

**Memorandum for the Finance Committee of
the Hong Kong Housing Authority**

**Latest Development on the
Application of Information Technology**

PURPOSE

This paper provides an annual update of the use and application of Information Technology (IT) in the Hong Kong Housing Authority (HA)'s operation and services, including initiatives to promote digital development.

BACKGROUND

2. Over the years, HA has been taking forward IT initiatives to meet business needs, improve operational efficiency and enhance various services to tenants and the public at large. At present, we have a total of 100 IT systems services in operation to support the day-to-day business of HA including business processes for public rental housing (PRH) and subsidised sale flats (SSF) schemes, development and construction, estate management, and building control processes under the Independent Checking Unit (ICU).

KEY PROJECTS AND MAJOR PROGRESS

3. A list of approved IT projects currently under implementation is in **Annex A**. The key projects and major progress are highlighted in paragraphs 4 to 18 below.

(A) Enhancing Public Services

e-Services

4. As of May 2025, e-submission is available for 99 services provided by HA, see details in **Annex B**. Where digital identity or digital signatures are required, “iAM Smart” is adopted.

5. Tenants and members of the public can handle payments to HA electronically including the Faster Payment System (FPS), which was introduced in September 2024 as another payment option and is available at some 350 shroff offices in PRH estates, carpark, shopping centres and HA headquarters. More e-wallet payment options, through the FPS transaction platform, such as AlipayHK, WeChat PayHK, PayMe by HSBC and Tap & Go will be available via the FPS transaction platform commencing from end May 2025. In addition, FPS has been made available to replace the use of cheques in payments to HA’s contractors and service providers.

6. We continue to enrich functions provided by HA’s iHousing mobile app. For example, tenants can now make online in-flat inspection request and receive electronic notifications for penalty points allotted under marking scheme through iHousing mobile app. In the past year, the overall download rate grew from about 325 000 to 384 000 (as at April 2025). Currently, there are about 145 000 registered users and the utilisation of the services available in the iHousing mobile app continue to grow with an average monthly usage rate of 656 000 counts.

7. The HA Chatbot was launched in iHousing mobile app and HA’s website in December 2024. It provides an additional communication channel to the public for handling general enquiries on basic information of HA’s business and collect residents’ suggestions in estate management such as cleansing and security services. The one-off implementation cost was \$1.8M.

(B) Improving Operating Efficiency

Revamping HA's Enterprise Resource Planning System (ERP)

8. At present, HA's ERP System supports core operations for finance, general procurement and service contracts for estate services. In late 2023, the Finance Committee approved the revamping of the ERP system vide Paper No. FC 31/2023. Subject to approval of the Tender Committee (TC) for contract award, the new system is planned for launching in December 2026 with new functions and improvements. The one-off implementation cost is estimated to be \$218.5M.

Implementation of Asset Management System (AMS)

9. In December 2023, FC approved the implementation of a new AMS as a separate system from the existing ERP vide Paper No. FC 32/2023. The proposed AMS will serve as a centralised platform to manage HA's physical assets at PRH estates, shopping centres, carparks, factory estates, markets and HA office buildings. Subject to the approval of TC for contract award, the AMS is planned for launching in December 2026. The one-off implementation cost is estimated to be \$328.8M.

Tenancy Abuse Information System (TAIS)

10. To combat tenancy abuse, a new TAIS was launched in October 2024 to facilitate categorisation of suspected tenancy abuse cases and progress monitoring for the follow-up investigations. The one-off implementation cost was \$3.7M. As of March 2025, TAIS has handled over 7 800 tenancy abuse related reports by facilitating identification and monitoring of suspected tenancy abuse cases.

People Flow Analysing System

11. A new People Flow Analysing System was launched in February 2025 for people traffic analysis and facilitate business planning at Domain in Yau Tong, HA's flagship shopping centre. The one-off implementation cost was \$3.9M.

