

# **THE HONG KONG HOUSING AUTHORITY**

## **Memorandum for the Complaints Committee**

### **Assessment of Performance Standards and Targets for the Quarter from October to December 1998**

#### **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 October to December 1998.

#### **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**

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3. A quarterly report covering October to December 1998 is at **Annex**. 174 257 out of 178 140 cases handled have been processed within the target time.

#### **FEEDBACK FROM CUSTOMER LIAISON GROUP AND MUTUAL AID COMMITTEES**

4. Members of the Customer Liaison Group welcomed the new management of the Waiting List approved by the Rental Housing Committee in September 1998 and the launching of Home Ownership Scheme Phase 20A.



## INFORMATION

5. This paper is issued for Members' information.

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File Ref. : HA/COM/18/10

Date : 5 February 1999

**Assessment of Performance Standards and Targets  
for the Quarter Ended 31 December 1998**

**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
<b>(a) Applications for Rental Housing</b>				
(i) Attending to general enquiries within 15 mins	18 117	18 117	-	-
(ii) Conducting vetting interviews within 30 mins of appointed time	11 864	11 864	-	-
<b>(b) Domestic Tenancy Matters</b>				
(i) Processing requests for rent assistance within 2 weeks	571	571	-	-
(ii) Processing requests for addition of members to tenancy record within 2 weeks	5 709	5 709	-	-
<b>(c) Fresh Water Supply</b>				
Resuming fresh water supply within 24 hours of report	4 021	4 021	-	-
<b>(d) Electricity Supply</b>				
Resuming electricity supply within 24 hours of report	10 123	10 123	-	-

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
<b>(e) Lift Breakdowns</b>				
Inspecting within 30 mins of report if a passenger is trapped, or 1 hour in other cases	3 212	3 212	-	-
<b>(f) Cleansing and Security Services</b>				
(i) Attending to deficiencies in cleansing services in estates within 24 hours of report	7 400	7 400	-	-
(ii) Attending to deficiencies in security services in estates within 24 hours of report	987	987	-	-
<b>*(g) Sales of Home Ownership Scheme Flats</b>				
(i) Completing flat selection for successful applicants within 1 hour of appointed time	8 302	7 282	1 020	-
(ii) Completing execution of sales and purchase agreement within 2 hours of appointed time for completing the agreement or after flat selection	8 184	5 321	2 863	-

\* Following a sudden change in market sentiments in mid October 1998, daily sales increased by 100% i.e. from 250 purchasers to 500 purchasers a day. 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
<b>(h) Letting of Commercial Premises</b>				
(i) Notifying shortlisted tenderers within 2 weeks after the closing date of open tender	178	178	-	-
(ii) Notifying unsuccessful tenderers within 2 weeks after the closing date of open tender	151	151	-	-
<b>(i) Domestic Removal Allowance</b>				
Effecting payment within 10 working days after signing a new tenancy agreement	465	465	-	-
<b>(j) Disasters in Squatter and Temporary Housing Areas</b>				
Arriving at disaster scenes within 1 hour	4	4	-	-
<b>(k) Clearance Matters</b>				
Screening rehousing eligibility of domestic clearerees within 2 months of clearance announcement	120	120	-	-

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
<b>(l) Complaints</b>				
Attending to complaints reported in standard forms within 2 working days on receipt of report	1 074	1 074	-	-
<b>(m) Request for Transfer</b>				
Issuing of preliminary reply within 7 working days	983	983	-	-
<b>(n) Compassionate Rehousing</b>				
Inviting applicants to attend interview within 3 weeks from the date of referral by the Social Welfare Department	403	403	-	-
<b>(o) General Building Repairs</b>				
Repairing defects within 2 weeks or else informing tenants of the reasons within 5 working days from the date of request	79 600	79 600	-	-
<b>(p) Drainage</b>				
Clearing drainage blockages within 24 hours of inspection	16 672	16 672	-	-

