

Doc Type	CC
Paper No	18/95
Title	Assessment of Performance Standards and Targets for the Quarter from April to June 1995
CONTENTS	<p>CC 18/95</p> <p>THE HONG KONG HOUSING AUTHORITY</p> <p>Memorandum for the Complaints Committee</p> <p>Assessment of Performance Standards and Targets for the Quarter from April to June 1995</p> <p>PURPOSE</p> <p>To inform Members of the Department's performance of the various services listed in the first and second phases of the performance pledge for the quarter from April to June 1995.</p> <p>BACKGROUND</p> <p>2. Members were advised via Paper No. CC 8/93 that the Department would publish its performance pledge in phases and that quarterly reports on the Department's performance of the various services published would be produced.</p> <p>THE REPORT</p> <p>--- 3. A copy of the quarterly report covering April to June 1995 is at the Annex.</p> <p>4. Of the 112,130 cases processed, all the cases, except one, were processed within the target time. The case that could not be processed within the target time involve delay in conducting a vetting interview for public rental housing applicant. This was caused by the longer time required in processing the preceding interview which was complicated because of insufficient documents produced by the interviewee concerned.</p> <p>FEEDBACK FROM CUSTOMER LIAISON GROUPS AND MUTUAL AID COMMITTEES</p> <p>5. During the period, there was no adverse feedback from the Mutual Aid Committees or the Customer Liaison Group of the Applications and Home Ownership Division. For the Customer Liaison Group of the Operations and Redevelopment Division relating to the clearance of Tiu Keng Leng Cottage Area, it has been renamed as the Tiu Keng Leng Removal Co-ordinating Team. The first meeting held on 27 June 1995 ended without conclusion as the residents did not agree with the terms of reference of the Team. However the Department has continued to discuss the subject with the residents outside this avenue and a dialogue is being maintained.</p> <p>INFORMATION</p> <p>6. This paper is issued for Members' information.</p> <p>---0---0---0---</p> <p>File Ref. : HD/COM/18/10</p>

Date : 8 August 1995