



# 屋邨及租金管理 採用 **綜合管理系統** And Rents

## 配屋及提升物業服務質素

### Enhancing Property Management Quality with **IPMS**

#### Customer Services

為了全面提升管理效率和服務質素，房協於九月份起，已在轄下所有出租屋邨及代管物業，全面應用一套名為「綜合物業管理系統」的電腦軟件。該套軟件是糅合了房協個別物業管理系統而成的一個綜合管理系統。系統內的資料可即時更新，確保資料準確和完整。

全套系統將分三期推出，第一期有關屋邨及租金管理部份已於九月十日全面應用。物業管理部於當日舉行了一個啟動典禮，並由執行總幹事蘇慶和先生、副執行總幹事王麗珍小姐及各總監主持。而另外兩期主要涵蓋配屋及顧客服務，以及提升維修保養和收費管理等方面，預計可分別於明年一月及年中推出。

為了使物業管理部的同事能掌握及熟習該套軟件的應用方法，房協已安排各同事參加培訓課程。



執行總幹事蘇慶和先生（前排中）、副執行總幹事王麗珍小姐（前排左四）、各總監、顧問公司及工作小組出席「綜合物業管理系統」啟動典禮  
Executive Director Mr Victor So (front row, middle) and Deputy Executive Director Miss L C Wong (front row, fourth from left), together with the directors, at the IPMS Launching Ceremony



屋邨同事參加「綜合物業管理系統」培訓課程  
Estate management staff attending training on the new IPMS software

**第一期：屋邨及租金管理**  
(二零零一年十月至二零零二年九月)  
Phase 1 — **Estates And Rents**  
(Oct 2001 - Sept 2002)

**第二期：配屋及顧客服務**  
(二零零二年五月至二零零三年一月)  
Phase 1 — **Allocations And Customer Services**  
(May 2002 - Jan 2003)

**第三期：維修保養及收費管理**  
(二零零二年十一月至二零零三年六月)  
Phase 1 — **Repairs, Planned Maintenance, Service Charges**  
(Nov 2002 - Jun 2003)

In order to raise the efficiency of property management and the quality of services, the Society has started up the Integrated Property Management System (IPMS) software in all its rental housing estates and managed properties. This software integrates the Society's individual management systems into one, thus ensuring that all data are intact, accurate and timely updated.

IPMS will be launched in three phases. The first phase, with application on Estate and Rents Implementation, was in place on 10 September. An IPMS Launching Ceremony was held on the same day and officiated by Executive Director Mr Victor So and Deputy Executive Director Miss L C Wong, together with the directors. The second and third phases which cover Allocations and Customer Services Implementation, Repairs, Planned Maintenance and Service Charges Implementation are scheduled to be up and running in January and midway through next year respectively. The Society has meanwhile arranged special trainings to familiarise property management staff with the operations of the new software.

# 房協接手管理 牛頭角上邨及鯉魚門邨

## Taking over

### Upper Ngau Tau Kok Estate and Lei Yue Mun Estate

房協去年成功取得香港房屋委員會三份「私營機構參與屋邨管理及維修保養服務」合約，管理房委會八個公共屋邨共二萬五千個單位。其中六個屋邨，包括李鄭屋邨、大坑東邨、太平邨、順安邨、東頭二邨及馬頭圍邨，已於去年十二月起正式交由房協管理；而剛落成的牛頭角上邨及鯉魚門邨亦於本年八月份起，正式交由房協管理。

牛頭角上邨及鯉魚門邨均位於觀塘區。重建後的牛頭角上邨共有三座，提供2,133個單位；而鯉魚門邨亦有三座樓宇，共2,397個單位。居民現正陸續遷入該兩個新屋邨，房協的同事亦已全情投入有關的收樓及管理工作。連同該兩個新屋邨，房協管理的住宅單位數目已增至八萬一千個。



剛落成的鯉魚門邨  
The newly built Lei Yue Mun Estate



牛頭角上邨重建後的新貌  
The brand new look of Upper Ngau Tau Kok Estate after redevelopment

Last year, the Housing Society was awarded three property management services contracts by the Hong Kong Housing Authority under the Private Sector Involvement Scheme (PSI), covering eight public estates with a total of 25,000 units. Six of these estates including Lei Cheng Uk Estate, Tai Hang Tung Estate, Tai Ping Estate, Shun On Estate, Tung Tau (II) Estate and Ma Tau Wai Estate have been handed over to the Society in December last year. The Upper Ngau Tau Kok Estate and Lei Yue Mun Estate have been completed recently and included in our management portfolio in August.

