

# Building Management and Maintenance Scheme 樓宇管理維修綜合計劃



「多謝房協物業管理諮詢中心同事的熱心幫忙，提供很多專業意見，協助我們順利成立業主立案法團，繼而進行大廈維修以改善居住環境。」

- 元朗安康樓業主立案法團



Improving the  
Living Environment  
改善居住環境





In line with our objectives to provide and improve housing that meets Hong Kong's needs, our Building Management and Maintenance Scheme (BMMS) was launched in February 2005, taking us in a totally new direction in our business. In this instance, beyond providing housing for the public, we are seeking to assist private property owners in Hong Kong to preserve their properties and enhance their values with the improvement, upgrading and modernising of their buildings.

The results ensure a win-win situation for all. Owners and residents enjoy a better quality of life, better building and enhanced property values while the community of Hong Kong enjoy a safer environment, without the worry of decaying buildings posing any danger or threat to pedestrians. With increasing reports of loose concrete crashing down from older buildings and falling aluminium windows causing injury to passers-by, it was crucial to do something to tackle the issue.

房協按本港需要而提供及改善住屋。我們秉承這個宗旨，在二零零五年二月推出「樓宇管理維修綜合計劃」，為房協的業務樹立新的里程碑。我們除了為市民供應居所之外，更進一步協助本港私人樓宇的業主保養物業，透過改善、優化和更新工程，提高物業的價值。

這項計劃締造了全贏的局面。業主及住戶不單得享更理想的生活環境，物業的狀況和價值亦得以提升；而整體香港社會的環境安全亦得以改善，行人毋須再受殘舊大廈的危險威脅。鑑於大廈外牆石屎剝落及鋁窗脫落，導致行人受傷的報道趨多，我們必須以行動正視這個問題。

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### The Launch of BMMS

To this end, the Housing Society signed a Memorandum of Understanding (MOU) with the Government on 20 January 2005, committing HK\$3 billion of our funds to the Scheme for the next 10 years. Drawing on our many years of expertise in building management and maintenance as well as the experience gained from operating our first Property Management Advisory Centre (PMAC) in Sham Shui Po, we launched BMMS in February and had it up and running within the next three months.

BMMS works with homeowners of private buildings, encouraging both the management and maintenance of their properties with the provision of knowledge, education and advice as well as financial support where necessary. In 2005/06, with a budget of HK\$300 million, the Scheme set about achieving these objectives. The first step was to generate awareness for the Scheme, drawing attention to the problems of neglecting the upkeep of buildings, promoting the fact that better management and maintenance will enhance property values, and advising on how best to tackle maintenance and necessary repairs in their buildings.

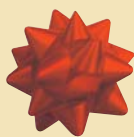
### 開展「樓宇管理維修綜合計劃」

房協於二零零五年一月二十日與政府簽訂「合作備忘錄」，承諾於未來十年動用三十億元推行這項計劃。憑藉我們多年來在物業管理及維修方面累積的心得，加上於深水埗開設首個「物業管理諮詢中心」取得的經驗，我們在去年二月開展「樓宇管理維修綜合計劃」，並於三個月內將計劃推上軌道。

「樓宇管理維修綜合計劃」的對象為私人物業的業主，透過提供專業知識、教育與諮詢服務，以及在有需要的情況下提供財政支援，推動業主管理及維修其物業。按此目標，房協於二零零五至零六年度，撥出三億元推行計劃。計劃首階段的重點，是引起公眾的關注，大力宣傳忽視樓宇維修的後果，並灌輸良好的管理及維修可以提高物業價值的意識。另外，我們亦為業主就物業維修及保養工程的最佳方法提供意見。



Property owners participate in a workshop jointly organised by the Housing Society and ICAC  
市民踴躍出席由房協及廉政公署合辦的樓宇管理工作坊





PMAC staff inspecting buildings in the old districts  
「物業管理諮詢中心」職員在舊區勘察樓宇狀況



A building carrying out maintenance work under BMMS  
資助舊樓進行大廈維修工程

With the establishment of these foundations, owners were then encouraged to form Owners' Corporations (OCs) to ensure both cooperation and support among the building's owners as well as a continuing commitment towards structured management for the building. Using a "carrot" approach, each OC receives up to HK\$3,000 in subsidies towards their formation costs under our Building Management Incentive Scheme.

These services are provided through our PMACs free of charge. They include technical assistance, financial support, management advice as well as proposals on what remedial work is required. Dealing with the cost issues, we subsidise qualified OCs with 20% of the total repair costs or HK\$3,000 per flat (whichever is lower) with regard to safety and hygiene issues in the buildings' common areas. Ensuring that OCs get off to a positive start, we also offer a 50% subsidy of up to HK\$6,000 a year towards public liability insurance in the common areas of buildings for the first three years after completion of works.

