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# 01 香港房屋委员会组织及职能

## The Hong Kong Housing Authority Organisation and Functions

截至 As at 31.3.2014



## 02 房屋署首长级人员<sup>(1)</sup>

### Housing Department Directorate<sup>(1)</sup>

截至 As at 31.3.2014



注 Note:

(1) 此表只刊载担任首长级薪酬第2点或以上常额职位的人员。

This chart shows officers taking up permanent posts at D2 or above only.

### 03 租住单位编配 Allocation of Rental Flats

类别	Categories	截至 As at 31.3.2014		截至 As at 31.3.2013	
		单位 Flats	人数 People	单位 Flats	人数 People
公屋轮候册	Waiting List	23 307	52 564	15 551	34 237
整体重建、屋邨清拆及大型维修	Comprehensive Redevelopment Programme, Estate Clearance and Major Repairs	85	203	2 527	6 748
清拆	Clearance				
1. 政府清拆项目 / 市区重建局	1. Government Clearance Projects / Urban Renewal Authority	211	433	140	320
2. 中转房屋居民调迁公屋 / 中转房屋清拆	2. Interim Housing Trawling / Interim Housing Clearance	0	0	0	0
紧急安置	Emergency	1	1	0	0
初级公务员及退休公务员	Junior Civil Servants and Pensioners	906	2 539	828	2 329
体恤安置	Compassionate	2 093	4 792	2 213	5 041
各类调迁及纾缓挤迫 / 改善居住空间调迁计划	Transfers and Overcrowding Relief / Living Space Improvement Transfer Scheme	6 645	18 017	5 751	15 587
<b>合计</b>	<b>Total</b>	<b>33 248<sup>(1)</sup></b>	<b>78 549</b>	<b>27 010<sup>(2)</sup></b>	<b>64 262</b>

注 Note:

- (1) 不包括5 808个编配中的单位。  
Excluding 5 808 flats under offer.
- (2) 不包括11 116个编配中的单位。  
Excluding 11 116 flats under offer.

## 04 租住房屋数目 Rental Housing Stock

		截至 As at 31.3.2014		截至 As at 31.3.2013	
		认可居民人数		认可居民人数	
		单位数目	Authorised	单位数目	Authorised
公共租住屋邨 <sup>(1)</sup>	Public Rental Housing Estates <sup>(1)</sup>	No. of Flats	Population	No. of Flats	Population
区议会分区	District Council District				
中西区	Central and Western	636	2 121	636	2 123
东区	Eastern	35 160	100 537	35 275	101 069
南区	Southern	26 588	75 568	26 743	76 124
油尖旺	Yau Tsim Mong	2 820	8 242	2 820	8 303
深水埗	Sham Shui Po	55 020	138 969	52 281	134 181
九龙城	Kowloon City	29 608	70 933	16 240	44 883
黄大仙	Wong Tai Sin	76 001	210 457	76 350	211 710
观塘	Kwun Tong	128 319	340 324	128 624	341 111
葵青	Kwai Tsing	100 258	281 243	99 759	281 805
荃湾	Tsuen Wan	21 733	59 522	21 734	59 964
屯门	Tuen Mun	57 594	146 254	57 293	146 325
元朗	Yuen Long	63 083	193 800	63 394	195 605
北区	North	22 688	64 723	23 077	66 230
大埔	Tai Po	17 978	50 152	18 497	52 161
沙田	Sha Tin	62 007	170 945	60 822	167 364
西贡	Sai Kung	28 415	84 306	28 644	85 211
离岛	Islands	15 769	52 784	15 769	52 748
<b>合计</b>	<b>Total</b>	<b>743 677</b>	<b>2 050 880</b>	<b>727 958</b>	<b>2 026 917</b>

		截至 As at 31.3.2014		截至 As at 31.3.2013	
		认可居民人数		认可居民人数	
		单位数目	Authorised	单位数目	Authorised
中转房屋	Interim Housing	No. of Flats	Population	No. of Flats	Population
区议会分区	District Council District				
屯门	Tuen Mun	2 160	2 389	1 904	2 111
葵青	Kwai Tsing	1 928	1 316	1 928	1 465
元朗	Yuen Long	840	795	840	900
<b>合计</b>	<b>Total</b>	<b>4 928</b>	<b>4 500</b>	<b>4 672</b>	<b>4 476</b>

注 Note:

(1) 数字不包括由1998年起在租者置其屋计划下所出售的租住单位。

The figures do not cover the rental flats sold under the Tenants Purchase Scheme since 1998.

## 05 出售房屋

## Sale Flats

截至 As at 31.3.2014

	区议会分区	District Council District	单位数目 Number of Flats
推出发售的居有其屋计划(居屋)单位 <sup>(1)</sup> Home Ownership Scheme (HOS) Flats <sup>(1)</sup>	东区	Eastern	13 893
	南区	Southern	6 726
	深水埗	Sham Shui Po	3 844
	九龙城	Kowloon City	1 800
	黄大仙	Wong Tai Sin	20 506
	观塘	Kwun Tong	27 096
	葵青	Kwai Tsing	12 819
	屯门	Tuen Mun	20 835
	元朗	Yuen Long	19 327
	北区	North	12 566
	大埔	Tai Po	13 037
	沙田	Sha Tin	39 101
	西贡	Sai Kung	22 127
	离岛	Islands	2 967
	<b>合计</b>	<b>Total</b>	<b>216 644</b>
推出发售的私人机构参建居屋计划(私人参建计划)单位 <sup>(1)</sup> Private Sector Participation Scheme (PSPS) Flats <sup>(1)</sup>	东区	Eastern	17 990
	南区	Southern	3 130
	油尖旺	Yau Tsim Mong	3 908
	黄大仙	Wong Tai Sin	11 364
	观塘	Kwun Tong	6 410
	葵青	Kwai Tsing	840
	屯门	Tuen Mun	19 712
	北区	North	5 872
	大埔	Tai Po	3 928
	沙田	Sha Tin	12 914
	西贡	Sai Kung	13 766
		<b>合计</b>	<b>Total</b>
推出发售的可租可买计划及重建置业计划单位 <sup>(1)</sup> Buy or Rent Option Scheme (BRO) and Mortgage Subsidy Scheme (MSS) Flats <sup>(1)</sup>	油尖旺	Yau Tsim Mong	629
	九龙城	Kowloon City	1 096
	黄大仙	Wong Tai Sin	640
	葵青	Kwai Tsing	1 920
	元朗	Yuen Long	2 560
	北区	North	800
		<b>合计</b>	<b>Total</b>
已出售的租者置其屋计划(租置计划)单位 <sup>(2)</sup> Tenants Purchase Scheme (TPS) Sold Flats <sup>(2)</sup>	东区	Eastern	2 644
	南区	Southern	7 440
	深水埗	Sham Shui Po	4 691
	黄大仙	Wong Tai Sin	16 724
	观塘	Kwun Tong	10 254
	葵青	Kwai Tsing	11 020
	屯门	Tuen Mun	10 839
	元朗	Yuen Long	4 348
	北区	North	12 538
	大埔	Tai Po	14 172
	沙田	Sha Tin	21 319
	西贡	Sai Kung	10 262
	<b>合计</b>	<b>Total</b>	<b>126 251</b>
	<b>总计</b>	<b>Grand Total</b>	<b>450 374</b>

注 Note:

- (1) 居屋/私人参建计划/可租可买计划/重建置业计划单位包括可在公开市场买卖的单位(第三期乙之前出售的居屋单位及已缴补价单位),但不包括未售出的单位。  
HOS / PSPS / BRO / MSS flats include flats that are tradable in the open market (flats sold prior to HOS Phase 3B or flats having paid off premiums), but exclude unsold flats.
- (2) 已出售的租置计划单位包括可在公开市场买卖的单位(已缴补价单位),但不包括售回给香港房屋委员会的单位。  
TPS sold flats include flats that are tradable in the open market (flats having paid off premiums), but exclude cases in which buyers had sold back their flats to the Hong Kong Housing Authority.

