

**Dispute Management Committee (DMCom)
For Housing Authority Safety Auditing Scheme (HASAS)
Terms of Reference, Membership and Rules**

1. Terms of Reference for the Dispute Management Committee (DMCom)

- (a) To deal with disputes / complaints / conflicts relating to operation of HASAS.
- (b) To seek to ensure fairness in handling dispute / complaints / conflicts on the basis of equity, impartiality and facts.

2. Composition of the Committee

2.1 For dispute / complaint / conflict relating to application of HASAS to a contract

Chairperson

- an Assistant Director of Housing [to be appointed by DD(DC)] who is not involved in the contract under dispute / complaint / conflict nor in charge of HASAS.

Members

- Senior professional [of the involved contract]
- SM/Audit
- SM/SH

Member to be invited / co-opted, if necessary

- Representative of OSHC

Secretary

- M/SH

Attendee(s) to be invited / co-opted, if necessary

- Complainant
- Others

2.2 For dispute / complaint / conflict relating to the system matters of HASAS

Chairperson

- an Assistant Director of Housing who is in charge of HASAS.

Members

- Representative of OSHC
- SM/Audit
- SM/SH

Secretary

- M/SH

Attendee(s) to be invited / co-opted, if necessary

- Complainant
- Others

3. General Rules

- (a) The chairperson shall have the casting vote on any decision that cannot be agreed by a majority of the Committee.
- (b) The decision of the DMCom is final.
- (c) The Committee shall hold meetings where necessary to fulfill its role.