

## **Housing Channel**

### **Title: Total Maintenance Scheme (TMS)**

Super	TMS Ambassador: Shek Sau
Presenter	<p>Nowadays, public housing residents look forward to a better quality of life, expecting lovely living environments with ample facilities and flats equipped with nice and durable fittings</p> <p>Living in a new or refurbished flat is certainly comfortable and agreeable</p> <p>But have you ever considered that buildings and facilities, like all gadgets get worn out with repeated use over time</p> <p>If they're not used and maintained properly or not repaired in time when problems arise they will deteriorate</p> <p>By then, repairing them will not be an easy task</p> <p>To maintain the quality of its buildings the Housing Authority has implemented the territory-wide TMS</p>
Super	<p>Prompt response to requests for repairs</p> <p>Proactive in-flat inspections</p> <p>Better communication and delineation of responsibilities</p> <p>Total Maintenance and Proper Repair</p>
Presenter	<p>If public housing tenants request to repair fittings or facilities provided by the landlord works staff will follow up immediately</p> <p>The Housing Department (HD) regularly sends</p>

inspection ambassadors and works staff

to survey public housing flats

If they find any fittings requiring repairs

they will get on with it at once

Tenants must however cooperate with the HD

to get the in-flat checking and repairs done

They are also responsible for using

and maintaining the fittings properly

The HD runs publicity and education campaigns

to brief tenants on the installations

and their proper usage, as well as

the maintenance responsibilities of both parties

so that future follow-ups can be expedited

I'll tell you more about the maintenance

of fittings inside public housing flats

I hope all public housing estates will be

properly maintained and duly repaired

so that we all can live comfortably and safely