With regard to elderly homeowners, our Home Renovation Loan Scheme (HRLS) which operates in conjunction with the Hong Kong Council of Social Service (HKCSS) helps individual

在建立以上的基礎後，我們繼而鼓勵業主成立業主立案法團，以取得樓宇所有業主的合作和支持，確保他們會持續為樓宇提供有系統的管理。我們又透過「樓宇管理資助計劃」，動之以利，為成立業主立案法團提供多達三千元的資助。

業主可以在「物業管理諮詢中心」免費享用各項服務，包括技術支援、財政援助、管理服務以及樓宇所需維修項目的建議等。工程費用方面，我們就樓宇公共地方的安全及衛生改善工程，為合資格的業主立案法團提供工程費用百分之二十或每戶三千元(以較低者計)的資助。為鼓勵業主投保，房協為樓宇公共地方的公眾責任保險，提供維修工程完成後三年保險費的半數資助，每年上限為六千元。

房協亦與香港社會服務聯會合作，向長者推介「家居維修貸款計劃」，讓年長的業主在進行翻新及修葺工程時，可獲資助及免

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Free window inspections are offered to private buildings in Hong Kong  
為私人樓宇提供免費鋁窗檢查服務



Joining hands with HKCSS to offer home renovation loans for the elderly  
與香港社會服務聯會合作推出「家居維修轉介服務」，協助長者維修家居



BMMS helps property owners improve living conditions  
協助業主改善家居環境

owners to carry out necessary renovations and repairs with financial assistance and interest-free loans. At the same time to ensure that the Scheme will cater to the needs and benefits of a greater number of homeowners, we continue to review its eligibility criteria and subsidy amounts.

### Activities and Achievements

At the end of March 2006, after little over a year in operation, 250 OCs had been formed against our target of 150, more than 300 buildings were given technical support, and about 240 applications have been received for building maintenance incentives together with some 190 applications for the HRLS. Things were moving so fast at one stage that OCs were being formed at the rapid rate of four to five per week.

On a practical level, we also respond actively to public needs. In June 2005, an aluminium window fell from Cheung Wang Mansion, injuring a passer-by. Taking the initiative, we approached the buildings which have received Buildings Department's Repair Order to offer help and arrange for technicians from the Hong Kong Façade Association to inspect windows in the buildings' public areas on request. We also began providing free safety inspections of aluminium windows for individual owners living in buildings without management from July to September 2005. During this time, inspections of about 63,500 windows of over 2,700 households and common areas for some 500 buildings were completed.

息貸款。未來，我們將會繼續檢討計劃的申請資格及資助金額，為更多有需要的業主提供協助。

### 業務概況及成果

截至二零零六年三月底，「樓宇管理維修綜合計劃」推行超逾一年；在我們的協助下而成立的業主立案法團已達二百五十個，超過我們原訂一百五十個的目標。另外，我們又為逾三百幢樓宇提供技術支援，並接獲約二百四十宗有關樓宇維修資助及約一百九十宗「家居維修貸款計劃」的申請。計劃進展迅速，期間甚至每星期協助成立四至五個業主立案法團。

我們同時也以行動積極回應社會大眾的需要。二零零五年六月，長旺大廈一扇鋁窗脫落，傷及一名途人。我們主動聯絡已接獲屋宇署發出「修葺令」的大廈，並提供協助，按要求安排「香港建築幕牆裝飾協會」的技師檢查大廈公共地方的鋁窗。另外，我們亦於同年七月至九月，免費為缺乏妥善管理的大廈單位提供鋁窗檢查服務。期間，我們為超逾六萬三千五百多扇鋁窗進行安全檢查，遍及約五百幢大廈的公共地方及二千七百多個單位。

## BMMS Applications • 樓宇管理維修綜合計劃的申請

(as at 31 March 2006) (截至二零零六年三月三十一日止)	
Scheme 計劃	No. of Applications 申請數目
Building Management Incentive Scheme 樓宇管理資助計劃	326
Building Maintenance Incentive Scheme* 樓宇維修資助計劃	316
Home Renovation Loan Scheme 家居維修貸款計劃	185

\* Buildings receiving technical assistance are included  
包括接受技術支援的樓宇在內

## Location Map of Property Management Advisory Centres 「物業管理諮詢中心」位置圖



We also moved quickly to establish PMACs throughout Hong Kong. In addition to our existing PMAC in Sham Shui Po, we opened further five PMACs in Central and Western District, Tsuen Wan, Tai Kok Tsui, To Kwa Wan and Eastern District to better serve the community. Extending these services into the future, four further PMACs will be set up in 2006/07.