## 06A 资格准则 Eligibility Criteria

### 公共租赁住房的申请资格准则 Eligibility Criteria for Public Rental Housing Applicants on the Waiting List

申请类别 Type of Applications				
资格准则 Eligibility Criteria	一般家庭 Ordinary Families	高龄单身人士优先配屋计划 Single Elderly Persons Priority Scheme	共享颐年优先配屋计划 Elderly Persons Priority Scheme	天伦乐优先配屋计划 <sup>(1)</sup> Harmonious Families Priority Scheme <sup>(1)</sup>
申请人年龄 Applicant's Age	年满18岁。 At least 18 years of age.	申请人必须年满58岁，而在配屋时必须年满60岁。 The Applicant must be 58 years of age or above, and must have attained the age of 60 at the time of flat allocation.	申请表内的所有人士必须年满58岁，而在配屋时全部人士必须年满60岁。 All of them must be 58 years of age or above at the time of filing in their application and must have attained the age of 60 by the time of flat allocation.	年满18岁（有关的高龄人士必须年满60岁或以上）。 At least 18 years old (the elderly persons must have attained the age of 60 or over).
住户人数 Household Size	最少两名有亲属关系的人士合伙同住。非长者一人申请者会纳入「配额及计分制」办理。 At least two related persons living together. Non-elderly one-person applicants are placed on a Quota and Points System.	高龄单身人士会被编配入住长者住屋、经改建的单位或独立单位。 Single elderly applicants will be allocated Housing for Senior Citizens, converted flats or self-contained flats.	两名或更多长者，无论有亲属关系与否，获配单位后须合伙同住。 Two or more elderly persons, either related or unrelated, who undertake to live together upon allocation.	申请的家庭必须为不少于两人的家庭，其中包括最少一名年老亲属。 The applicant's family must be composed of at least two persons with at least one elderly relative.
每月住户收入 Monthly Household Income	住户收入不得超逾入息限额，该限额每年检讨一次。 Not exceeding the income limits which are reviewed annually.			
家庭资产总值 Household Asset	申请人及家庭成员所拥有的总资产净值不得超逾总资产净值限额，该限额每年检讨一次。 The family should not own total net assets exceeding the total net asset limits which are reviewed annually.			
拥有物业 Property Ownership	由填写「公屋轮候册申请表」当日起计，直至透过申请获配公屋并签订新租约该日为止，申请人及其家庭成员在香港并无： (a) 拥有或与他人共同拥有香港任何住宅物业或该类物业的任何权益（例如：拥有香港任何住宅物业权益的产业受托人、遗嘱执行人、管业人或受益人均不合资格提出申请）；或 (b) 签订任何协议（包括临时协议）购买香港的住宅物业；或 (c) 持有任何直接或透过附属公司拥有住宅楼宇的公司50%以上的股权。住宅楼宇包括在香港的任何楼宇、未落成的私人住宅楼宇、经建筑事务监督认可的天台构筑物、用作居住用途的屋地及由地政总署批出的小型屋宇批地（包括丁屋批地）。 From the date of completing the Waiting List for public rental housing (PRH) application form to the date of signing the tenancy agreement of the PRH flat allocated in consequence of the application, the Applicant and his / her family members must not: (a) own or co-own or have an interest in any domestic property in Hong Kong (for example, trustee, executor, administrator or beneficiary having an interest in any domestic property in Hong Kong shall not be eligible to submit the application); or (b) have entered into any agreement (including provisional agreement) to purchase any domestic property in Hong Kong; or (c) hold more than 50% of shares in a company which owns, directly or through its subsidiaries, any domestic property in Hong Kong. Domestic property includes any domestic property, uncompleted private domestic property, rooftop structure approved by the Building Authority, domestic building lots and Small House Grants approved by the Lands Department in Hong Kong.			
居港年期 Length of Residence	配屋时，申请表内必须有至少一半成员在香港住满七年及所有成员仍在香港居住。18岁以下子女在以下情况一律视作已符合七年居港年期规定： (a) 不论在何处出生，只要父母其中一人居港满七年；或 (b) 在香港出生并已确立香港永久居民身份。 At the time of allocation, at least half of the family members included in the application must have lived in Hong Kong for seven years and all family members must be still living in Hong Kong. Under the following circumstances, all children under the age of 18 are deemed to have fulfilled the seven-year residence rule: (a) one of the parents, regardless of the children's place of birth, has lived in Hong Kong for seven years; or (b) the children were born in Hong Kong with established permanent resident status.			

注 Note:

- (1) 凡根据此项计划申请公屋的家庭，只要符合申请资格，会比一般家庭申请提早六个月获得处理。  
Eligible families under this scheme will enjoy a six-month period of priority processing over the application by ordinary families.
- (a) 选择与长者同住一单位：
- 申请家庭最少有两名成员，其中必须包括最少一名年长父 / 母或受供养的年老亲属。
  - 不论申请人是由年老亲属还是另一名成年的家庭成员担任，双方均须于接受核实配屋资格面晤时签署一份意愿书，声明较年轻的一方成员会照顾年老亲属，并一同居住。
- Opting to live in one flat with the elderly:
- The Applicant's family must consist of at least two members, and at least one of them must be an elderly parent / dependent relative.
  - Irrespective of whether the elderly or another adult family member is the Applicant, both of them are required to sign an undertaking at the eligibility vetting interview to the effect that the younger member would take care of and live together with the elderly parent(s) / dependent relative(s).
- (b) 选择分别入住两个就近的单位：
- 申请家庭必须为核心家庭，连同最少一名年长父 / 母或受供养的年老亲属，分别以两份申请表，选择位于市区以外同一轮候册地区内两个就近的公屋单位。
  - 双方均须于审查面晤时签署一份意愿书，声明在获得编配有关单位后，年青家庭会给予其年老亲属适当的照顾。
- Opting to live in two nearby flats in the same district:
- The Applicant's family must be a nuclear family plus at least one elderly parent / dependent relative. They can opt for two nearby flats in the same Waiting List district (other than the Urban district) by submitting two application forms.
  - Both of them are required to sign an undertaking at the eligibility vetting interview to the effect that upon the allocation of flats, the young family should take proper care of the elderly parent(s) / dependent relative(s).