Redevelopment of Budgeting and Forecasting Information System (BFIS)

12. BFIS is a finance system to support the operation for HA's annual budget and forecast exercise. The new system is planned for launching in May 2027 to incorporate new functions and improvements, and address the software end-of-support issue. The one-off implementation cost is estimated to be \$33.2M.

(C) IT Infrastructure Support and Centralised IT Services

Information Security

13. To protect HA's IT systems and information asset from security attack and vulnerabilities, HA follows strictly the Government's Security Regulations (SR) and IT security policies and guidelines promulgated by the Digital Policy Office (DPO) from time to time. We also continuously review and strengthen HA's information security measures in place to ensure their effectiveness. New measures to combat increasing security threat are also introduced at appropriate time.

14. HA maintains ISO/IEC 27001 certification on information security management systems and ISO/IEC 27017 certification for code of practice for information security controls for cloud services. These certifications require surveillance audit by certification body every year. This helps HA maintain our IT security protection at a high standard.

15. Independent security consultants are engaged regularly to conduct security review on IT systems and related controls to ensure the conformance to SR and DPO's requirements. In addition, DPO will conduct comprehensive IT security compliance audit annually to assess the compliance against the Government's security requirements. In compliance with the revised security requirements, HA has kept improving security protections including implementing control to public cloud storage, webmail and instant messaging services, multi-factor authentication and endpoint detection and response solution to minimise potential risks of unauthorised disclosure of sensitive information.

16. HA joined the first Hong Kong Cybersecurity Attack and Defence Drill organised by DPO in November 2024. During the exercise, HA successfully defended all attempts of attack. Reaping the experience, we have also identified and planned to implement strengthening measures for further improvement on our defence capabilities. Regular security trainings are also provided for HA staff to improve their IT security awareness.

Email Services

17. HA has been using the centralised email system adopted by the Government in the past few decades. DPO has developed a new Centrally Managed Messaging Platform (CMMP) to replace the existing Lotus mail system for all Government bureaux and departments. HA has commenced the migration to CMMP and planned to complete the migration for about 2 500 confidential mail users by Q3 2026. For the remaining email accounts (including HA staff, contract staff and other functional accounts), migration will be carried out by batches progressively.

Electronic Recordkeeping System

18. In line with the Government's pledge to roll out Electronic Recordkeeping System to all government bureaux and departments by end-2025 to enhance efficiency in preserving and managing government records, we have commenced the system rollout for HA offices in late 2024. This initiative is funded by the Government, covering both development and recurrent costs.

PROMOTING DIGITAL DEVELOPMENT

(A) Building Information Modelling (BIM) and Geographic Information System (GIS)

19. HA has developed the Project Information Management and Analytics Platform (HA-PIMAP) as an integrated BIM and GIS portal that leverages digital twin technology to support three-dimensional (3D) digital maps, creating a comprehensive data management and analytics platform for all public housing projects. The platform consolidates data generated during the planning, design, construction and subsequent maintenance stages to improve management efficiency. It is being rolled out in all new public housing projects.

20. HA-PIMAP has migrated to HA-Cloud, with the integration of project data from the planning, foundation and building stages of ongoing projects beginning in January 2025. More advanced 3D analysis tools are currently under development and are scheduled for launch in October 2025, with a one-off implementation cost estimated at \$24.3M.

(B) Smart Estate Management

21. It is announced in the 2024 Policy Address that HA has selected ten PRH estates as pilot sites for smart estate management, and will establish a new central platform for property management in 2025. These ten PRH estates are Yau Tong Estate, Shek Pai Wan Estate, Hung Fuk Estate, Shui Chuen O Estate, Long Shin Estate, Yan Tin Estate, Hoi Ying Estate, Tung Wui Estate, Fu Tip Estate and Queens Hill Estate. We have started trial projects with different innovative technologies including Internet of Things (IoT) sensors, artificial intelligence (AI), robotic applications and mobile devices in the pilot estates to assist in enhancing the efficiency of daily estate management and tackling of management problems.