Both of the two estates are located in Kwun Tong district and each comprises three residential blocks. The Upper Ngau Tau Kok Estate has 2,133 units while Lei Yue Mun Estate consists of 2,397 units. The Society has already commenced takeover procedures and management duties as residents start moving in. Together with these two estates, the total number of units under the Society's management has gone up to 81,000.

## 屋邨代表獲委任 「環保物業管理大使」

### Residents Appointed

## “Environmental Protection Ambassadors”

房協向來致力推動環保，除了在今年六月成為全港首個獲得ISO14001環境管理系統認證的房屋發展機構外，亦經常在其轄下四十多個出租屋邨及代管物業舉辦不同類型的環保及綠化活動，積極向居民宣揚環保訊息。

自去年起，物業管理部鼓勵多個屋邨代表參加由環境保護運動委員會及環境保護署合辦的「環保物業管理大使計劃」培訓活動。有關的「環保物業管理大使」委任儀式暨「環保物業管理大使計劃2002/2003」開幕典禮已於今年七月二十六日舉行。當日房協由物業管理總經理（業務發展）余珍小姐代表出席典禮，並頒發委任狀給房協轄下屋邨2001/2002年度的「環保物業管理大使」，表揚他們在所屬屋邨協辦各項環保活動的努力及貢獻。在2002/2003年度，房協將有十七個屋苑共三十多位代表參加「環保物業管理大使」培訓活動，致力為推動環保出一分力。

The Society has always been an ardent supporter of environmental initiatives. Apart from being the first housing development organisation in Hong Kong awarded the ISO14001 EMS certification in June this year, it has also organised a host of activities at its some 40 rental estates and managed properties to promote environmental awareness.

Since last year, the Estate Management Division has encouraged residents of the Society's housing estates to participate in the Environmental Protection Ambassador Training Scheme jointly organised by the Environmental Campaign Committee and the Environmental Protection Department. The Inauguration Ceremony of the Environmental Protection Ambassadors for Property Management cum Launching Ceremony of the Environmental Protection Ambassador Scheme (2002/2003) for Property Management was held on 26 July, at which new Ambassadors were appointed. Representing the Society, General Manager (Property Management – Business Development) Miss Yu Chun attended the ceremony and presented certificates to the Environmental Protection Ambassadors for 2001/2002 in appreciation of their contributions in organising green activities at their respective estates. In 2002/2003, more than 30 representatives from 17 residential properties managed by the Society will take part in the Environmental Protection Ambassador Training Scheme, showing their commitment to protect the environment.



余珍小姐頒發委任狀給房協屋邨的「環保物業管理大使」  
Miss Yu Chun presented certificates to Environmental Protection Ambassadors of the Society's housing estates

# 上下一心 提升品質

## Quality Always Comes First

為了培養員工不斷求進和互相合作的團隊精神，物業管理部推行了一項名為「卓越圈」的獎勵計劃。

根據這項計劃，不同屋邨及組別的同事可各自組成不同的「卓越圈」，除定期開會討論一些提升品質及改善工作環境的新提案外，組員更可就與工作有關的政策提出意見。這計劃不但提升了工作效率和加強各階層員工的溝通，更充份體現了房協「顧客為本」、「優質為尚」、「人才為基」、「資源為用」的信念。

於周年晚宴上，最有成效及具創意的兩個提案分別獲頒銀獎及銅獎，以表揚及鼓勵同事的積極參與和努力。



銀獎和銅獎分別由「群英圈」（上圖）及「執漏圈」（下圖）獲得  
Silver and Bronze Awards were presented to the "Talent Circle" (above) and "Improvement Circle" (below) respectively

進步  
Progress



In taking steps to nurture teamwork and pursue continuous improvement at the workplace, the Estate Management Division has initiated the "Quality Enhancement Team" Awards.

The scheme enables staff from different estates and sections to form their own "Quality Enhancement Team" and meet regularly to suggest ways for improving services and working environment. These meetings also provide a forum for work-related policies to be openly discussed. Such a scheme not only raises efficiency by encouraging better communication among colleagues, but also fully puts the Society's core values of "Customer", "Quality", "Talent" and "Prudence" into action.

At the annual dinner, Silver and Bronze Awards were presented to Quality Enhancement Teams with the most constructive and creative proposals, as a token of appreciation for the participation of the colleagues.

推行「卓越圈」的「四個階段、八個步驟」  
The "Four Stages and Eight Steps" of QET