## 06A 资格准则 (续)

### Eligibility Criteria (continued)

入息及总资产净值限额 (2014年4月1日起生效) Income and Total Net Asset Limits (Effective from 1 April 2014)	家庭人数		每月最高入息限额 <sup>(1)</sup> (1.4.2014生效) Maximum Income Limit (per Month) <sup>(1)</sup> (Effective from 1.4.2014)	总资产净值限额 <sup>(2)</sup> (1.4.2014生效) Total Net Asset Limit <sup>(2)</sup> (Effective from 1.4.2014)
	一人	1 person	\$9,670	\$221,000
	二人	2 persons	\$14,970	\$299,000
三人	3 persons	\$19,820	\$390,000	
四人	4 persons	\$23,910	\$455,000	
五人	5 persons	\$27,490	\$506,000	
六人	6 persons	\$30,780	\$547,000	
七人	7 persons	\$34,220	\$585,000	
八人	8 persons	\$36,550	\$613,000	
九人	9 persons	\$41,020	\$677,000	
十人及以上	10 or more persons	\$43,030	\$729,000	

非亲属关系之长者住户入息及 总资产净值限额 (2014年4月1日起生效) Income and Total Net Asset Limits for Non-related Elderly Households (Effective from 1 April 2014)	住户人数		每月最高入息限额 <sup>(1)</sup> (1.4.2014生效) Maximum Income Limit (per Month) <sup>(1)</sup> (Effective from 1.4.2014)	总资产净值限额 <sup>(2)</sup> (1.4.2014生效) Total Net Asset Limit <sup>(2)</sup> (Effective from 1.4.2014)
	二人	2 persons	\$17,960	\$598,000
	三人	3 persons	\$23,780	\$780,000
四人	4 persons	\$28,690	\$910,000	
五人	5 persons	\$32,990	\$1,012,000	
六人	6 persons	\$36,940	\$1,094,000	
七人	7 persons	\$41,060	\$1,170,000	
八人	8 persons	\$43,860	\$1,226,000	
九人	9 persons	\$49,220	\$1,354,000	
十人及以上	10 or more persons	\$51,640	\$1,458,000	

注 Note:

- (1) 强制性公积金或公积金计划下的法定供款可于申报入息时获得扣除。  
The amount of statutory contribution to the Mandatory Provident Fund or Provident Fund Scheme can be deducted when making income declaration.
- (2) 若全部家庭成员均为年满60岁或以上的长者，其总资产净值限额为上表所示限额的两倍（即1人至10人及以上长者家庭的总资产净值限额分别为442,000元、598,000元、780,000元、910,000元、1,012,000元、1,094,000元、1,170,000元、1,226,000元、1,354,000元和1,458,000元）。  
If all member(s) of a family is/are elderly person(s) of age 60 or above, the total net asset limit for the family will double the amount as shown in the above table. (i.e. the total net asset limits for elderly families with 1 to 10 or more persons are \$442,000, \$598,000, \$780,000, \$910,000, \$1,012,000, \$1,094,000, \$1,170,000, \$1,226,000, \$1,354,000 and \$1,458,000).



## 06B 资格准则 (续)

### Eligibility Criteria (continued)

扩展居屋第二市场至白表买家资格准则 Eligibility Criteria for Extending the HOS Secondary Market to White Form Buyers	
<b>申请人类别</b> Categories of Applicants	1. 私营房屋的住户； Households living in private housing; 2. 香港房屋委员会（房委会）或房屋协会辖下的公屋或任何资助房屋计划单位的家庭成员；及 Family members of households living in public rental housing (PRH) or any subsidised housing scheme units under the Hong Kong Housing Authority (HA) or the Housing Society; and 3. 根据房委会「租者置其屋计划」（租置计划）与房委会签订转让契据日期起计10年内的「租置计划」单位业主。 Flat owners under the Tenants Purchase Scheme (TPS) within 10 years from the date of Assignment of their TPS flats with the HA.
<b>家庭收入及资产限额</b> Household Income and Asset Limits	申请人及其家庭成员须符合房委会就本计划订定的入息及资产限额。 <sup>(1)</sup> The total monthly household income and the total net value of their assets should meet the limits set by the HA for the scheme. <sup>(1)</sup>
<b>住宅物业拥有权</b> Domestic Property Ownership	申请人及其家庭成员须符合本计划所列住宅物业拥有权的限制。 <sup>(2)</sup> The applicant and his / her family members have to fulfil the domestic property ownership restriction of the scheme. <sup>(2)</sup>
<b>居港年期</b> Length of Residence	申请人须符合本计划所列的居港年期限制。 <sup>(3)</sup> The applicant has to fulfil the length of residence restriction of the scheme. <sup>(3)</sup>
<b>申请人年龄</b> Applicant's Age	年满18岁。 At least 18 years of age.
<b>家庭组合</b> Household Composition	单身人士或最少两名成员的家庭组合。 Single person or at least two persons household composition.

注 Note :

家庭人数 Family Size	每月家庭总收入限额* Total Monthly Household Income Limit*	家庭总资产净值限额# Total Net Household Asset Limit#
一人 1 person	\$20,000 (\$21,050)	\$415,000
二人或以上 2 or more persons	\$40,000 (\$42,100)	\$830,000

\* 按强制性公积金计划所作的法定供款会从住户收入中扣除以计算入息。计入法定强积金供款后的相等入息限额，载于括弧内。  
Statutory contributions under the Mandatory Provident Fund (MPF) Scheme are deductible from a household's income for the purpose of calculating the income. The equivalent income limits with the statutory MPF contribution included are shown in brackets.

# 四人长者户的资产限额，采用较高的公共租住房屋的申请资产限额，即836,000元。  
For elderly four-person household applicants, the higher Waiting List Asset Limit of \$836,000 applies.

- (2) 由申请截止日期之前的24个月起，直至申请「提名信」止，申请人及其家庭成员不得(i)拥有或与人共同拥有任何住宅楼宇；或(ii)签订任何协议购买任何住宅楼宇；或(iii)持有任何直接或透过附属公司拥有住宅楼宇的公司一半以上的股权；或(iv)不得为本港任何住宅物业（包括土地）的受益人。住宅楼宇包括在香港的任何住宅楼宇、未落成的私人住宅楼宇、经建筑事务监督认可的天台搭建物、用作居住用途的屋地及由地政总署批出的小型屋宇批地（包括丁屋批地）。
- Neither the applicant nor any member of the family has, during the period of 24 months preceding the closing date of submitting the application and up to the date of applying for the Letter of Nomination, (i) owned or co-owned any domestic property in Hong Kong; or (ii) entered into any agreement to purchase any domestic property in Hong Kong; or (iii) owned more than 50% of the shares in a company which directly or through a subsidiary company owned any domestic property in Hong Kong; or (iv) beneficiary of any domestic property (including land) in Hong Kong. Domestic properties include any domestic property, uncompleted private domestic property, rooftop structure approved by the Buildings Authority, domestic building lots and small house grants approved by the Lands Department in Hong Kong.
- (3) 申请人在申请截止日期或之前已在香港居住满7年，其在香港的居留不受附带逗留条件所限制（与逗留期限有关的条件除外）。
- The applicant must have lived in Hong Kong for at least seven years on or before the closing date of application and his / her stay in Hong Kong is not subject to any condition of stay (except that on the limit of stay).

