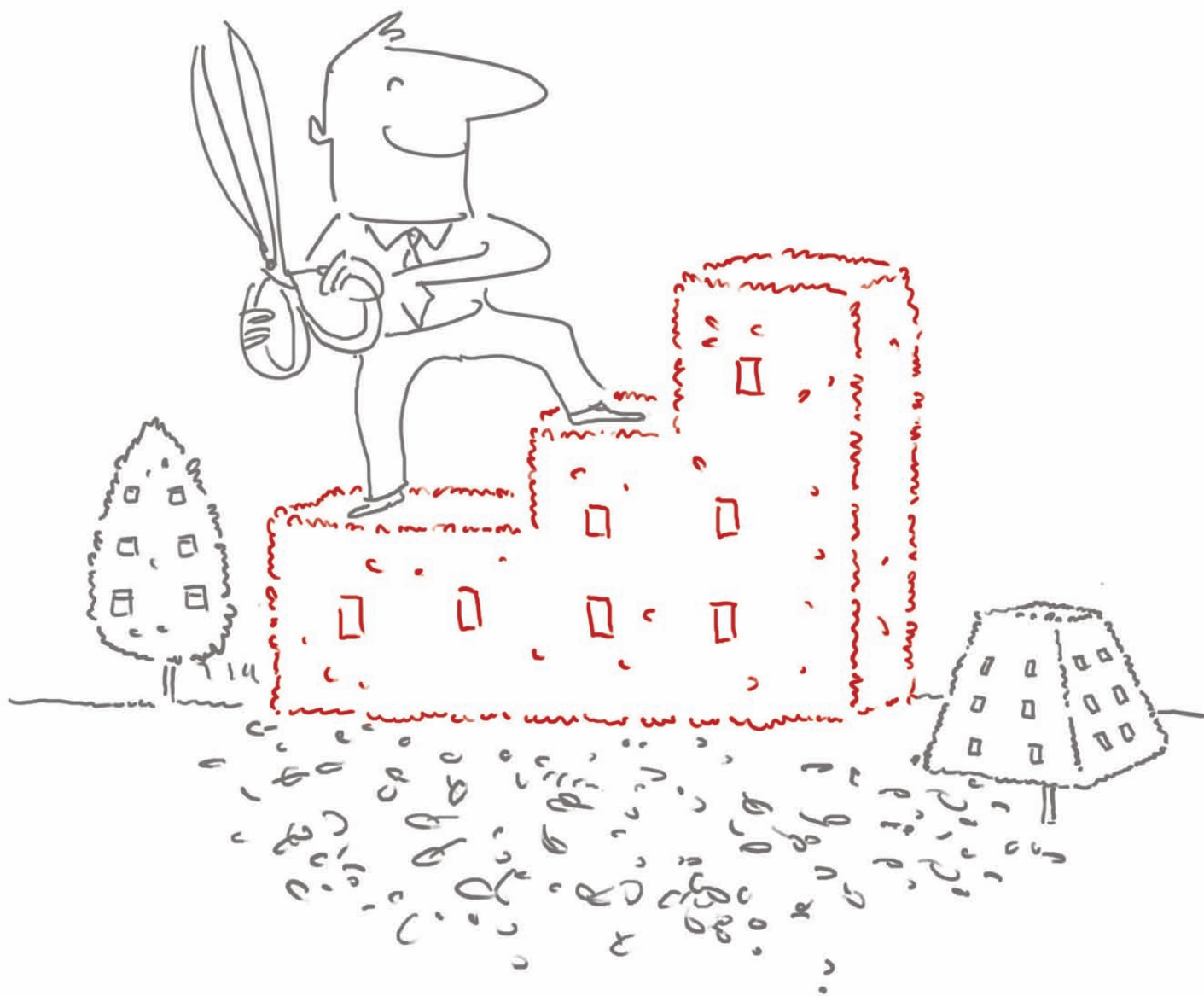


SHAPING QUALITY LIVING—
SAFER, HEALTHIER, HAPPIER

締造優質生活—

更安全、更健康、更快樂



PROPERTY MANAGEMENT 物業管理

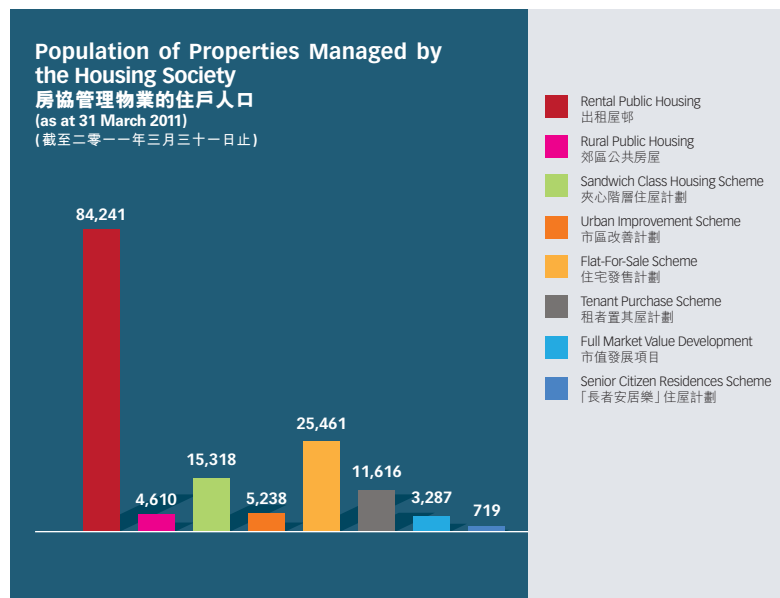


Healthy
健康



Happy
快樂





During the year under review, the Property Management Division continued to promote quality building management not only in our own estates, but also through programmes designed to rejuvenate ageing buildings all across Hong Kong. We made significant progress with these programmes in 2010/11.

We were also very pleased to learn that our wish to redevelop Ming Wah Dai Ha received support-in-principle from the Government during the year. The redevelopment of Ming Wah Dai Ha will enhance the quality of life not only for the residents of that estate, but also the entire community in the neighbourhood.

By the end of the year, our portfolio chalked 33,117 rental units in 20 estates, about 120,000 square metres of commercial and other non-residential premises, and over 9,200 car-park spaces. The Housing Society also provided property management services to 20,674 private flats in 25 managed properties, 11,652 units in two properties on a contract basis under the Tenants Purchase Scheme, and 6,847 rental units in three estates under the Property Services Contract of the Housing Authority.

回顧去年，物業管理部繼續推行優質的樓宇管理，這不僅只限於房協轄下的出租屋邨，亦同時透過翻新全港各區舊樓的維修計劃。我們這些計劃於二零一零／一一年度取得重大的進展。

年內，我們亦十分高興政府原則上支持重建明華大廈的計劃。重建明華大廈不但有助提升該邨居民的生活質素，亦能惠及鄰近整個社區。

