# **Property Management** 物業管理





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As a quality property and quality living-focused organisation, the Housing Society goes to great lengths to ensure that both our hardware and our services meet the stringent standards we strive to deliver. Equally important, it is vital to the Housing Society that our properties and services meet the expectations of our customers and the wider community. With these goals firmly in mind, we continually monitor and, wherever practicable, upgrade facilities and services.

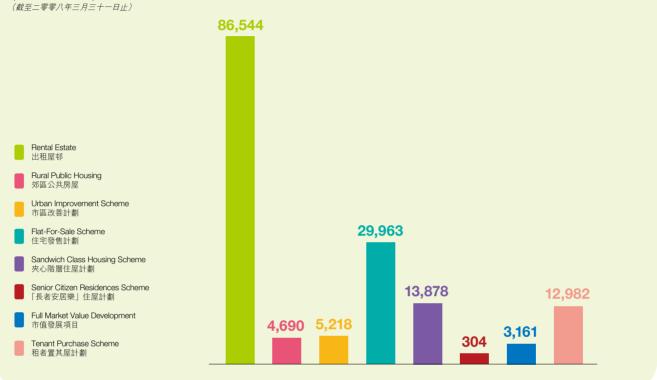
The scope of our efforts to deliver the highest level of service would not be possible without strong management talent and the concerted on-going commitment of the Housing Society staff at all levels. Believing that open communication is important to maintaining and nurturing best practices, senior management regularly visits our estates to communicate with frontline staff. This approach has helped us foster a culture where the experiences and ideas of frontline staff are shared throughout the Housing Society. It is also a source of considerable pride that many of our frontline staff are on first name terms with our tenants and are prepared to take that extra step to respond immediately for a call to help whenever needed. Often these deeds take place behind the scenes and go largely unheralded, but they help define the principles and philosophy of the Housing Society. Indeed, our annual tenants' survey revealed that about 90 per cent of our tenants are satisfied with our management services.

房協重視物業的質素,並為居民締造優質生活,因此我們致力確保所提供的房屋及服務達 到我們追求的嚴格標準,同時亦能滿足住戶及 廣大市民的期望。我們謹守目標,不斷監察及 盡量提升設施和服務質素。

要維持最高的服務水平,有賴優質的管理人才 及房協全體員工的日常努力。我們相信坦誠的 溝通,對達致及維持最佳準則非常重要,因此 高層管理人員定期探訪轄下屋邨,與前線同事 溝通,此舉有助培養分享的文化,使前線員工 的經驗及意見能傳遍房協。我們的前線員工與 租戶亦很稔熟,大家甚至以名字相稱。租戶需 要協助時,房協的同事定必竭盡所能,作出迅 速回應,充分表現全心全意的服務態度,我們 皆引以自豪。雖然員工背後所付出的努力未必 為人所知,更遑論受讚賞,但這足以反映房協 的宗旨及理念。事實上,每年進行的租戶意見 調查顯示,約百分之九十的租戶對我們的管理 服務感到滿意。

#### Population of Properties Managed by the Housing Society 房協管理物業的住戶人口

(as at 31 March 2008)



Currently, the Housing Society manages 32,309 domestic rental units in 20 rental estates, 96,836 square metres of non-domestic premises and 8,604 car parking spaces. Property management services are also provided to 23,272 units in 33 managed properties, and 13,081 units in contracts under the Tenants Purchase Scheme. For the 11-year in succession, the Housing Society has maintained a rent freeze and in addition, to share the joy of the 60<sup>th</sup> Anniversary of the Housing Society with the residents, the Housing Society Executive Committee decided to waive the rents of all domestic units for the month of February 2008, benefiting about 100,000 residents.

Within our commercial portfolio, we continue to strive to maintain a low vacancy rate and a reasonable rent level. Our target for the year is to keep shop void rate below 6.5% and maintain shop rent revenue above HK\$265 million. In keeping with our efforts to provide better facilities for our tenants, we will continue to look at the various ways we can attract quality businesses to our commercial premises. During the year, the Housing Society began carrying out extensive revitalisation works on commercial premises located at Cho Yiu Chuen and Lai Tak Tsuen. The works at these two locations, designed to promote healthy and specialty cuisine, are expected to complete before the end of the year.

