

Contribution to the Community
回饋社會

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









Building Management and Maintenance Scheme

樓宇管理維修綜合計劃



Faced with the growing problem of buildings that need repair and maintenance, the Housing Society's Building Management and Maintenance Scheme (BMMS) broke new grounds when we launched the programme two years ago. Now fully up and running, a main aim of the scheme is to address building deterioration problems by helping private property owners upgrade and modernise their living environment. With this in mind, we have developed strategies that will allow us to continue to be proactive in identifying opportunities to support new initiatives and to be responsive to as many of these as possible.

Unique Philosophy

Believing that a well-maintained built environment provides benefits for the entire community, our unique BMMS philosophy is intended to make Hong Kong a safer and more comfortable place to live by reducing or eradicating such hazards as loose or damaged drainage pipes, unsafe window frames and other building defects that could pose a risk of injury or damage to property.

面對日益嚴重的樓宇維修及保養問題，房協在兩年前創新推出「樓宇管理維修綜合計劃」，在運作上已上了軌道。此計劃的其中一個主要目標，是透過協助私人樓宇的業主改善及更新他們的居住環境，從而解決樓宇失修的問題。為此，我們已制訂策略，繼續主動尋找機會拓展服務，並積極回應有關訴求。

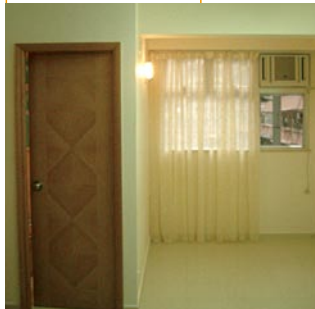
獨特理念

房協相信維修妥善的建築環境能令整個社會得益，而「樓宇管理維修綜合計劃」的獨特理念是透過清除可能危害性命及樓宇安全的威脅，如喉管鬆脫或損毀、窗框不穩及其他紕漏，為香港締造一個更安全和更舒適的居住環境。

Before renovation 維修前



After renovation 維修後



Before renovation 維修前



After renovation 維修後



BMMS helps enhance living environment and home safety.
「樓宇管理維修綜合計劃」有助改善居住環境及家居安全。

Not only has the BMMS won support and recognition from various Government departments and its numerous beneficiaries, the scheme has also helped to raise awareness of the advantages of maintaining buildings and flats in a good state of repair. We consider it is no small achievement that since the launch of BMMS in February 2005, we have been able to provide financial and technical assistance to about 83,000 units in more than 1,700 buildings.

The comprehensive and non-profit BMMS includes two incentive schemes and one interest-free loan programme. The Building Management Incentive Scheme helps owners form Owners' Corporations (OCs), whereas the Building Maintenance Incentive Scheme is in place to subsidise repair and maintenance work on buildings more than 20 years old and not exceeding a specified rateable value. In addition, the Home Renovation Loan Scheme provides interest-free loans to eligible homeowners of old buildings to carry out repairs and maintenance work on their flats to improve safety and hygiene.

「樓宇管理維修綜合計劃」不但贏得各政府部門及眾多受惠人士的支持和讚譽，亦有助公眾認識保養大廈及單位的好處。自計劃於二零零五年二月推出以來，我們已為一千七百多幢樓宇約共八萬三千個單位提供財務及技術支援，成效不淺。

這項非牟利的計劃服務範圍廣泛，包括兩項資助及一項免息貸款計劃。「樓宇管理資助計劃」協助業主成立業主立案法團，而「樓宇維修資助計劃」則為樓齡超過二十年及在指定租值水平以下的大廈，就維修及保養工程提供資助。此外，「家居維修貸款計劃」則為合資格的舊樓業主提供免息貸款，協助他們保養及維修其單位，改善家居的安全和衛生。

Before renovation 維修前



After renovation 維修後



A building has undergone facelift with the support of BMMS.
參與「樓宇管理維修綜合計劃」的大廈進行維修後，外貌煥然一新。

By using our own resources and without seeking any financial reward, we are actively supporting the Government's drive to encourage homeowners to take on the responsibilities of managing and maintaining their own properties. However, this is no small undertaking. Currently, there are about 11,000 private residential/composite buildings that are more than 20 years old and without a recognised system of building management. Our aim over the coming eight years is to improve the condition of 80 per cent of these buildings by helping residents to form OCs and put into place proper management and maintenance operations.

