

THE HONG KONG HOUSING AUTHORITY

Memorandum for the Complaints Committee

Assessment of Performance Standards and Targets for the Quarter from July to September 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 July to September 1999.

THE REPORT

2. A quarterly report covering July to September 1999 is at **Annex**. 158 369 out of 158 501 cases handled have been processed within the target time.

INFORMATION

3. This paper is issued for Members' information.

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File Ref. : HA/COM/18/10

Date : 3 November 1999

**Assessment of Performance Standards and Targets
for the Quarter Ended 30 September 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	17 278	17 278	-	-
(ii) Conducting vetting interviews within 30 mins of appointed time	17 790	17 790	-	-
(b) Domestic Tenancy Matters				
(i) Processing requests for rent assistance within 2 weeks	699	699	-	-
(ii) Processing requests for addition of members to tenancy record within 2 weeks	5 418	5 418	-	-
(c) Fresh Water Supply				
Resuming fresh water supply within 24 hours of report	2 958	2 958	-	-
(d) Electricity Supply				
Resuming electricity supply within 24 hours of report	10 095	10 095	-	-

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	3 064	3 064	-	-
(f) Cleansing and Security Services				
(i) Attending to deficiencies in cleansing services in estates within 24 hours of report	6 382	6 382	-	-
(ii) Attending to deficiencies in security services in estates within 24 hours of report	1 112	1 112	-	-
(g) Sales of Home Ownership Scheme Flats				
(i) Completing flat selection for successful applicants within 1 hour of appointed time	1 557	1 551	6	Note ¹
(ii) Completing execution of sales and purchase agreement within 2 hours of appointed time for completing the agreement or after flat selection	1 557	1 431	126	Note ²

Note¹ : Buyers took longer time than expected to select a flat.

Note² : The delay was caused by the late purchase of cashier orders by some buyers.

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	227	227	-	-
(ii) Notifying unsuccessful tenderers within 2 weeks after the closing date of open tender	226	226	-	-
(i) Domestic Removal Allowance				
Effecting payment within 10 working days after signing a new tenancy agreement	1 456	1 456	-	-
(j) Handling Disasters in Squatter and Temporary Housing Areas				
Arriving at disaster scenes within 1 hour	64	64	-	-
(k) Clearance Matters				
Screening rehousing eligibility of domestic clearances within 2 months of clearance announcement	166	166	-	-

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 in standard forms within 2 working days on receipt of report	1 061	1 061	-	-
(m) Request for Transfer				
Issuing of preliminary reply within 7 working days	948	948	-	-
(n) Compassionate Rehousing				
Inviting applicants to attend interview within 3 weeks from the date of referral by the Social Welfare Department	331	331	-	-
(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	71 899	71 899	-	-
(p) Drainage				
Clearing drainage blockages within 24 hours of inspection	14 213	14 213	-	-