目前,房協管理二十個出租屋邨共三萬二千三 百零九個住宅單位、九萬六千八百三十六平方 米的非住宅物業,以及八千六百零四個車位。 我們亦為三十三個代管物業的二萬三千二百七 十二個住宅單位,以及「租者置其屋」計劃的 一萬三千零八十一個住宅單位,提供物業管理 服務。房協已經連續十一年凍結租金,為了與 居民同慶六十周年,並特別豁免二零零八年 二月份的租金,惠及轄下出租屋邨約十萬名 住戶。

在商場管理方面,我們繼續致力維持低空置率 及合理的租金水平。我們的目標是將店舖空置 率維持在百分之六點五以下,並將商舖租金收 入保持在二億六千五百萬元以上。房協致力為 租戶提供更佳設施,亦不斷尋求方法,引入高 質素的商戶。年內,房協進行了祖堯邨及勵德 邨商場的大規模活化工程,設計分別以健康及 特式美食為主題,工程將於年底完成。



Enhanced security system in the new towers of Kwun Lung Lau (Phase 1) redevelopment 重建後的觀寵樓(第一期)為居民提供更 完善的保安系統

At the same time, to improve the living standards of the residents, regular inspections of our own estates are carried out and, depending on the extent of the works, followed up by maintenance, renovation, rehabilitation, or if necessary, redevelopment. A case in point is the redevelopment of Kwun Lung Lau (Phase 1). For the original 2,073 units in seven blocks, Block G and a part of Block E were demolished and redeveloped into two 40-storey blocks with 872 rental flats. Upon completion, most of the units enjoy a more open view of the surrounding area. New facilities include a community hall, a parking area and landscaped podiums to improve the quality of living for the residents. The rehabilitation of Kwun Lung Lau (Phase II) has already begun and is due to complete in 2009. The project includes refurbishing the exterior walls and upgrading facilities on the estate. Elevators are being added and fire safety, security and power supply systems upgraded.

#### **Building Management and Maintenance Scheme**

Mindful that Hong Kong faces serious problems regarding the neglect and decay of older buildings, since the launch of the Building Management and Maintenance Scheme (BMMS) in February 2005, we have provided financial and technical assistance to more than 2,600 buildings and technical advice to more than 132,000 building owners. The extensive non-profit BMMS comprises two incentive

與此同時,為改善居民的生活質素,我們定期 檢查轄下屋邨,並按需要進行維修、翻新、復 修、甚至重建等工程,其中一個例子是觀龍樓 第一期重建項目:觀龍樓原先共有七幢大廈合 共二千零七十三個單位,其中G座及部分E座 已清拆,並重建為兩座四十層高大樓,提供八 百七十二個出租單位,落成後大部分單位的景 觀較以前開揚;新設施包括社區會堂、車位及 平台花園,以改善居民的生活環境。觀龍樓第 二期復修工程經已展開,將於二零零九年 竣工;工程涉及翻新外牆和改善邨內設施, 包括加設升降機,以及提升安全、保安及供電 系統。

#### 樓宇管理維修綜合計劃

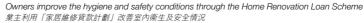
房協明白香港面對日益嚴重的樓宇失修問題, 自二零零五年二月推出「樓宇管理維修綜合計 劃」以來,我們已經為超過二千六百座大廈提 供財務及技術支援,並為十三萬二千多名業主 提供專業意見。這項非牟利計劃的服務範圍廣





After renovation 維修後

BMMS offers technical advice and subsidies to help owners carry out building maintenance works 「樓宇管理維修綜合計劃」為業主提供專業意見 及資助,進行樓宇維修





schemes and one interest-free loan scheme. Building on past successes and to benefit more building owners and further expand our geographic coverage, in 2007/2008, we relaxed the eligibility criteria for owners of old buildings, thus extending the reach of the BMMS.