直至年底，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、約十二萬平方米的商用及其他非住宅物業，以及超過九千二百個車位。此外，房協亦為多個代管物業提供管理服務，包括二十五個屋苑共二萬零六百七十四個私人單位、以合約形式代管的兩項「租者置其屋」計劃物業共一萬一千六百五十二個單位及房屋委員會物業服務合約的六千八百四十七個單位。



Ballot draw for the second round of the OBB
為第二輪「樓宇更新大行動」舉行抽籤儀式



The OBB gives a face-lift to old buildings
「樓宇更新大行動」為舊樓帶來煥然一新的外貌

Promoting Building Maintenance

One of the concerns we have at the Housing Society is the state of old buildings in Hong Kong, many of which are in grave disrepair. In the past few years, we have initiated a number of programmes in collaboration with the Government and other bodies to increase awareness of the importance of good building management and maintenance and to provide assistance to owners of old buildings. These include programmes such as Operation Building Bright (OBB), now in its second round, and our own Voluntary Building Assessment Scheme (VBAS) which encourages building owners to keep their properties safe and sound. The latter programme will be launched around six months ahead of the Mandatory Building Inspection Scheme (MBIS) of the Government.

We continued to support OBB during the year, following the approval of the Government of additional funding up to HK\$3.5 billion in total. Launched in collaboration with the Urban Renewal Authority (URA) in 2009, the programme encourages owners of old buildings to take decisive action to carry out repair and maintenance works. To date, the programme has benefited owners of more than 2,000 old buildings — of which 652 fell within the purview of the Housing Society — and created more than 18,000 employment opportunities.

