

# Performance Standards, Targets and Achievements 2020-21

Service	Performance Standard	2020-21 Target	2020-21 Achievement
<b>1. Rates &amp; Government Rent Assessments and Accounts</b>			
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>85%</p> <p>85%</p>	<p>86%</p> <p>99%</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>90%</p> <p>85%</p>	<p>99%</p> <p>80%</p>
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>95%</p> <p>90%</p>	<p>100%</p> <p>100%</p>

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		Target	Achievement
1.4 Request for change of payer's particulars.	(i) Within 20 minutes if made <u>in person</u> .	95%	100%
	(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 ( <a href="http://www.gov.hk">http://www.gov.hk</a> ).	95%	100%
	(iii) Within 10 working days if made <u>by post/fax/email</u> .	90%	98%
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.	90%	99%
1.6 Autopay instruction.	To set up or delete an autopay instruction within 7 working days of receipt of the bank notification.	95%	100%
<b>2. Property Information Services</b>			
Hong Kong Property Review Monthly Supplement.	To make available to the public via website within the first 6 working days of every month.	90%	100%
<b>3. Landlord and Tenant Services</b>			
3.1 Endorsement of a notice of new letting or lease renewal.	To endorse the notice within 1 month.	99%	99%
3.2 Issuing a substantive reply to a written or electronic enquiry on tenancy matters.	To reply within 2 weeks.	90%	100%

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<b>4. Handling of Suggestions, Comments and Complaints</b>			
<p>4.1 Telephone Service through Hotline 2150 8833 :</p> <p>(i) voice mail left before 5:00 pm on a working day;</p> <p>(ii) voice mail left after 5:00 pm on a working day or during Saturdays, Sundays and public holidays.</p>	<p>To return call within 3 hours after receiving the voice mail.</p> <p>To return call by 12:00 noon on the next working day.</p>	<p>95%</p> <p>95%</p>	<p>99%</p> <p>100%</p>
<p>4.2 Written enquiries, suggestions and complaints.</p>	<p>(i) To provide a reply, or an interim reply, within 10 days from the date of receipt.</p> <p>(ii) To provide a substantive reply within 1 month from the date of receipt for cases where interim replies have been issued.</p>	<p>100%</p> <p>90%</p>	<p>99%</p> <p>99%</p>

4 May 2021