As a result of the new criteria, eligibility on the number of units per building has been increased from 200 to 400. This means that 75 per cent of Hong Kong buildings over 20 years old can now benefit from the BMMS. Furthermore, the Housing Society has decided to provide additional assistance to elderly owners with financial difficulties to help them maintain the common areas in their buildings. Property owners who are 60 years old and above, and receiving Comprehensive Social Security Assistance or medical fee waiver can now enjoy a subsidy of half of their share of the maintenance costs, up to a maximum of HK\$10,000. As elderly owners are particularly our concern, social workers are therefore engaged to strengthen our communication with them, and special grants are provided to those in need, where necessary. We are pleased that our initiatives have been widely recognised by the Government, the general public, District Councils and professional institutions.

Believing that a well-maintained property 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. 泛,包括兩項資助及一項免息貸款計劃。承接 以往佳績,我們於二零零七/零八年放寬了舊 樓業主的申請資格,擴大了「樓宇管理維修綜 合計劃」的服務範圍,使更多業主受惠。

放寬申請資格後,大廈住宅單位數目上限由每 座二百間增至四百間,令全港百分之七十五樓 齡二十年以上的樓宇符合「樓宇管理維修綜合 計劃」的申請資格。此外,房協亦為有財政困 難的長者業主提供額外支援,協助他們維修其 居住大廈的公用地方。年滿六十歲並正領取綜 合社會保障援助或免費醫療保障援助的業主, 可獲須要分擔的維修工程開支一半的資助,以 一萬元為上限。我們尤其關注年長的業主,因 此透過社工的協助,加強與長者的溝通,並在 有需要時為長者提供特別家居維修資助。房協 很高興此計劃得到政府、公眾、區議會及專業 機構的廣泛認同。

房協相信一個維修妥善的物業能令整個社會得 益,而「樓宇管理維修綜合計劃」的理念,是 透過減低或清除可能危害性命及樓宇安全的威 脅,如喉管鬆脱或損毀、窗框不穩及其他樓宇 紕漏,為香港締造一個更安全和更舒適的居住 環境。





Active participation by property owners in the BMMS Forum on building management and maintenance 業主積極參與「樓宇管理維修面面觀」座談會

Receiving an appreciation souvenir from the owners at the annual Building Safety Carnival 業主在一年一度的「樓宇安全嘉年華」上向房協致送感謝紀念品

However, this is no small undertaking. As at 31 March 2008, the number of applications under the Building Maintenance Incentive Scheme and buildings receiving technical assistance stood at 1,380, while applications under the Home Renovation Loan Scheme stood at 760. Since the launch of the BMMS scheme in 2005, there is clear evidence the HK\$4 billion project has led to significant improvements in dealing with the problem of unsafe and dilapidated buildings. In line with our objectives to improve building management and encourage property owners to take greater responsibility for their own building maintenance, we have helped residents set up Owners' Corporations (OCs) in 700 buildings. The formation of OCs has proved to be an invaluable means of sharing information and spreading the message of the importance of proper building maintenance. Drawing on our vast resources of experience and technical know-how, the Housing Society professionals are readily available to provide OCs with advice and support.

As home-owners today are increasingly concerned about bringing up their families in an improved living environment, the Housing Society has also set up the BMMS Community. The BMMS Community provides a platform for owners of dilapidated buildings to share property management and maintenance information, and their own experiences with other property owners. For the Housing Society, it is particularly rewarding when those who have benefited from the BMMS in turn promote the value of the scheme to others. As at 31 March 2008, there were 198 BMMS Community members. 這項使命任重道遠。截至二零零八年三月三十 一日止,「樓宇維修資助計劃」的申請數字及 接受技術支援的大廈數目達一千三百八十宗, 申請「家居維修貸款計劃」的則有七百六十 宗。自二零零五年推出這項四十億元的「樓宇 管理維修綜合計劃」以來,舊樓失修問題亦有 所改善。秉承改善樓宇管理質素及鼓勵業主承 擔維修責任的目標,房協已協助七百幢大廈成 立業主立案法團,宣揚妥善管理維修樓宇的信 息及分享相關資訊。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 供專業意見及支援。

