

TENANTS PURCHASE SCHEME ESTATES — GUIDELINES FOR PROPERTY MANAGEMENT AND MAINTENANCE



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Disclaimer

- (1) The Guidelines for Property Management and Maintenance (Guidelines) are compiled by the Hong Kong Housing Authority (HA). The information and the sample forms contained are for general reference and experience-sharing purposes only, and do not serve to provide any professional advice in relation to the matters mentioned herein.
- (2) Taking into account the different situations in different estates and the differing contents in their Deeds of Mutual Covenant (DMCs), Government leases, management agreements and other documents or deeds related to the properties, HA advises that any person using the Guidelines as a reference should seek professional advice with regard to specific circumstances. The Guidelines are not legally binding nor are they exhaustive in covering all the related matters. In addition, they made reference only to the legislation or codes that were effective at the time of their compilation. Any person who has any doubts about the provisions of the legislation concerned, the DMCs, the Government leases or the other documents or deeds, and the contents or application of the management agreements should seek independent legal advice, or directly contact individual organisations / Government departments or professionals for clarification.
- (3) HA does not guarantee that the advice and information provided in the Guidelines are entirely accurate, or can be suitably and accurately applied to any specific situation. HA shall not in any way be responsible for any liabilities or losses resulting from the use of or following the information contained herein by anybody under all circumstances.

Table of Contents

Foreword

Chapter 1 : Tenants Purchase Scheme

Chapter 2 : Operation of Owners' Corporation and Property Management Agency

Chapter 3 : Property Management Strategies

Chapter 4 : Maintenance Strategies

Chapter 5 : Building Maintenance Practices

Chapter 6 : Building Services Maintenance Practices

Conclusion

Appendices

References

Foreword

- (1) Compiled by HA specifically for the estates for sale under the Tenants Purchase Scheme (TPS), the Guidelines aim at sharing HA's experience with owners, tenants, Owners' Corporations (OCs) and Property Management Agencies (PMAs), and providing a set of recommendations that HA believes can help them achieve good practices for property management and maintenance. Other relevant personnel in private housing estates are also welcome to make reference to it.
- (2) Since the TPS flats were previously Public Rental Housing (PRH) flats of HA, most of the owners are HA's former tenants. They may be accustomed to the management models of PRH and seldom participate in the management of the estate directly. In a bid to assist the owners to participate in the management of their building, HA has specifically compiled the Guidelines for their reference based on its experience in managing PRH. It is expected that the Guidelines can supplement the other guidelines or codes on building management issued by other Government departments as well.
- (3) The Guidelines aim at providing owners, tenants, OCs and PMAs with the information, relevant legislation and operational practices pertaining to building management. However, this set of guidelines is merely the recommendations of HA and meant for reference only. Moreover, as management and maintenance issues in each estate are different, and that the relevant legislation or codes will be subject to amendments from time to time, users of the Guidelines shall seek advice or verification from professionals or Government departments concerned.

Chapter 1

Tenants Purchase Scheme



CHAPTER 1 : TENANTS PURCHASE SCHEME

1. Background Information	1
1.1 How to become an owner?	1
1.2 Owners' benefits and protection	2
1.3 Current situation	3
2. Role of Owners	4
2.1 General owners	4
2.2 The Housing Authority	4
2.3 The Link REIT	5
3. Owners' Rights and Obligations	5
3.1 Owners' rights	5
3.2 Owners' obligations	6
4. HA Tenants' Rights and Obligations	7
4.1 HA tenants' rights	7
4.2 HA tenants' obligations	7
5. Sources of Management Power	8
5.1 Government lease	8
5.2 Deed of mutual covenant	9
5.3 Building Management Ordinance	9

1.

Background Information

HA introduced the TPS in early 1998 under which tenants could purchase the PRH flats they were living in at discounted prices. In support of the Government's repositioned housing policy formulated in 2002, HA terminated the TPS after the sale of TPS Phase 6B in 2005 / 2006. However, tenants in the existing TPS estates can still purchase the flats they are living in.

1.1 How to become an owner?

- (1) Provided that there is no breach of the existing tenancy agreement, sitting tenants in self-contained flats in the TPS estates (excluding flats for senior citizens, small-household blocks and flats for social welfare purposes) can purchase the flats they are living in.
- (2) There are no restrictions on the purchaser's household income, household size and property ownership. However, the purchaser must fulfil the following conditions -
 - The purchaser must be an authorised occupant in the flat concerned and must be 18 years old or above;
 - The purchaser (can be the tenant or other authorised occupant) and all the authorised occupants included in the same tenancy must be listed in the same Letter of Offer. The tenancy concerned will be automatically terminated on the day when the deed of assignment is completed by the purchaser; and
 - The Letter of Offer must be verified by the relevant estate office.
- (3) The purchaser shall pay an Intention Money to HA when submitting the Letter of Offer in order to confirm his / her decision to purchase a flat.
- (4) Apart from the price of the flat, the purchaser will need to pay the stamp duty, registration fee of the deed of assignment and legal costs. The stamp duty for the flat is subject to the final assessment by the Inland Revenue Department based on the value of the property for stamp duty purpose. The legal costs will depend on the rate charged by the solicitor appointed by the purchaser. (Amended in June 2014)



- (5) HA has reached an agreement with a number of banks and financial institutions to provide the purchaser mortgage of up to 100% of the balance of the purchase price of the flat, i.e. the actual purchase price less the Intention Money paid, for up to 25 years. The mortgage loan application is subject to final approval by the bank or the financial institution concerned.

1.2 Owners' benefits and protection

(1) Special discount

- The calculation of the list prices of the flats is based on the Adjusted Replacement Cost (ARC)¹;
- Tenants who purchase the flats within two years from the launch of sale of the estate or new tenants who apply to purchase the flats within two years from the effective date of the tenancy can enjoy a special discount (full discount if they buy within the first year; and half of the discount if they buy in the second year); and
- Sale prices of most of the TPS flats are lower than \$300,000 in the first year.

(2) Repairs and maintenance

- HA will repair the flat prior to its sale;
- HA guarantees the structural stability and integrity of the block and provides a 7-year structural safety guarantee. During this period, HA will be responsible for structural repair works of all the structural components in order to uphold the structural stability and integrity of the block; and
- HA has already set up a Maintenance Fund for each TPS estate and injected an amount of \$14,000 for each flat in a one-off manner in order to cover the expenses arising from Major Maintenance Works in the common areas and facilities of the estate.

(3) Autonomous management

- After the sale of the estate, owners can set up an OC pursuant to the DMC and the Building Management Ordinance (Ordinance) (Cap.344) and take part in the management of the building; and
- By forming an OC, owners can directly monitor the work of estate management, make good use of the management fees and monitor the Maintenance Fund to ensure it is properly utilised.



¹ The ARC represents the current cost of building a flat of the specified type, with adjustment for age and location. The list prices of the flats will remain unchanged for the first two years after the launch of sale of the estate, and will be adjusted every two years thereafter. The adjusted list prices are applicable to the remaining flats offered for sale to the sitting tenants.

(4) Safety net

- Subject to the recommendation of the Social Welfare Department as well as the approval of the Housing Department (HD), an owner who faces sudden changes in family circumstances within five years from the date of first assignment of the flat may apply for reverting to the tenant status upon selling back the flat to HA.
- If an owner has financial difficulties after five years from the date of first assignment of the flat, and as a result, the flat will be / has been taken over by the mortgage bank, the owner can apply to the Social Welfare Department for compassionate rehousing with a view to reverting to the PRH tenant status.

1.3 Current situation

- (1) Since the introduction of the TPS Phase 1 to Phase 6B, a total of over 110 000 flats in the 39 TPS estates have been sold. Both the sitting tenants and the new tenants of TPS estates may still opt for buying their rental flats.
- (2) Under the present policy, the list prices of the flats are subject to re-adjustment every two years with reference to the ARC. New tenants of TPS estates who buy the flats within two years from the effective date of the tenancy will enjoy a special discount (full discount if they buy within the first year; and half of the discount if they buy in the second year).
- (3) HA's role as the DMC manager for TPS estates will eventually fade out when OCs are subsequently formed and take over the estates' management powers and responsibilities (see [Appendix 1](#)). The management responsibilities of the estates will accordingly be taken up by the PMAs (the contract managers) directly hired by the OCs.
- (4) Issues on the daily management of TPS estates are discussed and endorsed at meetings of the management committee (MC) or owners' general meetings convened by the OC according to the requirements of the DMC and the Ordinance. Such management work is to be carried out by the PMAs.
- (5) The estates sold under the TPS are the same as general private residential properties in that the owners, while enjoying the right to use the common areas and facilities (or referred to as the common parts) of their estates, have to undertake responsibility for the areas and facilities and their necessary expenses.



2.

Role of Owners



2.1 General owners

- (1) Apart from having the full ownership of the flat, according to the terms of the DMC and other documents or deeds related to the property, owners also have the right to use the common areas of the estate.
- (2) The area and the facilities of the estate, as well as the management and maintenance responsibilities of the owners are clearly defined in the DMC. Owners may set up an OC in accordance with the requirements of the DMC and the Ordinance in order to take part in the management work.

2.2 The Housing Authority

- (1) Since HA still has unsold flats in the TPS estates, as the owner of the unsold flats, HA appoints representatives to stand for election to the MCs to take part in the management.
- (2) As MC members, HA's representatives will advise the OCs on the work of management and maintenance. Each member present at the MC meetings (including HA's representatives) has a vote on every resolution.
- (3) As the owner of the unsold flats of the estates, HA will reflect the views of the tenants to the OCs as appropriate and encourage the OCs and PMAs to maintain communication with the tenants so as to foster a harmonious relationship between the owners and tenants.
- (4) Where necessary, HA also votes on the resolutions as an owner at the general meetings of the OCs. Except for the circumstances provided in the Ordinance, all the matters raised at the general meetings of the OCs shall be decided by a majority of votes. As HA still owns quite a number of residential and non-residential properties, it will draw up its voting strategies prudently.
- (5) Whether attending the MC meetings or general meetings of the OCs, HA's representatives will do their best to ensure the quality and effectiveness of the estate management with regard to the overall interests of all the owners.

2.3 The Link REIT

- (1) In November 2005, HA divested its 180 shopping and car-parking facilities to The Link Real Estate Investment Trust (The Link REIT). Like other owners, The Link REIT enjoys autonomy in operating its properties. Its business objectives and daily operations are totally independent of HA.
- (2) The Link REIT has properties in 38 of the TPS estates. Of these, 35 estates provide both retail and car-parking facilities, while the other three estates provide car-parking facilities only.
- (3) The Link REIT and all the owners are required to share the responsibility of managing and maintaining the common parts of the estates in accordance with the requirements of the DMC and the Ordinance.
- (4) For certain TPS estates, The Link REIT shall open the recreational facilities under its purview to the owners and residents of the estates in accordance with the provisions of the Deed of Covenant and Mutual Grant of Rights and Other Easements.



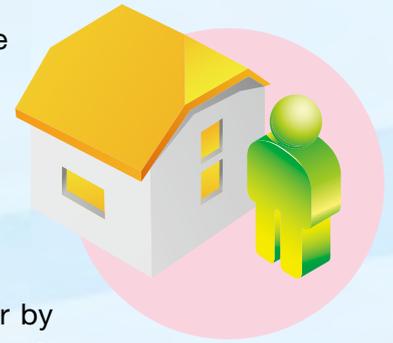
3. Owners' Rights and Obligations

3.1 Owners' rights

The rights, powers, privileges and responsibilities of the owners in relation to the common parts of the housing estate shall be exercised and performed by the OC upon its formation. As a member of the OC, an owner has the following rights to monitor the operation of the OC and MC -

- (1) the right to attend the general meetings of the OC and to vote on any resolution;
- (2) the right to appoint a representative to attend and vote at the general meeting of the OC if the owner is unable to attend;
- (3) the right to reflect his / her personal views on the operation of the OC to the MC, or according to the Ordinance, to request the MC chairman to convene a general meeting of the OC to discuss and vote on the matter;

- (4) the right to stand for election to the MC, and also the right to appoint owners whom he / she feels fit to be MC members by a resolution at a general meeting of the OC;
- (5) the right to remove from office and replace any MC member by resolution at a general meeting of the OC; and
- (6) the right to dissolve the MC and appoint an administrator by resolution at a general meeting of the OC, or by application for an order to the Lands Tribunal.



3.2 Owners' obligations

In addition to the ownership of their purchased flats, TPS flat owners also hold joint ownership of the common parts of the building with other owners. The OC will act legally on behalf of all owners in undertaking the management of the building upon its formation. However, the owners' obligations in respect of the common parts of the building will not be affected. If an application for the winding up of an OC has been filed to the court by any claimant or creditor, the owners shall be liable, both jointly and severally, to contribute, according to their respective shares, to the assets of the OC an amount sufficient to discharge its debts and liabilities. In general, owners' obligations are as follows -

- (1) To abide by the resolutions endorsed at the general meetings of the OC or by the MC;
- (2) To apportion and settle on time the management fees and other fund payments of the building, including the maintenance costs for the common parts of the building according to the requirements of the DMC and the Ordinance;
- (3) To comply with the DMC and the rules on estate management contained therein and the requirements of relevant ordinances, and to avoid acting in contravention of such requirements, such as converting the purpose of the flat and unlawful occupation of the common parts of the building; and
- (4) To take heed of matters concerning the OC and management of the building, such as attending the general meetings of the OC and exercising their own rights to vote on any matter.

4. HA Tenants' Rights and Obligations



4.1 HA tenants' rights

Apart from the rights stipulated in the tenancy agreement, the tenants of TPS estates, like other PRH tenants, can also -

- (1) give their views to HD to help improve the management of their estates;
- (2) appeal to the independent Appeal Panel if their tenancy is terminated;
- (3) apply for rent assistance under HD's Rent Assistance Scheme if the household is not a recipient of the Social Welfare Department's Comprehensive Social Security Assistance (CSSA) and is eligible for the Scheme;
- (4) apply for a subsidy for the installation of an emergency alarm (also known as "pendant alarm") if all members in the household are aged 60 or above and are non-CSSA recipients, provided that other relevant criteria are also met;
- (5) apply for overcrowding relief through transfer if eligible;
- (6) apply for the purchase of a surplus flat under Home Ownership Scheme (HOS) or a flat in the HOS Secondary Market if eligible; and
- (7) buy the flat in which they are living through the TPS.

4.2 HA tenants' obligations

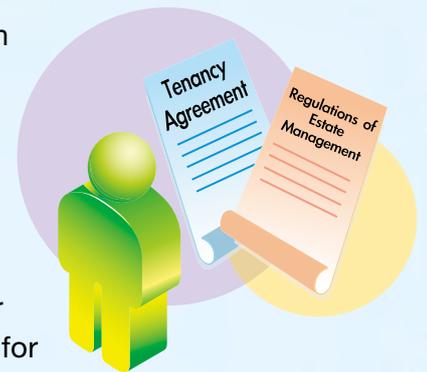
Apart from fulfilling the requirements of the tenancy agreement signed with HA, the tenants of TPS estates should -

- (1) observe the regulations concerning estate management in the DMC (such as not to make structural alterations, not to use their flat for illegal purposes and shall not obstruct the common areas) and all the rules on estate management² approved by the OC;
- (2) observe the policies (such as the Housing Subsidy Policy, Safeguarding Rational Allocation of Public Housing Resources Policy, Policy on Grant of New Tenancy and

² HD has sent a letter to all the tenants of TPS estates in respect of the Observation of the Terms of Tenancy Agreement and the Deed of Mutual Covenant. In this regard, new tenants are also required to declare in writing that they understand the requirements.

Marking Scheme for Estate Management Enforcement in Public Housing Estates) announced by HA from time to time;

- (3) surrender their flat to HD immediately if they no longer live in it;
- (4) move to a smaller flat if the number of members in their household has fallen below the minimum number set for their flat;
- (5) inform the authorities concerned and the estate office immediately in case of emergency;
- (6) provide accurate information on their income, assets, and household members as required by HD; and
- (7) tender Notice-to-Quit and surrender their flat to HD within the specified time after obtaining other forms of subsidised housing (such as the purchase of a flat through one of the Subsidised Home Ownership Schemes of HD or the Housing Society).



5.

Sources of Management Power

5.1 Government lease

- (1) Under the lease signed between the Government and HA, the Government has granted to HA and its assignee the whole site of the lot number as described in the lease. The lease also prescribes the tenure and user restrictions of the site.
- (2) An individual owner of a flat in a multi-storey building jointly holds interests in the land where the building is located with other flat owners. In other words, all the owners are co-lessees of the Government lease and each owner holds part of the title to the land.



5.2 Deed of mutual covenant

- (1) A DMC is a private contractual agreement which defines the rights, interests and obligations of the owners, the developer and the manager of a building. In general, a DMC comes into effect on the date of execution by the developer and the purchaser of the first unit of the building and is binding on other subsequent purchasers. As with other private contracts, the terms of a DMC cannot be amended unilaterally without the consent of all the parties to the contract.
- (2) A DMC is a very important document in the management of a building. Not only does it specify the common parts of the building, the parts for the exclusive use of individual owners and the number of undivided shares of each unit, it also sets out clearly the requirements and guidelines on various building management issues. Apart from the exclusive possession of their self-bought units, individual owners can also share the use of the common parts of the building. Owners may obtain a copy of the DMC at the Land Registry's Search Offices or through its online service.

5.3 Building Management Ordinance

The Ordinance was enacted to provide owners with a legal framework for the formation of OCs to facilitate effective management of their buildings. It also sets out the powers and duties, as well as the meeting procedures of an OC.



Chapter 2

Operation of Owners' Corporation
and Property Management Agency



CHAPTER 2 : OPERATION OF OWNERS' CORPORATION AND PROPERTY MANAGEMENT AGENCY

1. Owners' Corporation	1
2. Management Committee	1
2.1 Number, tenure and protection of Management Committee members	1
2.2 Meetings of Management Committee	2
3. General Meetings of Owners' Corporations	3
3.1 Functions	3
3.2 Convening of meetings	3
3.3 Quorum	4
3.4 Passing of resolutions	4
3.5 Streamlining of meeting procedures	4
4. Financial Management of the Owners' Corporation	8
4.1 Financial arrangement	8
4.2 Measures to avoid arrears of management fees	9
4.3 Risk management	10
4.4 Maintenance Fund	11
4.5 Prudent financial management	11
4.6 Prevention of corruption	11
5. Procurement of supplies, goods and services	12
5.1 Procurement practice	12
5.2 Approval authority	13
5.3 Tendering requirements to be waived or exempted	13
5.4 Procedures for termination of procurement contract and the consequences	13
5.5 Declaration of interest	14
6. Property Management Agency (Contract Manager)	15
6.1 Relationship between the Owners' Corporation and the Property Management Agency	15
6.2 Selecting a Property Management Agency	15
6.3 Preparing the register of Property Management Agencies	16
6.4 Signing of contracts	17
6.5 Monitoring the operation of Property Management Agencies and their sub-contractors	17
6.6 Property Management Agency's resignation as Contract Manager	18
6.7 Termination of the appointment of Property Management Agency as Contract Manager	18
6.8 Obligations of Property Management Agency after the termination of the Manager's appointment	19

1.

Owners' Corporation

- (1) An OC is a body corporate set up under the Ordinance. It has the legal status to represent all owners in managing the common parts of the building and to enforce the obligations contained in the DMC for the control, management and administration of the building. Under the Ordinance, the “common parts” of a building refer to the whole of the building and those parts specified in Schedule 1 (see [Appendix 2](#)), except such parts as specified in an instrument registered in the Land Registry as being for the exclusive occupation of an owner.
- (2) In general, unless otherwise stated in the Ordinance, the powers and duties of an OC are exercised and performed by the MC on behalf of the OC. MC members have a fiduciary responsibility to all owners and should abide by the principles of openness, transparency, integrity and accountability in conducting the affairs of the OC.
- (3) A successful OC can effectively monitor the work of the PMA to enhance the quality of estate management. Owners as consumers will then be able to enjoy quality management service, and from the investment point of view, the value of their properties can be preserved.

2.

Management Committee

2.1 Number, tenure and protection of Management Committee members

- (1) In accordance with Schedule 2 of the Ordinance, if a building has more than 100 flats, the number of MC members shall not be less than nine, while the exact number can be amended from time to time by a resolution at a general meeting of the OC. Section 12 of Schedule 2 also stipulates that in the event of any inconsistency between the Schedule and the DMC or the terms of any other agreement, the Schedule shall prevail. Therefore, irrespective of the provisions of the DMC of the building, owners should comply with the requirements of the Ordinance regarding the formation of the MC and the appointment of MC members.



- (2) An MC, once appointed, does not become invalid merely because its number of members falls below the statutory minimum. The Ordinance provides two methods to fill the vacancies in an MC, i.e. by arrangements made by the MC itself, or by a resolution at the general meeting of the OC. However, there are differences³ in the term of appointment as well as the system of voting between these two methods. Despite this, if the number of vacancies in an MC is more than 50% of the number of MC members as determined by the owners in the general meeting of the OC, the MC will not be able to meet the quorum requirement for holding meetings or passing resolutions. Under such circumstances, the MC chairman or the remaining MC members can arrange for filling the vacancies in accordance with the Ordinance.
- (3) In general, the tenure of an MC member is about two years. At every alternate annual general meeting, all the MC members, including the treasurer and the secretary, shall retire from office and a new MC shall be appointed.
- (4) No MC member, if acting in good faith and in a reasonable manner, shall be personally liable for any act done or default made by or on behalf of the OC in the exercise of the powers or in the performance of the duties of the OC. However, the protection conferred upon the MC members by the relevant provision shall not in any way affect the liability of the OC for that act or default.

2.2 Meetings of Management Committee

- (1) An MC shall meet at least once every 3 months;
- (2) At the request of any 2 MC members, a meeting of an MC shall be convened (i.e. giving a notice of the meeting) by the MC secretary within 14 days of receiving such a request, and held within 21 days of receiving such a request;
- (3) The MC secretary shall, at least 7 days before the date of the MC meeting, give notice of the meeting to each MC member and the treasurer of the MC (if the treasurer is not an MC member), and display the notice of meeting in a prominent place in the building;
- (4) The notice of meeting shall specify the date, time and place of the meeting and the resolutions that are to be proposed at the meeting;



³ Term of appointment If the MC chooses to fill the vacancies itself, the term of appointment will expire at the next general meeting of the OC (whether it is an annual general meeting or extraordinary general meeting). If a general meeting of the OC is convened to fill the vacancies, the term of appointment will expire at the next annual general meeting when a new MC is to be appointed.

System of voting If the vacancies are filled by the MC, the appointment shall be made by passing a resolution with "a majority of votes" of the MC members present at the meeting. If a general meeting of the OC is convened to fill the vacancies, the owners shall adopt the "first past the post" system of voting in making the appointment.

