

**Complaints referred by The Ombudsman  
for Enquiries and Investigation  
(1.1.2000 - 31.3.2000)**

<b><u>Nature of Complaints</u></b>	<b><u>No. /Status of Cases</u></b>			<b><u>Total</u></b>
	<b><u>For formal investigation</u></b> (Note 1)	<b><u>For enquiries</u></b> (Note 2)	<b><u>Case concluded</u></b> (Note 3)	
<b>Tenancy</b>				<b>2</b>
Transfers and exchanges		2		
<b>Building and environment</b>				<b>15</b>
Building services: lift, pump, gas		4		
Building work: structural works		6		
Cleaning, hygiene and nuisances		3		
Security, law and order		1		
Miscellaneous		1		
<b>Policy</b>				<b>3</b>
Home Ownership Scheme	2	1		
<b>Public housing applications</b>				<b>1</b>
Appeals		1		
<b>Tendering</b>				<b>1</b>
Tendering/letting procedures		1		
<b>Miscellaneous</b>		1		<b>1</b>
<b>Total :</b>	<b>2</b>	<b>21</b>	<b>0</b>	<b>23</b>

*Note 1: Details at Table 3 of Annex D.*

*Note 2: Cases under processing.*

*Note 3: Cases concluded by The Ombudsman as unsubstantiated; no further action required.*