今時今日的業主越來越注重改善居住環境,房 協因而成立了「房協樓管先鋒隊」,為舊樓的 業主提供一個平台,分享良好大廈管理維修的 經驗及知識。對房協而言,特別感到滿足的是 當受惠於「樓宇管理維修綜合計劃」的業主向 其他業主推介此計劃。截至二零零八年三月三 十一日止,已有一百九十八個業主立案法團加 入「房協樓管先鋒隊」。 To evaluate the effectiveness of BMMS, in May 2007 the Housing Society held a Building Management and Maintenance Forum. More than 100 people, including district councilors, government officials, building professionals, academics, social service providers and home-owners attended the forum during which opinions and experiences related to property management and maintenance were exchanged.

Always keen to promote the BMMS concept, during the Lunar New Year Fair held in Victoria Park, the Housing Society organised a charity sale, which saw more than 1,000 "lucky packs" sold. Money raised was donated to the Hong Kong Construction Industry Employees General Union Welfare Fund which provides emergency financial relief for families of construction workers suffering accidental injury.

To promote the message of sound property management, members of the BMMS Community and Housing Society staff took part in the Tung Wah Charity Games Challenge held in January 2008. Through their concerted efforts, the joint team claimed first place in one of their three games and claimed the second spot in the Team Spirit Award.

To raise awareness of building management and maintenance, during June to August 2007, also in celebration of the Hong Kong Special Administrative Region's 10<sup>th</sup> Anniversary, the Housing Society, the Home Affairs Department and Radio Television Hong Kong jointly organised a Building Management Quiz. Extending the BMMS concept to a wider audience, in October, the Housing Society, the Buildings Department and the Urban Renewal Authority jointly organised a Building Safety Carnival under the banner of 'Ensure Building Safety, Enjoy Happy Living'. Meanwhile, the Housing Society and the Independent Commission Against Corruption (ICAC) co-organised a workshop in November to highlight the importance of integrity and good ethics in building management. 為檢討「樓宇管理維修綜合計劃」的成效,房 協於二零零七年五月舉辦了「樓宇管理維修面 面觀」座談會,吸引逾百人參加,其中包括區 議員、政府官員、業界、學界、社會服務從業 員及業主等,互相交流意見和分享物業管理及 維修的經驗。

房協更於維多利亞公園年宵花市進行慈善義 賣,同時推廣「樓宇管理維修綜合計劃」,共 售出一千多個福袋,所籌得的善款捐贈「香港 建造業總公會福利基金」,為在意外受傷的建 築工人及其家庭提供緊急經濟援助。

二零零八年一月,「房協樓管先鋒隊」成員及 房協職員組隊參加「東華愛心競技同樂日」, 宣揚良好物業管理的信息,並同心合力,奪得 其中一項賽事冠軍及「團隊精神獎」亞軍。

二零零七年六月至八月期間,房協聯同民政事 務總署及香港電台合辦了「全港慶回歸十週 年一大廈管理問答比賽綜合活動」,慶祝香港 回歸十週年,並藉此提高社會對樓宇管理及維 修的意識。為進一步推廣「樓宇管理維修綜合 計劃」的概念,房協與屋宇署及市建局在十月 合辦了「樓宇安全嘉年華」,以「樓宇安全要 做足、家家平安齊享福」為宣傳口號。房協並 與廉政公署於十一月合辦一個工作坊,推廣樓 宇管理須注重誠信及良好操守的概念。



A BMMS charity sale was set up at the Lunar New Year Fair in Victoria Park 「樓宇管理維修綜合計劃」假維多利亞公園設置年宵攤位義賣

The BMMS Community took part in the Tung Wah Charity Games Challenge 「房協樓管先鋒隊」參與東華愛心競技同樂日



