



Property

Management

物業管理





Property Management 物業管理

As part of our mission to serve the housing needs of the Hong Kong community, we continued to focus heavily on the maintenance and upkeep of our existing rental estates during the year.

Our portfolio in the year stood at 33,117 rental units in 20 estates, 99,594 square metres of commercial and other non-residential premises and 9,022 car parking spaces. We also provided property management services to 29,415 units in 31 managed properties and 11,652 units on a contract basis under the Tenants Purchase Scheme.

We embarked on a number of initiatives to promote safer, healthier and happier living environments for our residents. These included estate improvement works, green activities and community building programmes. All targets for the year were met.

During the year, we submitted a proposal for a rent increase on our domestic rental flats for the upcoming two years to the Executive Committee. The rent rise was reviewed in consideration of the political implications, the financial impact of the increase, as well as the expectations of our tenants.

It was finally decided that a slight increase of 3% would be imposed, which went into effect from April 2010. The average monthly rent increase was HK\$45 per unit, with 80% of tenants paying an additional rent of no more than HK\$60.

年內，我們繼續致力加強現有出租屋邨的維修和保養。這是我們照顧香港市民住屋需要其中的一個宗旨。

去年，房協的物業組合包括二十個屋邨共三萬三千一百一十七個出租單位、九萬九千五百九十四平方米的商用及其他非住宅物業，以及九千零二十二個車位。我們亦為三十一個代管物業的二萬九千四百一十五個住宅單位及以合約形式為「租者置其屋」計劃的一萬一千六百五十二個單位，提供物業管理服務。

我們推行多項措施，包括屋邨改善工程、綠化活動及社區凝聚計劃，為住戶締造更安全、健康及快樂的居住環境。年內，所有目標均已達到。

去年，我們向執行委員會提交建議，提高出租單位未來兩年的租金。我們在檢討租金時，除了考慮政治及財務因素外，亦必須顧及住戶的期望。

最後，房協決定輕微上調租金百分之三，由二零一零年四月起生效。調整租金後，每戶每月平均約多繳付租金四十五港元，而八成住戶每月多繳付的租金不超過六十港元。



The Housing Society adjusted the rent of its rental estates for the first time since 1998

房協自一九九八年起，首次調整出租屋邨的租金



Environmental elements were incorporated in the rehabilitation of Moon Lok Dai Ha to provide a healthier living environment for the residents

復修後的滿樂大廈融入環保元素，為居民提供更健康的居住環境

This was the first time in 12 years that we had adjusted the rents for our rental estates, after the rental freeze that had been put in place in 1998. The rent increase was generally well received by the tenants, with only minimal negative response from the media.

Although the rise will bring in much needed revenue to offset part of the expenses associated with maintaining our estates, we expect that our estate management budget will continue to run at a deficit.

Safer, Healthier and Happier Living

We committed a total of HK\$216 million during the year on improvement works aimed at upgrading the facilities and safety of our rental estates. Among these were projects for upgrading power supply systems, installing lifts, and carrying out re-roofing and redecoration works to ensure safety and security for our tenants. The majority of the improvement works were completed according to schedule.

As an environmentally-conscious organisation, we continued to focus on greening initiatives not only for the benefit of our residents, but also as part of our effort to promote sustainable living in Hong Kong.

We carried out a total of 180 greening activities during the year in which 2,670 tenants participated. These activities included the planting of some 40,000 shrubs and seasonal flowers in our estates, as well as 33 trees. We also established nurseries to promote organic city farming at Healthy Village, Ming Wah Dai Ha and Chun Seen Mei Chuen. These were in addition to the 11 nurseries that have already been set up.