Centralised Estate Management Platform

22. The platform will leverage the integrated BIM and GIS portal and provide management dashboard to enhance service effectiveness and quality by enabling visualisation and sharing of key metrics in a centralised and easy- to- understand manner. The one-off implementation cost is estimated to be \$3.1M.

Full Implementation of Mobile Application System for Daily Patrol

23. A pilot mobile system for enhancing daily patrol duties was launched to the ten selected pilot PRH estates, two shopping centres and a carpark in 2024. Security staff can report incidents or events using mobile phones with photos and brief description at the spot during their daily patrol instead of recording through text on paper form after patrol e.g. damages or rubbish identified can be reported immediately during patrol to the management office to facilitate prompt arrangements for repair and cleansing work. With the positive feedback from the pilot implementation, the system will be progressively extended to all PRH estates, shopping centres, carparks and factory estates under HA. Full implementation with new functions and improvements will be launched in December 2025. The one-off implementation cost is estimated to be \$7.8M.

Other Initiatives

24. As mentioned in paragraphs 6 and 7 above, we have also rolled out a new e-Service to PRH tenants which facilitated them to make online requests for in-flat inspection for repair like water seepage through iHousing mobile app or e-Services in HA/Housing Department website. The new chatbot launched in December 2024 provides an electronic communication channel for tenants to make enquiries and give suggestions on estate management such as cleansing and security matters.

25. On the front of AI, DPO has recently introduced a new writing assistance and chatbot tools, namely HKPilot and HKChat, and about 650 users in HA are enrolled for the trial, including providing feedback to DPO.

IT BUDGET AND EXPENDITURE

26. HA's IT expenditure estimates for the period from 2023/24 to 2028/29 are summarised as follows –

	2023/24*	2024/25	2025/26	2026/27	2027/28	2028/29
Capital expenditure	\$169M	\$171M	\$441M	\$459M	\$286M	\$276M
Recurrent expenditure	\$279M	\$324M	\$425M	\$472M	\$516M	\$532M
Total:	\$448M	\$495M	\$866M	\$931M	\$802M	\$808M

** actual expenditure*

27. The estimated capital expenditure in 2025/26 and 2026/27 are higher due mainly to two large-scale projects, viz. the revamp of the ERP System and the new AMS. The increase in the recurrent expenditure for 2025/26 is due mainly to replacement of personal computers in HA which involves more than 3 000 users with their devices exceeding the personal computer replacement policy of six years as well as Windows 11 and Microsoft Office upgrade. The increase in recurrent expenditure starting from 2026/27 is due to recurrent consequences for the commissioning of the revamped ERP System and the new AMS.

FINANCIAL, STAFFING AND LEGAL IMPLICATIONS

28. There is no legal implication. Financial implications and the estimated manpower requirement for individual IT projects are approved by relevant committees or delegated financial authority as appropriate.

PUBLIC REACTION /PUBLICITY

29. No publicity will be given on the information in this paper. However, we will from time to time promote HA's IT initiatives through various channels, e.g. press releases, media interviews, HA/HD website, posters in public housing estates and HA's mobile applications.

INFORMATION

30. This paper is issued for Members' information.

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List of Approved Projects in Progress ^{Note}

	Project Titles
<i>Cross Divisions</i>	
1	Implementation of Integrated Building Information Modelling and Geographic Information System Portal
2	Revamp of Enterprise Resource Planning System
3	Implementation of management dashboard under Strategy Division and Estate Management Division
<i>Corporate Services Division</i>	
4	Redevelopment of Budgeting and Forecasting Information System
5	Implementation of Centrally Managed Messaging Platform
6	Implementation of Electronic Recordkeeping System
7	Implementation of endpoint detection and response solution for personal computers, notebook computers and servers
8	Enhancements of security control for Active Directory Service
9	Migration of Internet bandwidth service to DPO for Internet facing systems
10	Adoption of Central Internet Mail Exchange Service of DPO for Internet email service
11	Upgrade of software and system enhancement of Corporate Identity Management Program
12	Expansion of HA-Cloud for revamp of e-services platform
13	Upgrade of virtualisation software and server hardware for HA-Cloud
14	Provision of alternative HA-Cloud database software
15	Upgrade of aging database machine in disaster recovery centre
16	Upgrade of network equipment in data centre
17	Upgrade of Internet proxy server and network equipment in block 1 and 2 of HAHQ
18	Expansion of virtual tape library capacity for enterprise backup system
19	Upgrade of operating system for personal computers
20	Replacement of mobile phones for Mobile Workplace Services
21	Migration of Enterprise Mobility Management Infrastructure to HA-Cloud