Actively promoting the message of Integrity and Quality Building Management and Maintenance in conjunction with the ICAC 與廉政公署合力推廣「優質管理 誠信維修」信息

Also, in May 2008, together with the ICAC, the Housing Society, the Home Affairs Bureau and the District Councils, jointly launched an Integrity and Quality Building Management and Maintenance campaign to reinforce the anti-corruption effort through public education. To promote the concept, a toolkit was produced containing information on relevant legal requirements, a step-by-step guide from the tendering process to the monitoring of repair and maintenance works, corruption risks, case analysis, measures against corruption, financial assistance for building maintenance, technical support services, sample documents for tendering, and so on. The information is also available through other channels including websites and enquiry hotlines. Besides, a series of publicity programmes were launched through TV, radio and newspaper.

In view of the success of BMMS, the Government has requested the Housing Society to administer the HK\$1 billion Building Maintenance Grant Scheme set aside for elderly building owners. The new scheme announced by the Financial Secretary in his 2007 Budget Speech falls in line with the objectives of the BMMS to address the problem of urban decay. The new Grant Scheme will help elderly owners who have financial difficulties to carry out repair and maintenance works to improve the safety and quality of their living environment. The Housing Society accepted the invitation by the Government to act as the agent for implementing the Scheme and is working closely with the Government to ensure highest effectiveness. All administration costs are absorbed by the Housing Society. At the same time, a Voluntary Building Classification Scheme (VBCS) is also under preparation to complement the launch of the future Mandatory Building Inspection Scheme (MBIS).

此外,房協於二零零八年亦與廉政公署、民政 事務局及區議會合作,推出「優質管理 誠信 維修」活動,透過社區教育,加強防貪的工 作。一系列的宣傳活動包括電視、電台及報刋 特輯。為推廣此概念,我們更製作了「樓宇維 修實務指南」,內容包括:有關法例規定、由 招標以至監工各程序的指引、貪污風險、個案 分析、防貪措施、樓宇維修工程的財務資助計 劃及技術支援服務,以及招標文件和合約參考 範本等。這些資料亦可於網上下載或致電熱線 索取。

鑑於「樓宇管理維修綜合計劃」的成功,財政 司司長於二零零七年財政預算案中,公布動用 十億元推出「長者維修自住物業津貼計劃」, 並委託房協負責推行。此計劃與「樓宇管理維 修綜合計劃」相輔相成。新計劃旨在為財政有 困難的長者業主提供維修及保養方面的援助, 以改善他們居住環境的質素和安全。房協接受 政府邀請,負責推行此計劃,並與政府緊密合 作,確保計劃達致最佳成效。此計劃所有行政 費用由房協承擔。同時,「自願樓宇評級計劃」 亦正在籌劃之中,為配合日後「強制驗樓計 劃」的推行。

### **Quality and Care**

Quality services and customer care have long been core drivers of the management activities of the Housing Society, which also includes a strong commitment to making our tenants' lives safer, healthier and happier. Using this approach, the Housing Society will continue with the improvement and rehabilitation of rental estates to make them a safe and comfortable environment for our tenants. To this end, while the HK\$0.7 billion for estate improvement approved in 2001 is to be concluded by 2009, a further HK\$1.1 billion for a five-year estate upgrading programme has already been approved by the Housing Society Executive Committee. The programme, which will mainly focus on upgrading power facilities and redecoration, is scheduled for commencement during the year.

In line with our resolution to provide a safer, happier and healthier environment for our residents, the Housing Society continues to introduce a range of new initiatives. These include setting up a Tenants Green Nursery programmme in 16 estates and replenishing flower racks and distributing potted plants to the tenants. The Housing Society has also invested considerable resources to establish green roofing projects in two estates, and green slope enhancement in another two estates. Adding a further dimension to the concept of environmentally-friendly living, the Housing Society frequently organises education and recycling programmes with the Environmental Protection Department and various Green Groups to promote environmental awareness in estates. An example of this is the food waste eliminator we have installed in Jat Min Chuen. Energy saving devices deployed in the estates have also targeted to save about 20 per cent in energy costs.

