you purchased a HALA prepaid GSM service upon arrival in Qatar, you may transfer this number and any remaining amount will be credited to a GSM post paid service.

Activating Your Telephone Line
1. Request an official letter from the HR Housing Section addressed to Qtel to apply for your landline telephone.
2. Take the letter to Qtel with a copy of your Qatari ID Card.
3. Complete the Qtel form for landline/telephone installation. You may also apply for the Internet and GSM mobile conversion at this time for an extra cost.
4. Qtel will provide you a reference number when you request your telephone installation. Keep this number safe. If you need to contact Qtel regarding your installation or installation timing, you will need to provide this reference number.

Receiving and Paying Your Telephone Bill
Qtel will mail your bill to the PO Box you provided to set up your account. If you do not receive your bill, please contact Qtel directly to avoid a service interruption. You should receive a monthly bill from Qtel. We also encourage you to register your mobile number with Qtel to receive notice of your bill by SMS.

When you receive your bill, please review it for accuracy. You have three options for paying your bill: 1) online, 2) at any Qtel outlet/ATM, or 3) at a QNB ATM.

Receiving Your Monthly Telephone Allowance
When you receive your first bill, take a copy of this bill to the Housing Section to apply for your monthly telephone allowance.

Leaving and Changing Accommodations
If you should ever leave or change your accommodation, you should receive a Clearance Certificate from Qtel for the telephone and Internet use. Qtel will issue this certificate after your account has been paid. Upon receipt of the clearance certificate, submit it to the Housing Section.
Water and Electricity
HMC provides employees in HMC accommodation with a combined water and electricity allowance. HMC pays this allowance monthly with your salary. In the case of a married couple both working for HMC, and who have applied for accommodation jointly, the person signing for the accommodation keys will receive the monthly allowance.

Activating Your Water and Electricity Account
1. Write the two meter reference numbers on your Receipt of Keys Form you received from the Housing Section when collecting your keys.
2. Take these readings to the Housing Section.
3. The Housing Section will write a letter to Kahramaa with your details and readings. This letter enables Kahramaa to activate your account.
4. Take the letter to Kahramaa to activate your account.

Receiving and Paying Your Water and Electricity Bill
Kahramaa will mail your bill to the PO Box you provided to set up your account. If you do not receive your bill, please contact Kahramaa directly to avoid having your service disconnected. You should receive a monthly bill from Kahramaa. We also encourage you to register your mobile number with Kahramaa to receive notice of your bill by SMS.

When you receive your bill, please review it for accuracy. You have three options for paying your bill: 1) online, 2) at Kahramaa, or 3) at any bank. If you pay your bill at a bank, you must take the original invoice.

Leaving and Changing Accommodations
If you should ever leave or change your accommodation, you should receive a Clearance Certificate from Kahramaa for the water and electricity usage. Kahramaa will issue this certificate after your account has been paid. Upon receipt of the Clearance Certificate, submit it to the Housing Section.
DEPARTING HMC HOUSING

Checkout Process
After receiving your Clearance Certificate from Immigration, there are a series of steps for you to complete before you will receive clearance from the HR Housing Section. Please complete the following steps in order to expedite your Housing Clearance:

1. HMC Communications- Take your Clearance Certificate to communications for sign-off. If you have a Qtel account you will need to pay and close the account prior to going to HMC communications. In most cases if you need to continue telephone communication service on a mobile, Qtel can change the mobile account from “Post Paid” to “Pre Paid” with the same telephone service number.

2. Guarantor Form- Please take a completed Guarantor Form (available on the HR Intranet site) to the Housing office. Both you and your guarantor must sign your guarantor form. You will hand this form in with a copy of your Clearance Certificate.

3. Water and Electricity (Kahramaa)- If you are in family accommodation and pay your own water and electricity, please take your meter readings on the day you come to the housing office. Housing will prepare a letter to Kahramaa based on these meter readings to close your account. You will take the letter to Kahramaa to pay the outstanding balance on your account. You will need to bring the receipt back to the Housing office.