- (5) With the approval of MC members or a resolution passed in a general meeting of the OC, individual owners may also attend an MC meeting and put forward their views for members' consideration. However, these owners have no voting rights in the MC meetings; and
- (6) If the OC is involved in any proceedings, the MC shall display a notice containing the particulars of the proceedings in a prominent place in the building within 7 days of issuing or receiving any court documents commencing the proceedings, and cause the notice to remain so displayed for at least 7 consecutive days.

3.

General Meetings of Owners' Corporations

3.1 Functions

Section 1 (1)(c) of Schedule 3 to the Ordinance stipulates that an MC shall convene a general meeting of the OC at any time for such purposes as the MC thinks fit. A general meeting is convened to let owners vote on important issues on estate management (such as re-election of MC members, selection of service contractors, and determination of management fees). Owners present at the general meeting may give their views on relevant issues to improve the management of their estate.

3.2 Convening of meetings

- (1) The MC chairman shall convene an annual general meeting of the OC within 12 to 15 months after the date of the previous annual general meeting.
- (2) At the request of no less than 5% of the owners, an extraordinary general meeting shall be convened by the chairman (i.e. giving a notice of the meeting) within 14 days of receiving such a request and held within 45 days of receiving such a request.
- (3) The MC chairman may convene an extraordinary general meeting when the number of vacancies occurring in the offices of MC members is more than 50% of the number of MC members, but this meeting may pass only resolutions for the purpose of filling MC vacancies.



3.3 Quorum

The quorum at a meeting of the OC shall be 10% of the owners under ordinary circumstances. In the case of a meeting at which a resolution for the dissolution of the MC and the appointment of an administrator under Section 30 of the Ordinance is proposed, the quorum shall be 20% of the owners.

3.4 Passing of resolutions

- (1) Under normal circumstances, the issues brought up in the general meetings of the OC shall be decided by a majority of the votes⁴ of owners;
- (2) The two exceptions are -
 - appointment of MC members, chairman, vice-chairman (if any), secretary and treasurer shall be made by using the “first past the post” voting system; and
 - The resolution on changing the name of the OC shall be passed by not less than 75% of the votes of the owners.
- (3) No resolution shall have effect unless the same has been set forth in a notice of meeting issued to the owners or is ancillary / incidental to a resolution or other matter so set forth.



3.5 Streamlining of meeting procedures

Meetings of the MC and general meetings of the OC provide a platform for discussion and decision making on estate management affairs. Effective meetings facilitate fair and impartial handling of outstanding matters, while improper handling of the affairs may lead to disputes at the meetings, seriously jeopardizing the rapport among owners. The following are common problems encountered in convening meetings and the improvement measures suggested for users' reference -

- (1) PMA fails to issue notice of meeting in accordance with the Ordinance
 - Schedule 2 of the Ordinance sets out the procedure of an MC. If there is any inconsistency between the Schedule and the DMC or the terms of any other agreement, the Schedule shall prevail. For convening meetings of the MC, the MC secretary shall, at least 7 days before the date of the meeting, give notice of the meeting to each MC member and the treasurer of the MC (if the treasurer is not an MC member), and display the notice of meeting in a prominent place in the building;

⁴ Section 2B of the Ordinance provides that in determining whether a resolution is passed by a majority of the votes of owners or members of a management committee, at a meeting convened under this Ordinance, the following shall be disregarded — (a) owners or members who are not present at the meeting; (b) owners or members who are present at the meeting but do not vote; (c) blank or invalid votes; and (d) abstentions.

- Schedule 3 of the Ordinance sets out the procedure of meetings of an OC. If there is any inconsistency between the Schedule and the DMC or the terms of any other agreement, the Schedule shall prevail. For convening general meetings of the OC, the OC secretary shall, at least 14 days before the date of the meeting, give notice of the meeting to each owner, and display the notice of meeting in a prominent place in the building;
- The secretary should strictly comply with and urge the PMA to strictly comply with the procedures stipulated in the Ordinance to avoid rendering the resolutions passed at the meetings invalid; and
- The notice of meeting shall specify the date, time and place of the meeting; and the resolutions (or other matters that are to be discussed at the meeting) that are to be proposed at the meeting.

(2) Protracted meetings

- Section 10(5) of Schedule 2 to the Ordinance provides that unless otherwise stipulated in the Ordinance, the procedure at meetings of an MC shall be determined by the MC; while Section 7 of Schedule 3 to the Ordinance stipulates that the procedure at a general meeting shall be determined by the OC. When drawing up the agenda of resolutions / matters to be discussed, the MC / OC should allow sufficient time for deliberation so that the meeting can be concluded within a reasonable span of time (e.g. 3 hours);
- Relevant papers of a meeting should be served to members as early as practicable to allow sufficient time for reading so as to facilitate their discussion at the meeting;
- To request members to attend meetings punctually;
- To register members' attendance earlier to ensure that a quorum is formed for the meeting to commence as scheduled;
- To control the flow of deliberations so that the duration for discussing each agenda item is appropriately apportioned;
- To clearly recapitulate the gist of each agenda item; and
- To arrange for adjournment of meeting as necessary (e.g. when there is a lack of quorum).

- (3) An important issue listed as the last agenda item has to be postponed for discussion next time due to a lack of quorum or insufficient time for discussion as a result of the slow progress of the meeting.
- Where necessary, the decision on whether to adjourn a meeting should be made by voting so as to ascertain the intent of the majority of owners. If no objection is raised by the owners attending the meeting, they may be deemed to agree to the adjournment of the meeting; and
 - In an adjourned meeting, the owners can only pass resolutions with regard to items that have not been discussed at the original meeting. Even for an adjourned meeting, the secretary is still required to give notice of meeting to all the owners at least 14 days before the date of the meeting.
- (4) Some owners have no chance of speaking
- The Ordinance does not provide owners who are not MC members the right to attend an MC meeting and speak. However, with the approval of MC members, individual owners may attend an MC meeting but they have no right to vote;
 - To move on to the agenda items as soon as possible to let members / owners express their views;
 - To encourage the meeting to express freely; and
 - To let the inquiring owners express their views as much as possible.
- (5) Addition of items not on the agenda during the meeting
- Not to let deliberations deviate from the issues under discussion or the agenda; and
 - To remind the meeting that no resolution passed at a general meeting of an OC shall have effect unless the same has been set forth in a notice of meeting or is ancillary / incidental to a resolution or other matter so set forth.
- (6) Outbreak of chaos, unexpected incidents and emotional disorder during a meeting
- If the discussion items are controversial, the pre-meeting preparations should include -





- The provision of sufficient information for the meeting and objective analysis of the advantages and disadvantages of different solutions to facilitate discussion;
 - The arrangement of a suitable venue (e.g. a meeting expected to last late into the night should be held indoor instead of outdoor to avoid causing noise nuisance to the residents nearby);
 - The invitation of professionals (such as architects, engineers, building surveyors, lawyers and accountants) and / or government officials (such as Liaison Officers of district offices) to the meeting to give advice; and
 - The deployment of sufficient staff (including management, security and cleaning staff);
- To request the enquirers to make their points clear;
 - To adopt an impartial approach to let the meeting make decisions;
 - The general meeting of an OC shall be presided over by the MC chairman, or by the MC vice-chairman in the absence of the former, or by a person appointed by the owners present at the meeting from amongst themselves in the absence of both the MC chairman and vice-chairman; and
 - Quorum should be maintained throughout the meeting. It is the duty of the presiding person to count the number⁵ of owners at the meeting. If the number is below the quorum requirement, business cannot be validly transacted and the meeting has to be adjourned.

⁵ Method of counting the number of owners

Example	Number of owners to be counted
1 flat with 3 co-owners	1
1 owner owning 35 flats	1
1 person holding a proxy from another owner	1
1 owner holding a proxy from another owner	2
1 person holding proxies from 100 owners	100
35 persons holding proxies from 100 owners	100

4.

Financial Management of the Owners' Corporation

4.1 Financial arrangement

- (1) The OC shall open and maintain an interest-bearing account for depositing funds and payment of expenses incurred in building management. The account shall only be used in respect of building management.
- (2) All the money, with the exception of a reasonable amount to cover the expenditure of a minor nature received by the OC in respect of building management, shall be deposited into the account opened for the purpose of building management without delay. The MC shall by way of resolution determine the amount of money to be retained for the expenditure of a minor nature. The MC shall determine by resolution other conditions or arrangement to handle that amount of money (for example the sum shall be held in cash or paid into the current account of the OC).
- (3) The OC shall set up a regular fund to cover the expenses in exercise of its powers under the Ordinance or the DC or for discharging its duties and for the payment of Government rent, insurance, various taxes or other expenses (including expenses for maintenance and repair).
- (4) The OC shall set up and maintain a reserve fund to cover any expenses of an unexpected or emergency nature and for the payment of expenses when the regular fund is inadequate to cover expenses.
- (5) The MC shall prepare the OC budget each year setting out the various expenditures during the financial year whether the expenditure shall be covered by the regular fund or the reserve fund. Generally speaking, the expenditure of the OC mainly includes -
 - salary, long service payment, MPF and workmen's compensation insurance for the building management personnel;
 - repair and maintenance expenses for common parts and facilities;
 - expenses on cleansing and materials;
 - expenses for employment of professionals (for example lawyers, accountants);



- utilities bills (for example water charges, electricity charges and telephone expenses);
 - fire installation insurance and third party risks insurance; and
 - Government rent, rates, stationery and miscellaneous fees and charges.
- (6) In preparing the budget and estimates for the expenses for the coming year, the MC should make reference to the expenditure in the preceding year, changes in items for the coming year, market prices and estimated adjustment in payment arising from inflation.
- (7) The MC shall base on the annual budget made by the OC, determine the contributions all owners shall pay to the regular and reserve funds. If the amount set by the MC exceeds 50% over the original contribution, it shall be resolved by a resolution at a general meeting of the OC.
- (8) After determining the required contribution from all owners, the MC shall in accordance with the provisions of the DMC determine the contribution payable by individual owners. If such a requirement is not provided for in the DMC, the MC shall determine the contribution payable by each owner in accordance with the share held by each owner. Also, the MC shall stipulate the time and the method of payment for such contribution.

4.2 Measures to avoid arrears of management fees

- (1) Except for the maintenance fund set up by HA's injection, the expenditures of a TPS estate are almost entirely covered by management fees. It is, therefore, the owners' responsibility to make timely payment of management fees. Apart from reminding owners regularly to fulfil their obligation of paying management fees, the PMA should report prolonged arrears cases to the OC with a view to taking appropriate actions as soon as possible.
- (2) To follow up effectively on the arrears cases, the PMA should report to the OC through the MC any cases that are in arrears with management fees for three months or more and the results of its follow-up actions. Where necessary, upon resolution by the MC, a claim may be filed with the District Courts (for a claim not exceeding \$1 million) or the Small Claims Tribunal (for a claim not exceeding \$50,000) for the recovery of the outstanding payment.



(3) Also, the OC may take the following actions to recover arrears -

- Under section 19 of the Ordinance, should the DMC provide that if owners fail to make any payment payable under the DMC, a person may sell that owner's interest in the land or register a charge against such interest in the Land Registry. The OC may exercise such powers in the same manner and subject to the same conditions as if it were the person referred to in the DMC.
- If any amount payable under section 23 by an owner is unpaid for a period of one month after it has become due to the OC, and the owner lets out the flat, the OC may by notice in writing addressed to the occupier of the flat, demand such amount from the occupier, who shall, thereupon be liable to pay the same to the OC.
- With regard to the method of recovering arrears, the OC should refer to provisions in the Ordinance. If necessary, it should seek legal advice.

4.3 Risk management

(1) To safeguard both the OC and the owners against financial hardship should they be required to settle any claims of public liabilities as a result of accidents, the Ordinance empowers the OC to take out insurance policies for the common parts and facilities of the building of the OC against fire and other perils. We suggest that the OC make the following arrangements in the light of individual circumstances -



- To keep the building and associated facilities insured against public liabilities and / or against all other risks, and to maintain the validity of the policies at all times;
- To regularly review and assess the implications of any existing or potential risks (such as fire, slope safety, falling objects from height, and repair and maintenance works in progress), and to work out precautions and counter measures (such as the removal of rubbish and junk in the common parts to reduce fire hazards);
- To proactively implement preventive building repair and maintenance programmes (such as to conduct regular inspection of building conditions and fire service installations); and
- To promote public safety awareness among owners and contractors (such as the required safety measures to be taken for works in progress).

- (2) If the OC hires service contractors (including PMA), the contracts should provide for performance bond and procurement of insurance for protection of interests of the OC and third parties.
- (3) The mandatory requirement for the OC to take out insurance policy against third party risks shall come into effect on 1 January 2011. Under section 28 of the Ordinance (amended), all OCs shall procure and keep in force in relation to the common parts and the property of the OC a policy in respect of third party risks. The insured amount for a single incident covered by each policy shall be no less than \$10 million.

4.4 Maintenance Fund

- (1) Other than estates sold under TPS Phase 1, Schedule 6 of DMCs of all TPS estates lists out in details the Rules on Use of Maintenance Fund. The manager shall engage a trustee and a certified public accountant in accordance with the DMC to monitor the operation of the Maintenance Fund until its balance falls to a level below six times⁶ the monthly payable management fees of the domestic flats, and shall keep proper statements and records of the account of the Maintenance Fund and relevant documents including contracts and invoices for no less than 12 years.
- (2) Estates sold under TPS Phase 1 have all passed resolutions to adopt the rules on the use of Maintenance Fund at a general meeting of the OC.
- (3) The Fund can only be applied to the 24 major maintenance works (see the standard form at [Appendix 3](#)) listed out in Schedule 5 to the DMC and the use of which has to be endorsed by a majority vote (over 50%) of the owners by a resolution at a general meeting of the OC.

4.5 Prudent financial management

The OC should closely monitor its accounts of income and expenditure to safeguard the owners' interests. It should avoid a deficit budget and retain an adequate but not excessive amount of fund.

4.6 Prevention of corruption

- (1) Financial management is an essential task of the OC. A good mechanism, coupled with effective supervision, will not only ensure the proper use of funds, but also reduce malpractices such as corruption.



⁶ Under the circumstances, the employment of a trustee and a certified public accountant can be terminated by giving no less than three months' notice in writing (this requirement is not applicable to TPS Phases I and II Estate). The Maintenance Fund shall be handed over to and managed by the OC.

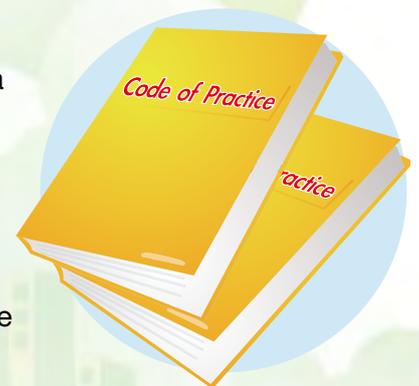
- (2) Should the OC be wound up, the owners shall be jointly and severally liable to contribute, according to their respective shares, to the assets of the OC an amount sufficient to discharge its debts and liabilities. Owners should therefore take the initiative to pay heed to the OC's operation and exercise the rights conferred on them by the Ordinance as appropriate to avoid incurring substantial costs or pecuniary loss.
- (3) The Building Financial Management Toolkit published by the Home Affairs Department gives detailed guidelines on the building financial management process, the maintenance of accounts, financial reporting and working with the Property Manager to assist the OC in the supervision.

5.

Procurement of supplies, goods and services

5.1 Procurement practice

- (1) Under the Ordinance, if the procurement value exceeds (or is rather likely to exceed) the sum of \$200,000⁷ or a sum which is equivalent to 20% of the annual budgeted expenditure of the OC, whichever is the less, an invitation to tender shall be offered.
- (2) In addition, the Code of Practice published by the Home Affairs Department stipulates that -
 - any contract for supplies, goods or services with a procurement value over \$10,000 but not exceeding \$200,000 requires the invitation to submit a minimum of three tenders;
 - any contract for supplies, goods or services with a procurement value over \$200,000 requires the invitation to submit a minimum of five tenders; and
 - in case the number of tenders received is fewer than the above requirement, the MC should decide by a resolution whether to accept the result of the tender exercise or to launch a fresh one.



⁷ Taking a 4-year cleansing services contract at a cost of \$250,000 as an example, an invitation to tender shall be offered for the procurement because the contract value exceeds the statutory limit of \$200,000.

5.2 Approval authority

- (1) A procurement value not exceeding 20% of the annual budgeted expenditure of the OC may be resolved by the MC whether to accept it or not.
- (2) A procurement value over or equivalent to 20% of the annual budgeted expenditure of the OC shall be endorsed by a resolution at a general meeting of the OC.

5.3 Tendering requirements to be waived or exempted

- (1) If the OC intends to continue its engagement with the existing suppliers and subject to the following conditions, the tendering requirements stipulated in the Ordinance can be waived -
 - when the supplies, goods or services are of the same type as those provided by the supplier being engaged by the OC; and
 - when the procurement is made in compliance with such terms and conditions⁸ as specified in the resolution endorsed at a general meeting of the OC, instead of by an invitation to tender.
- (2) Except for the above circumstances, if the procurement value exceeds the prescribed limits under the Ordinance, tendering requirements shall not be waived or exempted even in the case of emergency.

5.4 Procedures for termination of procurement contract and the consequences

- (1) Any contract for the procurement of supplies, goods or services shall not be void merely because it does not comply with the tendering requirements or the resolution at a general meeting of the OC. However, the contract may be avoided by the OC by a resolution endorsed at a general meeting of the OC. The court may also make an order in respect of the validity of the contract as appropriate. If the court has made an order in respect of the case, the resolution of the OC cannot go contrary to such an order.
- (2) Even if the contract is void, problems relating to the contractual liabilities (such as the effect of the contract prior to its avoidance and the making of payment) between the OC and the contractors / suppliers may still arise. Before taking any actions, it is advisable for the owners / OC to seek independent legal advice on the possible consequences (including the legal and the financial implications on the OC and owners).

⁸ When entering into a new contract with the existing suppliers, the MC may negotiate for more favourable terms and conditions. If tendering requirements are waived, the relevant terms and conditions of the contract shall be approved by the owners at a general meeting of the OC.

(3) Responsibilities of MC members

- Any person who enters into a procurement contract in breach of the legal requirements may be held personally liable for any claims arising from the contract. No MC member, acting in good faith and in a reasonable manner, shall be held personally liable for any act done or default made in the performance of the duties of the OC. The decision on whether they have acted in good faith and in a reasonable manner as well as whether they should be held liable rests ultimately with the court.
- Failure on the part of any OC to observe the Code of Practice relating to procurement contracts shall not of itself render the OC liable to criminal proceedings of any kind but any such acts may, in any proceedings, be relied upon as tending to establish or to nullify any liability which is in question in those proceedings.

5.5 Declaration of interest

- (1) For every tender and nomination or selection of contractors / consultants, the OC should issue to each MC member the Code of Ethics concerning matters such as declaration of interest, and soliciting or accepting advantages so as to avoid contravening the relevant requirements unknowingly (see [Appendix 4](#) for samples of the guidelines and the declaration form, and the OC may seek professional advice regarding their use if necessary);
- (2) MC members who have declared personal / pecuniary interest involved in the tender must abstain from voting during tender selection at the MC meeting; and
- (3) The OC should incorporate a clause in the contract to ensure that the contractors and their employees will observe the Code of Ethics and require the contractors to submit a declaration on Compliance with Ethical Commitment Requirements on a regular basis (e.g. at six-month intervals) (see [Appendix 5](#) for the sample, and the OC may seek professional advice regarding its use if necessary).



6.

Property Management Agency (Contract Manager)

6.1 Relationship between the Owners' Corporation and the Property Management Agency

- (1) The OC may retain and remunerate a manager to carry out any of the duties or powers conferred on the manager by the Ordinance or the DMC.
- (2) The MC should hold regular meetings with the manager, the building management agent or the PMA engaged by the OC to carry out duties related to the daily management, control and administration of the common parts of the building, and should prepare minutes of the meetings for display in a prominent place of the building for reading by the owners.
- (3) Under Section 34L of the Ordinance, the manager (i.e. PMA) is not entitled by virtue of the operation of the DMC or other provisions to being indemnified by the OC or by the owners in respect of any legal costs, charges, expenses or fees relating to any civil or criminal proceedings (whether successful or otherwise) between or in respect of that manager and that OC or those owners, unless the court orders that the party having conduct of the proceedings shall indemnify the legal costs or other expenses of the PMA.
- (4) MC members shall not solicit any advantage from suppliers or contractors (including the PMA), nor accept any advantage offered by them.

6.2 Selecting a Property Management Agency

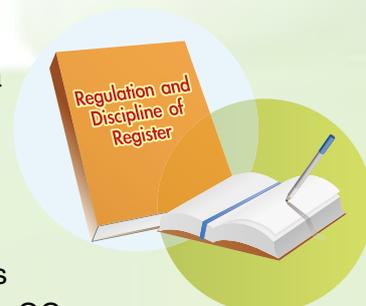
- (1) Enhanced estate management does not only provide owners with quality services but also help maintain the value of their properties. Therefore, the appointment of the PMA should not be taken lightly. Given the many PMAs in the market and their diversity in size and service quality, the selection of a suitable PMA is by no means easy. In order to enlist the support of owners, the OC must act in a fair, impartial and open manner.
- (2) In the process of selecting the PMA, the OC must adhere to the procurement procedures in accordance with the relevant legislation, and take into account every detail of the tender / contract, so that the terms so drawn up can best meet the specific needs of the estate.



- (3) Larger PMAs may assign their direct employees to undertake the daily estate management work. The advantages of such an arrangement include flexibility in staff deployment, direct control over the quality of staff, enhanced accountability, timely provision of professional advice as well as technical support on maintenance. All these contribute to the building up of goodwill. However, larger PMAs also require stronger logistic support from the head office, hence higher fees charged.
- (4) Smaller PMAs do not have to go through complicated management procedures and most of their daily management services are provided by independent subcontractors. As there is no connection between these subcontractors and smaller PMAs, it is easier for smaller PMAs to exercise supervision and they are less likely to cover up. The fees charged will be generally lower. However, given the lack of logistic support from the head office, smaller PMAs cannot spare additional resources to provide the OCs with professional advice on technical and maintenance strategies. They can only engage a consultant on behalf of the OC for this purpose. In view of the above, owners should give a balanced view in considering the pros and cons so as to make an appropriate decision.