推廣樓宇維修

房協十分關注香港樓宇的狀況。香港有很多舊樓均嚴重失修，過去數年，房協與政府及其他機構合辦了多項計劃，宣揚良好樓宇管理及維修的重要，並為舊樓業主提供協助。這些計劃包括已踏入第二輪的「樓宇更新大行動」及鼓勵大廈業主妥善維修物業以保障安全的「自願樓宇評審計劃」。「自願樓宇評審計劃」將於政府實施「強制驗樓計劃」約六個月前推出。

政府再次額外批出款項支持「樓宇更新大行動」，令整項計劃合共撥款三十五億元。房協與市區重建局(市建局)於二零零九年合作推行這項計劃，旨在鼓勵舊樓業主盡快為物業進行維修及保養。我們繼續於年內支援這項行動，迄今已有超過二千幢舊樓的業主受惠，而當中的六百五十二個個案屬房協負責的範圍。整項計劃共創造超過一萬八千個就業機會。



The Property Management Advisory Centre (PMAC) organises building management talks for property owners on a regular basis
「房協物業管理諮詢中心」定期為業主舉辦大廈管理講座

The second round of the Operation has received a total of 550 eligible applications, involving over 800 buildings. On 22 March 2011, the Development Bureau, the Housing Society and the URA jointly held a ballot draw for Category 1 Target Buildings to determine the priority of the applications.

In Hong Kong, old structures that have not been properly maintained are known to cause loss of life and serious injuries among tenants and passers-by. To remedy this situation, the Government has been working on the MBIS and Mandatory Window Inspection Scheme (MWIS) for some years, both of which are due to be implemented soon. These schemes will apply to buildings aged over 30 years (MBIS) and 10 years (MWIS), and will legally require building owners to carry out inspections and repairs. In this regard, the Housing Society is cooperating with the Government to encourage property owners to manage and maintain their buildings of their own accord through the VBAS.

第二輪的「樓宇更新大行動」共收到五百五十份合資格申請，涉及八百多幢大廈。於二零一一年三月二十二日，發展局聯同房協及市建局為第一類別的樓宇進行抽籤，以決定處理申請的先後次序。

以往香港曾發生舊樓失修而導致住客及途人嚴重傷亡的事故。針對有關問題，政府於過去幾年一直研究推行「強制驗樓計劃」及「強制驗窗計劃」，現時已經準備就緒。「強制驗樓計劃」適用於樓齡超過三十年的舊樓，而「強制驗窗計劃」則適用於樓齡十年的樓宇，目的是透過立法規定大廈業主進行檢驗及維修。房協正就此與政府合作，鼓勵業主透過「自願樓宇評審計劃」自發地管理及維修樓宇。





PMAC provides professional advice to owners of old buildings
「房協物業管理諮詢中心」為舊樓業主提供專業意見



Location Map of PMACs
「物業管理諮詢中心」位置圖

Expected to be launched about six months prior to the implementation of MBIS and MWIS, VBAS encourages owners to carry out voluntary building management and maintenance inspections in common areas and establish sound building management mechanisms. It is hoped that through VBAS, building owners will recognise and take up their responsibilities to maintain, improve and ensure the safety of their buildings.

