THE HONG KONG HOUSING AUTHORITY

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

Statistics on Complaints
(October to December 1996)

PURPOSE

This paper reports on the complaints received and handled by the Housing Department and the Complaints Committee during the quarter from October to December 1996.

COMPLAINTS RECEIVED BY THE HOUSING DEPARTMENT

Number of Complaints

2. The Housing Department received a total of 2,086 complaints in the quarter, with a monthly average of 695 cases. This represents a 9.6% decrease over the monthly average of 762 cases received in the third quarter of 1996. Members may wish to note that the downward trend in the number of complaints received by the Department has been sustained since the first quarter of 1996. A chart showing the number of complaint cases received since the first quarter of 1995 is at Table 1 of Annex A.
Categories of Complaints

3. The pattern of distribution of complaints by nature remains much the same as in the previous quarters, with 1,396 cases (66.9%) focusing on building and environment related matters, including, inter alia, structural related building works, cleaning, hygiene and environmental nuisances. Tenancy related matters account for 19.8% of the complaints, with pets and noise nuisance being the usual major item. 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 (50.5%) and HOS/PSPS residents (16.7%). A chart indicating the source of complaints is at Table 3 of Annex A.

Complaints Received by Regions

4. As in the previous quarter, the four regions of estate management accounts for the majority (91.7%) of the complaints, with the Kowloon East and West region receiving a relatively higher number of complaints than the other three regions. The distribution of complaints in the four regions by categories is shown at Table 1 of Annex B.

5. Further breakdown of the complaints received by districts in the four regions is presented at Table 2 of Annex B. The districts with comparatively higher number of complaints are Sham Shui Po, Ngau Chi Wan and Ha Kwai Chung.

6. 7.2% (150 cases) of the complaints are outstanding as at the end of the quarter. On average, 8.2 days are required to handle a complaint.

COMPLAINTS REFERRED FROM THE OMBUDSMAN

7. During the same period, The Ombudsman has referred a total of 89 cases to the Department. Of these, 65 cases are referred under the Internal Complaints Handling (INCH) programme. The INCH programme has been introduced by The Ombudsman since January 1996 whereby simple complaint cases not meriting formal investigation will be referred to the complainee departments for direct handling and reply to the complainants. The breakdown of the nature of complaint cases referred under the INCH programme is shown at Table 1 of Annex C.
8. In addition, The Ombudsman has referred 24 cases to the Department for enquiries and investigation. Out of this number, only one case is for formal investigation under section 12(1) of The Ombudsman Ordinance while 23 cases are for enquiries. A breakdown of these complaints by nature is shown at Table 2 of Annex C while a synopsis of the cases under formal investigation is provided at Table 3 of Annex C.

COMPLAINTS ADDRESSED TO THE COMPLAINTS COMMITTEE

9. A synopsis of the cases lodged to/handled by the Complaints Committee during the period is at Annex D. Departmental directorate officers also handled 18 complaints during the quarter. A summary of the cases is at Annex E.

REQUESTS RECEIVED BY THE HOUSING DEPARTMENT

10. The Department has received a total of 173,242 requests during the quarter. Most of them are related to building and environment (68.7%), public housing application (15.5%), housing policies (8.3%) and tenancy matters (6.7%). Most of these requests are made directly by public housing tenants (69.4%) and applicants (14.6%). On average, 11.4 days are required to handle a request upon receipt.

INFORMATION

11. This paper is issued for Members’ information.