6.3 Preparing the register of Property Management Agencies

- (1) Some of the property management work of HA has been contracted out to PMAs. These PMAs will set up a Tenant Service Management Office in their service estates to provide direct service to tenants. Their main duties include cleansing, security, rent collection, minor maintenance, improvement works and simple frontline tenancy management service (for example explaining housing policies and assisting tenants in completing application forms).
- (2) HA usually only invites tenders for property management service contracts from contractors on the approved list of contractors. The number of contractors invited for each tender depends on corporate strategies and purchase requirements and will be at the discretion of HA. According to the current practice of HA, the PMAs generally will be subdivided into two groups according to types and scales of competitive tenders (see [Appendix 6](#)).
- (3) In connection with the management of the Register, HA has a clear system of regulation and discipline. Generally speaking, for companies with poor performance, their eligibility to tender will be restricted or being downgraded or delisted.
- (4) To ensure that only competent companies bid on those contracts and to encourage contractors to improve their performance, the OC may make reference to HA's practice by preparing in advance a list of competent contractors and to regularly assess the performance of hired companies for future consideration of contract renewal or bidding on new management contracts.



6.4 Signing of contracts



- (1) According to HA information, examples of different forms of arrangement found in management contracts of TPS estates are -
 - The PMA directly recruits staff to take care of the daily estate management work (including security, cleansing and minor repairs);
 - The PMA engages a subcontractor to undertake the daily management work; or
 - The daily management work is undertaken by security, cleansing and minor repairs service subcontractors engaged by the PMA through open tenders.
- (2) Apart from the above arrangements, some OCs have drawn up other terms with their PMAs to meet the specific needs of their estates. Thus, the contents may vary from one contract to another.
- (3) At present, HA signs management service contract with contractors, usually for a period of three years, and a renewal for two years upon expiry of the contract if both parties agree. There may be a further renewal for a period of another year. The OCs may make reference to this practice in the light of the circumstances of their estates.

6.5 Monitoring the operation of Property Management Agencies and their sub-contractors

- (1) To open and maintain accounts for buildings, the PMAs shall open and maintain interest-bearing accounts for the buildings and shall only use the accounts for building management purpose only. If there is an OC in the building, the PMA shall open one or more independent and interest-bearing accounts⁹ to hold funds received from or on behalf of the OC in respect of building management. Each account shall be designated as a trust account or a client account. The PMAs shall display in a prominent place in the building a supporting document listing out all the accounts opened and maintained.
- (2) Excluding the special expenditures budgeted, the operating account of the PMAs for estate management should not be deposited with a large sum of money (for example exceeding six months' management fees in total). To strengthen the supervision, the OCs may require the PMAs to deposit the sum in excess into an account opened in the name of the OC and for use in respect of estate management. Such a requirement should be specified in the management contract. The OCs shall arrange for the auditing of the quarterly statement of income and

⁹ Trust accounts involve trust documents. In monitoring such accounts, the banks may have to observe stricter rules on legal liability. Client accounts are usually opened in the name of ABC PMA - XYZ Building OC so as to let the banks know those PMAs are holding the money on behalf of third parties.

expenditure of the estate to avoid keeping an enormous amount of money in the PMAs' accounts.

- (3) The PMAs should state clearly the salient points of each out-sourced contract to MC members to ensure the performance of contracts by sub-contractors for protection of the interests of owners.
- (4) The OCs shall distinguish clearly the relationship between the PMAs and its sub-contractors and to properly monitor the daily operation of the two to prevent them from shrugging off responsibility because of the ambiguity in accountability or covering up for each other out of their common interests to jeopardize the interests of owners.
- (5) To encourage PMAs to improve their service standard, to facilitate monitoring and for contract renewal consideration, the OCs may by way of regular (for example every six months) questionnaires to consult owners over the performance of the PMAs. The questionnaire should cover various property services (including management, cleansing, repair and maintenance and security). See the standard form at [Appendix 7](#).

6.6 Property Management Agency's resignation as Contract Manager

Provisions in respect of the manager are listed out in Schedule 7 to the Ordinance. They are mandatory provisions under the DMC and have to be incorporated into each DMC. Should the provisions be inconsistent with those in the DMC, the provisions in Schedule 7 shall prevail. According to paragraph 6 of Schedule 7, the manager shall in the following manner give the MC not less than three months' notice in writing of his / her intention to resign -

- (1) To serve notice to the owners' committee; or
- (2) In the absence of any owners' committee, to serve notice to each owner and to display the notice in a prominent place of the building.

6.7 Termination of the appointment of Property Management Agency as Contract Manager

Under paragraph 7 of Schedule 7, the OC may by a resolution of the owners at a general meeting terminate by notice the DMC manager's appointment without compensation.

- (1) If the management contract fails to provide for the termination of appointment, the OC may also terminate the appointment of a contract manager under the mechanism. The mechanism includes -



- the resolution shall be
 - passed by a majority vote of owners in person or owners who send in his proxy representatives; and
 - supported by owners of not less than 50% of the shares who are entitled to vote¹⁰.
 - the resolution shall stipulate
 - a provision is made in the resolution for a period of not less than three months' notice; or
 - a provision is made, in lieu of notice, for an agreement to be made with the manager for the payment to him of a sum equal to the amount of remuneration which would have accrued to him during that period.
 - the notice, together with a copy of the resolution, is served upon the manager not more than 14 days after the date of the meeting to terminate the manager's appointment.
- (2) If the contract with managers contains terms and conditions for the termination of the appointment, the OC shall terminate in accordance with the terms and conditions of the contract. The OC should consider incorporating the termination clause into the management contract.

6.8 Obligations of Property Management Agency after the termination of the Manager's appointment

If for whatever reasons the appointment of the manager terminates, the PMA shall be obliged to act as follows -

- (1) as soon as practicable, and in any event not later than 14 days from the date of termination of the appointment, deliver to the MC or the manager appointed in his / her place any movable property that belongs to the OC or the owners; and
- (2) within two months of the date of termination of the appointment -
 - prepare an income and expenditure account and a balance sheet, and deliver them to an accountant specified by the MC for auditing; and
 - deliver to the MC or the manager appointed in his / her place any records of accounts, papers, documents and other records in respect of the income and expenditure account and the balance sheet prepared.



¹⁰ Only owners holding shares and legally liable for management expenses in respect of the shares are entitled to vote.

Chapter 3

Property Management Strategies



CHAPTER 3 : PROPERTY MANAGEMENT STRATEGIES

1. Customer-focused	1
1.1 Keeping of household information	1
1.2 Handling Complaints	1
2. Estate Cleanliness	2
2.1 Selection of contractors	2
2.2 Drawing up contracts	3
2.3 Performance assessment	3
2.4 Monitoring system	3
2.5 Protection of non-skilled workers	4
2.6 Tenancy enforcement	4
2.7 Prevention of spread of viruses	5
3. Estate Security	6
3.1 Selection of contractors	6
3.2 Drawing up contracts	6
3.3 Performance assessment	6
3.4 Monitoring system	7
3.5 Protection of non-skilled workers	7
4. Environment Management	8
4.1 Greening	8
4.2 Elimination of hawking	9
4.3 Prevention of throwing / falling objects from height	11
4.4 Arrangements for sunning clothing	14
4.5 Restriction on placing of sundry items	14
4.6 Removal of unauthorised installations	15
4.7 Control of neighbourhood noise	15
5. Combating Tenancy Abuse	16
5.1 Contravention of alienation restriction	16
5.2 Unauthorised letting	16
5.3 Using domestic premises as food factories	16
5.4 Illegal activities	17
6. Green Management	17
6.1 Environmental education	17
6.2 Source separation of domestic waste	18
7. Building a Harmonious Community	19
7.1 Provision of special assistance to residents	19
7.2 Promotion of neighbourliness	19

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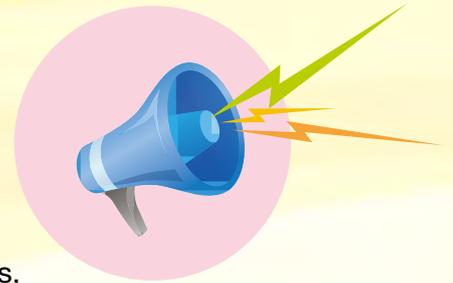
Customer-focused

1.1 Keeping of household information

To enable immediate contact with relevant owners or HA's tenants at times of emergency, the management office should keep the contact information of each household and encourage households, especially those with special needs, to provide such information. All information provided should be properly kept under all circumstances to prevent leakage of personal information.

1.2 Handling Complaints

The PMA should take prompt follow-up actions upon receipt of any complaint about management, irrespective of whether it is lodged by an owner or a tenant. If a solution is not readily available, the complainant should be offered an explanation to avoid doubts being arisen. In addition, the PMA should keep a proper record of all complaints made by owners and tenants, follow-up actions taken and the outcomes. Common disputes between owners and tenants can be properly dealt with in the following manner -



(1) Water seepage through ceilings

Irrespective of whether an owner or a tenant is affected -

- If the suspected source of water seepage is a sold flat, the OC's PMA should assist the affected owner or HA's PMA to liaise with the owner of the suspected flat to identify the cause and urge the latter to carry out repairs.
- If the suspected source of water seepage is a rental flat, the OC's PMA should, pursuant to the DMC, request for entry into the flat to investigate the cause of the water seepage. If the rental flat is confirmed to be the source of the water seepage, the tenant concerned and HA's PMA should be asked to take follow-up actions.



(2) Water dripping from air-conditioners

- The PMA should advise occupants (be they owners or HA's tenants) with water dripping from their air-conditioners to rectify the situation. Should the situation remain unchanged, assistance can be sought from the Food and Environmental Hygiene Department (FEHD) which may serve a summons under the Public Health and Municipal Ordinance to persons causing the nuisance.
- To find a long-term solution to the drainage problem of air-conditioners, the OC can consider the installation of communal air-conditioner condensation drain pipe, the cost of which can be met by the Maintenance Fund set up by HA upon the sale of the estate.

2.

Estate Cleanliness

According to the Code of Practice issued by the Home Affairs Department, all common parts of a building should be maintained in a state of good, serviceable and clean condition, and under proper maintenance in accordance with the DMC of the building. Refuse, garbage, sundries and / or abandoned building materials in the common parts should be collected on a daily basis and transported to the designated refuse collection point(s) / construction waste disposal site(s). All staircases, corridors, lift lobbies, entrance lobbies / halls, passageways, lightwells and refuse rooms / chambers including refuse chutes and associated facilities should be cleansed at least once every week. The OC should post a schedule of cleansing service (please refer to the template at [Appendix 8](#)) on the notice board in each building.

2.1 Selection of contractors

- (1) If procurement of services (including the hiring of a cleansing company) is required, the OC should comply with relevant stipulations under the Building Management Ordinance and the standards and guidelines specified in the Code of Practice on Procurement of Supplies, Goods and Services.



- (2) To enable effective selection of cleansing companies, HA has laid down guidelines for the registration of cleansing service contractors (see [Appendix 9](#) for details). The OC may make reference to the relevant information in drawing up requirements for cleansing companies.

2.2 Drawing up contracts

- (1) A schedule of service and a set of standards for tender evaluation should be prepared beforehand for submission to the MC for endorsement by resolution before tender invitation.
- (2) No contract should be tailor-made for individual contractors.
- (3) A questionnaire should be issued to consult the views of each owner before formally discussing the renewal of contract with the existing contractor. Consideration should then be made to amending the contract terms and / or conditions in the light of the views collected.

2.3 Performance assessment

- (1) The OC should lay down a set of assessment procedures and standards for a more objective, fair and effective assessment of the contractor's performance.
- (2) Before discussing the renewal of contract with the existing contractor, its past performance and the results of a residents survey (if any) should be taken into consideration. Re-tendering should be arranged when the existing contractor fails to perform satisfactorily.

2.4 Monitoring system

- (1) The contractor should carry out the services stipulated in the contract which should clearly set out in detail the service requirements. Should the contractor fail to fulfil the contract requirements, the OC / DMC Manager should give verbal or written advice / warnings and deduct the monthly fee payable to the contractor as stipulated in the contract (if any).
- (2) The OC should request the contractor's representative to attend MC meetings to strengthen communication and monitoring, as well as to enhance service standards.
- (3) Unsatisfactory performance of the contractor should be recorded for the OC's future reference in considering contractual actions or selection of contractor for the relevant service.



2.5 Protection of non-skilled workers

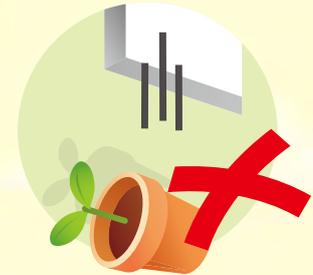
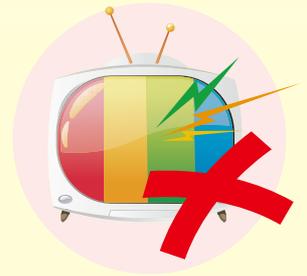
- (1) The Government launched the Wage Protection Movement (WPM) in October 2006. Enterprises which have joined the WPM voluntarily undertake to offer cleaning workers in their employ wages not lower than the average market rates set out in the Census and Statistics Department's Quarterly Report of Wage and Payroll Statistics, and enter into written employment contracts with the workers to ensure that they are suitably compensated for working beyond contractual working hours. The arrangements are applicable to both the contractors and their sub-contractors.
- (2) HD has all along committed itself to the protection of non-skilled workers against exploitation. Leaflets have been prepared to provide cleaning workers employed by the contractors with information on statutory rights and complaint channels (see [Appendix 10](#)). HD will take regulatory actions against contractors for breaching their contractual obligations to the employees. The above information is provided for the reference of OCs.
- (3) A competent human resource is essential for sustaining quality estate management. Therefore, when entering into a contract with the cleansing service contractor, the OC may consider specifying the committed wages and working hours for the staff employed by the contractor. The aim is to protect the non-skilled workers against exploitation by their employer, thereby rendering them to be committed to their work and to providing quality services for the estate.

2.6 Tenancy enforcement

Apart from fulfilling their obligations under the DMC, HA tenants should also comply with the terms of the tenancy agreement, the PRH management policies and the Housing Ordinance.

- (1) HA tenants should fulfill the obligations stipulated in the tenancy agreement (for example, refraining from keeping any bird or animal without permission, causing any nuisance or creating any obstruction to the common parts of the building).
- (2) For minor breaches of tenancy, HA normally gives verbal or written warnings to the tenants concerned, requiring them to rectify the irregularities within a reasonable time and avoid committing the same again. In the case of a serious breach, HA may terminate the tenancy without warning. According to Section 19(1)(b) of the Housing Ordinance, HA may terminate any tenancy by giving the tenant not less than one month notice to quit.

- (3) Some breaches of tenancy (for example, keeping a dog without permission, causing noise nuisance, throwing objects from height and accumulating refuse in the flat) are also subject to the regulatory regime under HA's Marking Scheme for Estate Management Enforcement in Public Housing Estates. HA tenants committing the misdeeds may be allotted 3, 5, 7 or 15 points and will have their tenancies terminated upon an accumulation of 16 points over a period of two years. At present, there are a total of 28 misdeeds applicable to PRH estates, of which 14 "in-flat" misdeeds are also applicable to TPS estates (see [Appendix 11](#)).



2.7 Prevention of spread of viruses

- (1) Anti-mosquito measures

According to the amended Section 27 of the Public Health and Municipal Services Ordinance, the PMA is required to ensure that the common areas of the property are clean and free from accumulation of water. This is crucial to the effective control of mosquitoes and prevention of the spread of dengue fever. The PMA may visit FEHD's website for relevant mosquito prevention measures.



- (2) Prevention of influenza

While occupants should pay attention to personal hygiene, the PMA should carry out disinfection of common areas in the estates by making reference to the Guidelines on Disinfection of Common Areas of Buildings posted at FEHD's website. HD has drawn up preventive and control measures against influenza for PRH estates under its management (see [Appendix 12](#) for details). The OC may refer to the relevant information when working out cleansing arrangements for its buildings.

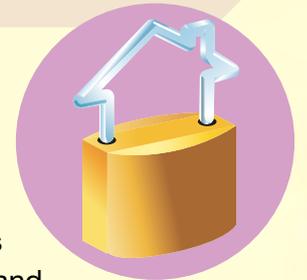
3.

Estate Security

Apart from upgrading anti-burglary and security equipment for the buildings, enhancing the quality of caretakers is also crucial to the improvement of building security. The Security and Guarding Services Ordinance stipulates that all security personnel and caretakers performing security duties must hold a security personnel permit issued by the Commissioner of Police. The OC should only employ those holding valid permits to undertake security duties. If the OC chooses to hire other companies for the provision of security personnel, the companies concerned must also be licensed under the above Ordinance.

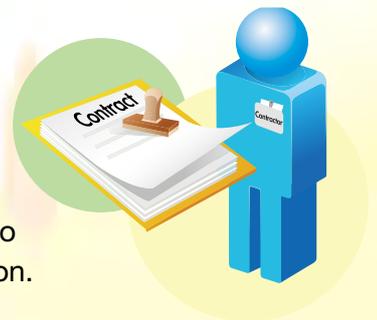
3.1 Selection of contractors

- (1) If procurement of services (including hiring of security services) is required, the OC should comply with relevant stipulations under the Building Management Ordinance and the standards and guidelines specified in the Code of Practice on Procurement of Supplies, Goods and Services.
- (2) To enable effective selection of security service companies, HA has laid down guidelines for the registration of security service contractors (see [Appendix 13](#)). The OC may refer to the relevant information in drawing up requirements for security service companies.



3.2 Drawing up contracts

- (1) A schedule of service (please refer to the extract at [Appendix 14](#); OCs should also draw up requirements specific to their estates) and the standards for tender evaluation should be prepared beforehand for submission to the MC for endorsement by resolution before tender invitation.
- (2) No contract should be tailor-made for individual contractors.
- (3) A questionnaire should be issued to consult the views of each owner before formally discussing the renewal of contract with the existing contractor. If necessary, amendments should be made to the contract terms and / or conditions in the light of the views collected.



3.3 Performance assessment

- (1) The OC should lay down a set of assessment procedures and standards for a more objective, fair and effective assessment of the contractor's performance.
- (2) Before discussing the renewal of contract with the existing contractor, its past performance and the results of a residents survey (if any) should be taken into consideration. Re-tendering should be arranged when the existing contractor fails to perform satisfactorily.

3.4 Monitoring system

- (1) The contractor should carry out the services stipulated in the contract which has clearly set out in detail the service requirements. Should the contractor fail to fulfil the contract requirements, the OC / DMC Manager should give verbal or written advice / warnings and deduct the monthly fee payable to the contractor as stipulated in the contract.
- (2) The OC should request the contractor's representative to attend MC meetings to strengthen communication and monitoring, as well as to enhance service standards.
- (3) Unsatisfactory performance of the contractor should be recorded for the OC's future reference in considering contractual actions or selection of contractor for the relevant service.

3.5 Protection of non-skilled workers

- (1) The Government launched the WPM in October 2006. Enterprises which have joined the WPM voluntarily undertake to offer security guards in their employ wages not lower than the average market rates set out in the Census and Statistics Department's Quarterly Report of Wage and Payroll Statistics, and enter into written employment contracts with the security guards to ensure that they are suitably compensated for working beyond contractual working hours. The arrangements are applicable to both the contractors and their sub-contractors.
- (2) HD has all along committed itself to the protection of non-skilled workers against exploitation. Leaflets have been prepared to provide security guards employed by the contractors with information on statutory rights and complaint channels (see [Appendix 10](#)). HD will take regulatory actions against contractors for breaching their contractual obligations to the employees.
- (3) A competent human resource is essential for sustaining quality estate management. Therefore, when entering into a contract with the security service contractor, the OC may consider specifying the committed wages and working hours for the

security guards employed by the contractor. The aim is to protect the non-skilled workers against exploitation by their employer, thereby rendering them to be committed to their work and to providing quality services for the estate.



4.

Environment Management

4.1 Greening

(1) Landscape improvement

Estate greening can improve the living environment and enhance the quality of life. The OC may promote greening through the introduction of soft landscape, implementation of landscape improvement works, and provision of basic horticultural training to frontline staff. Please refer to [Appendix 15](#) for information about the choice of horticultural plants.



(2) Theme gardens

Some theme gardens in PRH estates are listed below for reference -

- Palm Garden (On Ting Estate) – Alongside the already existing trees, HD has grown various species of palm and developed an exquisitely designed Tai Chi area, thereby providing a serene and scenic spot for residents to enjoy their leisure.
- Bauhinia Garden (Tai Hing Estate) – Apart from Bauhinia, the garden cultivates a good array of shrubs such as *Bauhinia variegata*, *Rhododendron* and *Buxus microphylla*. During the flowering season in February and March, the garden is clad in colourful blossoms, bringing much charm and vigour to the estate.
- Palm and Terminalia Garden (Sun Chui Estate) – A tropical feel is brought to the estate by the two types of theme plants - palmaceous plants (e.g. *Wodyetia bifurcate*, palms, betel palms, *Neodypsis decaryi* and *Phoenix sylvestris*) and *Terminalia catappa* (e.g. the deciduous *Terminalia mantaly* and *Terminalia mantaly* “Tricolor”). A variety of gorgeous seasonal flowers are also planted to enrich the colour of the garden during the change of season.

- Rhododendron Garden (Lei Muk Shue Estate) – Different species of Rhododendron (e.g. Rhododendron simsii) and Bauhinia (e.g. Bauhinia purpurea) are grown to lend floral diversity to the garden.
- Lagerstroemia Garden (Wah Fu Estate) – Apart from various lagerstroemia species, different types of shrubs such as Bougainvillea glabra ‘Variegata’, Loropetalum chinense ‘Rubrum’, Duranta repens ‘Golden Leaves’, Ixora javanica, Serissa serissoides ‘Variegata’, Furcraea foetida and Acorus gramineus are grown in the garden on the platform. There is an outburst of colours during the flowering season in spring and summer.

(3) Tree felling and pruning

- A government lease normally contains a provision for the protection of trees which requires that, save the routine pruning of trees, any proposal on the felling of or affecting the growth of trees which are governed by of the lease must be approved in advance by the Lands Department.
- Trees in estates need to be conserved properly. Special attention should be paid to avoid over-pruning because doing so seriously impairs the healthy growth of trees and is subject to prosecution by the Lands Department for contravention of the tree preservation clause in the lease. Where necessary, professional advice on the care of trees should be sought.



(4) Handling of trees during the tropical cyclone season

- To protect the owners’ interest, OC and PMA should inspect the trees regularly, particularly prior to the tropical cyclone season and after a typhoon, so as to prevent hazards caused by falling trees. For a general checklist for dangerous trees and the handling of trees during the tropical cyclone season, please refer to [Appendix 16](#).