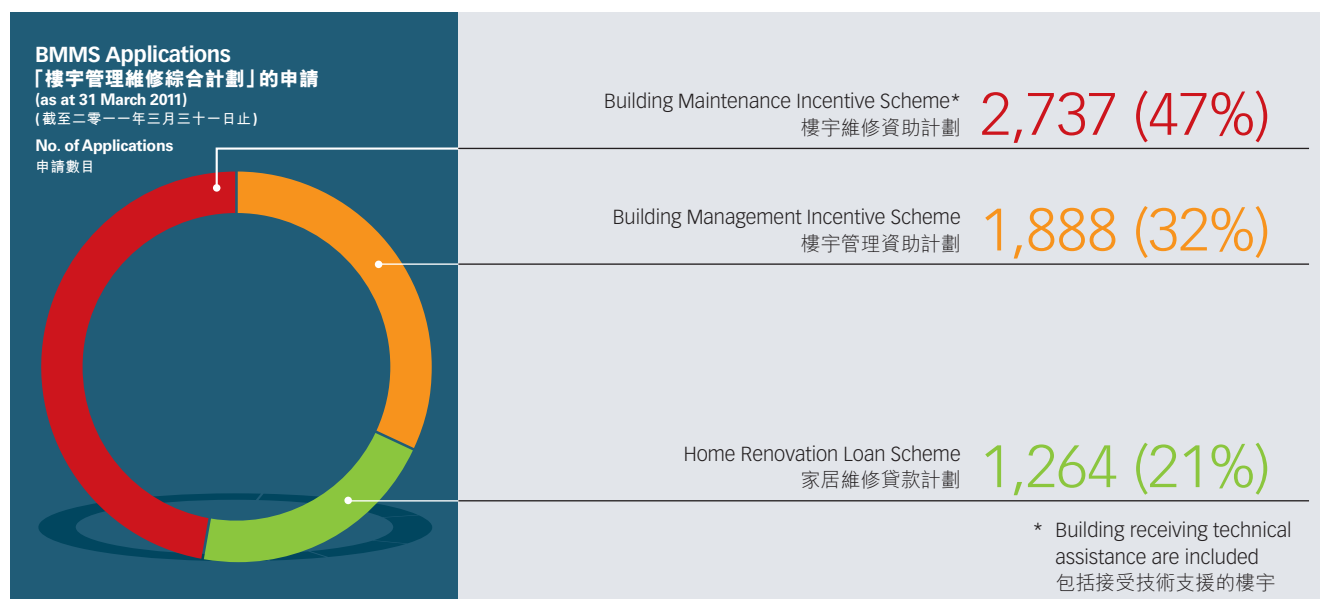
All private domestic and composite (domestic/commercial) buildings or developments are welcome to join the VBAS which will cover a wider scope than the MBIS while keeping the same standards and requirements. Buildings certified under the VBAS will be recognised by the Buildings Department (BD) as having fulfilled the MBIS and MWIS (common areas only) requirements and do not need to undergo mandatory building inspections as the BD deems appropriate. In preparation for the launch of the VBAS, the Housing Society took part in a variety of community education initiatives to promote the Scheme.

During the year, the Housing Society continued to promote the 10-year Building Management and Maintenance Scheme (BMMS) launched in 2005 to provide financial assistance and technical support for owners of old buildings. One of the highlights of the publicity campaign was a new TV commercial, featuring BMMS Ambassador, Miss Myolie Wu, who conveyed the message of proper building management and maintenance through a dramatic act.

「自願樓宇評審計劃」預計於「強制驗樓計劃」及「強制驗窗計劃」實施前約六個月推行。「自願樓宇評審計劃」鼓勵業主自發地為樓宇的公用地方進行管理及維修檢驗，並設立健全的樓宇管理制度。我們期望透過「自願樓宇評審計劃」，令大廈業主明白及承擔樓宇維修、改善及保障樓宇安全的責任。

「自願樓宇評審計劃」歡迎所有私人住宅及綜合（住宅／商用）樓宇或發展項目參加，覆蓋範圍較「強制驗樓計劃」更廣泛，但兩者的標準及要求則相同。於「自願樓宇評審計劃」中獲認證的樓宇，將獲屋宇署確認符合「強制驗樓計劃」及「強制驗窗計劃」的要求（僅限於公用地方），因而毋須執行強制驗樓。房協已展開連串的社區教育活動，推廣「自願樓宇評審計劃」，為實行這項計劃作好準備。

年內，房協繼續推行「樓宇管理維修綜合計劃」。此計劃於二零零五年推出，為期十年，為舊樓業主提供財務資助及技術支援。今年的其中一項重點宣傳工作是製作新一輯的電視廣告，由「樓宇管理維修綜合計劃」大使胡杏兒小姐演出，以生動的手法帶出妥善樓宇管理及維修的信息。



Since the launch of the BMMS in 2005, about 1,400 Owners' Corporations have been formed, and owners of over 290,000 units in 6,300 buildings have taken advantage of the technical advice or maintenance incentives offered under the programme to improve the safety and hygiene conditions.