## 07 各类屋邨代表租金 Typical Rents

截至As at 31.3.2014

类型 Type	落成年份 Year of completion	居住单位总数 Stock of flats	代表性面积* (以平方米计) Typical size of flats* (in m <sup>2</sup> )	居住 单位数目 Number of flats	每月平均 租金(元) Average monthly rents (\$)	元(每平方米 每月计) \$/sq. m. per month
前屋宇建设委员会 屋邨 Former Housing Authority Estates	1958-1965	14 765	24.1	2 381	1,059	43.9
			30.6	3 733	1,343	43.9
			41.2	1 298	1,809	43.9
	1966-1973	12 739	28.3	2 698	1,150	40.7
			30.6	3 767	1,349	44.1
			33.1	2 058	1,457	44.1
			36.5	1 256	1,504	41.2
香港房屋委员会屋邨 The Hong Kong Housing Authority Estates	1973年以后 Post 1973	329 777 (市区) <sup>(1)</sup> (Urban) <sup>(1)</sup>	16.3	6 973	1,058	64.8
			23.5	4 889	1,018	43.3
			34.4	14 997	2,218	64.4
			43.3	12 101	2,788	64.4
			53.6	1 238	3,796	70.9
		216 545 (扩展市区) <sup>(2)</sup> (Extended Urban) <sup>(2)</sup>	17.8	2 440	1,108	62.2
			22.0	3 295	1,362	62.0
			34.4	5 314	2,147	62.3
			43.3	5 723	2,696	62.3
			51.8	2 240	2,594	50.1
		169 851 (新界) <sup>(3)</sup> (N.T.) <sup>(3)</sup>	12.0	2 607	487	40.5
			24.9	3 537	843	33.8
			34.4	4 202	1,474	42.8
			43.3	3 764	1,861	43.0
			51.8	3 200	2,442	47.2

注 Notes: \* 载于此附录的居住单位,其面积为每一类型单位中所属面积范围内为数最多者,故具代表性。  
In compiling this appendix, the dominant size of each type of flat was selected to illustrate a representative range.

- (1) 市区包括香港岛及九龙。  
Urban includes Hong Kong Island and Kowloon.
- (2) 扩展市区包括荃湾、葵涌、青衣、沙田、马鞍山、将军澳及东涌。  
Extended Urban includes Tsuen Wan, Kwai Chung, Tsing Yi, Sha Tin, Ma On Shan, Tseung Kwan O and Tung Chung.
- (3) 新界包括粉岭、上水、屯门、元朗、天水围、大埔及离岛,但不包括东涌。  
N.T. includes Fanling, Sheung Shui, Tuen Mun, Yuen Long, Tin Shui Wai, Tai Po and Outlying Islands excluding Tung Chung.

## 08 统计数字一览表

### Statistics

截至As at 31.3.2014

		数目 Number
<b>屋邨 / 屋苑</b>	<b>Estates / Courts</b>	<b>404</b>
租住公屋 <sup>(1)</sup>	Public Rental Housing (PRH) <sup>(1)</sup>	168
中转房屋 <sup>(2)</sup>	Interim Housing (IH) <sup>(2)</sup>	1
居者有其屋计划 (居屋) <sup>(3)</sup>	Home Ownership Scheme (HOS) <sup>(3)</sup>	142
私人机构参建居屋计划 (私人参建计划) <sup>(3)</sup>	Private Sector Participation Scheme (PSPS) <sup>(3)</sup>	48
可租可买计划 / 重建置业计划 <sup>(4)</sup>	Buy or Rent Option Scheme (BRO) / Mortgage Subsidy Scheme (MSS) <sup>(4)</sup>	6
租者置其屋计划 (租置计划)	Tenants Purchase Scheme (TPS)	39
<b>租住公屋认可人口</b>	<b>Authorised Population</b>	<b>2 055 380</b>
租住公屋	PRH	2 050 880
中转房屋	IH	4 500
<b>资助出售房屋居住人口 (估计数字)<sup>(5)</sup></b>	<b>Resident Population in Subsidised Sale Flats (estimated population)<sup>(5)</sup></b>	<b>1 137 000</b>
<b>居住单位数目</b>	<b>Stock of Flats</b>	<b>1 198 980</b>
租住公屋	PRH	743 677
中转房屋	IH	4 928
居屋 <sup>(6)</sup>	HOS <sup>(6)</sup>	216 644
私人参建计划 <sup>(6)</sup>	PSPS <sup>(6)</sup>	99 834
可租可买计划 / 重建置业计划 <sup>(6)</sup>	BRO / MSS <sup>(6)</sup>	7 645
租置计划 (已售出单位) <sup>(7)</sup>	TPS (sold flats) <sup>(7)</sup>	126 251
未售出的单位	Unsold flats	1
<b>兴建中的单位数目</b>	<b>Number of Flats under Construction</b>	<b>58 748</b>
租住屋邨 / 居者有其屋计划	Rental / HOS	58 748
<b>临时收容中心<sup>(8)</sup></b>	<b>Transit Centres<sup>(8)</sup></b>	<b>3</b>
租住认可人口	Authorised Rental Population	148
<b>托儿所</b>	<b>Nurseries</b>	<b>91<sup>(9)</sup> 361<sup>(10)</sup></b>
<b>幼儿园</b>	<b>Kindergartens</b>	<b>214<sup>(9)</sup> 226<sup>(10)</sup></b>
<b>学校</b>	<b>Schools</b>	<b>228<sup>(9)</sup> 265<sup>(10)</sup></b>
<b>图书馆及温习室</b>	<b>Libraries and Study Rooms</b>	<b>57<sup>(9)</sup> 237<sup>(10)</sup></b>
<b>福利及康乐用途单位<sup>(11)</sup></b>	<b>Welfare and Amenity Premises<sup>(11)</sup></b>	<b>1 444<sup>(9)</sup> 6 892<sup>(10)</sup></b>
<b>舖位</b>	<b>Shops</b>	<b>1 727</b>
<b>街市档位 (包括熟食档位)</b>	<b>Market Stalls (including cooked food stalls)</b>	<b>1 148</b>
<b>工厂单位<sup>(12)</sup></b>	<b>Factory Units<sup>(12)</sup></b>	<b>8 537</b>

注 Note:

