

THE HONG KONG HOUSING AUTHORITY

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

Statistics on Complaints (April to June 2000)

PURPOSE

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

COMPLAINTS RECEIVED BY THE HOUSING DEPARTMENT

Number of Complaints

2. The Housing Department received a total of 1,012 public complaints in the second quarter of 2000, averaging 337 cases per month. As compared with the monthly average of 361 cases in the first quarter of 2000, there is a decrease of 6.6% 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. Although building and environment related matters still account for the highest percentage (57.9%) of complaints received in this quarter, there is a decrease of 60 cases as compared with the number of complaints received in the same category 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 16.6% 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 (27.1%) is referred from the District Councils. The number of complaints received from District Councils has decreased from 300 in the last quarter to 274 in this quarter. Complaints lodged by public housing tenants and HOS/PSPS residents, either in the form of letters or making use of the Department's Complaints Forms, account for 20.8% of the total and are 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 (78.9%) 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 Yuen Long, Ha Kwai Chung and Hong Kong East.

7. Some 2.6% (26 cases) of the complaints are being processed as at the end of the quarter. On average, 9.6 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 53 cases to the Department in the quarter. Of these, 21 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 32 cases referred to the Department, 31 cases are for enquiries and one case is for direct investigation under Section 7(1)(a)(ii) of The Ombudsman Ordinance. A breakdown by nature of these 32 complaint cases is shown at Table 2 of **Annex D**.

11. A synopsis of the cases referred to the Department for direct investigation under Section 7(1)(a)(ii) of The Ombudsman Ordinance, together with one case under Section 12(1) of the same ordinance, which is carried forward from last quarter 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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File Ref : HD(A)C&E 2/14/1 IV
Date : 29 August 2000