Housing Channel

Title: Mobile Application System for Housing Management

Presenter You may have noted that

when Housing Department (HD) staff

perform their duties, they often carry

a Personal Digital Assistant (PDA) with them

The PDA is part of the Housing Authority's

Mobile Application System for

Housing Management (MASHM)

It has a wide range of applications

During biennial flat inspections

it can download data and record those collected

VO Before conducting flat inspections, HD staff

will download the required data into the PDA

During the flat inspection

relevant data will be displayed at the press of a button

enabling the staff to verify easily

the tenant's occupancy position

If there are changes in household particulars

the staff can key in the latest data

for future follow-up

With the MASHM

tenants no longer need to complete in advance

the occupancy position declaration forms

and submit them to the estate office

It's much more convenient now

Presenter

Besides, if any installations or facilities inside the flat are found faulty

The staff can also take photos with the PDA and record the position of the faults on the electronic floor plan of the flat After uploading the data, the staff

can obtain accurate data for future repairs

This greatly improves efficiency

Presenter In terms of data security, the MASHM uses

the most highly rated encryption technology

to ensure all data are securely protected

Since November 2008, some 1300 HD staff

in charge of estate management

have been using the MASHM to provide

better services for all public housing tenants