

## Annex

**The numbers of complaints and requests  
relating to estate management issues of public rental housing  
received by the HA from 2020 to 2024**

	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>
<b>Tenancy Matters</b>	6 402	6 844	6 490	9 108	14 899
<b>Property Management Matters</b>	18 309	19 835	19 404	28 651	31 783
<b>Maintenance Matters</b>	1 731	2 287	1 873	2 768	3 526
<b>Building Control Matters</b>	1 138	1 557	1 499	1 877	2 635
<b>Total</b>	27 580	30 523	29 266	42 404	52 843

Note 1 : The above cases were received from the HA's hotline, fax, email, mobile text message (1823), mobile app (1823), HA online form and mail by post with records in the HA's Complaints & Requests Management System.

Note 2 : The cases of requests included request for service, request for information, request for improvement, request for clarification or explanation of policy, request for taking action and request for case's consideration.