- (1) 租住公屋屋邨不包括39个租置计划屋邨、两个有租住公屋大厦 / 单位的可租可买计划 / 重建置业计划屋苑及一个有租住公屋大厦 / 单位的居屋屋苑。PRH estates exclude those 39 TPS estates, 2 BRO / MSS and 1 HOS courts with PRH blocks / units.
- (2) 中转房屋不包括两个有中转屋大厦 / 单位的公共租住屋邨 (宝田及石梨 (二))。Interim Housing (IH) excludes 2 PRH estates (Po Tin and Shek Lei (II)) with IH blocks / units.
- (3) 居屋 / 私人参建计划屋苑包括第三期乙之前出售的居屋屋苑。HOS / PSPS courts include pre-Phase 3B HOS courts.
- (4) 可租可买计划 / 重建置业计划屋苑不包括一个有可租可买计划 / 重建置业计划单位的居屋屋苑 (天颂苑)。BRO / MSS courts exclude 1 HOS court (Tin Chung Court) with BRO / MSS units.
- (5) 资助出售房屋居民人数包括居住于居屋、私人参建计划、可租可买计划 / 重建置业计划及租置计划单位的居民, 但不包括居于可在公开市场买卖单位 (已缴补价单位) 的居民。居住人口数字是根据政府统计处进行的综合住户统计调查结果计算。Subsidised sale flats population include those residing in HOS, PSPS, BRO / MSS and TPS flats but exclude those residing in flats that are tradable in the open market (flats having paid off premiums). Figure for resident population is based on the General Household Survey conducted by the Census and Statistics Department.
- (6) 居屋 / 私人参建计划 / 可租可买计划 / 重建置业计划单位包括可在公开市场买卖的单位 (第三期乙之前出售的居屋单位及已缴补价单位), 但不包括未售出的单位。HOS / PSPS / BRO / MSS flats include flats that are tradable in the open market (flats sold prior to HOS Phase 3B or flats having paid off premiums), but exclude unsold flats.
- (7) 已售出的租置计划单位包括可在公开市场买卖的单位 (已缴补价单位), 但不包括售回给香港房屋委员会的单位。TPS sold flats include flats that are tradable in the open market (flats having paid off premiums), but exclude cases in which buyers had sold back their flats to the Hong Kong Housing Authority.
- (8) 包括石梨临时居所。Including Shek Lei Temporary Accommodation.
- (9) 数字是以机构单位计算。Figures are counted on an establishment basis.
- (10) 数字是以单位数量计算。Figures are counted on unit basis.
- (11) 包括托儿所、图书馆和温习室。Including nurseries, libraries and study rooms.
- (12) 包括位于工厂大厦的非制造业用途舖位。Including non-manufacturing shops in factory buildings.

## 09 2009/10财政年度至2013/14财政年度运作结果

## Operating Results for Financial Years 2009/10 to 2013/14

过去五个年度之撮要 Summary for the past 5 years

		2009/10	2010/11	2011/12	2012/13	2013/14
		百万元 \$M	百万元 \$M	百万元 \$M	百万元 \$M	百万元 \$M
<b>租住房屋</b>	<b>Rental Housing</b>					
收入	Income	9,926	9,517	10,609	10,413	11,899
开支	Expenditure	(11,390)	(10,441)	(11,210)	(11,647)	(12,078)
运作赤字	Operating deficit	(1,464)	(924)	(601)	(1,234)	(179)
<b>商业楼宇</b>	<b>Commercial</b>					
收入	Income	1,366	1,428	1,616	1,858	2,095
开支	Expenditure	(905)	(863)	(1,018)	(1,120)	(1,181)
运作盈餘	Operating surplus	461	565	598	738	914
<b>资助自置居所</b>	<b>Home Ownership Assistance</b>					
收入	Income	3,968	7,519	1,920	2,641	3,707
开支	Expenditure	(1,379)	(3,172)	(443)	(542)	(1,513)
运作盈餘	Operating surplus	2,589	4,347	1,477	2,099	2,194
<b>未计入非运作项目的 综合运作盈餘</b>	<b>Consolidated Operating Surplus before non-operating items</b>					
收入	Income	15,260	18,464	14,145	14,912	17,701
开支	Expenditure	(13,674)	(14,476)	(12,671)	(13,309)	(14,772)
未计入非运作项目 的综合运作盈餘	Consolidated operating surplus before non-operating items	1,586	3,988	1,474	1,603	2,929
<b>非运作项目的特别收入 / (开支)净额</b>	<b>Net special income/(expenditure) on non-operating items</b>					
		(57)	72	(137)	(98)	(80)
<b>包括非运作项目的 综合运作盈餘</b>	<b>Consolidated Operating Surplus including non-operating items</b>					
		1,529	4,060	1,337	1,505	2,849

## 10 2009/10财政年度至2013/14财政年度资本开支

### Capital Expenditure for Financial Years 2009/10 to 2013/14

过去五个年度之撮要 Summary for the past 5 years

		2009/10	2010/11	2011/12	2012/13	2013/14
		百万元 \$M	百万元 \$M	百万元 \$M	百万元 \$M	百万元 \$M
建筑工程	Construction	5,511	6,138	7,291	8,639	8,911
改善工程	Improvement works	384	471	666	682	657
电脑系统	Computer systems	127	177	192	189	153
<b>资本开支总额</b>	<b>Total Capital Expenditure</b>	<b>6,022</b>	<b>6,786</b>	<b>8,149</b>	<b>9,510</b>	<b>9,721</b>

## 11 过去十年公营房屋建屋量<sup>(1)</sup>

### Public Housing Production in the Past 10 Years<sup>(1)</sup>

年份	Year	04/05	05/06	06/07	07/08	08/09	09/10	10/11	11/12	12/13	13/14
<b>出租单位</b>	<b>Rental Flats</b>										
香港房屋委员会 (房委会) <sup>(2)</sup>	The Hong Kong Housing Authority (HA) <sup>(2)</sup>	24 682	17 153	7 192	13 726	19 050	15 389	13 672	11 186	13 114	14 057
房屋协会 (房协) <sup>(3)</sup>	Housing Society (HS) <sup>(3)</sup>	333	0	0	872	0	0	0	0	0	0
合计	Total	25 015	17 153	7 192	14 598	19 050	15 389	13 672	11 186	13 114	14 057
<b>出售单位</b>	<b>Sale Flats</b>										
房委会 <sup>(4)</sup>	HA <sup>(4)</sup>	0	0	1 200	1 386	1 624	370	1 110	0	0	0
房协 <sup>(5)</sup>	HS <sup>(5)</sup>	0	0	576	576	0	0	0	0	0	0
合计	Total	0	0	1 776	1 962	1 624	370	1 110	0	0	0
<b>总计</b>	<b>Grand Total</b>	<b>25 015</b>	<b>17 153</b>	<b>8 968</b>	<b>16 560</b>	<b>20 674</b>	<b>15 759</b>	<b>14 782</b>	<b>11 186</b>	<b>13 114</b>	<b>14 057</b>

注 Note:

