



**Housing Society's Staff Awarded The Ombudsman's Awards for  
Officers of Public Organisations**

A frontline staff at The Tanner Hill of the Hong Kong Housing Society (HKHS) was commended by the Office of The Ombudsman with the Ombudsman's Awards 2021 for Officers of Public Organisations, in recognition of his professional and positive attitude showed in handling complaints, along with outstanding performance in providing quality customer services to residents.

The awardee Steven She has been serving as a Property Manager for about seven years, having extensive experience in property management. Since 2018, he has been leading the team to provide property management services at the elderly housing project "The Tanner Hill", including handling of enquiry and complaint, estate management and organising activities for tenants, all with the aim to create a quality living environment for the residents. In handling complaints, he has fully demonstrated the customer-centric spirit by listening and understanding the needs of residents with patience. He also proactively followed up the complaints and provided appropriate assistances to the residents while offering constructive suggestions for resolving the complaints.

HKHS Chief Executive Officer James Chan said, "It is encouraging that our staff have been recognised by the Office of The Ombudsman for the second consecutive year. In taking forward the mission of 'Create Homes • Revive Communities', the team strives to provide quality services to our residents with a caring and positive attitude that exemplifies the core values of the Housing Society. As complaint handling forms an integral part of customer services, we will continue to equip our staff through various trainings and encourage them with rewards, with the goal of building a harmonious community."

The Ombudsman's Awards Scheme was introduced in 1997 and extended to honour individual public officers in 1999. The Awards aim to acknowledge professionalism in handling complaints, honour individual public officers for their significant contribution in improving public service, and to foster a positive culture of service in the public sector.

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**Press Release**

**Photo:**



HKHS Property Manager Steven She received the Ombudsman's Awards 2021 for Officers of Public Organisations in recognition of his professional performance in serving the residents.