At the start of the Scheme, a comprehensive publicity programme was rolled out to generate both awareness as well as public acceptance of BMMS. Appointing well-known artiste Chan Po-chu as our Ambassador, a media campaign including TV and

同時，房協亦迅速在全港各區設立「物業管理諮詢中心」，除已在深水埗設立的中心外，再於中西區、荃灣、大角咀、土瓜環及東區等地區增設五個「物業管理諮詢中心」，以便更能服務社區。在二零零六至零七年度，我們計劃再增設四個「物業管理諮詢中心」。

配合「樓宇管理維修綜合計劃」的推行，我們策劃了全面的宣傳活動，讓大眾認識及接受這項計劃。在二零零五年，我們邀請



PMACs are set up in the old districts to provide free advisory services to property owners  
於舊區設立「物業管理諮詢中心」，為業主提供免費諮詢服務

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radio promotion was launched in 2005. Together with a joint carnival organised with the Buildings Department and Urban Renewal Authority (URA) in November 2005, numerous media briefings, meetings with District Councils as well as consultations soliciting support from community leaders, BMMS got off to an excellent start, gaining the approbation of both the media and the community.

In February 2006, creating greater awareness of BMMS and its activities, we rolled out a second publicity campaign featuring artiste Myolie Wu as our new Ambassador. At the same time, an eight-episode drama series called “Make a Better Home” produced in conjunction with Radio Television Hong Kong (RTHK) promoted the importance of proper building management and maintenance. On-going publicity is provided by our new BMMS website (bmms.hkhs.com) which offers information and reference materials on management and maintenance issues to the general public. We also updated our Code of Property Management Practice which provides detailed guidelines on property management and maintenance and is available free to the public.

著名影星陳寶珠小姐為宣傳大使，於電視、電台及其他傳媒進行大型的宣傳活動；另於二零零五年十一月，與屋宇署及市區重建局(市建局)合作，舉辦嘉年華會，推廣有關信息。此外，透過多次傳媒簡介會、區議會會議及諮詢活動等，成功取得社區人士對計劃的支持。「樓宇管理維修綜合計劃」開展順利，並得到傳媒及社區的認同。

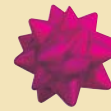
我們於二零零六年二月展開由著名藝人胡杏兒小姐擔任新宣傳大使的第二輪宣傳攻勢，進一步引發大眾對計劃及有關服務的關注。我們與香港電台聯合製作一輯共八集，名為「歡樂滿屋」的短劇，宣傳妥善管理及維修物業的重要性。我們亦為計劃設立全新網站(bmms.hkhs.com)，為市民提供大廈管理維修的參考資料。此外，我們也更新了載有大廈管理維修指引的「大廈管理指南」，免費讓市民參考。



Collaborating with the Buildings Department and URA to promote building safety  
與屋宇署及市建局合力推廣樓宇安全



Extensive publicity programmes have been rolled out to disseminate messages on building safety and maintenance  
透過廣泛宣傳，提高市民對樓宇安全及維修的意識



Snapshots of the “Make a Better Home” TV drama series  
「歡樂滿屋」電視短片劇照

Despite this positive head start, a tremendous amount of work has yet to be done. Currently there are about 11,000 private residential/composite blocks without management that are over 20 years old in Hong Kong. Our aim is to help around 80% of these buildings in building management and maintenance from formation of OCs to carrying out major renovation works in 10 years. Our targets for the next year are to provide support and subsidies as required in the formation of 250 new OCs, improvement and maintenance works to 500 buildings as well as interest-free loans to 300 home renovations.

At the same time, BMMS will be working to support the Government’s policy direction to introduce a Mandatory Building Inspection Scheme in Hong Kong. A Voluntary Building Classification Scheme (VBCS) is being explored which will, through voluntary building management and maintenance inspections, encourage property owners to establish a sound building management mechanism to keep their properties in good condition. A special task force is looking into mechanisms and structures for the implementation of the proposed VBCS. With both the Government’s proposed Mandatory Building Inspection Scheme, hand-in-hand with our own softer education, incentive and facilitator role, we hope that building owners will increasingly recognise and take up their responsibilities to maintain, improve and ensure the safety of their buildings.

儘管計劃開展順利，我們接下來仍有大量的工作。香港現時約有一萬一千幢樓齡達二十年以上的私人住宅及綜合用途樓宇缺乏管理，我們的目標是在十年內協助其中約百分之八十的樓宇進行大廈管理及維修，包括成立業主立案法團及開展大型的維修工程。來年，我們的目標是協助成立二百五十個新的業主立案法團，並為五百幢大廈的改善和維修工程、及三百個家居的翻新工程提供支援、資助及免息貸款。

此外，房協更會透過「樓宇管理維修綜合計劃」，支持政府推出「強制驗樓計劃」的政策方向。政府亦正研究「自願樓宇評級計劃」，透過自願檢查樓宇的管理及維修狀況，鼓勵業主設立有效機制，維持良好的管理及維修水平。專責小組現正研究落實建議的「自願樓宇評級計劃」的機制及架構。配合政府擬推行的「強制驗樓計劃」，房協會以軟性手法，擔當教育、推動及協調的角色，希望業主愈來愈認同及願意承擔責任，注重維修保養和改善大廈的質素，確保樓宇安全。