

## **Housing Channel**

### **Title: Total Maintenance Scheme (TMS): In-flat Inspection Ambassador**

Super TMS Ambassador: Shek Sau

Shek Sau From January 2006, the Housing Department (HD) launched the Total Maintenance Scheme (TMS) at all its estates

The Scheme actively inspects public housing flats identifies where repairs are needed and schedules immediate follow-up action

Publicity and education are also carried out so tenants know about the proper use maintenance and repair of the facilities

These two important tasks are handled by In-flat Inspection Ambassadors appointed by the HD

Super Tenant: Mrs Chung

Mrs Chung (Tenant) This time, items maintained in my flat included copper pipes, the balcony ceiling, the kitchen the toilet, and the concrete slabs

I'd like to thank the Ambassador and also the coordinator and technician

When I asked them why the repairs needed doing they explained everything clearly and told me about the potential risks

They were pleasant, friendly and worked well together

They deserve our appreciation

Super

In-flat Inspection Ambassador

In-flat Inspection  
Ambassador

Helping improve the living environment for tenants  
gives us a lot of satisfaction

If everyone we met was friendly and cooperative  
our jobs would be even more satisfying

But sometimes tenants won't let us in for inspection

Hopefully, through publicity and education

they'll come to understand that our only aim

is to make sure their flats stay in good condition

We hope more tenants will cooperate with us

Shek Sau

To ensure buildings receive proper repairs

In-flat Inspection Ambassadors must inspect

all Housing Authority flats every 5 years

to identify areas needing repairs and follow-up

Also, each flats maintenance status

must be added to our database – an arduous task

If you want to enjoy a pleasant living environment

please cooperate with HD staff and Ambassadors

so that in-flat inspections run smoothly