

**Complaints Handled by Directorate Officers
(1.4.2000 – 30.6.2000)**

<u>Nature of Complaints</u>	<u>Substantive Reply by</u>	<u>Outcome</u>
Complaint referred by LegCo Secretariat against HD for not using a higher rates of allowance for computing ex-gratia allowance (EGA). The complainant ran a bean sprout undertaking which was affected by KCRC West Rail Phase I with the Demolishing-day on 14.4.1999	AD/O&R	It is maintained that the rates of EGA that took effect from 1.9.1997 was applicable. According to clearance policy, the announcement date of a clearance determines the rates of allowance to be used for computing EGA. For KCRC West Rail Phase I, the announcement date was 3.10.1997
Complaint lodged by a LegCo Member on behalf of a complainant concerning the Flat selection arrangement for one person applicant was discriminatory against singleton	CHM/Appns	Relaxation of flat size restriction for singleton purchasers has been approved vide HOC 37/2000. From HOS Phase 22A onwards, the complainant will be allowed to buy the remaining flats irrespective of the flat size when all the family households have completed flat selection. However, the complainant did not apply in Phase 22A
Complaint concerning mishandling of applications for inheritance of domestic tenancy and home purchase loan scheme	DB/M	Applications for inheritance of tenancy and home purchase loan scheme were properly handled by estate staff

Annex F (P. 2)

Complaint raised by a LegCo and a Yuen Long DB Members concerning structural problems in HOS Flat in Tin Shui Wai

Committee Secretary

Relevant Findings and policy explained

Complaint raised by HD People's Council on Housing Policy concerning structural problems in HOS Flat in Tin Shui Wai

Committee Secretary

Relevant Findings and policy explained