

THE HONG KONG HOUSING AUTHORITY

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

Statistics on Complaints (January to March 2000)

PURPOSE

This paper reports on the public complaints received and handled by the Housing Department and the Complaints Committee during the quarter from January to March 2000.

COMPLAINTS RECEIVED BY THE HOUSING DEPARTMENT

Number of Complaints

2. The Housing Department received a total of 1,084 public complaints in the first quarter of 2000, averaging 361 cases per month. As compared with the monthly average of 436 cases in the fourth quarter of 1999, there is a decrease of 17.2% 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. Although building and environment related matters still account for the highest percentage (59.6%) of complaints received in this quarter, there is a decrease of 137 cases as compared with the number of complaints received in the last quarter. 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 14.8% 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 (35%) 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 District Councils (formerly under the categories of Provisional Urban Council / Regional Council / District Board) account for 27.7% of the total, is the second major source of complaints. The number of complaints received from District Councils has decreased from 534 in the last quarter to 300 in this quarter. This decrease in complaint referrals seems to have happened after the dissolution of the two Provisional Municipal Councils in January 2000.

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 (78.5%) 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 a comparatively higher number of complaints in the quarter are Tuen Mun West, Hong Kong West and Hong Kong East.

7. Some 2.8% (30 cases) of the complaints are being processed as at the end of the quarter. On average, 9 days are required to handle a complaint.

Requests/Complaints on Building Defects

8. A summary of requests and complaints on building defects received from owners of HOS/PSPS/MSS/BRO flats with occupation less than 6 months is provided at **Annex C**.

COMPLAINTS REFERRED FROM THE OMBUDSMAN

9. The Ombudsman has referred a total of 49 cases to the Department in the quarter. Of these, 26 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 D**.

10. Of the remaining 23 cases referred to the Department, 21 cases are for enquiries and two cases are for formal investigation under Section 12(1) of The Ombudsman Ordinance. A breakdown by nature of these 23 complaint cases is shown at Table 2 of **Annex D**.

11. 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 D**.

COMPLAINTS ADDRESSED TO THE COMPLAINTS COMMITTEE

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

INFORMATION

13. This paper is issued for Members' information.

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