#### 優質與關懷

提供優質服務及用心關懷顧客是房協物業管理 業務的承諾,目的是為租戶提供更安全、健康 和快樂的生活。秉承這宗旨,我們會繼續改善 及復修現有的出租屋邨,為居民締造安全而舒 適的居所。為此,我們於二零零一年決定動用 七億元,作屋邨改善工程之用,直至二零零九 年。此外,房協執行委員會再額外撥出十一億 元,推出五年計劃,以提升屋邨質素。計劃主 要針對改善電力設備及翻新裝修,工程將於年 內展開。

房協致力為居民提供更安全、健康及快樂的居 住環境,我們推出一系列新措施,包括在十六 個屋邨設立「育苗行動」,重新於花架栽種植 物,並向居民派發盆栽。房協亦投入不少資 源,在兩個屋邨進行緣化屋頂及在另外兩個屋 邨進行緣化斜坡工程。房協亦不時與環境保護 署及其他環保團體舉辦教育活動及回收行動, 以提高屋邨居民的環保意識。其中的例子是我 們在乙明邨裝設食物廢料處理器,並在多個屋 邨安裝節能設備,希望減省約百分之二十的能 源開支。



Green Nursery was set up in various estates 多個屋邨及屋苑均設有環保花圃



Enhancing work safety awareness among staff by way of workout exercise 以健身操形式提升員工職安健意識



The elderly tenants enjoying the exercise facilities in Bo Shek Mansion 寶石大廈內的健身設施受長者住戶歡迎

Building on our understanding of the needs of the elderly, the Housing Society has successfully completed a pilot scheme of integrating property management services with care for the elderly in two of our rental estates. In total, 133 elderly tenants living in Jat Min Chuen and Cho Yiu Chuen participated in the scheme. In addition, 80 volunteers were recruited and trained as "Home Safety Ambassadors" to support home visits and initial assessment. A highly satisfying 98 per cent of elderly tenants who participated in the scheme said they were happy with the programme and found the skills and knowledge taught to them effective. We now plan to extend the scheme to Ka Wai Chuen. In another community-inspired initiative upon the invitation of the Elderly Commission, in January 2008, the Housing Society rolled out a new scheme in Kwun Tong Garden Estate and Lok Man Sun Chuen to encourage neighbourhood support for the non-active elderly.

Our dedication to service quality and customer care is not only recognised and supported by residents, but has also been recognised by a number of award schemes, including the prestigious awards in the Quality Building Management Competitions 2007/08 jointly organised by the Home Affairs Department and the 18 District Councils.

During the year, our estates have received around 426 management service certificates and awards including ISO, 5-S, energy efficiency, water quality, cleanliness, environmentally-friendly and good housekeeping practices. Five Housing Society estates were awarded the Gold Wastewi\$e Logo by the Environmental Protection Department in recognition of reducing waste and promoting environmental care.

Following the latest annual audit conducted by the Hong Kong 5-S Association in mid-January 2008, the Housing Society received a number of certifications across various activities. The recipients included nine Property Management Advisory Centres (PMAC), the Applications Section, and 12 Housing Society estates. Among them, Sunshine Grove and The Pinnacle were accredited for the first time. As a further reinforcement that our estates meet international standards of management and care, they have each received ISO 9001:2000 accreditation. Clague Garden Estate was also awarded with the bronze award in Good Housekeeping event organised by the Occupational Safety & Health Council for demonstrating the benefits of adopting 5-S.

