

THE HONG KONG HOUSING AUTHORITY

Memorandum for the Complaints Committee

**Assessment of Performance Standards and Targets
for the Quarter from April to June 1999**

PURPOSE

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 1999.

BACKGROUND

2. We informed Members vide Paper No. CC 8/93 that the Department would publish its performance pledge in phases and would produce quarterly reports on the Department's performance of the various services published.

THE REPORT

3. A quarterly report covering April to June 1999 is at **Annex**. 167 407 out of 169 276 cases handled have been processed within the target time.

INFORMATION

4. This paper is issued for Members' information.

---0---0---0---

Date : 30 July 1999

**Assessment of Performance Standards and Targets
for the Quarter Ended June 1999**

Performance Standards

Services delivered	Total no. of cases handled	Cases processed within the target time	Cases which cannot be processed within the target time	Reasons for not being able to process the cases within the target time
(a) Applications for Rental Housing				
(i) Attending to general enquiries within 15 mins	17 713	17 713	-	-
(ii) Conducting vetting interviews within 30 mins of appointed time	19 933	19 933	-	-
(b) Domestic Tenancy Matters				
(i) Processing requests for rent assistance within 2 weeks	497	497	-	-
(ii) Processing requests for addition of family members to tenancy record within 2 weeks	5 632	5 632	-	-
(c) Fresh Water Supply				
Resuming fresh water supply within 24 hours of report	3 241	3 241	-	-
(d) Electricity Supply				
Resuming electricity supply within 24 hours of report	10 249	10 249	-	-

Services delivered	Total no. of cases handled	Cases processed within the target time	Cases which cannot be processed within the target time	Reasons for not being able to process the cases within the target time
(e) Lift Breakdowns				
Inspecting within 30 mins of report if a passenger is trapped, or 1 hour in other cases	2 954	2 954	-	-
(f) Cleansing and Security Services				
(i) Attending to deficiencies in cleansing services in estates within 24 hours of report	6 386	6 386	-	-
(ii) Attending to deficiencies in security services in estates within 24 hours of report	809	809	-	-
(g) Sales of Home Ownership Scheme Flats				
(i) Completing flat selection for successful applicants within 1 hour of appointed time	7 177	7 001	176	See Note ¹
(ii) Completing execution of sales and purchase agreement within 2 hours of appointed time for completing the agreement or after flat selection	6 886	5 194	1 692	See Note ²

Note¹ Purchasers took longer time than expected to select a flat.

Note² 291 applicants had selected the resale flats offered by the Hong Kong Housing Society. They took longer time than expected to select the resale flats.

Services delivered	Total no. of cases handled	Cases processed within the target time	Cases which cannot be processed within the target time	Reasons for not being able to process the cases within the target time
(h) Letting of Commercial Premises				
(i) Notifying shortlisted tenderers within 2 weeks after the closing date of open tender	289	289	-	-
(ii) Notifying unsuccessful tenderers within 2 weeks after the closing date of open tender	342	342	-	-
(i) Domestic Removal Allowance				
Effecting payment within 10 working days after signing a new tenancy agreement	1 290	1 290	-	-
(j) Handling Disasters in Squatter and Temporary Housing Areas				
Arriving at disaster scenes within 1 hour	5	5	-	-
(k) Clearance Matters				
Screening rehousing eligibility of domestic clearerees within 2 months of clearance announcement	84	84	-	-

Services delivered	Total no. of cases handled	Cases processed within the target time	Cases which cannot be processed within the target time	Reasons for not being able to process the cases within the target time
(l) Complaints				
Attending to complaints reported on standard forms within 2 working days on receipt of report	870	870	-	-
(m) Request for Transfer				
Issuing of preliminary reply within 7 working days	825	824	1	See Note ³
(n) Compassionate Rehousing				
Inviting applicants to attend interview within 3 weeks from the date of referral by the Social Welfare Department	275	275	-	-
(o) General Building Repairs				
Repairing defects within 2 weeks or else informing tenants of the reasons within 5 working days from the date of request	68 881	68 881	-	-
(p) Drainage				
Clearing drainage blockages within 24 hours of inspection	14 938	14 938	-	-

Note³ The tenant failed to turn up for an earlier interview.

min:/ccApr-Jun