

THE HONG KONG HOUSING AUTHORITY

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

Statistics on Complaints (January to March 1999)

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 1999.

COMPLAINTS RECEIVED BY THE HOUSING DEPARTMENT

Number of Complaints

2. The Housing Department received a total of 1,144 public complaints in the first quarter of 1999, averaging 381 cases per month. As compared with the monthly average of 446 cases in the fourth quarter of 1998, there is a decrease of 14.6% 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 (69.1%) 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 14.1% 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 (39.4%) 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 17.8% 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 (86.2%) 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 Sheung Kwai Chung, Sham Shui Po and Tsuen Wan.

7. Some 2% (24 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 75 cases to the Department in the quarter. Of these, 32 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. Of the remaining 43 cases referred to the Department, 39 cases are for enquiries and four cases are for formal investigation under Section 12(1) of The Ombudsman Ordinance. A breakdown by nature of these 43 complaint cases is shown at Table 2 of **Annex C**.

10. The Ombudsman has re-classified one complaint previously referred to the Department under the INCH Programme, to case for formal investigation. A synopsis of the cases under formal investigation 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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