

Housing Channel Video
Title: Biennial Inspection

Super: Biennial Inspection

Female

Housing Officer: Hello.

Mrs LAU: Is something the matter?

Female Officer: I'm Ms Chan from the Housing Department. I'm here for a home visit.

Mrs LAU: A home visit? But I haven't received any notification.

Mrs NG: Hi, Ms Chan. It's great to see you again. Thanks a lot for asking the technician to repair my kitchen ceiling after the home visit.

Female Officer: You're welcome. I was just doing my job.

Mrs LAU: So this lady paid you a home visit too, Mrs Ng?

Mrs NG: Yes, staff of the Housing Department conducts home visits once every two years to learn more about tenants' occupancy position. No prior appointment will be made before the visits for the Department has to learn about the actual occupancy position. When staff turns up on your doorstep, remember to ask them to show their proof of staff identity. Always call the Estate Office if in doubt.

Mrs LAU: I see. Please come in.

Mrs LAU : So what do I have to do now?

Female Officer: First, I have to verify the particulars of your household. Can you please show me your identity card?

Female Officer: Is this still a household of four?

Mrs LAU: Other than my husband, my daughter-in-law, my son and I, my new-born grandchild also lives here now.

Female officer: So, in the next few days, please bring along a copy of the baby's birth certificate and Tenancy Agreement to the Estate Office for addition of the baby into the tenancy.

Mrs LAU: We have forgotten all about it. Thank you for reminding me.

Female Officer: I can see that there are no problems with the fixtures in your flat, so that's the end of our visit.

Mrs LAU: That is quick! It is really no trouble at all.

Mrs NG: Of course. Periodic visits from Housing Department staff to check the conditions of our flats make us live at ease!

Male Housing Officer: I just need to verify your household particulars with you. It won't take long.

Auntie CHEUNG: Why don't you come again when my husband's at home?

Mrs NG: Auntie Cheung, don't worry! It's only a routine home visit. How about if I stay here to accompany you?

Auntie CHEUNG: OK then. Come in.

Male Officer: There are rust stains on your kitchen floor; the tap's probably leaking. I'll ask a technician to check it for you.

Auntie CHEUNG: That would be great.

Male Officer: Auntie, you may install an emergency alarm. The Housing Department provides a subsidy for such installation. Come to the Estate Office to complete the application formalities when you've time.

Auntie CHEUNG: It's very kind of you to inform me. Thank you.

Male Officer: You're welcome. We're happy to help our tenants during home visits. You can rest assured that we're here for the well-being of residents.