

Performance Standards, Achievements and Targets 2011-12

(To be updated quarterly)

Service	Performance Standard	2011 April - December Achievement	2011-12 Target
1. Rates & Government Rent Assessments and Accounts			
1.1 Assessment to Rates and/or Government Rent.	<p>To notify a ratepayer and/or rentpayer of the rateable value of that property within 8 months from the date when rates and/or Government rent first become payable:</p> <p>(i) a new property issued with an occupation permit</p> <p>(ii) a village-type house issued with a Certificate of Compliance and occupied thereafter</p>	<p>86%</p> <p>99%</p>	<p>85%</p> <p>85%</p>
1.2 Review, on objection, of the rateable value of a property.	<p>To notify the objector of the result of the review within 4 months from the expiration date of the objection period:</p> <p>(i) arising from an interim valuation</p> <p>(ii) arising from a general revaluation</p>	<p>94%</p> <p>88%</p>	<p>90%</p> <p>85%</p>

Service	Performance Standard	2011 April - December Achievement	2011-12 Target
1.3 Allocation of building number.	<p>To allocate a building number to a new building within 1 month upon receipt of completion document:</p> <p>(i) in an urban area</p> <p>(ii) in a rural area where there is an established numbering scheme</p>	<p>100%</p> <p>92%</p>	<p>95%</p> <p>90%</p>
1.4 Request for change of payer's particulars.	<p>(i) within 20 minutes if made <u>in person</u>;</p> <p>(ii) within 1 working day if made <u>by telephone</u> (only applies to the change of correspondence address), or <u>submitted online</u> via GovHK (http://www.gov.hk)</p> <p>(iii) within 10 working days if made <u>by post/fax/email</u></p>	<p>99%</p> <p>99%</p>	<p>95%</p> <p>90%</p>
1.5 Application for refund of Rates and/or Government Rent.	To process the application for refund of rates and/or Government rent within 4 weeks.	99%	90%
1.6 Autopay instruction.	To set up or delete an autopay instruction within 7 working days of receipt of the bank notification.	100%	95%
2. Property Information Services			
Hong Kong Property Review Monthly Supplement.	To make available to the public via website within the first 6 working days of every month.	100%	90%

Service	Performance Standard	2011 April - December Achievement	2011-12 Target
3. Landlord and Tenant Services			
3.1 Endorsement of a notice of new letting or lease renewal.	To endorse the notice within 1 month.	100%	99%
3.2 Issuing a substantive reply to a written or electronic enquiry on tenancy matters.	To reply within 2 weeks.	100%	90%
4. Handling of Suggestions, Comments and Complaints			
4.1 Telephone Services through Hotline: 2150 8833 (i) Voice mail left before 5:00 pm on a working day (ii) Voice mail left after 5:00 pm on a working day or during Saturdays, Sundays and public holidays	To return call within 3 hours after receiving the voice mail. To return call by 12:00 noon on the next working day.	99% 100%	95% 95%
4.2 Written Enquiries, Suggestions and Complaints.	(i) To provide a reply, or an interim reply, within 10 days from the date of receipt. (ii) To provide a substantive reply within 1 month from the date of receipt for cases where interim replies have been issued.	100% 99%	100% 90%