Note The list includes projects with costs of \$1M or above.

	Project Titles
22	Provision of security risk assessment and audit services for HA information systems
23	Provision of privacy impact assessment and audit services for information systems
24	Provision of services to renew and maintain the ISO/IEC 27001 and ISO/IEC 27017 certifications
25	Provision of ISO/IEC 20000 certification renewal audit services
<i>Development and Construction Division</i>	
26	Implementation of Construction Cost Analysis System
27	Enhancements for Development and Construction Site Mobile System
28	Enhancements for Housing Construction Management Enterprise System
29	Enhancements for New Performance Assessment Scoring System Computer System
30	Enhancements for Materials Testing Management System
31	Enhancements for Counterparty Management Information System
32	Upgrade of hardware, software and storage capacity for sectional share drive
<i>Estate Management Division</i>	
33	Implementation of Asset Management System
34	Full Implementation of Mobile Application System for Daily Patrol
35	Enhancements for Estate Management and Maintenance System - Revenue Management Sub-system
36	Enhancements for Estate Management and Maintenance System - Domestic Tenancy Management Sub-system
37	Enhancements for Mobile Application System for Housing Management
38	Enhancements for Car Park Management System
39	Enhancements for Non-Domestic Management System
40	Enhancements for Performance Monitoring Report System
41	Enhancements for Works Frontend System
42	Enhancements for Customer Services Management System
43	Enhancements for Slope Maintenance Management System
44	Enhancements for Internet Services for tenants of public rental housing
<i>Strategy Division</i>	
45	Implementation of online service and administration system for queuing management at Housing Authority Customer Service Centre

	Project Titles
46	Implementation of online service and digital information display system for flat selection process of Express Flat Allocation Scheme and Flat Transfer Exercises at Housing Authority Customer Service Centre
47	Implementation of Data Query Module for Housing Authority Sales and Subsidies System
48	Revamp of Housing Authority Sales and Subsidies System
49	Enhancements for Subsidised Sale Flats System for supporting of Subsidised Sale Flats Schemes
50	Enhancements for Public Rental Housing Application System
51	Enhancements for e-Services for Public Rental Housing Application
52	Enhancements for Estate Management and Maintenance System - Application and Allocation Sub-system
<i>Independent Checking Unit</i>	
53	Implementation of Knowledge Management System in building control
54	Enhancements for Housing Electronic Plan Submission System
55	Enhancements for Lift Inspection Focus Team Management System

List of e-Submission Services
(As of May 2025)

1	Sale of Home Ownership Scheme Flats Application Form (White Form)
2	Sale of Home Ownership Scheme Flats Application Form (Green Form)
3	White Form Secondary Market Scheme
4	Sale of Green Form Subsidised Home Ownership Scheme Flats Application Form
5	Application Form for Public Rental Housing
6	Hong Kong Housing Authority's e-Services - iHousing
7	Abuse Report Form
8	Application for "Temporary Stay" of Overseas Domestic Helper
9	Application for Air-Conditioning Installation
10	Tenant's application for alterations of landlord's fixtures
11	Application for Approval of Plans of Building Works and/or Street Works and Certificate of Preparation of Plans
12	Proposal for Modification of and/or Deviation from the Provisions of the Buildings Ordinance and/or Regulations Made Thereunder
13	Application for Consent to the Commencement and Carrying out of Building Works or Street Works
14	Certificate on Completion of Building Works not Resulting in a New Building or of Street Works
15	Application for Approval of Plans of Building Works and/or Street Works and Certificate of Preparation of Plans (Submission by Chief Structural Engineer/Chief Geotechnical Engineer involving Professional Services Provider's design)
16	Application for Concurrent Consent to the Commencement of Building Works
17	Request for Fast Track Processing of Plans of Alteration and Addition Works and Certificate of Preparation of Plans
18	Certificate on Completion of Building Works Resulting in a New Building and Application for Permit to Occupy such Building
19	Application for Renewal of Consent to the Carrying Out of Building Works or Street Works