4.2 Elimination of hawking

Hawking in the estate’s common areas causes hindrance to walkways, creates noise nuisance, and affects environmental cleanliness and hygiene. Hawking of cooked food in particular is more liable to cause hazards because it involves the use of cooking or heating appliances. Therefore, hawking must be prohibited and eradicated. The PMA of the OC is responsible for the management of the common areas of the estate. Although it has no prosecution power, it can exercise the powers conferred by the DMC to clear hawkers. To prevent hawkers from gathering, the following measures should be taken -



(1) Strategies

- Hawking should be tackled immediately at the budding stage. Otherwise, hawkers will increase in number and congregate to form a black spot which will aggravate the nuisance. By that time, it will become very difficult to prohibit or eradicate.
- When hawking activities are found in the estate's common areas, the security guards should take immediate actions to evict the hawkers, lest they attract the patronage of residents or passers-by by hawking together at a regular place. The elimination of a regular hawking place will certainly affect the business of hawkers and force them to leave the estate.
- To avoid eviction by the PMA staff and security guards, hawkers largely prefer to hawk in early mornings and late evenings when there are fewer staff to monitor the situation. Under the circumstances, the PMA should adjust its manpower deployment accordingly.

(2) Measures

- The PMA is authorised under the DMC to prohibit any persons from hawking in the estate's common areas. Thus, the PMA should confirm whether or not the hawking place is located in the common areas within the boundary of the estate. If it falls outside the estate, the PMA should seek assistance from the relevant government departments (such as FEHD). When an anti-hawking operation is in progress, the PMA should act in concert by deploying security guards at various points in the estate to prevent hawkers from fleeing into the estate. This will facilitate successful prosecution by the law enforcement officers, and therefore effectively contain the hawking problem. If hawkers gain access to the estate through a private shopping centre (e.g. the shopping centre of The Link) or the common areas of the estate, the PMA should maintain close liaison and communication with the concerned owner / agent responsible for the management of the shopping centre / security company with a view to taking joint actions to evict hawkers from the estate and the shopping centre. Notwithstanding that the PMA does not have the authority to initiate prosecution, it can take actions by exercising the powers delegated by the DMC. Where necessary, the OC may take further actions against the hawkers upon seeking legal advice, such as applying to the court for an injunction. During the course of eviction, if the hawkers refuse to leave the estate giving rise to physical conflict, the PMA may seek assistance from the police.
- The PMA should properly deploy security guards to perform estate patrol. In particular, adequate manpower has to be maintained at night and during early hours to enforce eviction once hawking is found, otherwise the



place will become a hawking black spot. Where necessary, kiosks manned by security guards at specific times can be set up at locations where there is persistent hawker presence to deter hawking. After the problem is solved, the PMA may consider installing a closed-circuit television (CCTV) surveillance system to prevent hawkers from gathering again and ensure that appropriate actions can be taken in a timely manner.

- Where necessary, permanent or temporary installations (e.g. metal fence and mills barrier) can be set up at locations with persistent hawker presence to keep hawkers away from the estate.
- In the areas adjacent to the estate's recreational pitches / courts, hawkers may operate with bicycles. Given the mobility, they can evade the interception of security guards more easily. In this case, the PMA may consider installing a CCTV surveillance system. Once hawking activities are found, eviction can be enforced immediately against the hawkers, so that they are deterred from returning.
- The food sold by cooked food hawkers may come from the domestic premises of the estate. Since it is an offence to use the domestic premises for food processing, the PMA should block the food source of cooked food hawkers by referring to the method as described in paragraph 5.3.
- The PMA should adopt various promotional approaches, such as displaying notices in the estate and issuing estate newsletters, to advise residents against patronising unlicensed hawkers. Otherwise, hawking activities will be encouraged to remain in the estate.

4.3 Prevention of throwing / falling objects from height

Throwing objects from height is a serious criminal offence as it may cause deaths or injuries. According to Section 4B of the Summary Offences Ordinance (Cap. 228), if anything is dropped from any building to the danger or injury of any person in or near a public place, the person who drops that thing commits an offence and is liable to a fine of \$10,000 and imprisonment for six months. If the incident involves offences of a more serious nature such as throwing corrosive fluid or manslaughter, the police may prosecute the offender under other ordinances. The maximum penalty for these offences is life imprisonment. The police will discuss the gravity of individual cases with the Department of Justice and relay the views to the court to facilitate appropriate sentencing.



(1) Promotion and education

If incidents of throwing / falling objects from height have occurred in the estate (whether they are deliberate acts or accidents), the PMA should raise the safety

awareness of residents by taking the following measures for the safety of residents and visitors -

- Joint efforts with the police and / or District Offices to distribute leaflets about the prevention of throwing objects from height;
- Display fight-crime posters to remind residents not to commit the offence;
- Partner with non-governmental organisations to organise promotion activities; and
- Issue notices to residents regularly to remind them to -
 - ensure that windows, laundry racks and air-conditioners are securely installed;
 - advise their family members (including the elderly and young children) of the serious consequences of throwing / falling objects from height; and
 - refrain from hanging on the balcony or outside of windows any easy-to-fall articles or sharp objects (e.g. floor mops, clothes hangers, flower pots, bird cages, scissors and metal forks).

(2) Management measures

In addition to promotion and education, the PMA may also take the following proactive measures to rectify the situation of throwing objects from height -

- Encourage residents to report cases of throwing objects from height;
- Send its staff to attend building management courses and seminars for owners organised by the police, District Councils and / or District Offices to learn how to effectively prevent crime and step up the security of buildings (e.g. details and guidelines for the installation of metal gates or CCTV systems);
- Deploy more security guards to patrol and monitor black spots of throwing objects from height as a preventive and deterrent measure; and
- Install or extend the cover of walkways according to the individual conditions of estates. As to the specific arrangements, the OC must duly consider the locations of emergency vehicle accesses, the appearance of the properties, security, cleansing, maintenance, the cost-effectiveness and views of the residents.



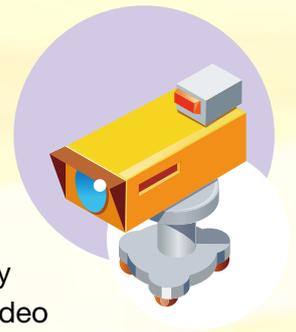
(3) Prevention of falling windows

Windows are constantly exposed to weathering. Ill-maintained window hinges (including screws and pop-rivets) may loosen off due to prolonged rusting or wear. Besides, improper use (e.g. forceful pushing and pulling of the sash resulting in damage to and loosening of the hinges; and hanging laundry on the sash or exerting pressure on it while cleaning the window resulting in overloading the hinges and therefore damage) may render the windows insecure and prone to fall. Falling windows can cause grave bodily injuries. If a window is in danger of falling, the following preventive measures, inter alia, should be taken immediately -

- secure the window by closing, locking up or tying with strings;
- remind others not to use the window; and
- engage a qualified person to inspect and repair the window as soon as possible.

(4) Electronic surveillance system

If the problem of throwing objects from height worsens, the OC may consider installing a Mobile Digital CCTV System (MDCCTV) with fully automatic detection and monitoring functions. The following information is listed for reference -



- The system includes a laptop computer with the necessary softwares, a number of colour digital video cameras, high speed video cameras, digital hard-disk video recorders, a colour Liquid Crystal Display (LCD) monitor, a printer and a mobile phone;
- Where a black spot of throwing objects from height is identified in the estate, colour digital video cameras may be mounted at suitable locations for surveillance. When the MDCCTV detects an object falling in the air, it will record and print out details of the situation. Besides, it will immediately send a short message to the mobile phone of the staff member concerned for investigation and follow-up; and
- The system is capable of recording 24 hours a day and automatically saving the video records of the past 14 days.

Apart from combating throwing objects from height, the electronic system can apply to other aspects of estate management. In fact, HA has installed CCTV in the common areas of some estates to strengthen its effort against hawking and illegal gambling (including prevention or detection of crime, arrest and prosecution of offenders). Should the OC consider introducing similar arrangements, the following points must be noted -

- According to the Personal Data (Privacy) Ordinance, images captured by CCTV constitute personal data, and data users must deal with them lawfully and inform the data subject of the arrangement;
- Notices should be displayed as appropriate (please refer to the template at [Appendix 17](#)); and
- When in doubt, professional legal advice should be sought.

4.4 Arrangements for sunning clothing

- (1) Sunning clothes in the estate's common areas mars the cityscape. The PMA should perform its management duties in strict compliance with the DMC to ensure environmental hygiene and cleanliness in the estate.
- (2) At present, in the housing estates managed by HD, the management office will make arrangements for tenants to sun their winter clothing in specific time-slots and locations when need arises and announce such arrangements through notices timely. Where necessary, the OC may also consider designating places in the estate as clothes sunning areas when season changes and setting down rules for their use.



4.5 Restriction on placing of sundry items

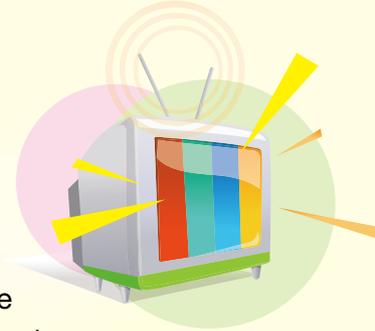
- (1) Placing of furniture and sundry items in fire escapes, corridors or staircases does not only pose fire hazards, but also obstruct the means of escape when a fire breaks out. The consequences can be dire. Any person who obstructs the means of escape in contravention of the Fire Services Ordinance shall be prosecuted and liable on conviction to a maximum fine of \$25,000.
- (2) The common areas in TPS estates are managed by the OC. HA tenants are therefore not subject to the Marking Scheme of HA. In order to keep estate access roads free of obstruction, the PMA should step up publicity and display notices to urge residents to rectify their in misconduct. If the advice is not taken, the PMA should take appropriate actions to clear the access.
- (3) HD has erected bicycle parking racks in some public housing estates to tackle the problem of obstruction to roads / access roads caused by bicycle parking. The guidelines for use of these facilities are at [Appendix 18](#). The OC may meet to decide on the provision of such facilities when necessary.

4.6 Removal of unauthorised installations

Notwithstanding the provisions in the DMC, building works carried out by owners in TPS flats are governed by the Buildings Ordinance. It is the responsibility of the OC and PMA to monitor all unauthorised installations, irrespective of whether they are inside housing flats or in the estate's common areas including the external wall. Any unauthorised installations identified should be removed immediately to shield the OC from liabilities for accidents caused by such installations.

4.7 Control of neighbourhood noise

Under the Noise Control Ordinance, any person who between the hours of 11 p.m. and 7 a.m., or at any time on a general holiday (including Sundays) in any domestic premises or public place makes noises and causes annoyance commits an offence and is liable to a fine of \$10,000. In addition, the House Rules in the DMC stipulate that occupants should not make noises in their flats to disturb other occupants. Upon receipt of complaints, the management office may take the following measures -



- (1) advise the occupants against such misdeed;
- (2) (if the advice is not taken,) refer the complaints concerning HA tenants to the PMA of HA or HD staff for follow-up actions, which may result in the allotment of points under the Marking Scheme to the tenants in substantiated cases;
- (3) issue notices regularly to remind households to be considerate of their neighbours by tuning down the volume of television sets or audio equipment, keeping the windows and doors closed when holding noisy activities indoors, and avoiding noise-generating activities at night; and
- (4) call the police to lodge a complaint where necessary.

5.

Combating Tenancy Abuse

5.1 Contravention of alienation restriction

As flats in TPS estates are sold at concessionary prices, owners must observe the restrictions on alienation, letting and mortgage in respect of TPS estates before the premiums are paid. Any abuses of the flats should be reported to HD for follow-up actions.

5.2 Unauthorised letting

- (1) Just like tenants in other public housing estates, HA tenants living in TPS estates are required to observe the terms of the tenancy agreement and the tenancy management policies for PRH. Tenants found to have sublet their flats, whether with rental income or not, are subject to the termination of tenancy by HD without warning.
- (2) Owners of TPS flats who have paid the premiums for their flats will be issued with a confirmation letter from HD. Potential tenants of these flats should request for the examination of the letter. Owners who let their flats before paying the premiums are in breach of the Housing Ordinance and shall be liable on conviction to a maximum fine of \$500,000 and to imprisonment for one year. The tenancy agreement concerned will also be void. Any person who knowingly rents a flat the premium of which has not been paid is liable to prosecution for the contravention of Housing Ordinance.

5.3 Using domestic premises as food factories

If a domestic flat is found to be abused and turned into a food factory, the case should be reported to HD and / or FEHD immediately for prompt enforcement and prosecution actions against the non-compliance. The OC may also seek legal advice from professionals on whether such uses have contravened the terms of the land lease or DMC to confirm the need for further actions. Using HA rental flats as food factories constitutes a misdeed under the Marking Scheme. The tenants concerned are liable to the allotment of seven points or even the termination of tenancy.



5.4 Illegal activities

- (1) The public can report crime information to the police by means of an email (crimeinformation@police.gov.hk) or a Crime Information Form. For emergencies, please call 999 or seek assistance from the nearby police station / police officers.
- (2) The Third Schedule of the DMC of TPS estates states clearly the covenants, provisions and restrictions to be observed by owners, including the clause against using the premises for illegal purposes. If necessary, the OC should seek independent legal advice on whether or not to commence legal proceedings against the owners who are in breach of the DMC.
- (3) Any suspected cases of tenancy abuse in PRH estates should be reported to HD. For acts constituting a serious breach of the tenancy agreement such as the use of PRH flats for illegal activities, HD will terminate the tenancy without warning.

6.

Green Management

6.1 Environmental education

- (1) Under the 3R concept of “Reduce, Reuse and Recycle”, the PMA should endeavour to avoid or mitigate the effect of environmental pollution in day-to-day management, exercise environmental control (especially in the selection of materials), and ensure the implementation of effective green management by the staff and cleansing contractor.
- (2) The PMA may take the following measures to promote environmental education and encourage residents to work together for a healthy living environment -
 - Update the information on environmental protection displayed on notice boards regularly;
 - Post stickers to advocate good environmental protection habits in the vicinity the relevant facilities;
 - Disseminate to the staff and residents on a regular basis “Green Tips” which offer constructive and sound advice on environmental protection to help them practise green living in their daily life; and



- Organise various activities to enhance the awareness of environmental protection among the staff and residents.
- (3) Some environmental education activities organised by HA are listed below for reference -
- Publicity campaigns for all PRH estates to raise the recovery rates of paper, aluminium cans, plastic bottles and old clothes, and advocate reduction of domestic waste;
 - Activities such as mooncake box recovery programmes in Mid-autumn Festival with green groups and residents' organisations to raise environmental protection awareness at the community level; and
 - Participation in the Wastewi\$e Scheme organised by the Environmental Protection Department (EPD) to achieve the waste reduction goals within a specified period of time.

6.2 Source separation of domestic waste

- (1) EPD launched a territory-wide Programme on Source Separation of Domestic Waste in January 2005. The programme aims to encourage and help PMAs to provide waste separation facilities on each building floor and tailor-make a waste separation mode for residents, which facilitates waste separation by residents at source and expands the scope of recyclables to be recovered.
- (2) Housing estates can sort, on their own, the recyclables such as waste paper, metal and plastics, and sell them to recyclers direct. The additional income received can be channelled back to the residents through the PMA or cleansing contractor.
- (3) Housing estates in need of funding for purchasing and installing waste separation facilities on each building floor can apply to the Environment and Conservation Fund to cover part of the set-up costs. Each housing estate can be granted up to 25% of the total actual expenditure on the approved waste separation facilities on each building floor. The total funding is capped at HK\$150,000. Please refer to the EPD homepage for the details.
- (4) HA has implemented the source separation of waste programme in all housing estates by phases and incorporated "green management" in its cleansing contracts. The contractors are required to -
- separate the recyclables from domestic waste and store them in the space provided by the estate office properly (once a day);



- clear the recycling bins (at least twice a week) and keep them clean and tidy at all times;
- set up waste recovery counters in the estate at regular intervals (e.g. daily, weekly or monthly) according to the instruction of the estate office for the collection of recyclables; and
- ensure that all the recyclables collected are given to recyclers, and submit a monthly report to the estate office with supporting documents.

7. Building a Harmonious Community

7.1 Provision of special assistance to residents

Good management aims not only to cater for the needs of the majority of owners and occupants in the estate, but also to provide additional assistance to residents with special needs such as elderly singletons and the disabled. When services such as electricity supply, water supply and lift service are to be suspended temporarily, these residents should be notified as soon as possible so that they can be prepared for the situation. However, to safeguard the privacy of the residents, the management office should handle their personal data with care and seek consent from them before providing the assistance or else it may generate negative responses.

7.2 Promotion of neighbourliness

To ensure quality living and an ideal living environment for residents (including owners and tenants), the OC is encouraged to actively promote good relationship and mutual care among neighbours. In this respect, it may consider cooperating with community centres, voluntary organisations, non-governmental organisations or government departments to provide local residents with support, information and recreational activities.



Chapter 4

Maintenance Strategies



CHAPTER 4 : MAINTENANCE STRATEGIES

1. Importance of Good Property Maintenance	1
2. Formulate Long-term Maintenance Plans and Budgets Regularly	1
3. Keep and Maintain Property Records	2
4. How to Handle Daily Repair and Maintenance Works	3
4.1 By Contractors or by Directly Employed Technical Staff	3
4.2 Adopt Preventive Maintenance Strategy	3
4.3 Prepare and Upkeep an Emergency Handbook	3
5. Outsourcing Repair and Maintenance Works	4
5.1 Registered Contractors	4
5.2 Lists of Contractors	4
5.3 Procurement of Maintenance and Improvement Works	5
5.4 Works Contracts	5
5.5 Term Maintenance Contracts	6
5.6 Assessment of Contactors' Performance	6
6. Employment of Project Consultants	7
6.1 Building Survey	7
6.2 Project Management	7
6.3 Procurement of Consultancy Services	8
6.4 Consultancy Service Agreement	9
7. How to Monitor Works Projects	10
7.1 Project Expense Monitoring	10
7.2 OC's Involvement	10
7.3 Monitoring by PMA	11
8. Ensure Occupational Safety	12
8.1 Liabilities of OC and PMA	12
8.2 Points to Note when Working at Height	12
8.3 Fall Arrest System	13
9. Keep Abreast of Latest Legislations	13
9.1 Fire Safety Improvement	13
9.2 Disability Discrimination Ordinance	15
9.3 Mandatory Building Inspection Scheme and Mandatory Window Inspection Scheme	15

1.

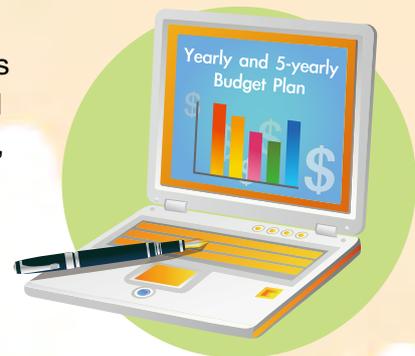
Importance of Good Property Maintenance

- (1) With good property maintenance, buildings of the estate can be kept structurally safe and at good conditions with various building services installations providing safe, reliable and stable services including electricity supply, water supply, lifts, fire services, etc., thus providing safe and comfortable living environment for the owners and occupants and hence keeping the value of the buildings. With renovation of the buildings at appropriate time, the life of the buildings can be extended and the appearance and value of the buildings can also be enhanced.
- (2) In this chapter we shall recommend some general maintenance strategies applicable to TPS estates, whilst recommendations of routine maintenance on building works and building services will be covered in chapter 5 and 6.

2.

Formulate Long-term Maintenance Plans and Budgets Regularly

- (1) Other than the annual routine maintenance plan, formulating long-term maintenance plans and budgets at an early juncture according to the conditions of the buildings and facilities is also important to avoid serious damage due to dilapidations. On the other hand, it can help balance the maintenance and improvement budgets over the years. This avoids the necessity of implementing several major items of works at one time, which might not be adequately funded by the total available balance of the Maintenance Fund and other Reserve Funds.
- (2) The OC should proactively ask their PMA to assess the condition of the estate's common areas and facilities with reference to the maintenance history, and to prepare a yearly plan and a 5-yearly plan with budget provisions for maintenance and improvement works, including Major Maintenance Works using the Maintenance Fund.
- (3) If the proposed works and budgets are duly approved by the OC, then the PMA should formulate a master programme for preparation and implementation of the works.



3. Keep and Maintain Property Records



- (1) During handover of the management right of the estate to the OC by the Housing Department, a set of estate plans and drawings was also passed to the OC for their use. For proper maintenance and repair of the estate's common areas and facilities, the OC and PMA should keep a complete and updated set of drawings and maintenance records of the estate.
- (2) Estate plans and maintenance records should include:
 - Plans of the estate, buildings, drainage, water supply, fire services installations and equipment, and electrical installations;
 - Operation and maintenance manuals of building services installations and equipment;
 - Warranties provided by contractors and suppliers;
 - Contract documents and consultancy service agreements for maintenance, repair and improvement works; and
 - Lists of project consultants and works contractors, and the assessment records of their previous performance.
- (3) If the public asked the OC / PMA for a copy of the plans of the common areas of the estate for reference, the OC / PMA may advise them to contact the Independent Checking Unit¹¹ (ICU) of Housing Department. If non-domestic tenants of HA asked for a copy of layout plans of their rented premises, the OC / PMA may advise them to contact Housing Department direct.

¹¹ The Independent Checking Unit (ICU) of Housing Department is delegated by the Building Authority to enforce Buildings Ordinance in TPS estates. Please also read Chapter 5 for related information.

4.

How to Handle Daily Repair and Maintenance Works



4.1 By Contractors or by Directly Employed Technical Staff

- (1) In view of the scale and operation pattern of TPS estates, for the sake of efficiency and cost effectiveness, the PMA should maintain a team of directly employed technical staff and fitters (including electricians and plumbers) to take care of the daily maintenance and repair works in the estate.
- (2) For works that should be carried out by registered contractors because of statutory requirements or requiring more manpower and resources, it will be more appropriate to contract out the work to qualified contractors by quotations or tenders and have the works supervised by the directly employed technical staff. However, a project consultant should be employed to handle major and complex projects.

4.2 Adopt Preventive Maintenance Strategy

- (1) The common areas and facilities of the buildings are subject to wear and tear and will deteriorate over time. Appropriate daily preventive maintenance works can slow down the deterioration rate, maintain their functions and extend their lives, thus avoiding disruption of services due to sudden breakdowns. The PMA should devise regular maintenance service schedules, arrange directly employed technicians or contractors to inspect the conditions of the facilities regularly, and carry out repair or replacement of worn out parts promptly so as to reduce the chance of sudden breakdowns.
- (2) The PMA should also arrange staff to conduct daily inspections to identify defects and operational problems in the common areas and facilities. Rectification works should be arranged as early as possible to minimize inconvenience to the residents. Dangerous areas and facilities should be promptly fenced off with warning notices displayed to ensure residents' safety. Particular attention should be given to safety hazards in areas with heavy pedestrian flow.

