

**Complaints referred by The Ombudsman under  
the Internal Complaints Handling (INCH) Programme  
(1.10.1999 - 31.12.1999)**

<u>Nature of Complaints</u>	<u>No. of Cases</u>	<u>Total</u>
<b>Tenancy</b>		<b>5</b>
Trade deviation	2	
Termination of tenancy/licence	1	
Addition, deletion and splitting	2	
<b>Building and environment</b>		<b>9</b>
Building services: Lift, pump, gas etc.	4	
Building works: Structural works	4	
Roads and carparks management	1	
<b>Policy</b>		<b>2</b>
Rehousing policy	1	
Home Ownership Scheme	1	
<b>Public housing applications</b>		<b>10</b>
Appeals	7	
Earlier allocation	1	
Position checking	2	
<b>Staff</b>		<b>2</b>
Attitude and manner	1	
Unsatisfactory performance of contractor's staff	1	
<b>Squatter control and clearance</b>		<b>3</b>
Rehousing matters	2	
Squatter improvement works	1	
<b>Miscellaneous</b>	<b>3</b>	<b>3</b>
<b>Total :</b>		<b>34</b>