Key Performance Indicators
(Position as at 31 March 2000)

KPI	Target	Actual Performance (as at 31 March 2000)
(1) Number of new housing units provided	58,000	48,500
(2) Average annual management and maintenance cost per PRH unit under HD management		
- Management cost	$8,150	$6,900
- Maintenance cost	$5,450	$5,500
(3) Average waiting time for PRH		
- Overall	6 years	5.2 years
- Elderly	3.5 years	3 years
(4) % of overcrowded families (i.e. living density below $4.5m^2$ internal floor area per person) against total PRH families	4	3.7
(5) Number of flats offered for sale	52,500	44,600
(6) Home ownership rate in the public sector	34 %	34 %
(7) Vacancy rate -		
- PRH	below 1.5%	1.2 %
- Commercial properties	below 5.5%	5 %
(8) Average void period of vacated PRH	10 weeks	8 weeks
(9) Number of PSPS flats offered for sale	4,500	3,000

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(10)	Formation of	2	2
	- EMACs	7	5
	- OCs for post Phase 18A HOS courts	6	5
	- OCs for TPS estates		
(11)	% of compliance of performance pledges	100	99
(12)	Training investment per staff member	$2,185	$1,880 [Note 1]
(13)	Number of training days per staff member	4.3	4.7
(14)	Volume of domestic waste paper collected from estates for recycling	17,000 tonnes	21,900 tonnes
(15)	Paper consumption per staff member	12.94 reams	10.95 reams
(16)	Compliance with HKBEAM for new designs	Good ratings	Provisional good rating had been accorded to our pilot project.

Note 1 : The actual training expenditure is less than the target due to more efficient use of resources. The number of staff receiving training has however not been reduced as reflected in KPI No. (13).