20	Certificate on Completion of Building Works Resulting in a New Temporary Building, a New Building or Part of a New Building and Application for Temporary Occupation Permit in respect of such Building or Part
21	Certificate on Completion of Demolition Works
22	Notice of Intended Material Change in the Use of a Building
23	Application for Permit to Erect a Contractor's Shed
24	Application for Permit to Erect a Temporary Building
25	Application for Prior-acceptance / Renewal of Structural / Geotechnical Computer Program
26	Request for Fast-track Processing of Alteration and Addition Plans for Signboard and Self-certification by Chief Professional/Chief Structural Engineer
27	Develop mobile solution to enhance site supervision and housing management
28	Notice and Certificate of Completion of Class III Minor Works
29	Notice of Commencement of Class II Minor Works
30	Certificate of Completion of Class II Minor Works
31	Submission of Supplementary Documents or Information of Minor Works
32	Notice of Commencement of Class I Minor Works
33	Certificate of Completion of Class I Minor Works
34	Request for Submission Number for Class III Minor Works Relating to the Erection or Alteration of Signboard
35	Notice of Change in Appointment of Minor Works (Registered Structural Engineer/ Chief structural Engineer in Housing Department, Registered Geotechnical Engineer/Chief Geotechnical Engineer in Housing Department or Prescribed Registered Contractor)
36	Notice of Cessation of Appointment or Nomination of Prescribed Building Professional (Minor Works)
37	Notice of Change in Appointment of Minor Works (Authorized Person or Registered Inspector/Chief Professional in Housing Department)
38	Notice of Commencement of Additional Class I Minor Works
39	Notice of Commencement of Additional Class II Minor Works
40	Notification of Nomination of Temporary Acting of the Prescribed Building Professional (Minor Works)
41	Notice of Cessation of Prescribed Registered Contractor (Minor Works)

42	Application for Assessment of Premium (Home Ownership Scheme / Tenants Purchase Scheme / Green Form Subsidised Home Ownership Scheme) (Only for Flats of which the 5 year Alienation Restriction Period has Expired)
43	Application for Assessment of Premium (Home Ownership Scheme / Tenants Purchase Scheme) (Only for Flats within the 5 year Alienation Restriction Period)
44	Application for Certificate of Availability for Sale
45	Application for Certificate of Eligibility to Purchase
46	Application for Addition / Deletion of Family Member(s) (After Intake)
47	Application Form for Addition/Deletion of Family Members/ Change of Ownership Subsequent to Loan or Subsidy
48	Application Form for Subsequent Changes to Loan or Subsidy
49	Application for Display of Banners / Publicity Boards by Councillors / Organisations in Public Rental Housing and Interim Housing Estates (Applicable for Non-election Period)
50	Application for Holding Charitable / Fund-raising Activities in Estates / Courts by Organisations
51	Application for Self Decoration (For New Intake Estate/Court)
52	Application for Decoration Work by Decoration Contractors (For New Intake Estate/Court)
53	Application/Requisition Form for Permission to Refinance a Flat Purchased under the Subsidised Sale Flats Schemes
54	Application for Hiring Promotional Venues and Kiosk
55	Notice of Inspection and Certification of Prescribed Building or Building Works and Certificate of Completion of the Associated Alteration or Strengthening Works involving Minor Works
56	Application for Change of Information on Record of Purchasers (For Use before Execution of Deed of Assignment) (HOS)
57	Application for Change of Correspondence Address (For Use before Execution of Deed of Assignment) (HOS)
58	Application for Addition / Deletion of Family Member(s) (For Use before Execution of Deed of Assignment) (HOS)
59	Application for Rescission (For Use before Execution of Deed of Assignment) (HOS)
60	Application for Change of Information on Record of Purchasers (For Use before Execution of Deed of Assignment) (GSH)
61	Application for Change of Correspondence Address (For Use before Execution of Deed of Assignment) (GSH)

