

**Number of rodent infestation complaints and
average handling time of each complaint
received by the LCSD by district**

	2019	2020	2021
District	Number of complaints		
Central & Western	17	15	19
Eastern	8	16	7
Southern	4	2	2
Wan Chai	11	8	19
Kowloon City	35	22	10
Kwun Tong	30	30	25
Wong Tai Sin	10	5	9
Sham Shui Po	22	16	32
Yau Tsim Mong	23	16	25
Sha Tin	9	10	3
Tai Po	8	10	5
North	2	8	5
Kwai Tsing	47	37	28
Tsuen Wan	8	6	5
Tuen Mun	28	24	8
Yuen Long	10	8	14
Sai Kung	2	5	11
Islands	4	2	0
Total	278	240	227

The average handling time for each complaint is 3-5 days.

**Number of rodent infestation complaints and
average handling time of each complaint
received by the Public Rental Housing Estates of the HA by district**

	2019	2020	2021
District	Number of complaints		
Central & Western	0	0	2
Eastern	24	37	49
Southern	7	8	11
Wan Chai ^{Note}	-	-	-
Kowloon City	33	25	31
Kwun Tong	148	208	191
Wong Tai Sin	72	70	99
Sham Shui Po	68	83	88
Yau Tsim Mong	1	1	1
Sha Tin	49	65	43
Tai Po	12	4	8
North	2	0	8
Kwai Tsing	125	109	105
Tsuen Wan	60	18	7
Tuen Mun	32	46	19
Yuen Long	71	40	36
Sai Kung	5	17	23
Islands	22	26	18
Total	731	757	739

Note: There is no HA's Public Rental Housing Estate in Wan Chai.

The HA does not keep record of the handling time of each complaint.

**Number of rodent infestation complaints and
average handling time of each complaint
received by other relevant B/Ds^{Note} by district**

	2019	2020	2021
District	Number of complaints		
Central & Western	2	2	2
Eastern	0	0	5
Southern	0	0	0
Wan Chai	1	1	1
Kowloon City	3	4	4
Kwun Tong	2	3	5
Wong Tai Sin	0	1	1
Sham Shui Po	33	4	6
Yau Tsim Mong	2	1	0
Sha Tin	2	4	4
Tai Po	1	1	2
North	0	2	1
Kwai Tsing	0	1	0
Tsuen Wan	2	7	1
Tuen Mun	1	1	0
Yuen Long	1	0	0
Sai Kung	1	0	1
Islands	2	1	4
Total	53	33	37

Note: Including the Agriculture, Fisheries and Conservation Department; the Architectural Services Department; the Buildings Department; the Civil Engineering and Development Department; the Department of Health; the Drainage Services

Department; the Education Bureau; the Electrical and Mechanical Services Department; the Environmental Protection Department; the Government Property Agency; the Hospital Authority; the Home Affairs Department; the Highways Department; the Lands Department; the Social Welfare Department; the Transport Department and the Water Supplies Department.

The average handling time for each complaint is 5-9 days.