這是房協自一九九八年凍結出租住宅單位租金十二年以來，首次調整租金水平。對於這次加租，住戶普遍接受，只有少數傳媒作出負面的報導。

雖然加租將可帶來額外收入，以彌補屋邨維修的部分開支，但我們預期屋邨的管理預算仍將出現赤字。

更安全、健康及快樂的居所

年內，我們共投放二億一千六百萬港元為出租屋邨進行改善工程，提升居住環境的設施及安全。改善工程包括提升電力系統、安裝升降機，以及重鋪天面及粉飾項目。這些項目大部分已如期完成。

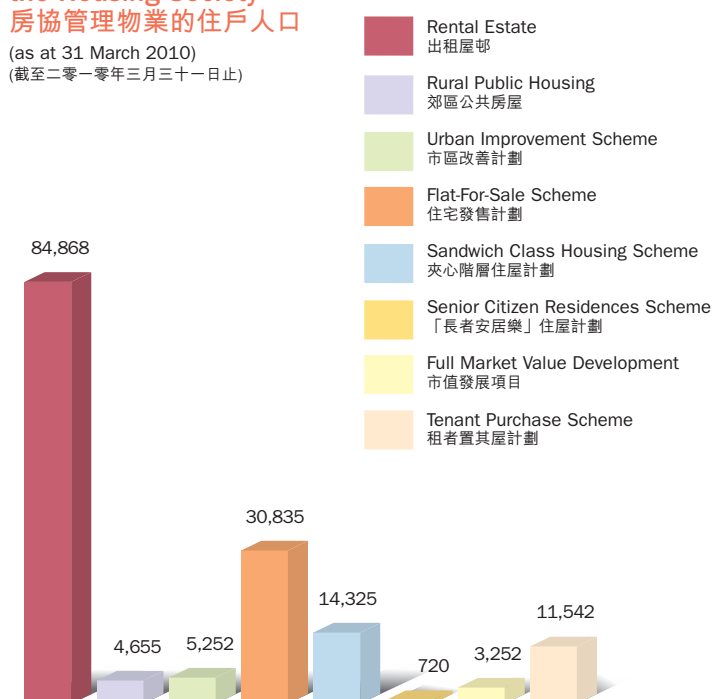
房協是一個重視環保的機構，一直致力推行綠化措施，不單惠澤住戶，亦為促進香港可持續發展的生活出一分力。

於過去一年，我們合共舉辦了一百八十項綠化活動，共有二千六百七十名住戶參與。這些活動包括於屋邨內種植約四萬棵灌木及時花，以及三十三棵樹。除了現有的十一個環保花園外，我們再於健康村、明華大廈及真善美村設立環保花園，以推廣城市有機耕種。

Population of Properties Managed by the Housing Society

房協管理物業的住戶人口

(as at 31 March 2010)
(截至二零一零年三月三十一日止)



Refurbishing works were carried out in Cho Yiu Chuen
祖堯邨進行粉飾工程



Property Management 物業管理

To achieve energy savings in our estates, we installed new energy saving light fittings at Cho Yiu Chuen and Broadview Garden. The new light fittings are expected to bring energy savings ranging from 15% to 23%.

Carbon emission audits were carried out at two of our estates: Moon Lok Dai Ha and the rental portion of Lakeside Garden. Progressive carbon reductions of 2% were targeted for July 2010, but by March we had already lowered carbon emissions by 2.53%.

At Chun Seen Mei Chuen, we set up sensors and a weather station as part of our green roof pilot project for measuring carbon dioxide reductions and optimising the consumption of power by air conditioners. Green roof designs for the transformer rooms at Chun Seen Mei Chuen, Cho Yiu Chuen and Lok Man Sun Chuen were also included in the awarded contract for the upgrading of electricity works at these estates.

Another greening project, a food waste eliminator at Jat Min Chuen, successfully handled 22,548 kilograms of solid food waste during the year.

In addition to safe and healthy living, we promote happy living through the care and community harmony initiatives of the Housing Society Community (HSC). The HSC, which was established in 2003 to promote social interaction, attracted growing numbers of participants over the review period, with membership reaching 39,591 – an increase of 5.5% from the year before.

A total of 816 community building activities were held, with about 70,000 participating members. Activities included volunteer, elderly, health and environmental programmes, as well as special interest courses.