房協深明長者需要,因此我們在兩個出租屋邨 推行試驗計劃,把照顧長者的元素加入物業管 理服務。此計劃合共有一百三十三名乙明邨及 祖堯邨的長者參加。房協亦招募了八十名義 工,培訓成為「家居安全大使」,支援家訪及 進行初步評估工作。百分之九十八參加了此計 劃的長者居民均表示滿意,認為從中學到的技 能與知識均十分實用,我們正考慮將此計劃推 展至家維邨。二零零八年一月,房協應安老事 務委員會邀請推出新計劃,以觀塘花園大廈及 樂民新村作試點,透過鄰里互助,鼓勵關懷有 需要的長者,帶出積極樂頤年的信息。

我們本著「優質為尚」及「顧客為本」的信念 提供服務,不僅獲得居民的認同和支持,更贏 得不少獎項和殊榮,包括由民政事務總署及全 港十八區區議會合辦的「二零零七/零八年優 質大廈管理比賽」。

年內,我們轄下屋邨獲得的管理服務證書和獎 項,總數逾四百二十六項,包括ISO國際認 證、「五常法」認證、能源效益、食水品質、 清潔、環保和良好工作場所運作等。房協五個 屋邨並獲環境保護署嘉許「卓越明智滅廢」標 誌,表揚他們減廢及推動環保的努力。

經香港五常法協會最近一次年度審核後,房協 多項業務獲得認證,包括九個「物業管理諮詢 中心」、房協申請組及十二個屋邨,其中晴碧 花園及叠翠軒更是首次獲得此認證。房協轄下 的屋邨亦全線獲得ISO 9001:2000品質管理系 統認證,進一步證明我們屋邨的管理和服務均 達致國際水平。祈德尊新邨亦獲得職業安全健 康局頒發「良好工作場所整理推廣計劃」銅 獎,表揚他們採用「五常法」的成效。





Residents supported the charity book sale to protect the environment 居民支持舊書義賣活動,保護環境

HS Community members participating in the Hong Kong Tree Planting Day 「房協之友」 齊心參與「香港植樹日」

Through our Property Management Advisory Centres (PMAC), the Housing Society provides "one-stop" technical advice and assistance to the owners to properly manage and maintain their buildings. Staff of PMAC work with the residents and proactively encourage them to form OCs. They also facilitate the running of the OCs and implementation of proper building maintenance and management. The Housing Society has also compiled a set of guidelines on property management which is available for reference by the public at PMAC free of charge. The guidelines are periodically revised to provide the most updated information.

While we appreciate the recognition from independent bodies and organisations, we also value the opinions of our tenants, who provide us with valuable feedback. To encourage and promote two-way communications, we organise regular meetings, home visits, tea parties and operate a customer service hotline. These efforts are designed to exemplify the quality and caring service philosophy of the Housing Society.

In a further move designed to benefit our tenants, in particular the elderly, we continue to provide services through our Elderly Resources Centre as well as our Housing Society Community (HSC). Established in 2003, the HSC provides the organisation and structure for a wide range of activities for our tenants and home-owners to participate in. The broad range of activities include educational visits, workshops and exhibitions, and a variety of charity and environmental initiatives. Currently, about 38,000 residents are enrolled in the HSC.

房協透過「物業管理諮詢中心」為業主提供 「一站式」技術意見及支援服務,協助業主妥 善管理及維修其物業。「物業管理諮詢中心」 的職員鼓勵及協助業主成立業主立案法團及妥 善維修及管理大廈。此外,房協印製及定期更 新一套物業管理指引,供市民參考。指引可於 「物業管理諮詢中心」免費索取。

這些獨立團體及機構的嘉許令我們感到鼓舞, 但我們更重視租戶的寶貴意見。我們定期舉行 會議、家訪及茶敍,並設立客戶服務熱線以鼓 勵及加強與住戶的溝通。這些都反映我們秉承 房協「優質為尚」及「顧客為本」的服務信念。

我們繼續透過「房協長者安居資源中心」及 「房協之友」提供服務,進一步令住戶,尤其 是長者受惠。「房協之友」於二零零三年成立, 為居民舉辦多元化的活動,包括參觀、工作 坊、展覽,以及各式各樣的慈善及環保活動。 現時,約有三萬八千名住戶登記成為「房協之 友」的會員。