- 从2005年5月起，公营房屋建屋量的房屋类别之分类经修订如下列注(2)至注(5)所述。  
Since May 2005, the housing type classifications of public housing production have been revised as stated in notes (2) to (5) below.
- 房委会的租住房屋建屋落成量包括公共租住房屋（公屋）、中转房屋和那些由剩餘的居者有其屋（居屋）计划转作公屋的项目单位。由公屋转作出售用途的可租可买计划 / 重建置业计划的单位则不包括在内。  
The HA's rental housing flat production figures include the production of public rental housing (PRH), interim housing and projects transferred from surplus Home Ownership Scheme (HOS) to PRH but exclude the production of projects built as rental housing but subsequently transferred to Buy or Rent Option Scheme (BRO) / Mortgage Subsidy Scheme (MSS) flat housing.
- 房协的租住房屋建屋落成量包括租住房屋和长者安居乐计划下的出租单位。长者安居乐计划出租单位是以长期租约推出，并需申请人缴付一笔租住权费。  
HS's rental housing production figures include rental flats and Senior Citizen Residences Scheme (SEN) flats. The SEN flats are offered on a long term lease basis and a lump sum consideration is payable for each SEN flat by the applicant.
- 房委会的资助出售单位建屋落成量包括居屋计划、私人机构参建居屋计划（私人参建计划）和可租可买计划 / 重建置业计划。从2002年至2004年期间落成而未定用途的剩餘居屋计划 / 私人参建计划单位的落成时间以其首次推售时间为准。  
The HA's subsidised sales flat production figures include the production of HOS, Private Sector Participation Scheme (PSPS) and BRO / MSS. Surplus HOS / PSPS flats completed between 2002 and 2004 with unspecified usage are counted as production at the first time they put up for sales.
- 房协出售房屋单位的建屋落成量包括住宅发售计划、夹心阶层住屋计划和市区改善计划。于2002年落成而未定用途的剩餘住宅发售计划单位的落成时间以其首次推售时间为准。  
HS's sales flat production figures include the production of Flat-For-Sale Scheme (FFSS), Sandwich Class Housing Scheme and Urban Improvement Scheme flats. Surplus FFSS flats completed in 2002 with unspecified usage are counted as production at the first time they put up for sales.

## 12 建造业意外统计 Construction Accidents Statistics

2013

意外数字	Accidents	
总数 (全港)	Total number (Hong Kong)	3 232
新建工程 (香港房屋委员会 (房委会))	New construction works (The Hong Kong Housing Authority (HA))	55
维修及保养 (房委会)	Repair and Maintenance works (HA)	16
总数 (房委会)	Total number (HA)	71
房委会占全港总数百分比	HA as % total	2.2%
每千名工人 (全港)	Number per 1 000 workers (Hong Kong)	40.8
每千名工人 (房委会新建工程)	Number per 1 000 workers (HA new construction works)	7.3
每千名工人 (房委会维修及保养工程)	Number per 1 000 workers (HA Repair and Maintenance works)	4.1
<b>死亡数字</b>		
<b>Deaths</b>		
总数 (全港)	Total number (Hong Kong)	22
总数 (房委会新建工程)	Total number (HA new construction works)	1
总数 (房委会维修及保养工程)	Total number (HA Repair and Maintenance works)	0
房委会新建工程占总数百分比	HA new construction works as % total	4.5%
房委会维修及保养工程占总数百分比	HA Repair and Maintenance works as % total	0%
每千名工人 (全港)	Number per 1 000 workers (Hong Kong)	0.28
每千名工人 (房委会新建工程)	Number per 1 000 workers (HA new construction works)	0.13
每千名工人 (房委会维修及保养工程)	Number per 1 000 workers (HA Repair and Maintenance works)	0
<b>建造业工人受聘数字</b>		
<b>Construction Workers Employed</b>		
总数 (全港)	Total number (Hong Kong)	79 303
总数 (房委会新建工程)	Total number (HA new construction works)	7 556
房委会新建工程占总数百分比	HA new construction works as % total	9.5%
总数 (房委会维修及保养工程)	Total number (HA Repair and Maintenance works)	3 897
房委会维修及保养工程占总数百分比	HA Repair and Maintenance works as % total	4.9%

## 13 服务承诺 Performance Pledge

为确保服务更能符合公众期望及与时俱进，香港房屋委员会（房委会）订立了一套38项的服务承诺。这套服务承诺涵盖我们与市民大众及主要服务对象有所接触的运作。我们将因应服务对象的需求而就有关服务承诺作出适时的检讨。

To ensure our services can better meet public expectation and move with time, the Hong Kong Housing Authority (HA) has formulated a set of performance pledge containing 38 items. The pledge covers our operations that have an interface with the general public and our major client groups. We will conduct reviews on the performance pledge according to the needs of the clients.

服务承诺 Performance Pledge	服务目标 Performance Target	2013年实际成绩* Achievement* in 2013
<b>公屋轮候册申请人 Waiting List Applicants</b>		
1 我们会在确认收到申请表后的3个月内，以书面通知申请人是否成功获登记于公屋轮候册内。 We will within 3 months from the confirmed receipt of their applications notify the applicants in writing as to whether they are successful in registering onto the waiting list for public rental housing.	90%	99.94%
2 在申请到达调查阶段时，我们会预先1星期前通知申请人核实配屋资格面晤的时间。 When an application reaches the investigation stage, we will give the applicant 1 week's advance notice of the vetting interview.	99%	100%
3 我们会在30分钟内接见准时出席核实配屋资格面晤的申请人。 We will conduct the vetting interview within 30 minutes of the appointed time if the applicants arrive on time.	99%	100%
4 申请人在调查阶段的核实配屋资格面晤中提供齐备的资料后，我们会进行审查及核实，于2个月内通知申请人是否符合编配资格。 Upon submission of full information by the applicants during the vetting interview at investigation stage, we will conduct checking and verification and advise the applicants on whether they are eligible for allocation within 2 months.	99%	99.99%
5 在接获社会福利署体恤安置个案推荐后，我们会于3星期内与申请人面晤核实配屋资格。 We will conduct a vetting interview with the applicant within 3 weeks upon receipt of referral from the Social Welfare Department recommending "compassionate rehousing".	99%	100%
6 房屋署设有网上电子服务及房委会热线2712 2712供申请人查询申请进度。我们会更新系统内有关之申请进度资料至上一个工作天完结的情况。 We have set up the e-service on the web and the HA Hotline 2712 2712 enabling applicants to enquire on the progress of their applications. We will update the status of the relevant application progress data in the system as at the end of the preceding working day.	99%	100%
<b>公屋住户 Public Rental Housing Tenants</b>		
7 我们会在7分钟内接待前来屋邨办事处的公屋住户。 We will attend to tenants within 7 minutes when they visit our estate office during office hours.	95%	99.90%
8 在收租服务时间内，我们会在18分钟内接待前来屋邨办事处缴交租金的公屋住户。 We will attend to tenants within 18 minutes when they pay rent at our estate office during rent collection service hours.	95%	99.93%