4.3 Prepare and Upkeep an Emergency Handbook

- (1) Even with a comprehensive maintenance plan that has been duly implemented, there are various occasions such as accidents, natural disasters or human faults that will cause sudden and serious damage to the buildings and facilities. To alleviate

the impact to the residents, the PMA should prepare, maintain and regularly update an Emergency Handbook so as to enable quick response to emergency situations and urgent repair to sudden breakdown of services. The Handbook should contain:

- Essential contact telephone numbers, including related government departments, public utilities, service and maintenance contractors, etc;
- A register of emergency tools and spare parts available;
- Plans indicating the locations of stop-cocks and isolation valves of plumbing systems, etc;
- Schematic line diagrams of major building services; and
- Standing procedures.



- (2) Standing procedures should include precautionary measures and how to carry out emergency repair works, during typhoons and stormy rains.

5.

Outsourcing Repair and Maintenance Works

5.1 Registered Contractors

- (1) According to the Buildings Ordinance, any building works that require the prior approval of the Building Authority must be carried out by relevant registered contractors. Asbestos related activities must be carried out by asbestos contractors registered with the Environmental Protection Department.
- (2) Similarly, works relating to building services installations and equipment should also be carried out by relevant registered contractors in accordance with the concerned statutory requirements.

5.2 Lists of Contractors

- (1) The OC should establish their own lists of pre-qualified contractors for each trade to facilitate tender invitations for future maintenance and improvement works. Establishment of these lists will minimize the time required for tendering and ensure that only eligible contractors are invited to tender.

(2) The OC may source suitable contractors from the following channels for inclusion to the lists:

- Through open invitations by advertisements in the newspapers,
- Lists of contractors registered under the concerned legislations, and
- Lists of contractors maintained by government departments, etc.



(3) The OC should then invite the contractors to submit a letter of intent with details of their companies for further screening. Their company background, management structure, human resources, financial status, expertise, experience and performance of previous works of the same types, safety records, quality commitment and site supervision plans, etc. should be examined.

5.3 Procurement of Maintenance and Improvement Works

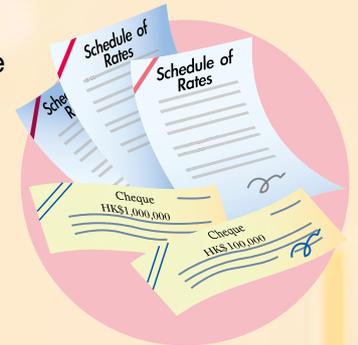
- (1) For procurement arrangement of general maintenance and improvement works, please see Section 5 of Chapter 2 on Procurement of Supplies, Goods & Services.
- (2) For procurement arrangement of lift / escalator maintenance works, please see Section 2 of Chapter 6 on Lift and Escalator Installations.
- (3) Apart from considering the price offered by individual contractors, due consideration should also be given to the job references and performance of the contractors on similar maintenance and improvement works.

5.4 Works Contracts

- (1) Maintenance and improvement contracts should clearly list out in details the contract provisions, including description of works, technical specifications, quantity and standard of materials, service requirements, contractor's obligations, insurance, ethics, terms of payment, date for commencement, date for completion, extension of time, liquidated damages and maintenance period, etc.
- (2) Some professional organizations, such as the Hong Kong Institute of Surveyors, have Standard Forms of Contract suitable for general decoration, maintenance, repair, building and minor works.

5.5 Term Maintenance Contracts

- (1) In order to provide good maintenance services, it is desirable to adopt Term Maintenance Contracts in employing contractors for carrying out minor repairs and routine servicing to the buildings, electrical installations, fire services installations, water pumps, plumbing and drainage system and security systems separately. The contracts may span for a term of about 1-3 years, or even a longer period to suit the need.
- (2) There are two main charging modes of Term Maintenance Contracts:
 - Fixed monthly fee to cover all maintenance and repair items specified in the contract to keep the specified facilities operating properly and in good conditions (applicable to maintenance services for lift installations, etc.), and
 - Fees charged according to the items of works specified in each works order and the contract's schedule of rates (applicable to daily maintenance and minor works, etc.).
- (3) The benefits of adopting Term Maintenance Contracts are as follows:
 - Minor repairs and routine servicing could be carried out promptly without wasting time to go through the procurement procedure repeatedly for each instance. This is particularly important for dealing with emergency breakdowns, as reliable and speedy services from the term maintenance contractors would be readily available to carry out repairs and resume the disrupted services.
 - The contractors would be familiar with the environment and condition of the estate and the operation of the building services installations. On the other hand, they would follow up rectification of defects found in their completed works during the maintenance period. This helps avoid disputes of responsibilities that may arise when different contractors have been involved in related works.



5.6 Assessment of Contractors' Performance

The OC should establish a set of assessment mechanism on the performance of contractors. Performance aspects to be assessed may include use of materials, labour deployment, expertise level, site supervision, quality and progress of works, safety precautions and customer services, etc. The OC should use the assessment results to regularly review their own lists of eligible contractors. Those contractors with poor performance records should be removed and replaced with other eligible ones.

6. Employment of Project Consultants

Project consultant refers to both building professional (e.g. surveyor, architect and engineer) and consultant firm which employs building professionals. Some building professionals possess the qualifications of Authorized Person and / or Registered Structural Engineer under the Buildings Ordinance.



6.1 Building Survey

- (1) As the condition of the buildings deteriorates over time, the OC is advised to regularly commission a project consultant to conduct a comprehensive building survey and submit a report on the condition of the estate's common areas and facilities with a proposal of necessary maintenance and improvement works. For ageing common facilities including fire services installations, electrical installations, lifts, security systems, water pumps, plumbing and drainage system, etc., the consultant may also prepare technical assessments with replacement and modification plans to keep the proper operation of the installations and equipment.
- (2) After considering the consultant's report and proposal, including the budget and prioritization of the works, etc., the OC can suggest suitable maintenance and improvement works and the concerned financial arrangements to the owners.
- (3) Regular surveys will ensure early identification of defects in the estate's common areas and facilities and hence timely repairs can be arranged to keep the estate in good and serviceable conditions.

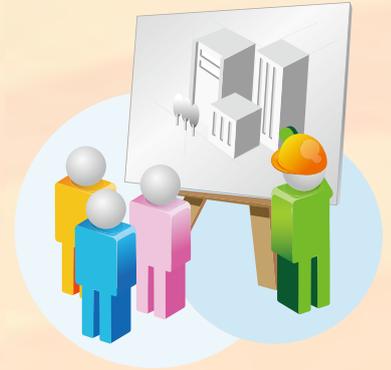
6.2 Project Management

- (1) Major maintenance and improvement works in the estate usually involve many complicated technical issues (e.g. how to handle asbestos-containing materials) and need to comply with statutory requirements. The OC may not possess adequate knowledge and time to deal with them. They should therefore employ a project consultant experienced in building maintenance and familiar with building legislation to plan and manage major maintenance and improvement works. This will ensure quality of works and compliance with statutory requirements to protect the interests of the OC and owners.

(2) Pursuant to the Deed of Mutual Covenant of TPS estate, Major Maintenance Works using the Maintenance Fund shall be supervised by an Authorized Person or a Competent Consultant.

(3) Project management services include:

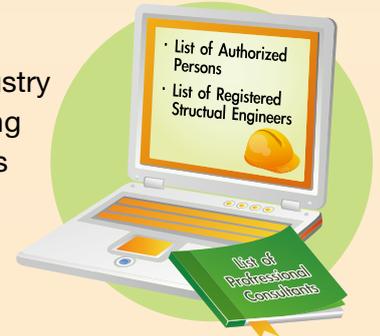
- Assisting the OC to elaborate the condition of the buildings and their facilities and describing the project details to the owners;
- Preparing project designs, specifications and drawings and estimating the project costs and durations;
- Preparing tender documents and contract documents for the projects;
- Assisting the OC to pre-qualify contractors and shortlisting and inviting suitable contractors to tender;
- Analyzing the tenders received and assisting the OC to select tenderers and award the contracts;
- Arranging contractors to start works, monitoring the quality and progress and co-ordinating the works;
- Administering the contracts, certifying project payments and resolving disputes and claims;
- Liaising with the government departments concerned and handling their requirements;
- Certifying completion of works and preparing defects lists; and
- Supervising remedial works during the Maintenance Period.



6.3 Procurement of Consultancy Services

- (1) For procurement arrangement of consultancy services, please see Section 5 of Chapter 2 on Procurement of Supplies, Goods & Services.
- (2) OC may source suitable project consultants from the following channels:
 - Through open invitations by advertisements in the newspapers;

- The website of Buildings Department, which contains the List of Authorized Persons and the List of Registered Structural Engineers;
- The website of professional organizations of the building industry (e.g. the Hong Kong Institute of Surveyors, the Hong Kong Institute of Architects, the Hong Kong Institute of Engineers and the Consulting Engineering Association, etc.); and
- Lists of project consultants of government departments, etc.



- (3) The selection of project consultants should not be solely determined by the amount of professional fees as quoted, the following criteria should also be considered:
- The background, organization structure and financial status of the companies, and the curriculum vitae of their key staff;
 - The number and curriculum vitae of full-time professional staff employed; and
 - The job records and performance of similar maintenance and improvement works completed or in progress.
- (4) The Hong Kong Housing Society and the Independent Commission Against Corruption have together compiled a booklet entitled “Building Maintenance Toolkit”. It contains sample documents that can be used for the selection of project consultants. The booklet can be browsed on the websites of the two organizations.

6.4 Consultancy Service Agreement

- (1) The OC should sign a formal agreement with the project consultant, detailing the services to be provided (please refer to paragraphs 6.1 and 6.2 of this chapter), the fees to be charged, the terms of payment and the insurance arrangement, etc.
- (2) The amount of fees chargeable may be based either on the actual or estimated time spent by the staff of the consultant on the services or on the value of the works contract. If stages of services are defined, fees may be payable upon delivery of the services provided for each stage.
- (3) When preparing the consultancy agreement, the OC may make reference to the sample agreements published by professional organizations, such as the Hong Kong Institute of Surveyors and the Hong Kong Institute of Architects. For details, please liaise with the professional organizations.

7.

How to Monitor Works Projects

7.1 Project Expense Monitoring

If a project is complicated and involves significant cost, the OC should employ an independent quantity surveyor to monitor the expenses of the project and verify project payments. This provides effective checks and balances to strengthen protection of the interests of the OC and owners.



7.2 OC's Involvement

The OC should also participate in monitoring the management, quality and progress of the works to ensure smooth completion of the works as follows:

(1) Before the commencement of the works, the OC should request:

- The contractor:
 - to submit a Master Programme showing the stages, deliverables and time schedule of the maintenance and improvement works required, and
 - to provide a sample of the materials approved for use by the project consultant.

The above information should be displayed at prominent locations in the common areas of the buildings for reference and monitoring of the owners and residents.

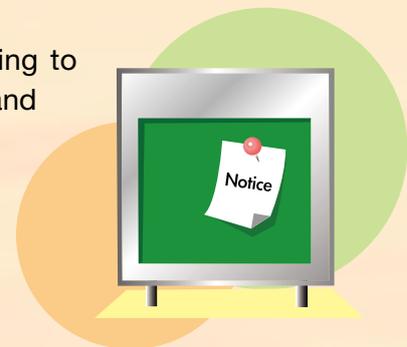
- The project consultant:
 - to submit a site monitoring plan, which should include details of critical inspections and tests,
 - to take measurement records and site photos before and after completion of all hidden works, and
 - to properly keep inspection records of the project in order to facilitate tracing the responsibilities of any defects found in future.

(2) During the course of the works, the OC should:

- meet the project consultant and the contractor regularly in order to monitor the progress of the works and ensure that the works are carried out according to the requirements of the owners. The consultant should submit reports on work progress and financial statements for the project. The contractor should report on any delay with explanation and proposed remedial measures, and
- post updated programmes of works and financial statements in a prominent place of the building for information and monitoring of the owners and residents.

(3) Approaching work completion, the OC should

- post a notice in a prominent place of the building to invite owners and residents to report on defects and outstanding works found, and
- participate in the joint inspections with the project consultant and the contractor on the acceptance of completed works, and monitor the project consultant in the compilation of a list of defective items for rectification by the contractor.



(4) If any defect is found during the Maintenance Period, the OC should ask the project consultant to investigate the causes of the defect and supervise the contractor for the remedial works. Depending on the terms of the contract, the Maintenance Period generally lasts for six months or one year following the issuance of the Certificate of Completion.

(5) Before the expiry of the Maintenance Period, the OC should ensure that all outstanding defects items have been passed by the consultant to the contractor for follow-up. The works are considered complete when all the remedial works are duly finished.

7.3 Monitoring by PMA

- (1) As for maintenance and repair services provided by term maintenance contractors, the PMA should assign their technical staff to monitor the quality and progress of the works. Reference should be made to the above procedures to ensure that the works comply with the requirements of the maintenance contracts.
- (2) The PMA should ensure that the project consultant and / or the contractor have / has submitted a complete set of as-built drawings for updating the master record.

8.

Ensure Occupational Safety

8.1 Liabilities of OC and PMA

- (1) According to the Occupational Safety and Health Ordinance and the Factories and Industrial Undertakings Ordinance, both the OC and PMA should ensure that their contractors adopt adequate safety precautions to protect the safety of the workers employed in carrying out maintenance and cleansing works in the estate. If it is considered necessary, provision of occupational safety equipment can be added to the contracts to enhance protection to the workers.
- (2) According to the Occupiers Liability Ordinance, the OC and PMA, as the occupiers of the common areas, owe a duty of reasonable care to ensure that the workers will be reasonably safe in carrying out the above works in the common areas.
- (3) The Labour Department and the Occupational Safety and Health Council have produced numerous publications on occupational safety, which can be browsed on their websites.

8.2 Points to Note when Working at Height

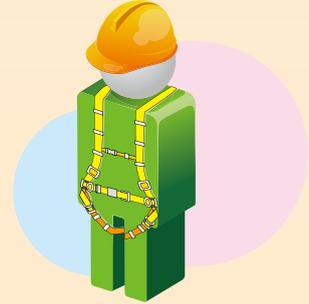
- (1) According to the Construction Sites (Safety) Regulations of the Factories and Industrial Undertakings Ordinance, works contractors and cleansing contractors are required to take adequate steps to prevent their workers from falling at height (2m or higher) in the course of works. Adequate steps shall include the provision, use and maintenance of one or more of the following: working platforms, guard-rails, barriers, toe-boards, fences, coverings for openings, gangways and runs.
- (2) If it is impracticable to comply with all or any of the above requirements, the contractors shall provide their workers with suitable and adequate safety nets and safety belts in lieu of complying with those requirements, and take all reasonable steps to ensure the proper use of the safety belts by the workers.
- (3) To protect the interest of the OC and PMA, the PMA should always monitor the maintenance and cleansing works being carried out at height. If any worker is found not using his safety belt properly, the PMA should ask the concerned contractor to improve.



8.3 Fall Arrest System

A personal fall arrest system comprises a safety belt working with an appropriate anchorage system.

- (1) Workers on scaffolding and gondolas must wear safety belts, which must be securely attached to vertical independent lifelines or appropriate anchorages. Only one worker can anchor his safety belt to one lifeline.
- (2) The OC may consider installing a horizontal lifeline fall arrest system at appropriate locations on the top of concrete canopies and covered walkways, to enhance the safety protection of cleansing workers when cleansing these areas. The system has a horizontal lifeline installed along the whole canopy or covered walkway. Cleansing worker is required to wear a full-body harness with a lanyard connected to the horizontal lifeline. Although the horizontal lifeline has many intermediate brackets anchored on the walls or the top of canopy / covered walkway, the worker does not need to disconnect the lanyard when walking along the lifeline. This enables the cleansing worker to carry out the cleansing works flexibly and efficiently.
- (3) The installation and use of the fall arrest system must follow the manufacturer's instructions. The system requires regular inspection and maintenance in order to protect the safety of the workers.



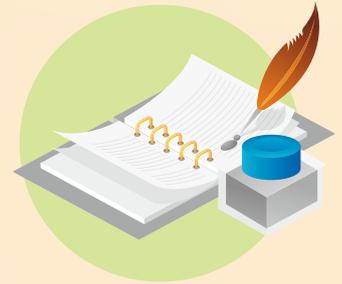
9. Keep Abreast of Latest Legislations

The OC and PMA should keep abreast of new or changes in legislature relevant to property management and maintenance and follow up accordingly in order to comply with the statutory requirements and enhance safety standards. Below are some examples related to TPS estates:

9.1 Fire Safety Improvement

- (1) The fire safety measures of some old buildings might not meet today's fire safety standard. Appropriate improvement works can provide better protection from the risk of fire for occupants and users of, and visitors to, the buildings.

- (2) According to the Fire Safety (Buildings) Ordinance and the Fire Safety (Commercial Premises) Ordinance, the Director of Buildings or the Director of Fire Services may issue a Fire Safety Direction to the owner / occupier of the concerned building / commercial premises, directing him to comply with the specified fire safety measures within the specified period, to improve the fire safety of the building / commercial premises.
- (3) The Ordinances are applicable to domestic buildings and composite buildings¹² which were constructed on or before 1 March 1987, specified commercial buildings and prescribed commercial premises, of TPS estates.
- (4) The specified fire safety measures may include (a) provision of, and improvement to, fire services installations and equipment, and (b) improvement to fire safety construction.
- (5) The detailed specifications and requirements of the fire services installations and equipment are set out in the Code of Practice for Minimum Fire Service Installations and Equipment 1994.
- (6) The detailed requirements on the design, construction or installation in relation to the fire safety construction requirements are set out in the following codes of practice:
- Code of Practice for the Provision of Means of Escape in Case of Fire 1996;
 - Code of Practice for Fire Resisting Construction 1996; and
 - Code of Practice for Means of Access for Firefighting and Rescue 1995.
- (7) If an estate has domestic buildings and / or composite buildings which were constructed on or before 1 March 1987, the OC may proactively consider appointing a project consultant to assess the fire safety of the buildings and arrange necessary improvement works to protect the safety of the occupants.



¹² "Composite building" means a building that is constructed, or intended to be used, partly for domestic purposes and partly for non-domestic purposes.

9.2 Disability Discrimination Ordinance

- (1) According to the Disability Discrimination Ordinance, it is a discrimination against persons with a disability by failing to provide means of access to any premises that the public or a section of the public is entitled or allowed to enter or use, or by refusing to provide appropriate facilities. However, there is no discrimination if the premises are so designed or constructed as to be inaccessible to persons with a disability and any alteration to the premises to provide such access would impose unjustifiable hardship on the person who would have to provide it. If required, the OC should seek legal advice concerning the application and impact of this Ordinance.
- (2) If the OC / PMA needs to carry out building alteration or addition works (e.g. complete replacement of a lift or addition of a ramp), the design should make reference to the requirements of the “Design Manual: Barrier Free Access 2008” issued by the Buildings Department to provide appropriate means of access and facilities for persons with a disability. If required, legal advice should be sought.



9.3 Mandatory Building Inspection Scheme and Mandatory Window Inspection Scheme

- (1) With buildings ageing, incidents such as concrete spalling and windows falling from heights happen from time to time. These pose safety hazards to building users and passersby, and owners have to bear huge compensation responsibilities. If owners can regularly inspect their buildings, identify problems at an early stage and carry out remedial works, accidents can be avoided.
- (2) The OC and the PMA should pay close attention to the implementation of the Mandatory Building Inspection Scheme and Mandatory Window Inspection Scheme by the Government.
- (3) A brief introduction of the above schemes and the related support measures for owners can be found on the website of the Buildings Department.



Chapter 5

Building Maintenance Practices



CHAPTER 5 : BUILDING MAINTENANCE PRACTICES

1. Building Control	1
1.1 Enforcement of Buildings Ordinance	1
1.2 Minor Works Control System	1
1.3 Building Works under the Control of Independent Checking Unit	2
1.4 Kitchen Alterations	2
1.5 Responsibilities and Powers of the OC and PMA	3
1.6 Exempted Building Works	3
2. Structural Safety of Building	4
2.1 Signs of Structural Defects	4
2.2 Causes of Structural Defects	5
2.3 Structural Repair	5
2.4 Structural Safety Guarantee	6
3. Concrete Spalling	7
3.1 Causes of Concrete Spalling	7
3.2 Concrete Repair	8
4. Wall Defects	8
4.1 Falling Render and Concrete from External Walls	8
4.2 Causes of External Wall Defects	8
4.3 External Wall Inspection	9
4.4 External Wall Repair	9
4.5 Internal Wall Defects	10
5. Redecoration	10
5.1 Choice of Paint	10
5.2 Project Planning	11
6. Safety of Gates	11
6.1 General Safety of Gates	11
6.2 Safety of Security Steel Gates	12
7. Ceiling Seepage	13
7.1 Causes of Ceiling Seepage	13
7.2 Ceiling Seepage Investigation (Excluding Top-storey Flats)	14
7.3 Ceiling Seepage Repair (Excluding Top-storey Flats)	14
7.4 Roof Seepage	15
7.5 False Signs of Ceiling Seepage	16
8. Air-conditioners	16
8.1 Installation of Air-conditioners	16
8.2 Water Dripping from Air-conditioners	17

9. Windows	18
9.1 Falling Windows	18
9.2 Causes of Falling Windows	18
9.3 Maintenance of Aluminium Windows	19
9.4 Maintenance of Steel Windows and Steel Burglar Grilles	19
9.5 Window Seepage	19
10. Water Supply Systems	21
10.1 Control of Water Facilities and Use of Water	21
10.2 Maintenance of Water Supply Systems	21
10.3 Water Quality	22
10.4 Disrupted Water Supply or Weak Water Pressure	22
10.5 Replumbing	22
10.6 Quality Water Recognition Scheme for Buildings	23
11. Drainage System	23
11.1 Maintenance of Underground Drains	23
11.2 Maintenance of Drainage System in Buildings	24
11.3 Replacement of Common Drainage Pipes in Buildings	24
11.4 Drainage Repair Orders	25
12. Slopes and Retaining Walls	25
12.1 Owners' Responsibilities	25
12.2 Routine Inspections and Maintenance	26
12.3 Engineer's Inspection	26
12.4 Inspection of Buried Water-carrying Services	27
13. Playground and Fitness Equipment	28
13.1 Safety Inspection	28
13.2 Repair of Rubber Tiles	28

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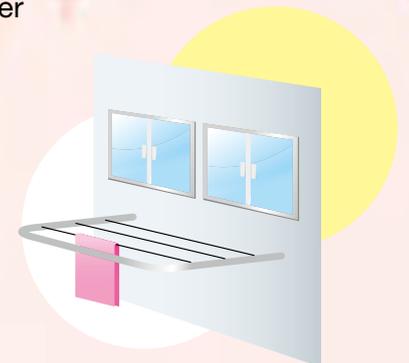
Building Control

1.1 Enforcement of Buildings Ordinance

- (1) The Buildings Department is responsible for controlling minor works under the Building (Minor Works) Regulation.
- (2) The Independent Checking Unit (ICU) of the Housing Department is authorized by the Building Authority to control building works in TPS estates according to the Buildings Ordinance, with the following exceptions:
 - Exempted building works under the Buildings Ordinance. (Amended in September 2012)

1.2 Minor Works Control System

- (1) A Minor Works Control System is added to the Buildings Ordinance to facilitate property owners to carry out minor works in private buildings lawfully through simplified procedures.
- (2) Under the Minor Works Control System, there is no need to obtain prior approval of plan and consent to commencement of works from the ICU for the carrying out of the 118 items of Minor Works as stipulated in Schedule 1 of the Building (Minor Works) Regulation. These include common household minor works, such as erection of supporting frame for air-conditioners, drying racks and canopies.
- (3) On the other hand, a Household Minor Works Validation Scheme is established under the Minor Works Control System to facilitate property owners to retain, after validation, 4 items of household minor works installations, undertaken without the prior approval of the ICU before the commencement of the new system, including:
 - supporting structure for an air-conditioning unit, water cooling tower or any associated air ducts located on-grade or on a slab (other than a cantilevered slab);
 - metal supporting frame for an air-conditioning unit or any associated air ducts projecting from the external wall of a building;



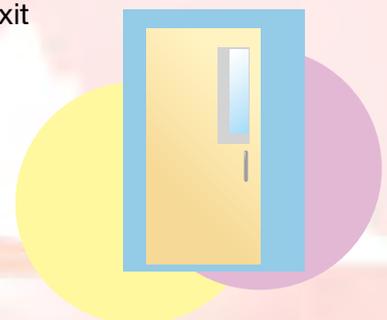
- drying rack projecting from the external wall of a building; and
 - canopy projecting from the external wall of a building.
- (4) For details of the Minor Works Control System, please browse the website of the Buildings Department.