為取得屋邨的節能效益，我們在祖堯邨及偉景花園安裝新的節能照明設備，預期可節省百分之十五至二十三的能源。

我們亦在滿樂大廈及翠塘花園出租部分進行碳排放審計。原訂目標為於二零一零年七月減少碳排放量百分之二，但截至三月已減少了百分之二點五三。

我們在真善美村進行的綠化天台試驗計劃，包括設立感應器及天氣站，以測量二氧化碳減少量及優化冷氣系統的能源效益。在真善美村、祖堯邨及樂民新村的電力工程改善合約中，亦包括電力變壓房的綠化天台設計。

另一項綠化工程，是在乙明邨裝設食物廢料處理器。該系統於年內成功處理二萬二千五百四十八公斤固體廚餘。

除了安全及健康的居所外，我們亦透過「房協之友」推行各項關懷鄰舍守望計劃，宣揚快樂生活。「房協之友」於二零零三年成立，以加強居民連繫為宗旨，年內參加人數不斷增加，會員數目已達三萬九千五百九十一名，較上年增加百分之五點五。

「房協之友」共舉辦了八百一十六項活動，以加強社區凝聚力，參加人數約有七萬人次。活動集中在義工、長者、健康及環保等範疇，以及各式興趣班。



The HS Community Music Show provided performing opportunities for members of the interest classes

「房協之友至真至純音樂會」為興趣班的小學員提供演出機會



The HS Community Elderlyland participated in the annual Athletic Gala for the Elderly

「房協之友長青園地」參與一年一度的「全港長者運動會」

Also during the year, the Community Investment and Inclusion Fund (CIIF) continued its effort of building trust in the community of the Housing Society estates. Close to 1,900 staff and volunteers at Yue Kwong Chuen and Ming Wah Dai Ha participated in the neighbourhood programmes sponsored by the CIIF.

The Neighbourhood Active Ageing Project was another success in 2009/2010. In this project, volunteers (over 60% of whom are elderly) widened their horizons by visiting other isolated elderly residents and helping them engage in the community.

Under our on-going policy of encouraging co-habitation of the young and old, the Housing Society has helped a total of 548 families with three or more generations living together since 2006.

To help ease the financial burden of some tenants, we organised a trial flea market project at Lok Man Sun Chuen, where tenants could exchange used furniture, toys, books and other household items. The flea market, which was held on two separate occasions, was well received by tenants, particularly the elderly and the low-income residents.

In order to gauge the effectiveness of our programmes, every three years we organise a comprehensive survey by the University of Hong Kong to gather tenants' opinions and satisfaction levels in regard to our property management services. The survey of this year was conducted from December 2009 to January 2010, with overall "Very Satisfactory" and "Satisfactory" rates amounting to 77.7%.

於過去一年，社區投資共享基金繼續在房協轄下的屋邨推廣社區互助精神。漁光村及明華大廈近一千九百名員工及義工參加了由社區投資共享基金贊助的「鄰舍守望計劃」。

同時，「左鄰右里積極樂頤年計劃」於二零零九／二零一零年度再取得美滿成績。此項計劃的義工有超過六成為長者，透過探訪其他獨居長者，幫助他們投入社區，從而擴闊視野。

房協持續推行長幼共融政策，自二零零六年以來共協助五百四十八個三代或跨代的家庭同住。

為紓解部分住戶的財政負擔，我們在樂民新村試辦了跳蚤市場計劃，讓住戶互相交換二手傢俬、玩具、書籍及其他家庭用品。跳蚤市場已舉行過兩次，深受住戶歡迎，尤其是長者及收入較低的居民。

我們每隔三年委託香港大學進行全面意見調查，評估各項屋邨計劃的成效，以及住戶對物業管理服務的意見及滿意程度。今年的意見調查於二零零九年十二月至二零一零年一月期間進行，「非常滿意」及「滿意」的整體比率達百分之七十七點七。