4. Property Inspection- The Housing Section will arrange to inspect your accommodation. After the inspection, the Housing representative will forward your inspection report to the housing office. If everything is in order on the inspection report, the Housing Section will sign your Clearance Certificate. You must clear any issues raised on the inspection report before the Housing Section can sign your Clearance Certificate.
Checkout Inventory
Upon leaving or changing your semi-furnished or furnished accommodation, you must complete a checkout inventory. Please contact the Housing Section to arrange for your appointment. You must finalize the checkout inventory 10 days prior to your departure date.

If there are any discrepancies noted during the inventory, the Housing Section will not sign your Clearance Certificate until you resolve the matter. The Housing Section may require you to replace any discrepancy on your inventory.

After your departure, your Guarantor is responsible for returning your accommodation keys and paying any outstanding water and/or electricity bills. If you settle your utility bill and return the keys prior to your departure, your Guarantor will not be held responsible. Please note HMC expects you or your Guarantor to pay for water and electricity used during your final days in the accommodation, even if the Housing Section has signed your Clearance Certificate.
OTHER HOUSING RELATED CONCERNS

Initial Inventory
If you have received a semi-furnished or furnished accommodation, you must complete an initial housing inventory. Your responsibility is to contact the Housing Section for your initial inventory within 10 working days of receiving your accommodation.

The housing inventory will count and document all items belonging to HMC. You will be asked to agree and sign the housing inventory.

Changing Accommodation
Employees residing in HMC-provided accommodation for over 4 years may request a transfer to other accommodation if there is a justifiable cause for the request. The Housing Section, in consultation with HR and the Housing Committee, reserves the right to determine if an employee’s request is justifiable. To request a housing transfer, please visit the Housing Section to complete a Transfer Request Form. The Housing Committee will review your request and reserves the right to invite you to discuss your situation.

Accommodation Cleanliness and Maintenance
The Housing Section will provide you with a clean and properly maintained accommodation for your initial move-in. Ongoing accommodation cleanliness is the employee’s responsibility.

Should you need any repair or maintenance to your accommodation, please contact the Housing Section. Arrangements for repairs vary across accommodations according to the contract with the building owner. A general rule for maintenance issues is: If you cannot resolve the maintenance problem within your building or compound, then please contact the Housing Section for assistance.
Pets
HMC does not allow pets in shared accommodation. However, we do understand that some families choose to have pets. If you live in family accommodation, it is your responsibility to abide by the governmental requirements for keeping your pet.

Although there are no quarantine restrictions, pets entering Qatar require an import license from the Animal Health Department at the Ministry of Municipal Affairs and Agriculture. The import license is valid for one month from the date of issue. The Ministry requires all relevant certificates attached to the application for processing. Be advised Qatar does not permit some breeds of dogs in the country. Qatar requires dogs to have a vet’s certificate of fitness and an anti-rabies certificate.

Owners are entirely responsible for their pets and for any damage the pet makes to HMC property. Upon vacating your accommodation, please remember to make arrangements for your pet. Abandoning an animal or leaving your pet behind in your accommodation is an offense. You are responsible to make arrangements for your pet’s future accommodation. Should you need assistance with placing a pet in another home upon your exit, there are community organizations that can assist you with pet placement.
HMC views fire and safety prevention and concerns in its accommodation very seriously. Fire extinguishers are present in all HMC accommodation. Employees should read the HMC safety booklet to know the actions to take in the event of a fire.

You can avoid a fire by taking a few basic safety precautions, including:
• Avoid leaving the stove unattended
• Unplug all electrical appliances and turn off air conditioning units, lights, and televisions during your absence
• Do not store large quantities of flammable materials (e.g., newspaper, boxes, paints, etc.) in the accommodation. Under no circumstances should you store petrol in your accommodation.
• Do not overload electrical sockets
• Report any broken electrical fittings immediately to the Housing Section for repair
• Ensure smoke detectors function properly and test them regularly
• Contact the Housing Section if you are unsure about any health and safety issues.

In the event of an emergency, dial 999.
FOR FURTHER INFORMATION

A copy of these guidelines is available on our intranet website at
www.hmc.org.qa/intranet/hrdept/housing

Housing forms for employee use are available on our intranet website at:
www.hmc.org.qa/intranet/hrdept/housing

If you would like to inquire about an active housing issue, please e-mail us
directly at:
HR-housing@hmc.org.qa.

For faster processing include your corporation number, mobile number,
and accommodation building and compound/flat/room number in your
message.

We look forward to serving you!