

## **THE HONG KONG HOUSING AUTHORITY**

### **Memorandum for the Housing Authority, Complaints Committee, Home Ownership Committee and Rental Housing Committee**

#### **Statistics on Complaints (July to September 1999)**

#### **PURPOSE**

This paper reports on the public complaints received and handled by the Housing Department and the Complaints Committee during the quarter from July to September 1999.

#### **COMPLAINTS RECEIVED BY THE HOUSING DEPARTMENT**

##### **Number of Complaints**

2. The Housing Department received a total of 1,288 public complaints in the third quarter of 1999, averaging 429 cases per month. As compared with the monthly average of 357 cases in the second quarter of 1999, there is an increase of 20.2% in the number of complaints received.

3. A chart showing the monthly average number of complaints — received in the past three years is at Table 1 of **Annex A**.

## Categories of Complaints

4. As in the previous quarters, building and environment related matters account for the highest percentage (69.6%) of complaints received. Under this category, issues relating to cleaning, hygiene and environmental nuisances, building works and building services are more susceptible to complaints. Tenancy related matters, being the second major area of complaints, account for 12.9% of the overall total. A chart showing the distribution of complaints by nature is at Table 2 of **Annex A**.

5. A chart indicating the source of complaints is at Table 3 of **Annex A**. A substantial percentage of the complaints (40.9%) is lodged directly by public housing tenants and HOS/PSPS residents, either in the form of letters or making use of the Department's Complaints Forms. Complaints referred from the two Provisional Municipal Councils and the Provisional District Boards account for 28.0% of the total, the second major source of complaints.

## Complaints Received by Regions

6. With the majority of complaints focusing on tenancy and building and environment related matters, it follows that a substantial percentage (86.5%) of the complaint falls under the ambit of estate management. The distribution of complaints in the eight management regions is shown at Table 1 of **Annex B**. Further breakdown of the complaints received by districts is presented at Table 2 of **Annex B**. The districts with comparatively higher number of complaints in the quarter are Ha Kwai Chung, Ma On Shan, Shamshuipo and Tseung Kwan O.

7. Some 3.6% (47 cases) of the complaints are being processed as at the end of the quarter. On average, 8.7 days are required to handle a complaint.

## **COMPLAINTS REFERRED FROM THE OMBUDSMAN**

8. The Ombudsman has referred a total of 65 cases to the Department in the quarter. Of these, 35 cases not meriting formal investigation have been referred to the Department for direct reply under the Internal Complaints Handling (INCH) Programme. A breakdown by nature of the complaint cases referred under the INCH Programme is — shown at Table 1 of **Annex C**.

9. The remaining 30 cases referred to the Department are for enquiries. A breakdown by nature of these 30 complaint cases is shown at Table 2 of **Annex C**.

10. A synopsis of the cases referred to the Department for formal investigation under Section 12(1) of The Ombudsman Ordinance is provided at Table 3 of **Annex C**.

## **COMPLAINTS ADDRESSED TO THE COMPLAINTS COMMITTEE**

11. Cases handled by the Complaints Committee and the departmental directorate officers during the period are summarized at — **Annexes D** and **E** respectively.

## **INFORMATION**

12. This paper is issued for Members' information.

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