1.3 Building Works under the Control of Independent Checking Unit

- (1) If building works need to be carried out, the concerned flat owners or OC must appoint an Authorized Person (and where necessary a Registered Structural Engineer and / or a Registered Geotechnical Engineer) to prepare and submit building plans to the ICU. Works should only start upon ICU has granted approval of the plans and consent to the commencement of the building works. A contractor registered under the Buildings Ordinance must be employed to carry out the building works.
- (2) Building works without the prior approval of the ICU are Unauthorized Building Works (UBW). ICU may issue a Demolition Order to the owner concerned requiring demolition of the UBW within a stipulated timeframe and reinstatement of the concerned area to its original condition according to the approved plans.
- (3) The following are common UBW and their effects (bracketed):
- Removal of fire doors or change of fire doors to non-fire doors (reducing the fire resisting capacity of the buildings);
 - Installation of swing-out stainless steel gates at flat entrance (obstructing means of escape in case of fire); and
 - Dismantling of, or alteration to, structural components (affecting the structural safety of the buildings).

1.4 Kitchen Alterations

- (1) According to the Code of Practice for Fire Resisting Construction issued under the Buildings Ordinance, for any flat provided with a single exit door, a kitchen adjacent to such door should comply with the requirements stated below. This is to provide the occupants with safe means of escape in case of a fire broke out in the kitchen.
- The door of the kitchen must have the required fire resistance and be self-closing (i.e. a fire door); and



- Any wall separating the kitchen and the rest of the premises must have the required fire resistance.
- (2) Hence, removing the kitchen door, replacing it with a non-fire resisting door or removing the separating walls for converting the kitchen into an open one can affect the flat concerned in terms of fire safety.

1.5 Responsibilities and Powers of the OC and PMA

- (1) According to the Common Law and Occupiers Liability Ordinance, the OC and PMA may owe a duty of care to other persons in respect of dangers or injuries due to the state of the common areas or any unauthorized building works in their estate.
- (2) The PMA should arrange their staff to inspect the estate regularly. When unauthorized building works are found, the persons concerned should be advised to stop the building works and reinstate the affected areas.
- (3) Should the instruction be ignored, it is advisable to seek legal advice to decide on appropriate follow-up action.



1.6 Exempted Building Works

- (1) With the exception of the above minor works, exempted building works are building works that can be carried out without application to or prior approval from the ICU according to the Buildings Ordinance. However, no building works should be carried out in contravention of any regulations of the Buildings Ordinance.
- (2) In general, minor fitting out works are exempted building works under the Buildings Ordinance, unless the structure of the building is involved. These include:
- Demolition of non-structural or non fire-resisting partitions;
 - Addition of light-weight partitions, e.g. panel walls;
 - Renewal of non fire doors;
 - General redecoration; and
 - Replacement or relocation of sanitary fittings.



- (3) Drainage works are also exempted building works under the Buildings Ordinance, if the works do not involve:
- the structure of any buildings;
 - altering any manhole at which any drain or sewer from the building is connected with a public sewer;
 - any drain or sewer to which there is discharge, or it is intended to discharge any trade effluent, chemical refuse, waste steam, petroleum spirit, carbide of calcium, acid, grease or oil;
 - altering any septic tank or cesspool, or making a connection of an additional drain or sewer to a septic tank or cesspool; and
 - underground drainage works in scheduled areas.
- (4) If any owners or OC have doubt on whether their works can be classified as exempted building works, they should consult an Authorized Person or the ICU.

2.

Structural Safety of Building

2.1 Signs of Structural Defects

- (1) Common signs include:
- Extensive concrete spalling exposing rusty reinforcement bars;
 - Cracks passing through render / plaster to the concrete substrate;
 - Diagonal or long cracks on walls;
 - Serious diagonal cracks at the corners of wall openings for windows or doors; and
 - Cracks with rust stains.



- (2) If any of the above signs appear on structural components, the OC should appoint building professionals to carry out a survey in order to determine whether the defects are due to structural damage or just fair wear and tear.

2.2 Causes of Structural Defects

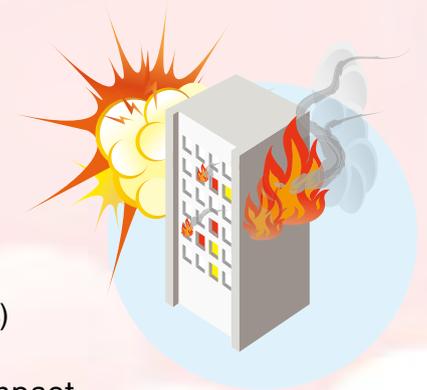
There are many causes of structural defects which may be grouped into two types: fair wear and tear, and abnormal damage. The common causes include:

(1) Fair Wear and Tear

- Carbonation of concrete, which reduces the protection to reinforcement bars (Moisture laden air enters the concrete cover reducing its protective qualities which in turn leads to the gradual corrosion of the reinforcement bars. This breaks up the concrete surface resulting in concrete spalling.)
- Thermal movement, which creates hair-cracks on the surface of structural components (The cracks will not affect the integrity of the concrete structure but will affect the outlook of the building.)

(2) Abnormal Damage

- Inappropriate use of the building (such as overloading of structural components)
- Excessive structural movement (which may be caused by differential settlement of the foundations)
- Structural components damaged by severe impact, explosion or fire
- Structural components deteriorated by long-term water seepage or corrosion of pollutants



2.3 Structural Repair

- (1) For concrete spalling due to fair wear and tear, please refer to Section 3 of this Chapter for the repair methods.
- (2) For structural defects due to abnormal damage, as the causes are more complicated, the OC should engage a building professional, such as a Registered Structural Engineer, to examine and assess the structural condition of the building, identify the causes of the structural damage, recommend proper repairs (including the provision of necessary temporary propping to ensure structural safety) and supervise the carrying out of the repair works.

2.4 Structural Safety Guarantee

- (1) HA provides a seven-year Structural Safety Guarantee (SSG) for all buildings sold under the Tenants Purchase Scheme. During the guarantee period, HA is responsible for all necessary structural repairs relating to the structural members, including repairs to concrete spalling and cracking, in order to ensure the structural integrity of the buildings. SSG does not cover damage which is not related to the overall structural stability and integrity of a building, such as water seepage through ceilings and windows, damaged partitions and floor tiles, and concrete spalling and cracks in non-structural elements, etc.
- (2) Within the guarantee period, OC, PMA and individual owners may refer to HD through the following ways, if they found any defects suspected to be related to the building structure:
 - For defects found in the common areas of domestic blocks, OC or PMA please
 - apply in writing to HD, and
 - mark the defects locations on layout plans with illustrative photos.
 - For defects found in a flat, the concerned owner please
 - get from the PMA an application form for repair under the SSG and a layout plan of the flat,
 - complete the application form,
 - mark the defect locations on a layout plan of the flat, and
 - submit the application form with the layout plan and illustrative photos to HD via the PMA.
- (3) The Property Service Agents employed by HD would represent HD to receive all the applications and make a proper record. They would pass the application forms to a dedicated team of HD who would examine whether the defects are within the scope of the SSG and inform the concerned OC / PMA / flat owners of the outcome. If the defects are within the scope, the dedicated team would assess the condition of the defects and their effect to the buildings to decide the repair methods, and then arrange the repair works.
- (4) At six to nine months before the expiry of an SSG, HA Representative would, through the participation in OC and MC meetings, remind OC, PMA and all owners of the estate to forward all applications for structural repair before the expiry.



- (5) Before the expiry of an SSG, the dedicated team would examine all SSG applications received for the estate and assess the structural conditions of the buildings.
- (6) OC / PMA may contact the dedicated team if they have any questions about SSG.
- (7) Before an SSG is close to expire, HD would normally receive more applications for structural repair and would accord priority to the more urgent repair works. In general, most of the structural repair works could be completed within three to six months after expiry of the SSG. If repair works are delayed because of access problem to owners' flats, OC / PMA is requested to provide assistance.
- (8) Being the owner of unsold flats, HA would monitor their structural conditions and take appropriate actions.

3.

Concrete Spalling

When concrete spalling is found in a building, loose parts should be hacked off as soon as possible to remove the safety hazard. Subsequent repair works should then be arranged. If the concrete spalling is very extensive, advice from a Registered Structural Engineer should be sought to devise an appropriate repair method.

3.1 Causes of Concrete Spalling

- (1) Concrete spalling is mainly due to failure of the concrete to protect its reinforcement bars from rusting. Reinforcement bars will gradually expand on rusting and break up the concrete cover, which in turn will expose the rusty reinforcement bars. Severe impact, explosion or fire may also lead to concrete spalling.
- (2) The following causes may reduce the protection given by concrete to the reinforcement bars:
 - Carbonation of concrete;
 - Overloading of concrete components, resulting in breaking up of concrete cover exposing the reinforcement bars; and
 - Deterioration by acidic detergents or persistent water seepage.



3.2 Concrete Repair

- (1) Given the difficulty in ascertaining the quality of works after the concrete repair is completed, it is advisable to appoint a project consultant to supervise the repair process. Critical process should be monitored and acceptance tests be carried out by experienced site supervisors.
- (2) The repair process involves saw cutting around and hacking off loose concrete, removal of rust from and application of primer to the surface of the exposed reinforcement bars, replacement of seriously rusted reinforcement bars or addition of new ones, application of bond coat on concrete surface, and application of concrete repair mortar to spalled areas.

4.

Wall Defects

4.1 Falling Render and Concrete from External Walls

- (1) External walls of a building are exposed to continuous weathering. Pieces of loose render and concrete may fall off without warning thus jeopardizing the safety of pedestrians. Defective external walls may also cause water seepage thereby creating nuisance to the occupants.
- (2) If pieces of render or concrete fall off, the affected area should be fenced off immediately and warning signs be posted. Any loose render and concrete yet to fall should be hacked off.



4.2 Causes of External Wall Defects

Defects in external walls may be caused by:

- (1) Ageing of materials;
- (2) Failure in adhesion between mosaic tiles, render and concrete substrate weakened by acid rain;
- (3) Differential thermal movement due to sharp temperature changes, resulting in detachment between mosaic tiles, render and concrete substrate;
- (4) Structural movement inducing cracks on and detachment between mosaic tiles, render and concrete substrate; and

- (5) Inappropriate procedure and poor workmanship in applying render and tiles to wall surfaces.

4.3 External Wall Inspection

- (1) The following signs of defects on external walls can be identified at the early stage:

- Extensive bulging, cracking or detachment of wall surface;
- Detached finishes on the external walls exposing patches of spalled concrete and rusty reinforcement bars; and
- Visible cracks and water stains (particularly rust staining) on the inner or outer surface of the external walls.



- (2) When any of the above signs of defects appear, particularly if any external render or concrete has fallen off, a qualified building professional should be appointed immediately to conduct an investigation and give professional advice.
- (3) Investigation methods to assess the extent of the wall defects may include visual survey by binoculars for a preliminary assessment, and tapping and scraping tests with hammer or void detector from scaffolding or gondolas to locate the voids behind the wall surfaces.

4.4 External Wall Repair

- (1) The causes and seriousness of the defects often determine how the repair works should be carried out. If the area of patch repair is so large that the outlook of a building may be affected, a building professional should be consulted before any decision is made.
- (2) The repair of external walls involves working at height. Most of the work process cannot be traced upon completion of the works rendering it difficult to ascertain the work quality. Hence, it is advisable to appoint a project consultant to supervise the whole process so that critical process can be monitored by experienced site supervisors who will also conduct proper acceptance tests upon completion of the works.
- (3) The process of patch repair includes hacking off of loose mosaic tiles and render down to concrete substrate, repair of concrete spalling, forming mechanical keys on the wall surface, anchoring metal lathing onto the concrete surface to reinforce the render and application of bond coat, render and mosaic tiles sequentially on the concrete surface.

4.5 Internal Wall Defects

- (1) The internal walls of TPS estates are usually finished with tiles (such as mosaic tiles, ceramic tiles and homogeneous tiles, etc.) or paints.
- (2) Causes of defective tiles on internal walls include:
 - Ageing of materials;
 - Differential thermal movement between wall tiles, plaster and the wall substrate due to sharp changes in ambient temperature resulting in cracking and detachment;
 - Wall tiles damaged by severe impact; and
 - Inappropriate procedure and poor workmanship in applying plaster and tiles to the wall surface thereby reducing the adhesion.
- (3) The location and extent of detachment can be identified by tapping and scraping the internal walls with a hammer or void detector. Appropriate repair works should be carried out according to the survey result.

5.

Redecoration

Under normal circumstances, the common areas of a TPS estate should be redecorated once every six to eight years, in order to give the estate a fresh outlook and provide substrate protection.

5.1 Choice of Paint

- (1) Many types of paints are available in the market. Factors that should be considered include colour, glossiness, texture, hiding power and resistance to environment. The OC can acquire the details from paint suppliers or seek the advice from project consultants.
- (2) To protect the health of people and the environment, it is advisable to use paints that contain no or low volatile organic compounds, such as water-based paints. However, it should be noted that these paints might require a longer curing time and offer a less glossy surface finish.



- (3) At present, the Housing Department generally uses the following types of paints in the redecoration of public housing estates:

Surface	Types of Paint
Walls / Ceiling	Emulsion paint (acrylic, vinyl or latex based)
Steelwork	Synthetic paint, metallic paint
Woodwork	Synthetic paint
Lines on roads and ball courts, etc.	Marking paint

5.2 Project Planning

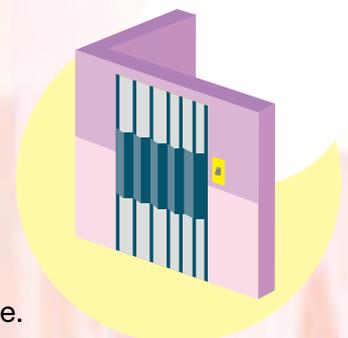
- (1) Cleaning external wall surfaces by water jetting to remove all unsound paintwork, dirt, algae, oil and grease may be considered.
- (2) A base coat / primer should be applied before the finishing coats. The base coat provides a firm base and strengthen the adhesion of the finishing coats.
- (3) All paints should be supplied ready-for-use and no dilution be allowed.
- (4) The cleansing agent for mosaic tiles should be non-acidic and bio-degradable.

6.

Safety of Gates

6.1 General Safety of Gates

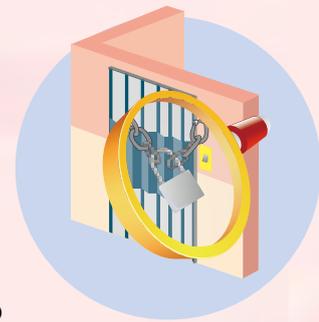
- (1) The effective safety of a gate essentially relies on its appropriate design, correct installation, proper use and regular maintenance. The hinges, axles, bolts and track components of the gate may become rusty, deformed, cracked and disjointed if it is under prolonged operation and use but lacks regular inspection, repair and maintenance. Defective gates present a danger to all users.



- (2) The Labour Department and the Occupational Safety and Health Council have issued a pamphlet entitled “A Safety Guide on Gate Work”, which can be browsed on their websites. The safety guide lists out the key points for installation and maintenance of metal swing gates, metal horizontal sliding gates and glass swing doors.
- (3) For the installation of a new metal gate in any building of a TPS estate, if the height of the metal gate exceeds 2.2m and the weight of any gate leaf exceeds 300 kg, both building and structural plans are required to be submitted to the ICU for approval prior to installation under the Buildings Ordinance.

6.2 Safety of Security Steel Gates

- (1) The sudden collapse of a security steel gate located at a building entrance poses a danger to the users and passers-by. In order to prevent the potential accident, it is advisable to install a stainless steel safety chain to connect the door leaf and the door frame. When the door leaf becomes loosened because of a damaged top pivot pin, the chain can still hold the door leaf in position and prevent it from falling. This installation can also be adopted for other metal swing gates using top pivot pins.
- (2) It is advisable to check the condition of the security gates everyday. When any of the following dangerous signs are observed, use of the door should be immediately prohibited until repair works are completed:
 - The door leaf shows signs of dislodgement;
 - The opening and closing of the door leaf produces an odd sound and / or vibration, or its speed of opening and closing is abnormal;
 - Its magnetic lock or striking plate is loosened, or their fixing bolts and nuts are loosened;
 - The safety chain is damaged or loosened; and
 - Oil leaks from the floor spring.



7.

Ceiling Seepage

Many occupants are irritated by ceiling seepage problems in their premises. Persistent water seepage may result in rusting of reinforcement bars and spalling of concrete. If the seepage affect electrical devices and cables, it is likely to cause short circuiting and risk of electrocution.

7.1 Causes of Ceiling Seepage

(1) There are many causes of ceiling seepage which are essentially as a result of the following occurrences in the flat on the upper floor:

- Water seepage around floor drain;
- Ponding under bath tub / shower tray as a result of defective joint sealant or leaking water supply / drainage pipe;
- Defective floor waterproofing membrane due to inappropriate alterations to bath tub / shower tray / toilet;
- Water seepage due to ageing or corrosion of water supply / drainage pipe embedded in the wall / floor (there may not be any apparent signs of water seepage); and
- Defective roof waterproofing membrane due to ageing or improper construction works that allows rainwater to penetrate, via weak points in the waterproofing membrane, into the cracks of the concrete.

(2) When water comes from a leaking water supply pipe, it is likely to be colourless and the quantity may increase over time due to water pressure in the pipe and will continue to deteriorate until the pipe is properly fixed.



7.2 Ceiling Seepage Investigation (Excluding Top-storey Flats)

It is often difficult to identify the causes of ceiling seepage. The co-operation of the flat occupant on the upper floor, which is normally the source of the seepage, is required to provide access for the investigation. The affected occupant may take one of the following approaches for the investigation according to the situation:

- (1) If he is living in an HA rental flat, he can request HA, as the landlord, to investigate and repair.
- (2) If it is suspected that water has seeped from an HA rental flat, he can request HA, via the PMA, to assist in the investigation.
 - The HA will seek the co-operation of the flat tenant by exercising its power under the Tenancy Agreement, including applying the Marking Scheme for Estate Management Enforcement in Public Housing Estates, to enable an investigation to be carried out by representatives of the HA and OC respectively.
- (3) If it is suspected that water has seeped from a private flat, he can directly negotiate or seek assistance from the PMA / OC to negotiate with the occupant of the private flat concerned to establish the cause of the seepage. The investigation may be conducted by:
 - Making reference to a pamphlet entitled “‘Do-it-yourself’ Water Seepage Test”, which can be browsed on the websites of the Food and Environmental Hygiene Department and the Buildings Department respectively; or
 - Appointing a building professional to conduct a thorough investigation.
- (4) He may seek assistance from the Joint Office (JO) established by the Food and Environmental Hygiene Department and the Buildings Department.
- (5) He may consider seeking legal advice to see if a civil action should be initiated against the owner / occupant concerned to stop the water seepage and to claim for damages.

7.3 Ceiling Seepage Repair (Excluding Top-storey Flats)

- (1) Upon the source of water seepage has been identified, the following repair works can be carried out as appropriate:
 - Replacing the leaking water supply pipe;
 - Re-grouting joint sealant around bath tub / shower tray after clearing the water ponding underneath;



- Replacing the leaking drainage pipe / floor drain and applying waterproofing materials to the junctions between the floor slab and the drainage pipe / floor drain; and
 - Relaying the waterproofing membrane and re-surfacing the concerned floor slab on the upper floor.
- (2) When necessary, particularly if the source of water seepage cannot be identified or cannot be treated directly during the interim, it is an option to carry out chemical injection by filling the cracks and holes in the concrete with chemical compound under high pressure. This method may temporarily stop or reduce water seepage but may just divert the seepage to other areas of the ceiling where weak points exist.

7.4 Roof Seepage

- (1) Seepage at the top-storey flat is more complex as the location of the ceiling seepage and the location of water penetration through the defective rooftop may be quite a distance apart. Rainwater may find its way to the weak points of the rooftop waterproofing membrane and penetrate through cracks in the concrete roof slabs. Roof seepage may be caused by:



- Deterioration of the rooftop waterproofing membrane due to ageing; and
 - Defective rooftop waterproofing membrane damaged by building works (such as Unauthorized Building Works).
- (2) Patch repair is only a temporary means of dealing with or mitigating the problem. If the situation is serious, complete re-roofing is the ultimate solution. It is advisable to appoint a building professional to conduct a detailed investigation of the seepage problem and to devise on an appropriate repair method. Problems that may be encountered in complete re-roofing include:
- Incurrence of a huge cost;
 - Complicated technical problems, particularly if there are many facilities and structures located on the rooftop; and
 - Carrying out complete re-roofing in the rainy season is risky, as it may create more water seepage problems. Hence, it may take a longer time to resolve the water seepage.