New Incentives

Because we mean what we say about "contributing with a heart", the Housing Society is always looking for new ways to cater for the changing needs of the community. For instance, we have extended our Building Maintenance Incentive Scheme to include environmentally-friendly projects. We have further relaxed the rateable value limits, thereby increasing the number of eligible applications for the Building Maintenance Incentive Scheme and the Home Renovation Loan Scheme. As elderly owners are particularly our concern, social workers are therefore engaged to strengthen our communication with them, and special grants for home renovation are provided to those in need, where necessary.

It is not only in the repair and maintenance of older buildings that the Housing Society, through its BMMS efforts, has proven to be a success. We also have processes in place to support the community when an

我們利用本身的資源，積極支持政府鼓勵業主承擔管理及維修其物業的責任，並不考慮財務回報。這項使命任重道遠。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欠缺妥善的物業管理制度。我們的目標是在未來的八年內，協助其中百分之八十的樓宇成立業主立案法團，以及推行妥善管理維修，以改善樓宇的狀況。

優化服務

為貫徹「盡心服務」的宗旨，我們經常探討及發展新的計劃，以配合社會轉變的需要。例如我們擴大了「樓宇維修資助計劃」的服務範疇，資助環保工程項目。此外，我們亦已進一步放寬租值限制，使更多業主符合「樓宇維修資助計劃」及「家居維修貸款計劃」的申請資格。我們尤其關懷年長的業主，因此邀請社工參與，以促進溝通，在有需要時為長者提供特別家居維修資助。



PMAC staff help owners form Owners' Corporation at an owners' meeting.
在業主大會上，「物業管理諮詢中心」的職員協助業主成立業主立案法團。



A building carrying out maintenance work under the Building Maintenance Incentive Scheme.
獲「樓宇維修資助計劃」資助進行大廈維修工程。



Wai King Building received financial and technical assistance for renovation works. 房協為偉景樓的復修工程提供財政及技術支援。



Property owners participate in a property management course organised by PMAC. 業主參與由「物業管理諮詢中心」舉辦的物業管理課程。

urgent response on building maintenance is required. For example, following a gas explosion which caused severe damage in Wai King Building in Ngau Tau Kok last April, we contacted the OC immediately to help coordinate the renovation work. In addition to a HK\$800,000 grant made under the BMMS, we assisted the OC with tendering and selecting a consultant and a contractor.

The speed with which we were able to offer technical support is another example of the Housing Society's strong sense of mission to serve the community through "contributing with a heart". Some even affectionately refer us as "social workers for housing".

Owners' Corporations

In line with our objectives to improve building management and encourage property owners to take greater responsibility for their own building management and maintenance, we have helped residents set up OCs in 462 buildings since 2005. The formation of OCs has proved to be an invaluable means of sharing information and spreading the message of the importance of proper building management and maintenance. Drawing on our vast resource of experience and technical know-how, Housing Society professionals are readily available to provide OCs with advice and support.

To enable OCs to mobilise themselves, the Housing Society provides HK\$3,000 in subsidies towards their formation costs. Subsidies amounting to 20 per cent of the project cost or HK\$3,000 per flat, whichever is the lower, are also provided to help meet the cost of addressing safety and hygiene issues.

透過「樓宇管理維修綜合計劃」，房協不單在舊樓保養和維修方面取得成績，並已制訂機制，在社區出現樓宇維修緊急事故時提供支援，例如去年四月牛頭角偉景樓因氣體爆炸造成嚴重損毀，我們即時與該業主立案法團聯絡，協調維修工程。除撥出八十萬元資助外，亦幫助業主立案法團招標及甄選工程顧問和承建商。

我們能夠迅速回應及提供技術支援，是房協「盡心服務」社群的強烈使命感另一例證，令我們得到「房屋社工」這個親切外號。

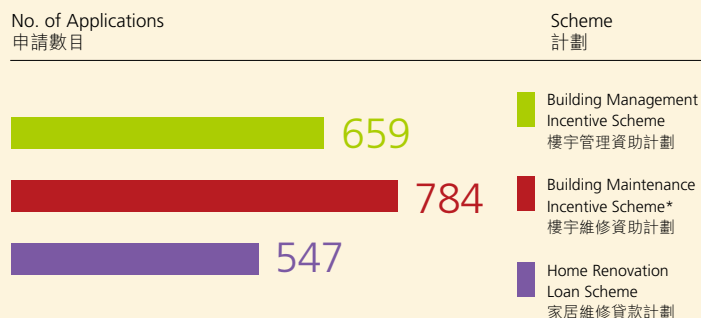
業主立案法團

我們秉承改善樓宇管理質素及鼓勵業主承擔管理及維修責任的目標，自二零零五年起已協助四百六十二幢大廈成立業主立案法團。成立業主立案法團是宣揚妥善管理維修樓宇及分享資料的不二法門。憑藉豐富的經驗和技術知識，房協已作好準備，隨時為業主立案法團提供意見及支援。