### 13 服务承诺 (续)

#### Performance Pledge (continued)

服务承诺 Performance Pledge	服务目标 Performance Target	2013年实际成绩* Achievement* in 2013
<p>9 如前租户提供齐备资料及没有拖欠房委会款项，我们会在接获其退款申请2星期内退回住宅单位的按金和多付的租金。</p> <p>We will refund domestic rental deposit and overpaid rent to ex-tenants within 2 weeks upon receipt of application if adequate information is provided and no outstanding debt is owed to the HA.</p>	90%	96.27%
<p>10 关于更换户主、特别调迁、租金援助、交回较低租金、平安钟安装津贴的申请，如公屋住户提供的资料齐备，我们会在10天内作初步答覆。</p> <p>We will provide interim replies for applications relating to change of head of household, special transfer, rent assistance, rent reversion and subsidy for the installation of an emergency alarm within 10 days if required documents are provided.</p>	100%	100%
<p>就上述的申请，我们会在18天内给公屋住户确实答覆。如我们未能在18天内作出确实答覆，会在作出确实答覆限期前及其后每月告知公屋住户申请进展。</p> <p>We will provide substantive replies for these applications within 18 days. If we cannot provide a substantive reply within 18 days, we will keep tenants informed of the progress on or before the substantive reply due date and on a monthly basis.</p>	95%	100%
<p>11 屋邨办事处在收到有关屋邨的护卫和清洁服务的投诉后12小时内处理。</p> <p>We will attend to complaints about security and cleansing services in the estate within 12 hours of report to the estate office.</p>	95%	99.91%
<p>12 如申请人提供的资料齐备，我们在收到根据「居屋第二市场计划」提交的「购买资格证明书」申请，以购买「居者有其屋计划」或「租者置其屋计划」的单位，会在2星期内通知申请结果。</p> <p>We will notify PRH tenants of the outcome within 2 weeks upon receipt of their applications for Certificate of Eligibility to Purchase of a Home Ownership Scheme (HOS) or Tenants Purchase Scheme (TPS) flat under the HOS Secondary Market Scheme, subject to the availability of required information.</p>	90%	98.39%
<p>13 如申请人提供的资料齐备，我们在收到申请购买「租者置其屋计划」屋邨单位的申请书后，会在60天内通知申请结果。</p> <p>We will notify PRH tenants of the outcome within 60 days upon receipt of their applications for purchase of their flats in Tenants Purchase Scheme (TPS) estate, subject to the availability of required information.</p>	95%	99.86%
<p>14 升降机发生故障时： Maintenance personnel will arrive at the scene for report of lift breakdown:</p>		
<p>– 如无人被困，维修人员会在接报后45分钟内到场； within 45 minutes where no trapping of passengers is involved;</p>	95%	99.75%
<p>– 如有乘客被困，维修人员会在25分钟内到场； within 25 minutes if trapping of passengers is involved;</p>	95%	99.39%
<p>– 并于到场后30分钟内救出被困的乘客。 have them rescued within 30 minutes of arrival.</p>	90%	99.42%

### 13 服务承诺 (续)

#### Performance Pledge (continued)

服务承诺 Performance Pledge	服务目标 Performance Target	2013年实际成绩* Achievement* in 2013
<b>15 遇有突然停电:</b> For sudden interruption of electricity supply:		
- 屋邨管理人员会在屋邨办事处接报后15分钟内到场处理; Estate management personnel will arrive at the scene to attend to the sudden interruption of electricity supply within 15 minutes upon receipt of report to the estate office;	99%	100%
- 在办公时间内, 维修人员会在1小时内到场维修; Maintenance personnel will arrive within 1 hour for maintenance during office hours;	99%	100%
- 在非办公时间内, 维修人员会在2小时内到场维修; Maintenance personnel will arrive within 2 hours for maintenance after office hours;	99%	100%
- 如住宅大厦停电涉及超过一个住宅单位和 / 或公用地方, 供电会在检查后8小时内恢复。 Supply will be resumed within 8 hours after inspection for interruption that affects more than one domestic flat and / or the common areas of the domestic block.	95%	100%
<b>16 遇有食水供应突然中断:</b> For sudden interruption of fresh water supply:		
- 屋邨管理人员会在屋邨办事处接报后15分钟内到场处理; Estate management personnel will arrive at the scene to attend to the sudden interruption of fresh water supply within 15 minutes upon receipt of report to the estate office;	99%	100%
- 维修人员会在1小时内到场维修; Maintenance personnel will arrive within 1 hour for maintenance;	95%	100%
- 若不涉及地底输水管的维修, 供水会在检查后9小时内恢复。 Supply will be resumed within 9 hours after inspection where no repairs to underground water mains are required.	95%	100%
<b>17 遇有冲厕水供应突然中断:</b> For sudden interruption of flush water supply:		
- 屋邨管理人员会在屋邨办事处接报后15分钟内到场处理; Estate management personnel will arrive at the scene to attend to the sudden interruption of flush water supply within 15 minutes upon receipt of report to the estate office;	99%	100%
- 维修人员会在2小时内到场维修; Maintenance personnel will arrive within 2 hours for maintenance;	95%	100%
- 若不涉及地底输水管的维修, 供水会在检查后20小时内恢复。 Supply will be resumed within 20 hours after inspection where no repairs to underground water mains are required.	95%	100%

### 13 服务承诺 (续) Performance Pledge (continued)

服务承诺 Performance Pledge	服务目标 Performance Target	2013年实际成绩* Achievement* in 2013
18 如属房屋署负责维修的公众地方排水道淤塞，我们会在屋邨办事处接报后15分钟内到场处理。 We will arrive at the scene to attend to blockage of drainage in public areas under the Housing Department's (HD's) care within 15 minutes upon receipt of report to the estate office.	99%	100%
19 在接获公屋住户的维修要求后，如属房屋署负责的项目，我们会在屋邨办事处接报后12天内动工维修。如需较长时间始能动工，我们会在5天内将原因告知公屋住户。（此维修要求不包括服务承诺第14至第18项所載者。） We will commence repairs within 12 days upon receipt of tenants' request to the estate office for repairs which the HD is responsible. We will inform tenants of the reasons for the delay within 5 days if longer time is needed to commence works. (The above repair requests exclude those as mentioned in pledge nos. 14 to 18)	85%	98.77%
20 在接获报告房屋署管理的树木怀疑有危险时： Upon receipt of report of suspected hazard imposed by trees managed by the HD:		
– 我们会在30分钟内到场； We will arrive at the scene within 30 minutes;	90%	100%
– 我们会在到场后90分钟内围封现场有危险的地方； We will cordon off the hazardous zone within 90 minutes of arrival;	90%	100%
– 如果有倒下的枝条，我们会在到场后4小时内清理； We will arrange clearing of fallen branches, if any, within 4 hours of arrival;	85%	100%
– 我们会在3天内检查有关树木的状况。 We will conduct an inspection to the condition of the tree in question within 3 days.	85%	99.38%
<b>居者有其屋 (居屋) 计划单位业主 Home Ownership Scheme (HOS) Flat Owners</b>		
21 如居者有其屋业主申请人提供的资料齐备，我们在收到根据「居屋第二市场计划」就其单位提交的「可供出售证明书」申请书后，会在2星期内通知申请结果。 We will notify HOS flat owners of the outcome within 2 weeks upon receipt of their applications for Certificate of Availability for Sale of their flats under the HOS Secondary Market Scheme, subject to the availability of required information.	90%	98.73%
<b>租者置其屋 (租置) 计划单位业主 Tenants Purchase Scheme (TPS) Flat Owners</b>		
22 如租者置其屋业主申请人提供的资料齐备，我们在收到根据「居屋第二市场计划」就其单位提交的「可供出售证明书」申请书后，会在2星期内通知申请结果。 We will notify TPS flat owners of the outcome within 2 weeks upon receipt of their applications for Certificate of Availability for Sale of their flats under the HOS Secondary Market Scheme, subject to the availability of required information.	90%	97.91%
<b>商业单位申请人 Commercial Premises Applicants</b>		
23 我们会在招标期限届满后14天内，通知投标者租赁商业单位的标书是否有效。 We will notify tenderers of the validity of tender for leasing of commercial premises within 14 days of the closing date of tender invitation.	99.5%	100%
24 于招标期限届满后18天内，我们会依照标书次序编排小组审批的结果，把投标按金退还标书未被接纳的投标者，出价最高者则作别论。 We will refund the tender deposit to tenderers after Tender Listing Team concluded within 18 days of the closing date of tender invitation if their tenders are not accepted, unless the tenderer is the highest bidder.	99.5%	100%

