HONG KONG
HOUSING SOCIETY
香港房屋協會

Press Release

6 November 2026

HKHS Bags Fourteen Awards for Smart and Quality Property Management Services

The Hong Kong Housing Society (HKHS) is committed to creating smart and inclusive communities. Its smart property management initiatives and quality resident services across its housing portfolio have recently earned multiple prestigious recognitions. The rental estate Kwun Lung Lau received the Grand Award in the "Residential - Public Rental Housing" category of the "Quality Property and Facility Management Award (QPFMA) 2026". And some HKHS projects, including Kwun Lung Lau, Blissful Place and Casa Sierra, garnered a total of 12 accolades, including four Gold Awards and three Silver Awards at the inaugural Chartered Institute of Housing Asian Pacific Branch (CIHAPB) Community Intelligent Housing Award (Greater Bay Area) 2026. In addition, a member of HKHS's Property Management Division received The Ombudsman's Awards 2026 for Officers of Public Organisations.

HKHS has been upholding its "people-centric" service approach and committed to enhancing resident's quality of living through professional management, innovative technology and quality service. Winning the awards is a strong recognition of HKHS's dedication and achievements in property management and resident services. The team will continue to work hand in hand to create safer, more liveable and caring communities.

Built on a hillside, Kwun Lung Lau is HKHS's pilot rental estate for introducing "Intergenerational Smart Community" initiatives in ageing blocks. The team pioneered the application of various innovative technologies, including AI, IoT monitoring systems and robotics, across estate facilities, daily management and operations, and resident services. These include AI Concierge, mosquito killer lamps, a smart fall detection alert system with AI cameras, smart vacuum cleaner and robotic patrol dogs, which help enhance property management efficiency and strengthen risk monitoring capability. This year, the theme of QPFMA is "Integrated Property and Facility Management Services, Creating a Digitised Smart City". HKHS was honoured for successfully integrating data-driven smart management with the support and care provided by the multidisciplinary Caring Engaging Smart team to elderly residents,

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transforming the traditional rental estate into a more caring, safer and more resilient smart community.

Separately, HKHS garnered another twelve accolades, including four Gold Awards and three Silver Awards, at the CIHAPB Community Intelligent Housing Award Greater Bay Area 2026. Among the award-winning projects, Blissful Place under the "Senior Citizen Residences Scheme", the non-subsidised elderly housing project The Tanner Hill, and the rental estates Kwun Lung Lau and Lai Tak Tsuen, received Gold Awards, the highest distinction. Meanwhile, Broadview Garden under the "Flat-for-Sale Scheme", the Dedicated Rehousing Estate Casa Sierra and the rental estate Lok Man Sun Chuen received Silver Awards. The judging panel commended the projects for effectively showcasing smart building concepts and innovative technology applications, delivering tangible and measurable outcomes.

Providing "people-centric" services to residents has always been a core commitment of HKHS. In October this year, Mandy Mak, HKHS Manager (Property Management), received The Ombudsman's Awards 2026 for Officers of Public Organisations, marking the seventh consecutive year that HKHS staff being recognised by the Awards. While handling a tenant transfer case with the Chun Seen Mei Chuen team, Mak patiently listened to the tenant's special mobility needs in daily life and gained a thorough understanding of the practical difficulties the tenant faced. Through proactive study of relevant policies and precedent cases, as well as coordination of cross-departmental support, Mak successfully helped the tenant relocate to a more suitable flat, addressing the daily inconveniences the tenant had encountered. Mak's professionalism and dedication to serving residents also earned her a letter of appreciation from a Legislative Council Member.

The biennial QPFMA is jointly organised by the Hong Kong Association of Property Management Companies and The Hong Kong Institute of Surveyors - Property and Facility Management Division, to recognise organisations and professionals who have demonstrated excellence in property and facility management and services.

The CIHAPB Community Intelligent Housing Award (Greater Bay Area) 2026 recognises buildings that demonstrate transformative use of technology,

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innovation and sustainable management to deliver measurable benefits for occupants, communities and the environment.

Organised by the Office of the Ombudsman, The Ombudsman's Awards recognise government departments and public organisations that provide high-quality public services. The awards include individual categories to honour public officers who have made significant and sustained contributions to improving public administration.

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Photos:



HKHS Chief Executive Officer James Chan (12th from left), Director (Property Management) Sanford Poon (13rd from right) and the Property Management team received the Grand Award for the rental estate Kwun Lung Lau in the "Quality Property and Facility Management Award 2026".



HKHS's Kwun Lung Lau successfully combined smart management and community care to transform traditional rental housing into a smart community.



Smart technologies applied at Kwun Lung Lau include (left to right) AI Concierge, robotic patrol dog and smart vacuum cleaner.

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Multiple HKHS housing projects were recognised for excellence in smart community management and smart building practices, winning a total of twelve accolades, including four Gold Awards and three Silver Awards at the CIHAPB Community Intelligent Housing Award (Greater Bay Area) 2026.



Mandy Mak, HKHS Manager (Property Management), received The Ombudsman's Awards 2026 for Officers of Public Organisations.

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