7.5 False Signs of Ceiling Seepage

Water stains, mould growth and paint flaking found on the ceiling may mistakenly be regarded as signs of water seepage from the upper floor. In fact, the living style of the occupants may also create the signs on the ceiling.

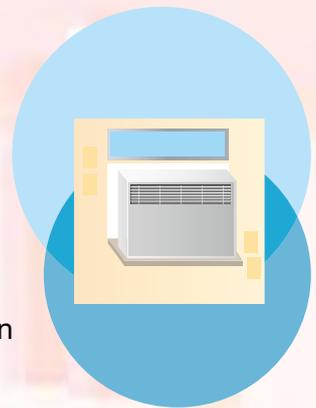
- (1) If an occupant uses the air-conditioner improperly by directing the air flow towards the floor surface, the cool air may cause water to condense, resulting in formation of water stains on the ceiling of the flat on the lower floor. Similarly, if an occupant uses the air-conditioner improperly by directing the air flow towards the ceiling, the cool air may cause water to condense, resulting in formation of water points on the floor of the flat on the upper floor.
- (2) Piling up of too many objects in the flat together with keeping the windows closed most of the time will lead to poor ventilation. These, coupled with water vapour generated from bathing and cooking, help trap a large amount of moisture inside the flat, thus causing the growth of mould and flaking of paint on the ceiling.

8.

Air-conditioners

8.1 Installation of Air-conditioners

- (1) Before the sale of TPS estates, HD has designated the installation locations for window-type and split-type air-conditioners. These have taken into account the block design types, the building structure and the weight of the air-conditioners. In general, a window-type air-conditioner may be installed at any of the following locations:
 - Air-conditioner hood;
 - Window at the window opening originally designed by HD;
 - Partition wall separating the balcony and the living room;
 - Ceiling-mounted supporting frame at a balcony location close to the external wall.
- (2) Installation of air-conditioners shall comply with the requirements of Buildings Ordinance, DMC and Tenancy Agreement (applicable to HA's rental units).



8.2 Water Dripping from Air-conditioners

- (1) Occupant irritated by water dripping nuisance from air-conditioner may request assistance from the PMA to identify the source of dripping and advise the household concerned to rectify the water dripping problem. If the advice is in vain, the PMA may refer the case to the Food and Environmental Hygiene Department (for water dripping from a private flat) or the Housing Department (for water dripping from an HA rental flat) for follow-up action.



- (2) Water dripping from air-conditioners does not only cause nuisance but also affects the outlook of the building. To improve the situation, the OC may consider the installation of communal condensation drain pipes for air-conditioners on the external walls. However, the following points must be observed in order to make the installation effective:
 - carefully design the positions and alignments of the drain pipes to match with the locations of the air-conditioners in the external walls;
 - arrange to fix an appropriate flexible hose to connect the water outlet of air-conditioner with the condensation drain pipe (the connection must be secured in order to prevent dislodgement of the flexible hose by strong wind);
 - remind the occupants to make a similar connection when installing a new air-conditioner at the external wall; and
 - always remind occupants to properly maintain their air-conditioners and handle water dripping problems.

9.

Windows

It is the responsibility of the owners and occupants to maintain and use windows in a proper manner. Windows should be checked regularly to ensure safety. If any signs of defect are detected, a competent person should be appointed to carry out inspection and repair. The Buildings Department has published guidelines on how to ensure safety of aluminium windows which can be browsed on their website.

9.1 Falling Windows

Windows are constantly exposed to the weather and subject to wear and tear. If not maintained properly or used correctly, windows may dislodge, or detach and fall, posing risk of serious injury. Should a window show any sign of defect, preventive measures must be taken immediately. For example,

- (1) keep the window closed and locked or fasten it with ropes;
- (2) remind other people not to use the window; and
- (3) appoint a competent person to inspect and repair the window as soon as possible.



9.2 Causes of Falling Windows

The possible causes for falling windows include:

- (1) Dislodgement of hinges (including screws / rivets) due to rusting and deterioration over time by poor maintenance;
- (2) Dislodgement of hinges damaged by excessive force used in opening or closing of window sash;
- (3) Incorrect use of windows, such as hanging objects (e.g. clothes drying) on the sashes or imposing pressure on the sashes when cleaning the windows, resulting in undue loading on the hinges.

9.3 Maintenance of Aluminium Windows

Owners and occupants should:

- (1) Clear dust, dirt or debris from the window frames, hinges and sliding tracks once a month;
- (2) Use fresh water to clean the windows once a month, bearing in mind that cleaning agents which are acidic or alkaline in nature should be avoided;
- (3) Lubricate the movable parts of the windows, such as the hinges and sliding tracks on a regular basis (e.g. about once every 6 months) to minimize undesirable friction and avoid overstressing of the window components; and
- (4) Check all window components on a regular basis for any deformed window sash and any missing, rusty and loose screws / rivets on the top and underside of the window sashes and any damaged / broken glazing, etc.



9.4 Maintenance of Steel Windows and Steel Burglar Grilles

Owners and occupants should regularly:

- (1) inspect steel windows and steel burglar grilles, assess the degree of rusting and identify any component deformations;
- (2) inspect putty for holding glass panes, assess any deterioration and check for damaged / broken glazing;
- (3) inspect the degree of rusting of the supports to steel burglar grilles and identify any concrete spalling which may cause dislodgement of the burglar grilles; and
- (4) repaint steel windows and steel burglar grilles against rusting and lubricate the hinges against undue friction, for preventing any components from dislodgement.

9.5 Window Seepage

- (1) Listed below are some possible causes of window seepage and methods of repair:
 - The silicone sealant / putty on window sashes has deteriorated over time and peeled off causing waterproofing to fail. The sealant / putty should be re-applied after removing the deteriorated portions.

- Rubber gaskets have detached from the sash and frame, making the window unable to be closed tightly to maintain watertight, in which case the defective rubber gaskets should be replaced.
- The window sash has deformed, making the window unable to be closed tightly, in which case the deformed window sash should be replaced.
- The waterproof grouting along the junction between the window frame and wall is cracked, in which case it should be repaired with new waterproof grouting or other suitable waterproofing material.
- Water drip on the top of the external window frame is missing enabling rainwater to easily seep through the top sash, in which case it should be repaired by the addition of a water drip or installation of a new window frame with a built-in projecting fin with drip nose in its top member.



(2) Listed below are some common causes of water seepage through air-conditioner hoods and the relevant methods of repair:

- The silicone sealant between the air-conditioner and the window frame / sash peels off, in which case the sealant should be re-applied after removing the deteriorated section.
- The air-conditioner inclines inwards causing rainwater and condensation water to seep into the flat, in which case the air-conditioner should be re-installed ensuring it to slope outwards with a flexible hose properly connected for draining the condensation to the drainage pipe on the external wall.
- The concrete platform of the air-conditioner hood inclines inwards causing rainwater to seep into the flat, in which case the concrete platform should be re-surfaced to make it slope outwards.

(3) Water seepage through the wall around the window frame may be caused by cracks or other defects in the external wall, in which case a waterproof coating may be applied on the external wall. For serious seepage, external wall repair works may need to be carried out.

10.

Water Supply Systems

10.1 Control of Water Facilities and Use of Water

- (1) According to the Waterworks Ordinance, the installation, alteration and removal of any inside service or fire service must obtain prior consent from the Water Authority and be carried out by a licensed plumber. The above requirements are not applicable to minor alteration works.
- (2) The following must only be carried out with prior consent from the Water Authority:
 - take water through a water supply system which is not measured by a meter;
 - take water through a water supply system for any purpose other than that for which the water is supplied; and
 - install or use a booster pump on a water supply system.

10.2 Maintenance of Water Supply Systems

- (1) Water supply systems should be regularly inspected and maintained in order to avoid unplanned interruption of water supply and extend the service life of the systems serving the estates. Regular inspection and maintenance includes:
 - Cleaning of fresh and flush water tanks should be carried out at least once every three and six months respectively and scheduled at off-peak water consumption hours to minimize inconvenience to residents.
 - Upon completion of cleaning and replenishing of fresh water, the water tank covers should be locked immediately to keep the fresh water hygienic and clean.
 - The condition of water tanks should be regularly inspected. If any concrete spalling and water seepage are identified, they should be repaired immediately.
 - The condition of pressure reducing valves should be regularly inspected, including checking whether the water pressure at the downstream side is normal. This is to avoid bursting of pipes and fittings due to overstressing as a result of improper functioning of the pressure reducing valves.



- The interior of pressure reducing valves and strainers should be regularly cleaned.
- (2) The Water Supplies Department has published a Fresh Water Plumbing Maintenance Guide which can be browsed on their website.

10.3 Water Quality

- (1) The causes of turbid and discoloured water include:

- Rusting of water pipes;
- Accumulation of dirt and rust inside the fresh water tanks resulting from insufficient cleaning; and
- Damaged interior of pressure vessel in fresh water booster pump system.



- (2) Discolouration is most prominent when water has been stagnant in a water pipe for some time. The water should turn clear after the tap has been turned on for a short while. If the discolouration is persistent and serious, a licensed plumber should be appointed to inspect the pipework and replace corroded pipes. If necessary, the Water Supplies Department can be requested to take fresh water samples for conducting laboratory tests and examining water quality.

10.4 Disrupted Water Supply or Weak Water Pressure

The causes may include:

- Defective water pumps;
- Leakage in water supply pipes and fittings;
- Chokage of water meters, especially after cleaning of water tanks; and
- Disruption of water supply for maintenance of the water supply system.

10.5 Replumbing

- (1) The condition of fresh water supply pipes deteriorates over time. It may affect water quality and water pressure which may result in pipe bursting, particularly in buildings using unlined galvanized iron pipes.
- (2) If the problem is serious, it is advisable to appoint a building professional to carry out a comprehensive inspection and assessment of the condition of the fresh water supply pipes, including those buried underground.

- (3) If replumbing is necessary, prior permission of the Water Supplies Department is required and the replumbing works must be carried out by licensed plumbers.
- (4) New pipes and fittings should conform with Part I of Schedule 2 of the Waterworks Regulations. At present, the Housing Department generally uses cement-lined ductile iron pipes and copper pipes in the replumbing of public housing estates.

10.6 Quality Water Recognition Scheme for Buildings

- (1) The OC and PMA may join this voluntary scheme launched by the Water Supplies Department to assist in assessing the conditions of water supply systems in housing estates for identifying areas requiring maintenance.
- (2) The Water Supplies Department will award the accredited buildings a certificate of recognition, commending the efforts of the OC and PMA in properly maintaining the fresh water supply system of the buildings.



11.

Drainage System

Regular inspections and proper maintenance are required for the drainage system in housing estates. If any serious defects, seepage, blockage or unpleasant odour are detected, the OC should appoint a building professional to conduct assessment and appoint a qualified contractor to carry out maintenance works. Seepage in drainage pipes should not be neglected as they may cause nuisance and create environmental hygiene and health problems.

11.1 Maintenance of Underground Drains

- (1) Regular inspections of underground drains should be conducted by means of a closed-circuit television survey. Should cracks, leakage or other defects be detected, repair works should be arranged.
- (2) Minor blockage of underground drains can be cleared by high pressure water jet or rodding. In cases of serious blockage by hardened cement slurry and accumulation of large amount of debris, the concerned drains should be replaced.

11.2 Maintenance of Drainage System in Buildings

- (1) Every soil or waste fitment inside a flat should be provided with a suitable trap. Traps filled with water can prevent the escape of foul smell and viruses from the drainage system into the living areas. It is advisable to fill each seldom-used drainage inlet with half-litre of water every week to maintain the water seal in the traps.
- (2) No disposal of objects and construction debris should be made into the water closets and floor drains to void chokage of drainage pipes.
- (3) The soil pipes at lower floors have more bends, where debris may easily accumulate. When a large volume of soil water is discharged, backflow or gushing of soil water from water closets may occur in the lower-floor flats. Installation of non-return valves to the soil pipes may resolve the problems in individual flats. For serious or repeated cases, the OC should engage a building professional to inspect the drainage system of the building, and arrange appropriate improvement works.



11.3 Replacement of Common Drainage Pipes in Buildings

- (1) Above-ground drainage pipes in buildings are usually made of plastic or cast iron. Plastic pipes are combustible whilst cast iron pipes have presented premature rusting and leakage. If replacement of the above-ground drainage pipes is necessary, the following statutory requirements must be observed:
 - Plastic pipes – According to the Code of Practice for Fire Resisting Construction issued under the Buildings Ordinance, where an opening is formed for a plastic pipe passing through the floor and the pipe is not enclosed in a pipe duct, the opening should be protected by a sealing system (e.g. fire collar) around the pipes, to prevent spreading of fire and smoke.
 - Cast iron pipes – According to a Practice Note issued under the Buildings Ordinance, cast iron pipes and fittings should be suitably coated both internally and externally to prevent corrosion. The coating may be cold applied bitumen-based or epoxy based.
- (2) Corrosion-resistant fixings such as stainless steel brackets or similar corrosion-resistant fixing supports should also be used.

11.4 Drainage Repair Orders

If the drains or pipes of a TPS estate are defective, inadequate or insanitary, resulting in discharging of untreated sewage to open air, escape of foul smell, water pollution, slippery surfaces, pest infestation, breeding of mosquitoes or other health and environmental hazards, the ICU may invoke their power under the Buildings Ordinance to serve an order on the concerned owners requiring them to carry out repairs within a certain period of time.

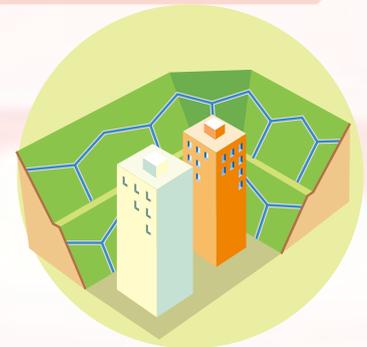
12.

Slopes and Retaining Walls

Slopes and retaining walls that are not properly maintained will deteriorate and become unstable. Many landslips are triggered by the ingress of water into the soil of unstable slopes and retaining walls during heavy rainstorm. Leakage from buried water-carrying services, e.g. water supply mains and stormwater drains, may also adversely affect the stability of slopes and retaining walls.

12.1 Owners' Responsibilities

- (1) Owners are responsible for the maintenance of slopes and retaining walls within the land lot of their estate. They may also be required under the lease conditions to maintain the slopes and retaining walls adjoining their land lot.
- (2) The Code of Practice on Building Management and Maintenance issued under the Building Management Ordinance stipulates that any slope or retaining wall for which an owner is responsible should be maintained in a state of condition in accordance with Geoguide 5 – Guide to Slope Maintenance published by the Geotechnical Engineering Office of the Civil Engineering and Development Department.
- (3) The above Guide can be browsed on the website of the Civil Engineering and Development Department. The following three paragraphs extract some content of the Guide for easy reference.



12.2 Routine Inspections and Maintenance

- (1) The PMA should conduct routine maintenance inspections to slopes and retaining walls at least once a year, preferably between October and February of the following year. Any necessary maintenance works should be completed prior to the onset of the wet season in April. In addition, drainage channels should be checked and any blockage be cleared after a heavy rainstorm or typhoon.
- (2) Routine maintenance items should include:
 - clearance of accumulated debris from drainage channels and slope surface,
 - repair of cracked or damaged drainage channels or pavement,
 - repair or replacement of cracked or damaged slope surface cover,
 - unblocking of weepholes and outlet drainpipes,
 - removal of any vegetation that has caused severe cracking of slope surface cover and drainage channels,
 - re-grassing of bare soil slope surface areas,
 - repair of missing or deteriorated pointing in masonry walls,
 - removal of loose rock debris and undesirable vegetation from rock slopes or around boulders,
 - repair of leaky exposed water-carrying services,
 - repair or replacement of rusted steel slope furniture, and
 - maintenance of landscape items on the slope.
- (3) If any unusual or abnormal signs appear, such as leakage, widening of cracks, settling ground, bulging or distortion of masonry walls, or settlement of the crest platforms, a professional geotechnical engineer should be appointed immediately to undertake an inspection, and to recommend any necessary actions.



12.3 Engineer's Inspection

All slopes and retaining walls should be inspected by professional geotechnical engineers once every five to ten years. The purposes of the inspection include:

- (1) To identify all visible changes and signs of distress and judge whether they have significant implications for stability of the slopes and retaining walls;
- (2) To check whether the routine maintenance inspections have been carried out satisfactorily and assess the adequacy of routine maintenance works;
- (3) To check for signs of leakage in exposed and buried water-carrying services, and recommend immediate detailed leakage checks, regular checks, repair or re-routing of the services, as necessary;
- (4) To advise whether a Stability Assessment of the slopes and retaining walls is necessary; and
- (5) To recommend necessary preventive maintenance works.

12.4 Inspection of Buried Water-carrying Services

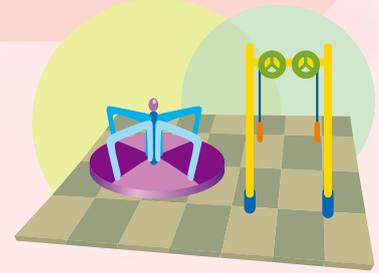
- (1) Leakage from buried water-carrying services, e.g. water supply mains and stormwater drains, may not produce visible signs on the surface of the concerned slope or retaining wall and yet may adversely affect its stability.
- (2) Checking of buried water-carrying services should be carried out by specialist leakage detection contractors.
- (3) Any buried water-carrying services that are found to be damaged or leaky should be repaired without delay.
- (4) The Works Branch of the Development Bureau has published a Code of Practice on Inspection & Maintenance of Water Carrying Services Affecting Slopes containing guidelines on the frequency of regular checks and the methods of checking buried water-carrying services, which can be browsed on their website.



13. Playground and Fitness Equipment

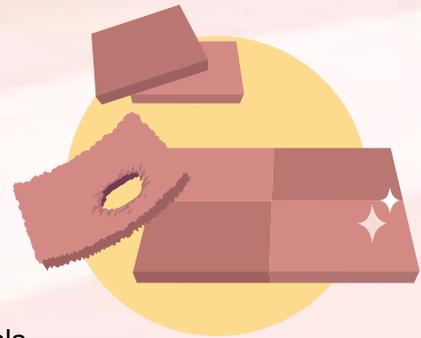
13.1 Safety Inspection

- (1) Rubber tiles are commonly used as safety mat for playground and fitness equipment due to their consistent shock absorbency. They mainly serve to reduce the risk of a life-threatening injury from falling.
- (2) The PMA should regularly inspect the safety condition of the playground and fitness equipment as well as the rubber tiles. This is to ensure that users are not exposed to hazards due to normal wear and tear of the facilities.
- (3) In case any danger is detected, the concerned facilities should be cordoned off immediately, and repair by the suppliers / contractors should be arranged.



13.2 Repair of Rubber Tiles

- (1) Immediate repair of rubber tiles should be arranged, when the following signs of defects appear:
 - Big gaps between loose or contracted rubber tiles may cause a tripping hazard. Such gaps should be closed by infilling materials and the rubber tiles should be re-glued or replaced.
 - Any rubber tiles with slippery, indented or abrasively worn surface should be replaced.
 - Any missing rubber tiles should be replaced.
- (2) Technical guides for maintenance of the rubber tiles can be obtained from the suppliers.



Chapter 6

Building Services Maintenance Practices



CHAPTER 6 : BUILDING SERVICES MAINTENANCE PRACTICES

1. Electrical Installations	1
1.1 Relevant Legislation	1
1.2 Statutory Requirements of Maintenance Responsibilities	1
1.3 Maintenance Plan	1
1.4 Registered Electrical Contractors / Workers	2
1.5 Re-wiring of the Electrical Installation inside Domestic Flats	2
1.6 Points to Note to Ensure the Safety of the Electrical Installations	2
2. Lift and Escalator Installations	3
2.1 Relevant Legislation	3
2.2 Statutory Requirements of Responsibilities of Lift / Escalator Owners	3
2.3 Maintenance Plan	4
2.4 Selection of Lift / Escalator Maintenance Contractors	4
2.5 Advantages of Proprietary Maintenance	5
2.6 All-in Comprehensive Maintenance Service Contract for Lifts	5
2.7 Points to note when Signing the Maintenance Contract	6
2.8 Measures to be Taken when Changing Maintenance Contractors	7
2.9 Performance Target on Maintenance Service	8
2.10 PMA Should Assist the Contractor to Ensure Safety of Lifts / Escalators	8
2.11 Benefits of Renovating Aged Lifts	9
3. Gas Installations	10
3.1 Relevant Legislation	10
3.2 Statutory Requirements on Gas Safety	10
3.3 Regular Inspections and Maintenance of Service Risers and Installation Pipes	11
3.4 Registered Gas Contractors	11
3.5 Preventing Ingress of Gas Leaked into a Building	11
4. Fire Service Installations	12
4.1 Relevant Legislation	12
4.2 Statutory Requirements of Maintenance Responsibility	12
4.3 Maintenance Plan	14
4.4 Registered Fire Service Installation Contractors	14
4.5 Fire Precautions	14
4.6 Shutdown of Fire Service Installations	15
5. Water Pumping System	16
5.1 Maintenance Plan	16
5.2 Stainless Steel Flushing Water Pumps	16

6. Security System	17
6.1 Installation and Maintenance of Security System	17
6.2 Maintenance Plan	17
6.3 Upgrading of CCTV System to Digital CCTV System	17
7. Communal Aerial Broadcast Distribution (CABD) System and Telecommunication System	18
7.1 CABD System	18
7.2 Right of Access for the Fixed Telecommunication Network Services (FTNS) Operators	18
7.3 Satellite Master Antenna Television (SMATV)	19
8. Noise Control	19
8.1 Statutory Requirements on Noise Control	19
8.2 Abatement of Noise	20
9. Energy Saving	20
9.1 Importance of Energy Saving	20
9.2 Electrical Installation	21
9.3 Lighting Installation	21
9.4 Lifts	22

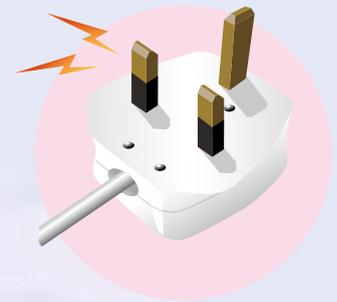
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Electrical Installations

1.1 Relevant Legislation

Electrical installations within the estate and buildings have to comply with requirements stipulated in the following legislation:

- Electricity Ordinance
- Electricity (Wiring) Regulations



1.2 Statutory Requirements of Maintenance Responsibilities

- (1) New installations, additions or alterations of electrical installations should comply with the safety requirements of the Electricity Ordinance. When the electrical work is completed, the qualified registered electrical worker and registered electrical contractor should inspect and test the electrical installations and certify that the installations are safe and comply with the safety requirements of the Electrical Ordinance in the Work Completion Certificate (Form WR1). The OC or the owner should keep the Work Completion Certificate properly.
- (2) For electrical installations with an approved loading exceeding 100 amperes (single phase or three phase) in residential apartments, shops, offices and communal areas of the building, the owner has to arrange inspection, testing and certification (PITC) by qualified registered electrical workers and registered electrical contractors at least once every 5 years and obtain the certificate (Form WR2) in order to ensure safety. The OC or the owner should keep the Periodic Test Certificate properly.

