

**Number and Source of Complaints  
Received by the Housing Department  
(1.10.1999 - 31.12.1999)**

<b><u>Source</u></b>	<b><u>No. of Cases</u></b>
Public Rental Housing residents	203
HOS/PSPS	50
THA residents	8
Squatters	16
Applicants	27
OMLEGCO	22
CHA/HA	37
CE/CS/S for H	17
Provisional UC/RC/DB	534
AC/MAC/OC	26
Concern/Political Groups	22
The Ombudsman	60
Hotline	104
Complaint Forms	84
Others	97
<b>Total</b>	<b>1,307</b>