Other than this initiative of the Housing Society, the Government and the URA have actually implemented their own schemes to assist owners in repairing old buildings in one way or another. As there are different, and potentially confusing, criteria for the applications and forms of assistance under the various programmes, it has agreed between the Housing Society and the URA to consolidate the various schemes into a unified and comprehensive Integrated Building Maintenance Assistance Scheme (IBMAS).

Officially launched on 1 April 2011, the IBMAS provides owners of residential and composite buildings a one-stop service for building maintenance and repairs. Details of the scheme were announced on 31 March at a joint press conference of the Housing Society and the URA.

Through the integrated programme, owners of old buildings can apply for any of the five building maintenance subsidy and loan schemes implemented by the Housing Society and the URA, as well as the two schemes of the Government through a single contact point. The new

自二零零五年展開「樓宇管理維修綜合計劃」以來，房協已協助成立約一千四百個業主立案法團，而六千三百幢樓宇當中超過二十九萬個單位的業主受惠於這項計劃，透過技術意見或維修資助，改善樓宇的安全及衛生情況。

除了房協這項計劃外，政府及市建局亦有各自的計劃，以不同的形式協助業主維修舊樓。由於各項計劃的申請準則及資助形式不盡相同，可能令市民感到混淆，因此房協及市建局同意將各項計劃整合，成為統一而全面的「樓宇維修綜合支援計劃」。

「樓宇維修綜合支援計劃」於二零一一年四月一日正式啟動，為住宅及綜合樓宇業主提供一站式的樓宇維修及保養支援服務。房協聯同市建局於三月三十一日舉行聯合記者會，公布有關詳情。

這項綜合計劃讓舊樓業主透過單一的接觸點，申請房協及市建局轄下五個不同的樓宇維修資助和貸款計劃，以及政府另外兩項計劃。即使是屬於「樓宇維修綜合支援計劃」下的不同資助



The Housing Society and the URA consolidated various building management and maintenance schemes into the IBMAS.
房協及市建局將多項樓宇管理及維修計劃整合，制訂「樓宇維修綜合支援計劃」。

scheme allows owners to make one application for different assistances under the IBMAS. It also relaxes certain criteria to allow applications from owners in buildings that were previously ineligible.

As building maintenance works often involve large sums of money, the Housing Society encouraged owners to participate more actively in building management and be more alert of corruption through the Integrity and Quality Building Management Programme launched in October 2010. As a joint initiative with the Independent Commission Against Corruption, the Home Affairs Department and related professional bodies, the programme demonstrates the tripartite efforts between the Housing Society, the Government and the industry to promote best practices in building management and maintenance.

Moreover, the Housing Society successfully carried out further public education and promotional activities in conjunction with relevant parties during the year. In collaboration with the Home Affairs Department, we completed the Building Management Professional Service Scheme to assist owners of 1,600 flats in ageing buildings. We also supported the Development Bureau in providing information services to the general public on the Land (Compulsory Sale for Redevelopment) (Specification of Lower Percentage) Notice and cooperated with the URA to handle 3,732 enquiries via the Building Maintenance Assistance Schemes Hotline.

項目，業主亦只需提交一項申請。同時，新計劃亦放寬了若干準則，讓過往未符合資格的大廈業主亦可提出申請。

由於樓宇維修往往涉及大量資金，因此房協於二零一零年十月展開「優質管理 誠信專業」推廣計劃，鼓勵業主積極參與樓宇管理的工作及提高他們的防貪意識。這項與廉政公署、民政事務總署及相關專業團體合辦的計劃，讓房協、政府及業界表現出三方共同推廣良好樓宇管理及維修常規的努力。

此外，房協於年內聯同其他團體進一步加強公眾教育及宣傳。我們與民政事務總署合作完成「大廈管理專業服務計劃」，為一千六百個舊樓單位的業主提供協助。我們亦支持發展局為市民提供《土地（為重新發展而強制售賣）條例》《指明較低百分比公告》的資訊服務，並與市建局合作，透過「樓宇維修支援計劃熱線」，共處理了三千七百三十二個查詢個案。



The green roof of the new transformer room at Lok Man Sun Chuen
於樂民新村新電力變壓房的綠化天台



Energy-efficient lifts were installed in Kwun Tong Garden Estate
於觀塘花園大廈安裝的節能升降機

Happy, Safe and Healthy Living

The Property Management Division provides quality and care services that promote a safer, healthier and happier living for the residents of our estates.

