



17 November 2022

**Housing Society Staff Awarded Ombudsman's Awards for  
Officers of Public Organisations for the Third Year in a Row**

Two frontline staff from the Property Management Division and the Development and Marketing Division of the Hong Kong Housing Society (HKHS) were commended by the Office of The Ombudsman with Ombudsman's Awards 2022 for Officers of Public Organisations, in recognition of their professional attitude in handling complaints and their exceptional performance demonstrated in serving the public.

HKHS Chief Executive Officer James Chan said, "It is encouraging that our staff has received this compliment from the Office of The Ombudsman for the third consecutive year and we are delighted to have two colleagues from different departments being awarded together this year. The Housing Society is committed to its customer-centric ethos in delivering quality housing and first-rate frontline services. By serving the public with an enthusiastic, positive and impartial manner, we strive to build a harmonious and liveable community for all."

One of the awardees, Anna Wong, Applications Manager of Property Management Division, has been serving at HKHS for more than two decades and she is in charge of the application and allocation matters for the Senior Citizen Residences Scheme. While assisting the elderly with their applications, Ms Wong listens to their enquiries attentively and puts herself in their shoes to understand their needs. She also makes proactive follow-up and provides practical assistance for the applicants. Meanwhile, she manages every case with utmost prudence, ensuring proper and fair utilisation of housing resources.

The other awardee Winnie Chan, Customer Services Officer of Development and Marketing Division, joined HKHS about three years ago and she is mainly responsible for flat handover of the Subsidised Sale Flats project "Mount Verdant". In addition to property handover work, Ms Chan also acts as a bridge of communication between HKHS and the owners to deal with owners' enquiries, coordinates internal and external teams and keeps track of the defect rectification progress of the flats. Adopting a customer-centric approach, she is attentive and always takes further steps in addressing owners' needs, exploring and offering them feasible solutions with great professionalism. Her dedication and passion for work have earned her remarkable praise from the flat owners.

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## **Press Release**

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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Media Enquiries :

Catherine Chui  
Assistant General Manager (Public Affairs)  
Tel : 2839 7892

Angel Yu  
Manager (Public Affairs)  
Tel: 2839 7893

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## Press Release

### Photos:



(From left) HKHS Applications Manager Anna Wong and Customer Services Officer Winnie Chan received the Ombudsman's Awards 2022 for Officers of Public Organisations in recognition of their professional and remarkable performance.



HKHS's frontline colleagues were commended by the Ombudsman's Awards for the third year in a row.