

**Complaints Handled by Directorate Officers  
(1.10.1999 - 31.12.1999)**

<u>Nature of Complaints</u>	<u>Substantive Reply by</u>	<u>Outcome</u>
Complaint raised by Hong Kong Housing Policy Council concerning the building qualities of HOS flats in Tin Shui Wai.	BD/AM	Reply sent to Hong Kong Housing Policy Council stating that the Department would only hand over flats of good building quality to purchasers. Majority of the affected purchasers of Phase 1 Tin Chung Court have accepted the options offered by the Department.
Complaints referred by Legal Aid Department concerning the freeze of nine PRH applications due to non-fulfillment of residence qualification.	CHM/Appns	Due to the relaxation of the residence qualification, the majority rule has lowered from 51% to 50%. All nine cases except one became eligible under the new change. Replies sent to Director of Legal Aid on 5.11.1999 and 26.11.1999 respectively explaining the situation.
Complaints referred by The Equal Opportunities Commission (EOC) concerning deletion of four unmarried ladies from the Home Purchase Loan Scheme (HPLS) records. The four ladies were members of ex-HPLS recipient. Their application for Home Starter Loan Scheme was rejected as their request for deletion from the HPLS records were turned down by the Department for reason of no marital status change.	BD/AM	Upon the decision of the Home Ownership Committee at the meeting on 26.11.1999, family members other than owners and spouse of owners of properties under various subsidized housing scheme would be allowed to delete from the relevant records and join other public housing schemes if they fulfil the eligibility criteria. Reply sent to the EOC on 13.12.1999 explaining the situation.

<u>Nature of Complaints</u>	<u>Substantive Reply by</u>	<u>Outcome</u>
Complaints raised by the then Shatin Provisional DB Member and the Chairman of the MAC of Chung Kwan House, Chung On Estate concerning the permission of two candidates running for DB election to conduct home visits at the same time.	CM/M(S&M)	Replies sent to the Shatin Provisional DB Member and the Chairman of the MAC of Chung Kwan House on 22.11.1999 explaining that according to the guidelines for election, it is appropriate for the Department to permit more than one candidates to conduct home visits. The Estate Office had tried to mediate between the two candidates but in vain.
Complaint raised by two Kwai Tsing DB Members concerning the suspension of flush water supply to estates of Kwai Tsing Region.	CM/M(K&T)	Reply sent to the two Kwai Tsing DB Members on 6.12.1999 explaining the reasons for the suspension of flush water supply and the methods implemented in improving the situation.
Complaint raised by the then RC cum Kwai Tsing Provisional DB Member concerning the road works of Lai Chi Kok Public Housing Development.	D of H	Reply sent to the RC cum Kwai Tsing Provisional DB Member on 8.10.1999 informing that the road design was amended taking account of the residents' comments.
Complaint raised by HK Public Housing Estate Shop Operators Union concerning the mode of operation of Park'N Shop in Tai Wo Shopping Centre.	D of H	Reply sent to the HK Public Housing Estate Shop Operators Union on 28.12.1999 explaining relevant policy and assuring for the close monitoring of the situation in order to maintain a healthy trading atmosphere.
Complaint raised by a commercial tenant concerning the designation of additional shop in Tin Ma Shopping Centre as "Property Agency".	AD/CP	Reply sent to the commercial tenant on 14.12.1999 explaining relevant policy.

Complaint raised by Markets & Shopping Centres (Single Operator) Association concerning the competition between supermarkets and shopstalls.

AD/CP

Reply sent to the Markets & Shopping Centres (Single Operator) Association on 17.12.1999 explaining the Department's stance.