For safety, we spent \$376 million last year to improve lifts, upgrade electrical systems and carry out redecoration works at selected estates throughout the territory. In the 40-year-old Lok Man Sun Chuen in To Kwa Wan, six of the blocks were built along the hillside. To save the elderly tenants from walking up the steep steps to reach their homes, a major improvement project is in place to build a six-level shuttle-lift tower. Together with a connecting bridge, the shuttle-lift tower is expected to complete in 2012.

To promote healthier and greener living, we added three more plant nurseries to the 13 nurseries already in operation, installed a green roof in the new transformer room at Lok Man Sun Chuen and conducted a study on the re-use of slope water for watering plants. We also achieved a 1% reduction in carbon emissions at Lakeside Garden and Moon Lok Dai Ha, and installed LED lighting and energy-efficient lifts at Kwun Tong Garden Estate and Healthy Village respectively. As always, we organise green activities for tenants from time to time to keep them environmental-conscious.

快樂、安全及健康的生活

物業管理部致力提供優質與關懷的服務，令轄下屋邨居民在更安全、健康及快樂的環境中生活。

在安全方面，我們去年投放了三億七千六百萬元，為各區的個別屋邨進行改善升降機、提升電力系統及粉飾工程。位於土瓜灣的樂民新村擁有四十多年歷史，其中六座大樓依山而建。為免除長者拾級上落的不便，該邨的重點改善項目，是加建一座樓高六層的穿梭升降機大樓及接駁天橋，預計於二零一二年落成。

在推廣健康綠色生活方面，除現有的十三個環保花園外，我們再多設置三個環保花園，並將樂民新村的新電力變壓房天台綠化，同時研究收集斜坡雨水用作灌溉植物。在減碳方面，我們成功把翠塘花園及滿樂大廈的碳排放量減少百分之一，並於觀塘花園大廈及健康村分別安裝發光二極管照明及節能升降機。一如既往，我們不時為住戶舉辦綠色活動，從而提高他們的環保意識。



Elderly residents take part in singing activities to demonstrate active ageing
長者住戶參與歌唱活動，展現積極樂頤年



Housing Society residents participated in the charity walk to help those elderly in need of Personal Emergency Link Service
房協居民參與步行籌款，助有需要的長者享用平安鐘服務

To encourage happy living, we held more than 550 community-building activities to promote harmonious relations among our tenants, particularly the elderly. These included Mid-Autumn celebrations with health seminars, free check-ups and other entertainment activities for the elderly, a charity walk to raise funds for the elderly, and a Chinese New Year gathering for about 880 elderly residents from 20 rental estates. The generous spirit of our many volunteers has facilitated these and other community care events, and we duly recognise their contributions throughout the year.

In addition to these programmes, we also partnered with community organisations to carry out two elderly care projects at Kwun Tong Garden Estate and Lok Man Sun Chuen and launched two neighbourhood projects under the Community Investment and Inclusion Fund. We also continued our three-generation policy that encourages harmonious cross-generational living. A total of 749 households have taken advantage of the benefits so far.

To gauge the effectiveness of our programmes, we held a customer satisfaction survey across 13 of our estates. Responses of 'Satisfactory' and 'Very Satisfactory' ratings achieved an average of 87.6%.

為宣揚快樂生活，我們舉辦超過五百五十項活動，以加強社區的凝聚力和發揚睦鄰互助的精神，特別是照顧長者居民。這些項目包括中秋節慶祝活動及連帶的長者健康講座，還有免費身體檢查及各項文娛活動，以及一項為長者籌款的慈善步行活動，並邀請二十個出租屋邨約八百八十位長者出席農曆新年團拜。我們十分感謝眾多義工的熱心服務，發揮慷慨助人的精神，令以上活動及其他關懷社區的善舉得以進行。

