

Section B

Chapter 19: Management Measures Upon Dissolution of Estate Management Advisory Committee (EMAC)

The Mutual Aid Committees (MACs) representatives formed the majority of the Estate Management Advisory Committee (EMAC) membership of the Hong Kong Housing Authority (the HA). As the MAC Scheme of the Home and Youth Affairs Bureau was terminated on 1 January 2023, the operation of EMACs in public rental housing (PRH) estates ceased correspondingly.

Upon dissolution of EMACs, the HA has implemented a series of measures to maintain and optimise the original functions of EMAC including: -

Funding Arrangement

- The HA continues to allot funds to each PRH estate on annual basis in accordance with the number of flats for carrying out minor improvement works, improving the estate environmental hygiene, publication of Estate Newsletter and organising estate activities/community building functions, etc; and
- Estate Housing Manager/Property Service Manager (HM/PSM) continues to be the controlling officer of the funds. In drawing up proposals on the use of the funds, HM/PSM will collect residents' views through various channels and take their opinions into consideration before finalisation of the annual plan.

Widening the Communication Channel with Residents

To enhance the channels of communications, the HA has widened both traditional and electronic means for direct collection of views from residents.

- Place suggestion boxes at ground floor lobbies of domestic blocks in estates and Estate Management Office (EMO) to collect residents' opinions;
- Use electronic and paper forms to conduct Tenants' Opinion Survey to proactively collect PRH residents' opinions on estate management, environmental hygiene, etc. Apart from providing paper survey forms for specific projects, QR code and hyperlink of the electronic survey forms are printed on the notices for opinion collection to facilitate residents to complete electronic questionnaires;
- Provide various means to publicise the work of the HA/Housing Department (HD), e.g. the Housing Channel, Estate Newsletter, notices/posters, suggestion boxes, etc;
- Make good use of the information technology and social media platforms (e.g. Facebook, Instagram and YouTube) to disseminate the relevant information on estate management matters and publicise the works of the HA/HD;

- Widen the scope on the use of iHousing mobile apps; and
- Residents are also free to visit EMOs in person and contact the estate staff through telephone or emails for interview and exchanging views on estate management matters.

Community Building and Engagement

To promote neighbourliness and to strengthen residents' sense of belonging, the HA continues to -

- promote estate/community building activities, such as Estate Cleaning Campaign, fire drills, greening activities, festive celebration, carnivals, Non-Governmental Organisations partnering functions, etc.; and
- invite PRH residents who were the ex-members of EMACs or are interested in participating estate management matters to serve as project ambassadors in assisting the promotion and implementation of estate activities e.g. Estate Cleaning Campaign, fire drills, greening activities, etc.

Meanwhile, estate staff will continue to maintain close liaison with the local stakeholders and attend meetings of District Councils and Area Committees regularly to listen, discuss and collect views from them on local estate matters and the HA's policies.

Assessment of Service Contractors' Performance

- The HA has already established a structured appraisal system for monitoring and evaluating the performance of service contractors including the assessment made by HD estate staff and collect residents' views direct by conducting regular Survey on Performance of Service Contractors and Routine Maintenance Contractors (the Survey).
- The HA has enhanced the Survey in term of sampling size with a view to gathering opinions from more residents on the performance of service contractors (which covers property services agents, works contractors, cleansing and security contractors) so as to improve the management service of the estates.