THE HONG KONG HOUSING AUTHORITY

Memorandum for the Housing Authority,
Management and Operations Committee
and the Complaints Committee

Statistics on Complaints
(April to June 1997)

PURPOSE

This paper reports on the complaints received and handled by the Housing Department and the Complaints Committee during the quarter from April to June 1997.

COMPLAINTS RECEIVED BY THE HOUSING DEPARTMENT

Number of Complaints

2. The Housing Department received a total of 1,695 complaints in the quarter, with a monthly average of 565 cases. This represents an increase of 22.3% over the monthly average of 462 cases received in the first quarter of 1997. Putting aside the relatively low complaint figure recorded in the preceding quarter, which is characterized by fine weather and a season of festivities, the downward trend in the number of complaints received by the Department has indeed been sustained since early 1996. A chart showing the monthly average number of complaint cases received since the first quarter of 1995 is at Table 1 of Annex A.

Categories of Complaints

3. As in the previous quarters, the greatest number of complaints received pertains to building and environment related matters. 1,157 cases have been received in this category, which accounts for
68.3% of the total number of complaints received. The majority of complaints in this category focuses on cleaning, hygiene and environmental nuisances, building works and building services. Tenancy related matters account for 18.8% of the complaints, with pets and noise nuisance being the usual major area of concern. A chart showing the distribution of complaints by nature is at Table 2 of Annex A. These complaints are lodged mainly by public housing tenants (37.0%) and HOS/PSPS residents (18.2%). A chart indicating the source of complaints is at Table 3 of Annex A.

**Complaints Received by Regions**

4. Following implementation of the pilot scheme on the merging of management and maintenance functions in housing estates in June 1997, the previous New Territories West Region has been re-organized into two new regions, viz. the Kwai Tsing and Tsuen Wan Region and the Tuen Mun and Yuen Long Region. Taken together, the five regions of estate management account for 88.7% of the complaints. The distribution of complaints in the five regions by categories is shown at Table 1 of Annex B.

5. Further breakdown of the complaints received by districts in the five regions is presented at Table 2 of Annex B. The districts with comparatively higher number of complaints are Tai Po, Tsz Wan Shan, Sheung Kwai Chung and Ma On Shan.

6. 6.1% (104 cases) of the complaints are outstanding as at the end of the quarter. On average, 8.8 days are required to handle a complaint.

**COMPLAINTS REFERRED FROM THE OMBUDSMAN**

7. The Ombudsman has referred a total of 73 new cases to the Department. Of these, 46 simple complaint cases not meriting formal investigation have been referred to the Department for direct handling 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 A.
8. The rest of the 27 cases are referred to the Department for enquiries and investigation. Out of this number, 3 cases are for formal investigation under section 12(1) of The Ombudsman Ordinance while 24 cases are for enquiries. A breakdown by nature of these 27 complaint cases is shown at Table 2 of Annex C.

9. In addition, The Ombudsman has re-classified 7 complaints previously referred to the Department under the INCH Programme to cases for formal investigation under Section 12(1) of The Ombudsman Ordinance. A synopsis of the cases under formal investigation is provided at Table 3 of Annex C.

COMPLAINTS ADDRESSED TO THE COMPLAINTS COMMITTEE

10. Summaries of cases handled by the Complaints Committee and the departmental directorate officers during the period are attached at Annexes D and E respectively.

REQUESTS RECEIVED BY THE HOUSING DEPARTMENT

11. The Department has received a total of 234,551 requests during the quarter. This amounts to an increase of 50,465 cases or 27.4% over the past quarter. Most of the requests are related to building and environment (71.0%), public housing application (13.8%), housing policies (10.8%) and tenancy (3.7%) matters. These requests are mainly made by public housing tenants (76.1%) and applicants (14.7%) direct. On average, 9.8 days are required to handle a request upon receipt.

INFORMATION

12. This paper is issued for Members’ information.

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