The Housing Society sets up green nurseries in its estates to let residents enjoy the pleasure of nature
房協於轄下屋邨設立環保花園，讓住戶享受大自然的生趣



A trial flea market was held at Lok Man Sun Chuen for tenants to exchange used items
樂民新村試辦跳蚤市場，讓居民交換二手物品



The Housing Society was commended in the EMD Services Contractors Awards organised by the Housing Authority
房協於房委會舉辦的「屋邨管理服務承辦商大獎」中獲嘉許



Assistance to Building Owners

Following its approval last year, the “Operation Building Bright” (OBB) programme was launched in a Memorandum of Understanding Signing Ceremony on 7 May 2009. The objective of this programme is to help owners of old buildings carry out repairs and to encourage them to make timely decisions on maintenance works through the provision of subsidies and one-stop technical assistance. It was also aimed to create immediate jobs for the local construction industry.

Two categories of building are covered under the programme: buildings with Owners’ Corporations (OCs), which are the responsibility of either the Housing Society or the Urban Renewal Authority (URA); and buildings without OCs or those with difficulties in co-ordinating repair works, which are the responsibility of the Buildings Department.

A funding of HK\$1 billion was set aside for this programme, including HK\$150 million each from the Housing Society and the URA. An additional HK\$1 billion was approved by the Finance Committee of the Legislative Council on 3 July 2009, increasing the estimated number of aged and dilapidated buildings to receive assistance from 1,000 to 2,000.

To help various stakeholders understand the requirements of the programme, we organised four briefings for Authorised Persons and Registered General Building Contractors and three briefings for OCs. In addition, 162 activities were also held to promote the OBB.

協助大廈業主

隨著「樓宇更新大行動」於去年獲得通過，合作備忘錄於五月七日簽訂，正式展開這項行動。行動的目的為協助舊樓業主進行大廈維修，並提供資助及一站式技術支援，鼓勵他們適時作出維修的決定，同時亦為本地建造業創造就業機會。

這項計劃的兩類目標樓宇，包括已成立業主立案法團的大廈，由房協及市區重建局（市建局）負責處理；而屋宇署則負責處理未有業主立案法團，或在統籌維修工程方面遇到困難的大廈。

這項計劃原先獲十億港元撥款，包括房協及市建局分別撥出的一億五千萬港元。立法會財務委員會於二零零九年七月三日再額外批出十億港元撥款，令獲得資助的失修舊樓數目，估計由一千幢增至二千幢。

為協助相關人士明白計劃的要求，我們為認可人士及註冊一般承建商舉行了四次座談會，亦為業主立案法團進行了三次簡介會。此外，我們亦舉辦了一百六十二項相關的推廣活動。



Building under repair under the “Operation Building Bright”
受惠於「樓宇更新大行動」的大廈進行維修工程



Ballot Draw was conducted for Category 1 buildings of the “Operation Building Bright”

「樓宇更新大行動」舉行第一類別樓宇抽籤

Within one month from 7 May to 6 June 2009, the OBB received a total of 1,091 qualified applications. 681 of these fell within the purview of the Housing Society, of which 615 were approved.

The Housing Society has been working closely with the Buildings Department, the URA, the Independent Commission Against Corruption and the Development Bureau to set up monitoring mechanisms for preventing abuse or malpractice in applications for the OBB fund. No abuse has been identified so far.

Established in 2005, the Building Management and Maintenance Scheme (BMMS) helps owners maintain and repair buildings in a serious state of decay or neglect through both technical and financial assistance.

As part of our educational mandate under the BMMS, we hold regular promotional and educational activities such as seminars and workshops to promote proper management and maintenance.

We also provide free guidance and advice on building management and maintenance to the public at our ten Property Management Advisory Centres (PMACs) throughout Hong Kong. These PMACs work in partnership with individual owners or OCs on maintenance and repair works and provide free technical advice and assistance.