為促進成立大廈業主立案法團以便管理大廈及進行維修工程，房協提供三千元的資助以支付法團成立的費用。我們亦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，以改善大廈安全及衛生情況。

BMMS Applications 樓宇管理維修綜合計劃的申請

(as at 31 March 2007)
(截至二零零七年三月三十一日止)



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

Location Map of Property Management Advisory Centres

「物業管理諮詢中心」位置圖



As a further incentive, a 50 per cent subsidy of up to HK\$6,000 a year is made available to OCs for three years to pay for the cost of public liability insurance in the common areas of buildings where upgrading work has successfully been completed. The target for the coming year is to provide support and assistance to 250 newly formed OCs, 550 blocks of buildings and 300 owners to renovate their flats.

此外，在完成大廈維修工程後三年內，房協更為樓宇公共地方的公眾責任保險提供保險費半數資助，上限為每年六千元。我們來年的目標，是為二百五十個新成立的業主立案法團提供支援，並協助五百五十幢大廈和三百名業主翻新其單位。

Property Management Advisory Centres

Boosted by more than satisfactory results, we have also used the momentum of the BMMS to extend our network of Property Management Advisory Centres (PMACs). As our PMACs are mainly located in the older districts of Hong Kong, the facilities are manned by Housing Society professionals who are equipped with the knowledge and experience to provide advice on topics such as how to identify problems and the type of remedial work required.

「物業管理諮詢中心」

配合「樓宇管理維修綜合計劃」的成功，我們乘勢擴大了「物業管理諮詢中心」的網絡。「物業管理諮詢中心」主要位於舊區，由具專業知識及經驗的房協職員管理，在辨識樓宇失修及維修工程方面提供意見。



Director of Home Affairs Mrs Pamela Tan (3rd from right) and Chairman of Yau Tsim Mong District Council Mr Chan Man-yu (2nd from right) attended the opening of PMAC (YTM).
民政事務總署署長陳甘美華女士（右三）及油尖旺區議會主席陳文佑先生（右二）出席「物業管理諮詢中心（油尖旺）」開幕典禮。



Property owners receiving free legal consultation from the Law Society of Hong Kong at a PMAC.
業主在「物業管理諮詢中心」徵詢香港律師會代表的免費法律意見。



Members of the BMMS Community take part in a quiz on building management and tree planting.
「房協樓管先鋒隊」成員參與大廈管理問答比賽及植樹活動。

With nine PMACs already successfully up and running, an important focus is on strengthening our financial and technical support to assist owners in improving timely maintenance and management of their properties. Our PMACs have also been busy organising educational and publicity functions to educate the public on the need for proper management and maintenance. During the year, about 350 workshops, seminars, roadshows etc were organised, successfully raising the awareness of over 32,000 participants on these needs.

In addition, following the closure of four Building Management Resource Centres of the Home Affairs Department, our PMACs have taken on the additional role of providing referral appointments for residents with professional bodies including the Law Society of Hong Kong, the Hong Kong Institute of Certified Public Accountants, the Hong Kong Institute of Surveyors and the Hong Kong Institution of Engineers. This important one-stop community service acts as a useful conduit for residents who wish to solicit advice from these professional organisations.

BMMS Community

The Housing Society has set up the BMMS Community to provide a platform for owners of dilapidated buildings to share information with other owners on best practices of property management and maintenance, and on their own experiences.

目前共有九個「物業管理諮詢中心」投入服務，其中一項工作重點是加強對業主的財務及技術支援，協助他們適時改善其物業的維修及管理。「物業管理諮詢中心」更不時舉辦教育及宣傳活動，向公眾宣揚妥善管理及維修的重要。年內，我們舉辦了三百五十個工作坊、研討會及路演，提高逾三萬二千名參加者對這方面的關注。

此外，隨著民政事務總署關閉四個「大廈管理資源中心」，「物業管理諮詢中心」已增設轉介服務，為市民安排約見專業團體，包括香港律師會、香港會計師公會、香港測量師學會及香港工程師學會。這項「一站式」服務為一些希望諮詢專業團體的市民提供有效的協助。

「房協樓管先鋒隊」

房協成立了「房協樓管先鋒隊」，為失修舊樓的業主提供一個平台，分享良好大廈管理維修的經驗及知識。

Since its inception, BMMS Community members have taken part in various activities and events designed to raise awareness of the need for best property management and maintenance practices. In a further bid to encourage the concept of improving the living environment, the Housing Society arranges activities such as health talks, visits to the elderly and environmental awareness initiatives.

