

THE HONG KONG HOUSING AUTHORITY

Memorandum for the Complaints Committee

Assessment of Performance Standards and Targets for the Quarter from January to March 1999

PURPOSE

To inform Members of the Department's performance of the various services listed in the first and second phases of the performance pledge for the quarter from January to March 1999.

BACKGROUND

2. We informed Members vide Paper No. CC 8/93 that the Department would publish its performance pledge in phases and would produce quarterly reports on the Department's performance of the various services published.

THE REPORT

3. A quarterly report covering January to March 1999 is at **Annex**. 162 915 out of 167 348 cases handled have been processed within the target time.

INFORMATION

4. This paper is issued for Members' information.

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Date : 17 May 1999

**Assessment of Performance Standards and Targets
for the Quarter Ended 31 March 1999**

Performance Standards

Services delivered	Total no. of cases handled	Cases processed within the target time	Cases which cannot be processed within the target time	Reasons for not being able to process the cases within the target time
(a) Applications for Rental Housing				
(i) Attending to general enquiries within 15 mins	18 016	18 016	-	-
(ii) Conducting vetting interviews within 30 mins of appointed time	17 665	17 665	-	-
(b) Domestic Tenancy Matters				
(i) Processing requests for rent assistance within 2 weeks	449	449	-	-
(ii) Processing requests for addition of members to tenancy record within 2 weeks	5 248	5 248	-	-
(c) Fresh Water Supply				
Resuming fresh water supply within 24 hours of report	3 589	3 589	-	-
(d) Electricity Supply				
Resuming electricity supply within 24 hours of report	10 180	10 180	-	-

Services delivered	Total no. of cases handled	Cases processed within the target time	Cases which cannot be processed within the target time	Reasons for not being able to process the cases within the target time
(e) Lift Breakdowns				
Inspecting within 30 mins of report if a passenger is trapped, or 1 hour in other cases	3 051	3 051	-	-
(f) Cleansing and Security Services				
(i) Attending to deficiencies in cleansing services in estates within 24 hours of report	6 263	6 263	-	-
(ii) Attending to deficiencies in security services in estates within 24 hours of report	930	930	-	-
*(g) Sales of Home Ownership Scheme Flats				
(i) Completing flat selection for successful applicants within 1 hour of appointed time	10 548	9 153	1 395	-
(ii) Completing execution of sales and purchase agreement within 2 hours of appointed time for completing the agreement or after flat selection	10 389	7 351	3 038	-

* With the introduction of “Priority to Families with Elderly Member” in Phase 20A, more time was needed in arranging elderly purchasers to sign the sales and purchase agreement. Also, purchasers took longer time than expected to select a flat.

Services delivered	Total no. of cases handled	Cases processed within the target time	Cases which cannot be processed within the target time	Reasons for not being able to process the cases within the target time
(h) Letting of Commercial Premises				
(i) Notifying shortlisted tenderers within 2 weeks after the closing date of open tender	153	153	-	-
(ii) Notifying unsuccessful tenderers within 2 weeks after the closing date of open tender	153	153	-	-
(i) Domestic Removal Allowance				
Effecting payment within 10 working days after signing a new tenancy agreement	1 122	1 122	-	-
(j) Handling Disasters in Squatter and Temporary Housing Areas				
Arriving at disaster scenes within 1 hour	10	10	-	-
(k) Clearance Matters				
Screening rehousing eligibility of domestic clearerees within 2 months of clearance announcement	194	194	-	-

Services delivered	Total no. of cases handled	Cases processed within the target time	Cases which cannot be processed within the target time	Reasons for not being able to process the cases within the target time
(l) Complaints				
Attending to complaints reported in standard forms within 2 working days on receipt of report	696	696	-	-
(m) Request for Transfer				
Issuing of preliminary reply within 7 working days	962	962	-	-
(n) Compassionate Rehousing				
Inviting applicants to attend interview within 3 weeks from the date of referral by the Social Welfare Department	371	371	-	-
(o) General Building Repairs				
Repairing defects within 2 weeks or else informing tenants of the reasons within 5 working days from the date of request	63 474	63 474	-	-
(p) Drainage				
Clearing drainage blockages within 24 hours of inspection	13 885	13 885	-	-

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