### 13 服务承诺 (续) Performance Pledge (continued)

服务承诺 Performance Pledge	服务目标 Performance Target	2013年实际成绩* Achievement* in 2013
25 我们会在招标期限届满后25天内,通知投标出价最高者有关租赁商业单位的招标结果。 If the tenderer is the highest bidder, we will inform him / her of the tender result for leasing of commercial premises within 25 days of the closing date of tender invitation.	99%	100%
<b>商业单位 / 非住宅单位租户 Commercial Premises / Non-domestic Premises Tenants</b>		
26 如租户提供的申请资料齐备,我们会按以下三类个案,从业主的角度审批租户的装修工程申请: We will vet from Landlord's role and approve tenants' applications for fitting-out works according to the following 3 classes, subject to the availability of requisite information:		
简单个案: 不更改建筑物的屋宇装备、结构、防水设备、排水设施、间隔和外观,于10天内完成。 Simple case : No alteration of Building Services installations, structure, waterproofing, drainage, compartmentation, outlook of the building. To be completed within 10 days.	95%	100%
一般个案: 相当大量建筑工程、内部间隔移位、在楼板或墙壁辟设开口,于20天内完成。 Normal case : Considerable amount of building works, relocation of internal partitions, forming of openings in floor or wall. To be completed within 20 days.	85%	100%
复杂个案: 涉及重大建筑工程、加建楼板或墙壁、安装重型机器或设备,于30天内完成。 Complicated case : Involved major building works, additional floor or wall, installation of heavy machine or equipment. To be completed within 30 days.	85%	100%
<i>(上述时间框架不计算本署独立审查组处理涉及改建和加建装修工程所需的时间。有关详情,请参阅服务承诺第28-33项。)</i> <i>(The above time frames exclude the time required for processing by the Department's Independent Checking Unit for fitting-out works which involve alteration and addition. For details, please refer to the pledge nos. 28-33.)</i>		
27 如商业单位租户续订租约获得批准,我们会在现行租约届满前3个月,把新租金和新租约条款通知他们。 We will provide commercial premises tenants with new rent and new tenancy terms 3 months before expiry of the existing tenancies if renewal is approved.	95%	100%
<b>居屋 / 租置计划单位业主、非住宅单位申请人 / 租户 (有关楼宇监管事宜) HOS / TPS Flat Owners, Non-domestic Premises Applicants / Tenants (about building control matters)</b>		
28 我们将于: We will process and advise on plans:		
- 60天内审理及通知有关改建和加建工程计划。 for alteration and addition (A&A) works within 60 days.	100%	100%
- 30天内审理及通知有关重新递交的改建和加建工程计划。 for re-submissions for A&A works within 30 days.	100%	99.44%

### 13 服务承诺 (续) Performance Pledge (continued)

服务承诺 Performance Pledge	服务目标 Performance Target	2013年实际成绩* Achievement* in 2013
29 我们将于28天内审理及通知有关改建和加建工程动工同意书的申请。 We will process and advise on applications for consent to commence alteration and addition works within 28 days.	100%	99.79%
30 我们将在申请评审小组制度下，于12个工作天内就食肆牌照的申请提供意见。 We will advise on restaurant license applications under the Application Vetting Panel system within 12 working days.	98%	98%
31 在办公时间内，我们将处理有关建筑物和建筑工程的紧急事故： We will respond to emergencies relating to buildings and building works during office hours:		
– 市区个案于1.5小时内； within 1.5 hours for cases in urban areas;	100%	100%
– 新界新市镇个案于2小时内； within 2 hours for cases in new towns in New Territories;	100%	100%
– 其他地区个案于3小时内。 within 3 hours for cases in other areas.	100%	未有个案 No Case
32 在办公时间外，我们将处理有关建筑物和建筑工程的紧急事故： We will respond to emergencies relating to buildings and building works outside office hours:		
– 市区、新界以及大屿山个案于2小时内； within 2 hours for cases in urban areas, New Territories and Lantau Island;	100%	100%
– 其他地区个案于3小时内。 within 3 hours for cases in other areas.	100%	未有个案 No Case
33 我们将于接报正在建造的违例建筑工程举报的48小时内，提供非紧急服务。 (备注：本署独立审查组作出以上第28至第33项的服务承诺，该组一直获屋宇署授权，对居者有其屋计划 / 租者置其屋计划的楼宇执行屋宇监管工作，同时亦监管 2005 年房委会分拆出售商业楼宇所涉及的零售商铺和停车场及有关的公共租住屋邨。) We will provide non-emergency services for reports on unauthorised building works under construction within 48 hours. (The above pledge nos. 28-33 are provided by the Department's Independent Checking Unit responsible for building control duties under delegated authority by Buildings Department in Home Ownership / Tenants Purchase Scheme buildings as well as retail and car parking premises and some public rental housing estates after the divestment of the HA's commercial premises in 2005.)	100%	100%
<b>工程承建商及服务承办商 Works and Services Contractors</b>		
34 我们在收到关于申请列入香港房委会工程承建商及物业管理服务供应商名册的完整资料后，会于3个月内完成处理。 Upon receipt of a complete set of information from the applicant for admission onto the HA's List of Works Contractors and Property Management Services Providers, the processing shall be completed within 3 months.	95%	100%

### 13 服务承诺 (续) Performance Pledge (continued)

服务承诺 Performance Pledge	服务目标 Performance Target	2013年实际成绩* Achievement* in 2013
<b>一般市民 General Public</b>		
35 我们将于收到投诉和查询个案10天内作初步答覆。 We will provide an interim reply within 10 days of receipt of complaint and enquiry cases.	100%	99.99%
36 我们将于收到投诉和查询个案21天内作具体答覆。我们如未能于21天内作具体答覆，将于作具体答覆限期当天及每月告知进展。 We will provide a substantive reply within 21 days of receipt of complaint and enquiry cases. If we cannot provide a substantive reply within 21 days, we will keep the complainant / enquirer informed of the progress on or before the substantive reply due date and on a monthly basis.	100%	100%
37 房委会热线的留言均会于24小时内回覆。 Voice mails left to Housing Authority Hotline will be replied within 24 hours.	100%	85.16%
38 房委会热线接到的所有来电均会于20秒内由电话系统接听。 All telephone calls to Housing Authority Hotline will be answered by the hotline system within 20 seconds.	90%	99.99%

\* 2013实际成绩由1.1.2013起计算至31.12.2013。  
The achievement in 2013 covers the period from 1.1.2013 to 31.12.2013.