



國際認可認證有限公司  
Accredited Certification International Limited

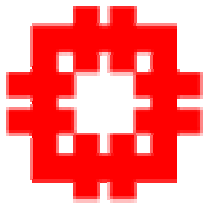
## ACI carried out a survey for the Hong Kong Housing Authority

In March and April, 2009, The Hong Kong Housing Authority (HKHA) has appointed ACI to carry out a survey on Waiting List Applicants. The purposes of this survey are to collect information on the socio-economic characteristics of Waiting List Applicants and soliciting their views on various housing issues in order to facilitate policy review and formulation. This survey was carried out by telephone interview and it covers all waiting list applicants as at the end of January 2009.

The objective of the Government's housing policy is to maintain a stable environment for the sustainable and healthy development of the private property market, as well as to provide subsidized public housing for people who cannot afford private rental housing. There is approximately one-third of the Hong Kong people that are now living in public rental housing units.

Through the survey, the HKHA can better assess the present living conditions, families' sizes, personal and economic activity statuses of the applicants. Therefore, HKHA can allocate flats to the applicants more effectively and efficiently. Furthermore, HKHA can continuously improve its service in order to enhance the customer satisfaction.

ACI is a listed contractor of Hong Kong Housing Authority. ACI provides customer satisfaction measurement services which is customized to meet your program structure and objectives. We are welcome for all interested parties in enquiring for any market research, or related services.



**Housing Department**

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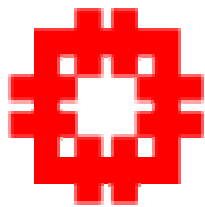
## 國際認可認證有限公司為房屋署舉行問卷調查

在2009年3月和4月，香港房屋委員會（房委會）已委任國際認可認證有限公司（ACI）進行了一次調查公共屋屋村輪候冊申請人。本調查的目的是收集有關輪候冊申請人的社會經濟特征的，並尋求他們對各種住房問題的看法，以方便政策的審查和制訂。這項調查是採用了電話採訪，並涵蓋所有輪候冊申請人於2009年1月結束。

香港特別行政區政府的房屋政策，旨在維持公平和穩定的環境，讓私營物業市場可以持續健康发展，同時為沒有能力租住私營房屋的人士提供資助公共房屋。在香港，有大约三分之一的香港人说，目前住在公屋单位。

通过这个调查，房委会可以更好地评估公屋申请人目前的生活条件，家庭的规模，个人和经济活动状况。因此，房委会可以更有效和更有效率向申请人分配单位。此外，房委会可以持续改善服务，以提高客户满意度。

國際認可認證有限公司是香港房屋委員會認可的承辦商。ACI提供有關顧客滿意的量度服務以滿足客戶的計劃、結構和目標。我們歡迎所有感興趣的人士查詢有關市場調查或有關的服務。



Housing Department

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