除了這些活動外，我們亦聯同其他社區組織，於觀塘花園大廈及樂民新村舉辦兩個長者關懷項目，並在「社會投資共享基金」資助下開展兩個鄰舍守望計劃。我們亦繼續推行三代政策，鼓勵家庭和諧及跨代共融。目前，共有七百四十九個家庭受惠於這計劃。

為評估各項工作的成效，我們於轄下十三個屋邨進行了住戶滿意度調查，得到「滿意」及「非常滿意」的平均比率達百分之八十七點六。



The Ma Tau Wai Estate managed by the Housing Society won the Best PRH Estate (Property Services) Silver Award in the Estate Management Services Contractors Awards organised by the Housing Authority

房協管理的馬頭圍邨在香港房屋委員會主辦的「屋邨管理服務承辦商大獎」中取得「最佳公共屋邨(物業服務)銀獎」

Quality Management

In recognition of our efforts to provide quality property management in our estates, we received a number of certifications and awards during the year.

Five more of our properties passed Hong Kong Quality Assurance Agency audits for ISO 14001 certification in environmental management, while six other properties received OHSAS 18001 certification in occupational health and safety.

The occupational health and safety standards of our Property Maintenance Section were also recognised with a certificate of merit in the Management Group of the Enterprise/Organisation Category and a bronze award in the Frontline Employee Group of the Enterprise/Organisation Category for Lakeside Garden in The Best OSH Employees Award Scheme 2010. Other occupational health and safety awards included commendations for our contractors, sub-contractors, management and manual staff during the Construction Safety Awards Scheme organised by the Labour Department.

優質管理

年內，我們取得多個認證及獎項，反映我們在屋邨提供優質物業管理所作出的努力。

我們轄下再多五個屋苑通過香港品質保證局的評審，就環境管理取得ISO 14001認證；而在職業健康及安全方面，我們亦有六個物業取得職業健康及安全系統OHSAS 18001的認證。

物業管理部的保養組一向維持高度的職業健康及安全標準，因而於二零一零年舉行的「第二屆全港傑出職安健員工嘉許計劃」中獲頒發「機構／企業組——管理層組別」優異獎；而翠塘花園則獲頒「機構／企業組——前線員工組別」銅獎。同時，我們亦獲得其他與職安健相關的獎項，包括我們的承辦商、分判商、管理人員和前線工作人員，在勞工處主辦的「建造業安全獎勵計劃」中亦獲得嘉許。



In June 2010, we received the 2009–2010 Excellence Award for Zero-NC from the Hong Kong 5-S Association in recognition of our 5-S achievements towards TQM certification. We were also honoured with the Best Property Services Agent (Public Rental Housing) — Silver Award and Best Property Services Agent (Safety Management) Gold Award in the Estate Management Services Contractors Awards 2010 organised by the Housing Authority.

Our volunteers at five estates won gold awards for volunteer service from the Social Welfare Department, while our volunteer teams received awards for the number of community hours served.

The security services of the Housing Society, including our security guards, building supervisors and attendants, have been commended for effectively protecting the residents of our estates and their efforts were recognised at a number of award ceremonies organised by the Hong Kong Police.

We also received recognition for our HS Care website and the portals of 44 estates and properties which won accolades at the Web Care Ruby Awards and 2010 Web Care Campaign awards hosted by the Internet Professional Association.

另外，於二零一零年六月，我們獲香港五常法協會頒發二零零九至一零年度「零不合格點卓越大獎」，表揚我們採用「五常法」的成效，有助於取得全面品質管制認證。在香港房屋委員會主辦的「2010屋邨管理服務承辦商大獎」頒獎禮中，我們亦取得「最佳物業服務公司（公共屋邨）銀獎」及「最佳物業服務公司（安全管理）金獎」。

我們轄下五個屋邨的義工則獲社會福利署頒發「義務工作嘉許金獎」，見證義工團隊的熱心服務。

在保安服務方面，房協亦備受讚揚。我們的護衛員、大廈主管及管理員為保障屋邨居民安全所付出的努力，令他們屢次在警務署主辦的頒獎禮中獲得嘉許。

在互聯網專業協會主辦的「網絡齊關注行動2010」頒獎禮中，我們的「愛心關懷網」及四十四個屋邨屋苑的網站，都取得「無障礙優異網站紅寶石獎」。