



20 November 2023

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

Hong Kong Housing Society (HKHS)'s Assistant Manager of the Property Management Division Jason Lam was commended by the Office of The Ombudsman with Ombudsman's Awards 2023 for Officers of Public Organisations. This recognition highlights Mr Lam's outstanding performance in handling complaints and serving the residents with a positive and professional attitude.

HKHS Chief Executive Officer James Chan said, "We are incredibly encouraged by the Office of The Ombudsman's recognition of our staff performance for the fourth consecutive year. The Housing Society is committed to upholding its customer-centric spirit. By attentively listening to the opinions of our stakeholders and serving the public with enthusiasm, fairness and sincerity, we strive to deliver quality services and create a living environment of good liveability."

The awardee Jason Lam has been serving at HKHS for nearly 19 years. He helps leading the team of the Estate Office at Healthy Village in dealing with the daily operations, including security, environmental hygiene and maintenance matters, as well as handling enquiries and complaints from residents. In a case about noise nuisance, Mr Lam not only demonstrated exemplary patience to attend to residents' concerns but adopted a multi-pronged approach to identify the root causes of the issues. He proactively engaged relevant government departments to ensure effective communication and coordination in a professional manner. Mr Lam also thoroughly analysed the data collected pertaining to the case and then formulated a set of procedural guidelines for execution by the frontline personnel. His proactive follow-up actions and meticulous attention to details have not only swiftly resolved the problems but also earned him remarkable praises from the residents.

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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**HONG KONG  
HOUSING SOCIETY**  
香港房屋協會



## Press Release

### Photo:



HKHS Assistant Manager (Property Management) Jason Lam received the Ombudsman's Awards 2023 for Officers of Public Organisations.