Two BMMS incentive schemes offer financial incentives to encourage owners to manage and maintain their buildings. A Home Renovation Loan Scheme is also in place to help individual owners improve the flat interior.

由二零零九年五月七日至六月六日期間，「樓宇更新大行動」於一個月內共接獲一千零九十一份合資格的申請，當中六百八十一份屬房協負責的範圍，而其中六百一十五份已獲批核。

房協亦一直與屋宇署、市建局、廉政公署及發展局保持緊密合作，並設立監察機制，防止「樓宇更新大行動」的資金被濫用或不當使用，至今並無發現濫用情況。

「樓宇管理維修綜合計劃」於二零零五年設立，透過技術支援及財政資助，協助業主維修及保養樓宇，改善日久失修的問題。

「樓宇管理維修綜合計劃」的其中一個工作範疇是推行教育，因此我們定期舉辦座談會及工作坊等，推廣妥善樓宇管理及維修的意識。

我們在全港設有十個「物業管理諮詢中心」，為公眾免費提供樓宇管理及維修的指引和專業意見。這些中心以夥伴形式，透過提供免費技術意見及支援，協助個別業主或業主立案法團進行大廈維修保養。

為鼓勵業主管理和保養他們的大廈，「樓宇管理維修綜合計劃」提供兩項資助計劃，另外還有一項「家居維修貸款計劃」，協助個別業主進行單位內部的改善工程。

Location Map of Property Management Advisory Centres

「物業管理諮詢中心」位置圖



The Housing Society jointly promotes "Integrity and Quality Building and Financial Management" with the ICAC

房協和廉政公署合力宣揚「優質管理 誠信財務」



Property Management 物業管理

All targets under the BMMS were met or even exceeded during the year. A total of 241 new OCs were formed and 409 building blocks were assisted with improvement or maintenance works. Some 300 owners were aided in renovating their flats. We also visited an additional 578 blocks to promote building management and maintenance.

Other BMMS activities included a campaign encouraging owners to display street number plaques and an educational campaign on the Specification of Lower Percentage Notice under the Land (Compulsory Sale for Redevelopment) Ordinance (LCSRO) (Cap. 545) which came into force on 1 April 2010. Information on the LCSRO was made available at the ten PMACs across Hong Kong and on the BMMS website.

The Housing Society also assisted the Home Affairs Department to launch the Building Management Professional Service Scheme running from April 2010 to March 2011. The purpose of this programme is to provide education on building management to owners in ageing buildings.

“Building neglect” continues to be a serious threat to public safety, as many owners are either not aware of the need for building maintenance or ignore their responsibilities. To address this problem, two new schemes have been proposed by the Government: The Mandatory Building Inspection Scheme (MBIS) and Mandatory Window Inspection

年內，「樓宇管理維修綜合計劃」的所有目標已達成，甚至超出預期。我們共成立了二百四十一個業主立案法團，協助四百零九幢大廈進行改善或維修工程，另約三百多名業主獲資助進行單位維修。我們亦探訪了五百七十八幢大廈，以推廣樓宇管理及維修的意識。

此外，房協亦推行其他與樓宇管理維修相關的活動，包括鼓勵業主展示門牌號數牌，以及加深市民對於二零一零年四月一日實施的《土地（為重新發展而強制售賣）條例》（第545章）《指明較低百分比公告》的認識。有關條例的資料可在分布全港的十個「物業管理諮詢中心」及「樓宇管理維修綜合計劃」網頁查閱。

