

THE HONG KONG HOUSING AUTHORITY

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

Statistics on Complaints (October to December 1999)

PURPOSE

This paper reports on the public complaints received and handled by the Housing Department and the Complaints Committee during the quarter from October to December 1999.

COMPLAINTS RECEIVED BY THE HOUSING DEPARTMENT

Number of Complaints

2. The Housing Department received a total of 1,307 public complaints in the fourth quarter of 1999, averaging 436 cases per month. As compared with the monthly average of 429 cases in the third quarter of 1999, there is a slight increase of 1.6% 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 (59.9%) of complaints received in this quarter, there is a decrease of 113 cases as compared with the number of complaints received 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 13.8% 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 (40.9%) are referred from the two Provisional Municipal Councils and the Provisional District Boards. The number has increased from 361 in the last quarter to 534 in this quarter. This increase in complaint referrals seems to have fallen on the months before and during the District Boards Election of 28 November 1999. Those referrals were mainly related to tenancy issues such as addition of household members, splitting of households, overcrowding relief and public rental housing application matters. Complaints 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 account for 25.8% 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 (75.8%) 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 Ha Kwai Chung, Kowloon South and Hong Kong West.

7. Some 4.0% (52 cases) of the complaints are being processed as at the end of the quarter. On average, 8.3 days are required to handle a complaint.

Requests/Complaints on Building Defects

8. At its meeting on 26 November 1999, the Home Ownership Committee directed that a summary of requests and complaints on building defects received from owners of HOS/PSPS/MSS/BRO flats with occupation less than 6 months be included in this paper for Members' reference. The relevant statistics are now provided at **Annex C**.

COMPLAINTS REFERRED FROM THE OMBUDSMAN

9. The Ombudsman has referred a total of 60 cases to the Department in the quarter. Of these, 34 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 26 cases referred to the Department, 23 cases are for enquiries and three cases are for formal investigation under Section 12(1) of The Ombudsman Ordinance. A breakdown by nature of these 26 complaint cases is shown at Table 2 of **Annex D**.

11. A synopsis of the cases referred to the Department for formal investigation under Section 12(1) of The Ombudsman Ordinance 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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