Public Awareness

In spite of our initial success, the scope of the territory-wide BMMS is a vast undertaking requiring on-going public awareness, and equally important, in addition to Government support, community support. To our delight, the BMMS has been gaining ground in the community. In a survey among members of the relevant committees of the District Councils conducted early this year, there was a relatively high level of awareness of the BMMS, and 87% of the interviewees gave a high rating on our performance in the BMMS.

To highlight the importance of proper building safety and maintenance, the Housing Society has undertaken a robust awareness campaign through TV, radio and the press, leaflet distributions and poster displays in railway stations. In an additional move to raise awareness, a territory-wide direct-mail campaign was organised in conjunction with a TV commercial starring BMMS Ambassadors Miss Myolie Wu and Mr Charles Szeto, reaching over 300,000 households in old buildings in Hong Kong.

自成立以來，「房協樓管先鋒隊」的會員參加了多項活動，以提高對良好物業管理及維修守則的認識。為進一步鼓勵他們改善居住環境，房協亦舉辦了健康講座、探訪長者及提高環保意識等活動。

公眾意識

全港性的「樓宇管理維修綜合計劃」雖然取得初步成功，但這項艱巨的任務要持續進展，必須得到公眾長期關注和認同，而政府及社會各界的支持亦同樣重要。「樓宇管理維修綜合計劃」在社區已獲認同，我們深感欣慰。在今年初向各區議會屬下有關委員會的區議員所進行的一項調查中，顯示他們對計劃有相當認識，而百分之八十七受訪者更對我們推行計劃的表現高度評價。

為推廣樓宇安全及妥善維修的重要，房協推出了廣泛的宣傳活動，包括電視、電台及報章雜誌廣告，以及派發宣傳單張和在鐵路沿線張貼海報。為進一步提高公眾意識，我們在推出由計劃宣傳大使胡杏兒小姐及司徒瑞祈先生主演的廣告時，同時向全港多幢舊樓的住戶寄發單張，把信息傳達給三十多萬個家庭。



The Building Safety Carnival draws a large crowd of participants.
「全港樂安居 — 樓宇安全嘉年華」盛況。



Publications to enhance owners' knowledge of building management and maintenance.
出版小冊子增強業主對樓宇管理及維修的認識。



Our activities to raise the profile of best property management and maintenance practices also include fun events such as the annual Building Safety Carnival. The carnival, jointly organised with the Buildings Department and Urban Renewal Authority in January this year at Kowloon Park, attracted more than 10,000 participants. Besides taking part in games and winning fabulous prizes, the participants were able to learn more about building safety.

我們宣揚良好物業管理及維修守則的活動，包括一年一度舉行的「樓宇安全嘉年華」。這項與屋宇署及市區重建局合辦的活動於本年一月在九龍公園舉行，吸引超過一萬名市民參加。市民在參加遊戲和贏取豐富獎品之餘，也對樓宇安全有更深的認識。

In yet another move to increase public awareness, the Housing Society published a comprehensive booklet, "Everything You Need to Know about Building Management and Maintenance", with articles featuring answers to readers' enquires previously published in the Apple Daily.

此外，為提高公眾認知，房協亦印製了內容全面的《樓宇管理維修三招五十式》小冊子，輯錄了之前在蘋果日報解答讀者問題的文章。

Updated information is also available through the BMMS website (bmms.hkhs.com), which also offers information and reference materials on building management and maintenance. And as a further source of information, we have updated our Code of Property Management Practice, which provides detailed guidelines on property management and maintenance and is available free to the public.

「樓宇管理維修綜合計劃」的網站(bmms.hkhs.com)亦上載了有關大廈管理維修的各類資訊和參考資料。此外，我們亦更新了「大廈管理實務指南」，免費為公眾提供有關物業管理維修的詳盡指引。



Territory-wide publicity to promote awareness of BMMS.
廣泛宣傳，推廣「樓宇管理維修綜合計劃」。