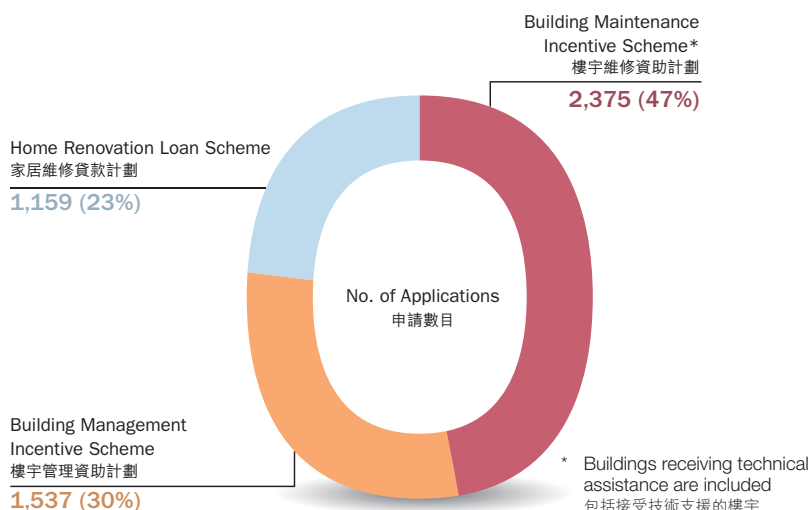
房協亦協助民政事務總署於二零一零年四月至二零一一年三月推行「大廈管理專業服務計劃」。這項計劃的目的，是提升舊樓業主對樓宇管理的認識。

針對業主忽略樓宇維修的需要及漠視其責任，導致樓宇失修對公眾安全構成嚴重威脅的問題，政府提出了兩項新計劃，包括「強制驗樓計劃」及「強制驗窗計劃」。政府已於二零一零年二月向立法會提交

BMMS Applications

「樓宇管理維修綜合計劃」的申請

(as at 31 March 2010)
(截至二零一零年三月三十一日止)



Assisting building owners to display street number
協助業主展示門牌號數

Scheme (MWIS). In February 2010, the Government submitted the Buildings (Amendment) Bill 2010 to the Legislative Council for the implementation of the two schemes. It is expected that both the MBIS and MWIS will be implemented in the fourth quarter of 2011 or early 2012.

Under the MBIS, owners of buildings aged 30 years or more will be required to conduct inspections and undertake repair works of the common parts, external walls and projections of their buildings every ten years. Under the MWIS, owners of buildings aged ten years or more must carry out inspections and repair works of all windows in their buildings every five years.

We are working with the Government and the URA to provide assistance to owners in need so that they are able to comply with the statutory requirements. This assistance will come in the form of a subsidy for first-time building inspections.

In support of the MBIS, the Housing Society is also working closely with the Buildings Department and related professional bodies to introduce the Voluntary Building Classification Scheme (VBCS). This scheme encourages owners to take the initiative of properly managing and maintaining their buildings. Buildings certified under the VBCS will be exempted from mandatory building inspections. The VBCS is expected to be launched about six months prior to the implementation of the MBIS.

《2010年建築物(修訂)條例草案》，預期於二零一一年第四季或二零一二年初正式實施這兩項計劃。

根據「強制驗樓計劃」，樓齡達三十年或以上的樓宇業主，須每十年檢驗及維修樓宇的公用地方、外牆及伸出物。根據「強制驗窗計劃」，樓齡達十年或以上的樓宇業主，須每五年檢驗及維修樓宇的所有窗戶。

我們現正與政府及市建局合作，為有需要的業主提供協助，以便業主遵守法例規定。房協將以資助首次驗樓的方式提供協助。

為配合「強制驗樓計劃」，房協亦與屋宇署及相關專業團體緊密合作，推行「自願樓宇評級計劃」。這項計劃鼓勵業主主動採取適當的措施管理及維修其物業。於「自願樓宇評級計劃」獲發評核證書的樓宇，將獲豁免強制驗樓。「自願樓宇評級計劃」預期於「強制驗樓計劃」實施前約六個月推行。



Information on the Land (Compulsory Sale for Redevelopment) Ordinance was made available at the Property Management Advisory Centres
「房協物業管理諮詢中心」提供《土地(為重新發展而強制售賣)條例》的資訊服務



Assisting the Home Affairs Department to launch the Building Management Professional Service Scheme
協助民政事務總署推行「大廈管理專業服務計劃」