62	Application for Addition / Deletion of Family Member(s) (For Use before Execution of Deed of Assignment) (GSH)
63	Application for Rescission (For Use before Execution of Deed of Assignment) (GSH)
64	Application for Monthly Parking Space (PRH / Courts)
65	Application for Monthly Parking Space (Factory)
66	Application for Change of Tenant
67	Application for Extended Stay in Public Rental Housing Flat/Interim Housing Unit
68	Application for Fixed Term Licence under Grant of New Tenancy Policy
69	Application for Grant for Emergency Alarm System
70	Application Form for Addition of Household Member(s)
71	Application Form for Deletion of Household Member(s)
72	Application Form for Transfer
73	Conditional Temporary Stay
74	Declaration for Occupation Position of Household (Applicable to Application for Extension of Conditional Temporary Stay)
75	Generic Marking Scheme System - Application for Service Dog Keeping in Public Rental Housing Flats
76	Housing Subsidy Policy & Policy on Safeguarding Rational Allocation of Public Housing Resources (Commonly referred to as the "Well-off Tenants Policies") Declaration Form
77	Housing Subsidy Policy & Policy on Safeguarding Rational Allocation of Public Housing Resources (Commonly referred to as the "Well-off Tenants Policies") Application for Fixed Term Licence
78	Income and Assets Declaration Form for Application for Paying Normal Rent/Licence Fee or 1.5 Time Net Rent/License Fee Plus Rates or Double Net Rent/Licence Fee Plus Rates/Continuous Renting Public Rental Housing Flat/Grant of Tenancy Under Housing Subsidy Policy & Policy on Safeguarding Rational Allocation of Public Housing Resources (Commonly referred to as the "Well-off Tenants Policies")
79	Policy on Grant of New Tenancy/ Tenancy Management Policies for Public Rental Housing/ Interim Housing Management Policy/ Redemption of 'Letter of Assurance' - Income and Assets Declaration Form
80	Requisition Form - Application for Rent Assistance

81	Tenancy Management Policies for Public Rental Housing - Income and Assets Declaration Form (Relevant to Application for Addition of Household Member(s))
82	Application for Cash Allowance Trial Scheme
83	Application for Nomination Certificate Letting of a Hong Kong Housing Authority Subsidised Sale Flat under the Hong Kong Housing Society T-Home “Letting Scheme for Subsidised Sale Developments with Premium Unpaid”
84	Electricity Supply Application Form (for Use by Tenants of Commercial/Non-domestic Premises)
85	Application for Permission to Carry Out Alteration / Additional Works for Non-Domestic Premises in Estates
86	Certificate of Completion of Structural Alteration / Additions
87	Notice to Quit
88	Application for Transfer of Ownership (after Execution of Assignment)
89	Application for Change in Mortgage Arrangement
90	Application for Consent to Enter into Staff Housing Loan Mortgage (Tenants Purchase Scheme)
91	Application for Access to Information
92	Personal Data (Privacy) Ordinance Data Access Request Form
93	Application Form for Contract / Graduate/ Term Staff Post in Hong Kong Housing Authority
94	Online Form for Enquiries, Comments or Complaints
95	Declaration Form on Occupancy Status and Particulars of Domestic Property Ownership in Hong Kong
96	Declaration Form on Occupancy Status (Applicable to households who are concurrently required to make declaration pursuant to “Well-off Tenants Policies”)
97	Housing Smart Intake System
98	Income and Asset Declaration for Subsidised Sale Flats Schemes
99	Request for PRH In-flat Inspection