

**Complaints referred by The Ombudsman under
the Internal Complaints Handling (INCH) Programme
(1.1.2000 - 31.3.2000)**

<u>Nature of Complaints</u>	<u>No. of Cases</u>	<u>Total</u>
Tenancy		4
Pets and noise nuisances	1	
Termination of tenancy	1	
Transfers and exchanges	1	
Addition, deletion and splitting	1	
Building and environment		5
Building services: Lift, pump, gas etc.	1	
Building works: Structural works	3	
Shops, markets, communal toilets & hawkers management	1	
Policy		6
Redevelopment	2	
Home Ownership Scheme	3	
Tenants Purchase Scheme	1	
Public housing applications		7
Appeals	7	
Squatter control and clearance		3
Rehousing matters	2	
Unauthorised erections	1	
Tendering		1
Handover and fitting-out of premises	1	
	Total :	26