

JPPH COMPLAINTS/ ENQUIRY MANAGEMENT STATISTICS 2025

TOTAL RECEIVED FOR THE YEAR 2025													
Bil	Month	Jan	Feb	Mac	April	May	June	July	Aug	Sept	Oct	Nov	Dec
	Services												
1	VALUATION												
(a)	Taxation						2						
(b)	Compensation												
(c)	Property Consultancy	1	4	2	5			4		1	2	3	2
(d)	Mortgage												
2	MANAGEMENT SERVICES												
(a)	Services	2			1			1					
(b)	Administration				1	2		1	2				
(c)	Finance							2					
3	MANAGEMENT							6	2	1			1
4	IT			1	2	2		4		5	2	2	1
5	NAPIC	2	1		2	2			2	5		2	1
6	ENQUIRY	7			1	4	5	5	3		1		3
7	COMPLIMENTS	1								1			
8	OTHERS	5	11	9	6	9	8		9	5	5	6	2
Grand Total		18	16	12	18	19	15	23	18	18	10	13	10

TOTAL ANSWERED FOR THE YEAR 2025																								
Bil	Month	Jan	Feb	Mac	April	May	June	July	Aug	Sept	Oct	Nov	Dec											
	Duration	<3	>3	<3	>3	<3	>3	<3	>3	<3	>3	<3	>3	<3	>3	<3	>3							
	Services																							
1	VALUATION																							
(a)	Taxation						2																	
(b)	Compensation																							
(c)	Property Consultancy	1		2	2	1	1	1	4		4		1		2	2	1	2						
(d)	Mortgage																							
2	MANAGEMENT SERVICES																							
(a)	Services		2				1																	
(b)	Administration					1	2			2														
(c)	Finance								1															
3	MANAGEMENT								1	2	1							1						
4	IT				1	1	1	2		1	1		5		2		2	1						
5	NAPIC	2		1			2	2		6	2	5			2		2	1						
6	ENQUIRY	5	2				1	4	5	5	3			1				1	2					
7	COMPLIMENTS	1										1												
8	OTHERS	5		10	1	9		6		9		8		4		9		5		5		6		2
Total Answered																								
<3 days		14	13	11	12	17	15	21	18	18	8	12	6											
>3 days		4	3	1	6	2	0	2	0	0	2	1	4											
Total		18	16	12	18	19	15	23	18	18	10	13	10											