1.3 Maintenance Plan

In addition to the statutory requirements of maintenance responsibilities, the following services should be conducted in order to enhance the safety and reliability of the services:

- (1) Regular maintenance of all electrical installations should be conducted to prevent the electrical accident and to maintain the reliability of the electricity supply. The OC / PMA should arrange registered electrical contractors / workers to perform periodic inspection and testing on the electrical installations.
- (2) Annually inspect, maintain, test and clean all public lighting installations.

- (3) Quarterly test function of the residual current devices (RCDs).
- (4) Conduct PITC once every 3 years; if not possible, arrange cleaning, servicing, inspection and testing to the main switchboards once every 30 months and conduct PITC once every 5 years. As different buildings may have specific operational needs during PITC works, the PMA and registered electrical contractors may liaise with the owners and tenants to work out a PITC plan before commencement of the works in order to suit their specific needs. For example, they may arrange to suspend and resume the power supply by zones during PITC works, devise a contingency plan to handle emergency situations, etc.

1.4 Registered Electrical Contractors / Workers

According to the legislation, all electrical work shall be undertaken by registered electrical contractors / workers. Name lists of registered electrical contractors / workers are available for reference at the Customer Services Office of Electrical and Mechanical Services Department (EMSD) as well as all District Offices, and website of EMSD.



1.5 Re-wiring of the Electrical Installation inside Domestic Flats

To enhance the safety standards, safety provisions and reliability of the electrical installation inside flats, owners of domestic flats with wiring aged over 30 years may consider re-wiring of the electrical installation inside their flats according to the conditions of the wiring installations. Work should be undertaken by registered electrical contractors / workers, and upon completion of work, issue the Work Completion Certificate (Form WR1).

1.6 Points to Note to Ensure the Safety of the Electrical Installations

- (1) If it is suspected that the electrical installations could likely cause any danger (e.g. current leakage or protective devices frequently tripped), the owner should arrange registered electrical contractors / workers to conduct inspection and repairing works immediately.
- (2) When certain power supply circuit is noted to have a risk of being overloaded, improvement work should be considered to divert the load or upgrade the power supply switch or cable.
- (3) Covers of cable trunkings and junction boxes should be properly fixed.
- (4) Damaged electrical wiring, fittings or fixtures should be repaired immediately.
- (5) The OC / PMA should remind all residents to test function of the RCDs of their consumer units quarterly.

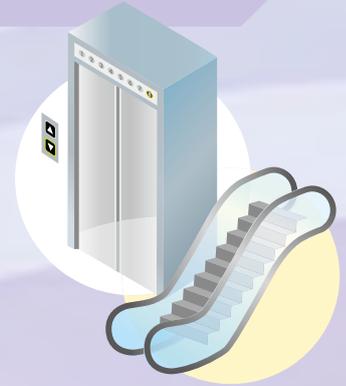
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Lift and Escalator Installations

2.1 Relevant Legislation

Lifts and escalators within the estate and buildings have to comply with requirements stipulated in the following legislation:

- Lifts and Escalators (Safety) Ordinance



2.2 Statutory Requirements of Responsibilities of Lift / Escalator Owners

According to the Ordinance, lift / escalator owners have the following responsibilities:

- (1) Employ registered lift / escalator contractors to conduct:
 - periodic maintenance including inspecting, cleaning, oiling and adjusting for lifts / escalators (at least once a month)
 - periodic examination and testing of lifts (at intervals not exceeding 12 months)
 - periodic examination of escalators (at intervals not exceeding 6 months) and testing of escalators (at intervals not exceeding 12 months)
 - full load safety test, overload device and brake tests for lifts (at intervals not exceeding 5 years)
- (2) Maintain an up-to-date and properly entered logbook and counter-sign entries by the registered lift / escalator contractor.
- (3) Report the occurrence of accidents to EMSD and the registered lift / escalator contractor. In case of accidents including cases involving personal death / personal injury; resulting in serious damage to the lift or escalator; breakage of any suspension rope, failure of a brake, overload device or safety gear of a lift; failure of a brake, step chain, drive chain or the safety gear of an escalator; immediate written notification should be given to the EMSD and the registered lift / escalator contractor.
- (4) Arrange renewal of the lift / escalator examination and testing certificate.

- (5) When installation or major alteration work are carried out, employ a registered lift / escalator contractor to carry out the work and arrange a registered lift / escalator engineer to examine and test the lift / escalator upon completion of the work, and obtain the examination and testing certificate.
- (6) Display the endorsed examination and testing certificate (Form 5 for new installation or Form 11/12 for existing installation) in a conspicuous position in the lift or adjacent to the escalator.

2.3 Maintenance Plan

- (1) To enhance the safety and reliability of the lifts and escalators, weekly routine inspection and services (oiling and greasing, adjustment and repairs); and quarterly inspection together with submission of reports should be carried out by the maintenance contractors in addition to complying with the statutory requirements.
- (2) The OC / PMA should keep the past logbooks for at least 2 years.
- (3) Escalators should be overhauled for servicing, adjusting and replacement of worn out parts once every three years.



2.4 Selection of Lift / Escalator Maintenance Contractors

Only registered lift / escalator contractors are allowed to carry out the lift / escalator maintenance work. Information of the registered lift / escalator contractors can be obtained from the website of EMSD.

It is desirable for the OC/PMA to select lift / escalator contractors to provide maintenance services through tender. Alternatively, they may ask the contractors to give quotations for comparison. In tendering, separate tenders should be issued for different make of lifts /escalators instead of bundled tendering (i.e. a single contract binding the contractor to maintain different brands of lifts / escalators) in which non-proprietary maintenance would be unavoidable.

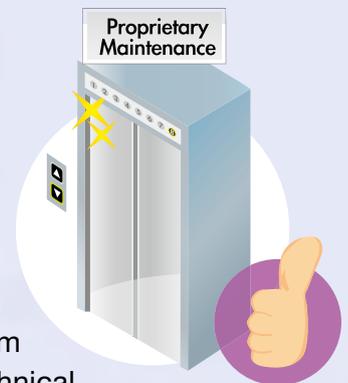
The following should be noted in selecting maintenance contractors:

- (1) background and business scale of contractor, in order to assess whether the contractor has the capability to provide reliable services;
- (2) whether the contractor has sufficient technical know-how to provide the maintenance services, whether the contractor has sufficient technical information on the particular brand and model of lift / escalator (including wiring diagram, operation and maintenance manual) and whether the lift / escalator manufacturer will provide the contractor with technical support;

- (3) whether the contractor has sufficient spare parts for use for the particular brand and model of lifts / escalators; whether the quantity of such spare parts is sufficient for use by the lifts / escalators maintained by the contractor; whether there are ways to obtain or purchase the spare parts;
- (4) frequency of the periodic maintenance and the duration of work;
- (5) the score of the contractor in the maintenance performance rating system of the EMSD (such information can be found from the website of EMSD);
- (6) capability of dealing with emergencies – in case of breakdown of a lift or power failure of the building leading to the trapping of lift passengers, whether the contractor’s workers can arrive and provide service in acceptable time.

2.5 Advantages of Proprietary Maintenance

In view of the high usage of lifts and escalators in public estates, in selection of lift / escalator maintenance contractors it is highly desirable to engage contractor who is the local agent of the manufacturer of the lift / escalator. With proprietary maintenance, absolute liability on safety, full technical backup and ready availability of supply of proprietary spare parts from the manufacturer will be better ensured. Furthermore, with technical training from the principal, the proprietary maintenance contractor can form a team of well trained and experienced workforce who are conversant with the special features of the units under maintenance. As such, safety standards, quality of service and reliability can better be assured for the lifts and escalators.



2.6 All-in Comprehensive Maintenance Service Contract for Lifts

- (1) High frequency of usage, complexity of the operation and control, numerous spares involved, wear and tear and misalignment of parts will lead to breakdowns of lifts which will require repair and / or replacement of parts. As such, it is appropriate to adopt all-in comprehensive maintenance contract for maintenance of lifts. For all-in comprehensive maintenance contract, the maintenance contractor is required to provide all types of servicing, maintenance, repair and replacement as the need arises and in order to maintain the lifts in a safe working condition in accordance with the statutory requirements, and meeting the quality and reliability requirement as stated in the maintenance contract, without any additional cost to the owner, with the exception of items that are exclusions expressly stated in the contract and mutually agreed between both parties, hence saving the time for giving quotations or bargaining. The contract terms are agreed upon by the registered lift contractor and the lift owner, but they usually do not cover the components that passengers may make contact with (e.g. side panel and lift car door) and the equipment not installed by the registered lift contractor (e.g. the main switch inside the machine room).

- (2) EMSD has prepared a sample tender specification for lift / escalator maintenance services to assist building owners and management agencies to procure lift / escalator maintenance services. The OC / PMA may consider using some of the terms and conditions contained in this sample specification for their own procurement documents for lift / escalator maintenance. If required, OC / PMA could view and download the document from the website of EMSD.

2.7 Points to note when Signing the Maintenance Contract

The OC / PMA should note the following when signing the maintenance contract:

- (1) The length of the contract, i.e. whether it is a one-year, two-year or five-year contract, or a contract without time limit.
- (2) The notification period for termination of contract.
- (3) Terms of payment of maintenance fee.
- (4) Is the maintenance fee reasonable; is it adjusted annually, and how to determine the rate of adjustment?
- (5) What action will the contractor take if the maintenance fee is not paid on time?
- (6) Is the maintenance work carried out weekly, fortnightly or monthly?
- (7) The replacement of spare parts, scope of service, limitations and the costs for replacement of equipment.
- (8) In accordance with the legislation, a lift / escalator should be thoroughly tested by a registered lift / escalator engineer at intervals not exceeding 12 months. Does the contract state that the contractor will provide this service and if additional fee is required?
- (9) Does the contract include a commitment that in the event of passengers being trapped in or breakdown of the lift, the contractor will deploy staff to offer help within a specified period of time (e.g. within 60 minutes for lift breakdown and 30 minutes if there is trapping of passengers) and what is the consequence if the contractor fails to achieve this target?
- (10) Is the contractor responsible for cleaning of the lift car, machine room and lift pit as well as attending to the flooding problem in the lift pit?
- (11) What is the arrangement for works relating to the building and the lifts such as repairing the lighting and ventilation system of the lift well?



- (12) Who is responsible for the maintenance of the decoration of the lift car, lift door and landing doors?
- (13) Who is responsible for the maintenance of the closed circuit television and intercom of the lift?
- (14) Whether the provision of public liability insurance in the contract is acceptable?

2.8 Measures to be Taken when Changing Maintenance Contractors

The following measures should be taken and points noted by the owners when changing maintenance contractors for the lifts / escalators:

- (1) In preparing the tender document of the maintenance contract, the following clauses should be included:
 - The tenderer shall separately submit a list of defects rectification work that they consider to be necessary for the existing lifts / escalators. However, normal wear and tear or excessive tolerances that need adjustment shall be excluded in the list.
 - The tendered monthly fees shall be deemed to include the rectification work as stated above and the successful tenderer shall undertake to rectify those defects at no extra cost to the Employer. The successful tenderer shall be responsible for the safe and smooth running of the lifts / escalators and no claims will be entertained for any defects rectification or adjustment work required, etc. arising from taking-over the maintenance of the lifts / escalators.
- (2) Based on the defects list submitted by the successful tenderer, the OC / PMA should instruct the out-going maintenance contractor to rectify the defects in accordance with the terms of the original maintenance contract. Depending on the outcome, the OC / PMA should then conclude with the successful tenderer the terms of the new contract and contract price.
- (3) The contractor taking over the maintenance work of a lift / escalator should conduct a thorough examination of the lifts / escalators and submit test reports to EMSD within 14 days. On finding of any irregularities, they should be rectified immediately to ensure safety. In case the contractor is unable to rectify the irregularities, which will affect the safe operation of the lift / escalator, he must report to EMSD immediately.



- (4) The lift / escalator contractor whose contract is terminated is not allowed to hinder access to the control system of the lift / escalator by removing or adding any devices or circuits, setting password, modifying the programme, etc. which will affect the functioning and maintenance of the lift / escalator. The OC / PMA can report any such malpractice to EMSD.

2.9 Performance Target on Maintenance Service

In assessing the performance of the maintenance contractor, the average breakdown rate of the lifts under maintenance for each month should be targeted at not exceeding 0.25. (Average breakdown rate = total number of breakdowns within the month / total number of lifts)

In general, the following should be considered as lift breakdowns:

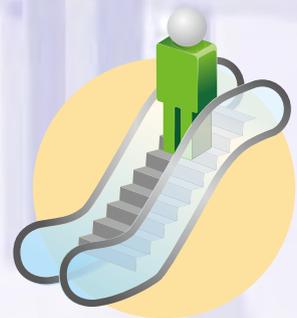
- (1) lift does not move (with or without trapped passengers) but excepting tampering of lift door / landing door that can be easily removed)
- (2) push buttons inside lift / at landing mal-function
- (3) car doors / landing doors mal-function
- (4) stopping position of lift does not level with the landing (say the difference between the lift car floor and the landing floor is more than 25 mm)
- (5) black out inside lift
- (6) serious water damage to the lift
- (7) the lift is deemed to be not suitable for use
- (8) lift accident

In case of breakdowns of the lifts / escalators, the PMA should lock off the lift / escalator concerned from use and call the contractor to attend and carry out repair work immediately to ensure safety.

2.10 PMA Should Assist the Contractor to Ensure Safety of Lifts / Escalators

The PMA should assist the registered lift / escalator contractor in ensuring that the lifts / escalators meet the safety standards:

- (1) Provide a good working environment and facilities to enable the contractor to carry out maintenance work properly in order to ensure the safe operation of the lifts /escalators.



- (2) Liaise with the contractor and arrange the shutdown of the lifts / escalators for routine services.
- (3) Liaise with the contractor and upkeep the tidiness, cleanliness and hygiene of the lift machine rooms, lift wells and lift pits.
- (4) The doors of the lift machine rooms should be locked. Do not put sundries inside lift machine rooms or at the access to the machine rooms. The louvers and window guards of the machine rooms should be kept in good condition. The machine rooms should be well ventilated with adequate lighting.
- (5) Damage to the building affecting the operation of the lifts, such as water leakage or concrete spalling in surrounding area, should be repaired immediately. Avoid any water splashing or flowing into the lift machine rooms or lift wells.
- (6) The lift cars should be kept clean and hygienic. Use dry cleaning utensils and non-erosive detergents for daily cleaning purposes. The lift cars should be kept dry. The lift car and door sills should be kept clean.
- (7) In case of any abnormal operation or damage to the lifts, the contractor should be notified.

2.11 Benefits of Renovating Aged Lifts

The maintenance quality, utilization rate, usages and operational environment will affect the condition of the lift equipment. In general, for a lift used for more than 20 years, some of its major accessories will suffer from wear and tear due to prolonged use resulting in degradation of efficacy. Major overhaul or renovation is therefore needed.

The benefits of renovating aged lifts are as follows:

- (1) enhancing the safety of lifts
- (2) enhancing the reliability and availability of lift services
- (3) improving the appearance of lifts
- (4) enhancing the comfort in using lifts
- (5) saving energy
- (6) improving the performance of lifts (e.g. speed or capacity)
- (7) prolonging the life of lifts
- (8) saving money (including cost in replacement of aged equipment and the electricity bill)



In case the lift is to be completely replaced, depending on the need, opportunity can also be taken to explore the possibility to provide additional door openings to the floors which are not served by any lift previously. If partial replacement is planned, major equipment of the lift including the driving machine and the controller should be replaced by parts from the original manufacturer to ensure that quality can be maintained.

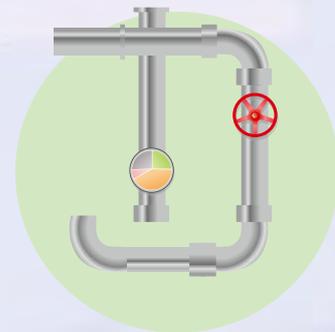
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Gas Installations

3.1 Relevant Legislation

Gas installations within the estate and buildings shall comply with requirements stipulated in the following legislation:

- Gas Safety Ordinance
- Gas Safety (Gas Supply) Regulations
- Gas Safety (Installation and Use) Regulations
- Gas Safety (Registration of Gas Installers and Gas Contractors) Regulations
- Gas Safety (Miscellaneous) Regulations



3.2 Statutory Requirements on Gas Safety

- (1) The owner of gas installations (including service risers, installation pipes, gas meters, control valves, service valves, etc.), who may be the private property owner, Owners' Corporation, property management company, tenant, resident or gas supply company, has the duty to keep the installation in good and safe conditions.
- (2) The owner of gas installations is responsible for arranging regular inspection and maintenance of the installation by registered gas contractors to ensure that they are safe for use and proper maintenance should be carried out with reference to the findings of the inspection.
- (3) Any unattended damage or undue alteration, such as leaving gas pipes corroded or covering gas pipes by additional structures, may cause accidents which result in personal injury or damages to assets. This is in contravention of the Gas Safety Ordinance and the offender can be prosecuted.

3.3 Regular Inspections and Maintenance of Service Risers and Installation Pipes

- (1) A service riser is the vertical sections of a service pipe used to supply gas to a building, including any horizontal sections of the service pipe between such vertical sections and the individual gas meters. An installation pipe is the section of pipe after the individual gas meter that supplies gas to a particular consumer, including any gas fitting used in connection with the pipe except the service riser and the pipes inside the gas appliances. The ownership of the service riser depends on whether that section of pipe is a common facility or just serves a particular owner, while an installation pipe belongs to individual owner or tenant who paid to install it.
- (2) The OC is responsible to arrange regular inspection and maintenance of the common service risers by registered gas contractors to protect the occupants and the public against any hazard. Such inspection and service should be carried out at least once every 18 months. The OC should keep the records of inspection and maintenance for a period of not less than two years. If gas pipes became unsafe for use due to lack of maintenance, the gas supply company may suspend gas supply to the building concerned for safety reasons. Maintenance responsibility of service risers and installation pipes owned by individual owner rests with that particular owner who should ensure that the pipes are in good conditions and safe.

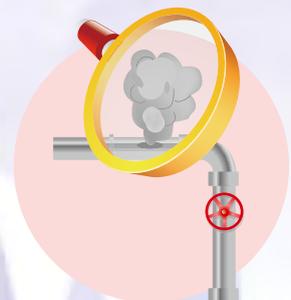
3.4 Registered Gas Contractors

- (1) Under the Ordinance, only registered gas installers employed by registered gas contractors can carry out gas installation work which includes the fabrication, connection, disconnection, testing, commissioning, decommissioning, maintenance, repair, or replacement of gas pipework, appliances and fitting.
- (2) Information of the registered gas contractors can be obtained from the website of EMSD.

3.5 Preventing Ingress of Gas Leaked into a Building

Inflammable or toxic gas leaking from some source may leak into a building through the gaps or openings of lead-in pipes at external walls, ground slabs or partition walls of the building and causes danger, including the risk of explosion of accumulated inflammable gas.

As a safety measure, it is recommended to properly seal off all openings and gaps underground; including cable ducts, openings of cable ducts or water pipes and the surrounding gaps, spare or abandoned water pipes, cable ducts and openings.



4.

Fire Service Installations

4.1 Relevant Legislation

Fire service installations (FSI) within the estate and buildings shall comply with the following legislation:

- Fire Services Ordinance
- Fire Service (Installations and Equipment) Regulations
- Fire Services (Fire Hazard Abatement) Regulation

4.2 Statutory Requirements of Maintenance Responsibility

Common fire service installations in a building include fire hydrant / hose reel system, street fire hydrants, automatic sprinkler system, audio / visual advisory system, manual fire alarm system, fire detection system, fire control centre, emergency generator, emergency lighting, exit sign, and portable fire extinguishers. These installations and equipment are for preventing spread of fire, detecting and giving alarms in case of fire and extinguishing fire.

According to the Ordinance, owners of the fire service installations should

- (1) keep such fire service installations or equipment in efficient working order at all times, when the fire service installation is found not working properly or damaged, immediate repair should be carried out by a registered FSI contractor;
- (2) have such fire service installations or equipment inspected by a registered FSI contractor at least once in every 12 months; and
- (3) display the copy of the maintenance certificate issued by the registered FSI contractor in a prominent area of the building.



In addition, extra maintenance works are also required for the following system / equipment:

(1) Audio / visual advisory system

A weekly visual and audio check of all signals should be carried out. The system should also be checked in any fire drill.

(2) Emergency generator

Where emergency generators are installed, all units should be run once per month under load conditions for a period of not less than 30 minutes. During this running period all operating conditions should be checked. Following this running period functional tests should be carried out on all automatic and manual starting devices and safety controls. Fuel tanks shall be refilled to full after testing.

(3) Emergency lighting

Once every month a discharge test, for 1 minute at the 10-hour discharge rate, should be carried out on the battery of the emergency lighting, and the results should be entered in a register. Voltage and hydrometer tests should be carried out weekly and recorded in a register.

(4) Fire detection system

The direct line connection should be tested once every 2 weeks.

(5) Fire control centre

Routine check of the provisions such as power supply, lighting and tidiness inside the control centre should be carried out.

(6) Portable fire extinguishers

The tests for portable fire extinguishers shall be carried out periodically in accordance with the appropriate standard and the manufacturer's recommendations. Pressure test is required for every 5 years intervals.



(7) Supply water tanks

The supply water tanks should be maintained in full storage capacity at all times and be checked for leakage periodically.

4.3 Maintenance Plan

In addition to the routine repair and servicing, and compliance with the statutory requirements, it is recommended to conduct the inspection and testing by a registered FSI contractor for every 6 months for the following fire services installations to enhance the reliability:

- (1) fire hydrant / hose reel system
- (2) street fire hydrant
- (3) fire detection system
- (4) fire alarm system
- (5) automatic sprinkler system



4.4 Registered Fire Service Installation Contractors

Under the Ordinance, no person other than a registered FSI contractor shall maintain, inspect or repair any fire service installation or equipment which is installed in any premises. There are three classes of registered fire service installation contractors. The lists of the registered FSI contractors in Classes 1, 2 & 3 are available at the website of Fire Services Department (FSD).

4.5 Fire Precautions

To ensure a safe living environment, the following should also be complied with:

- (1) Regularly inspect the fire service installations and equipment. Arrange repairs immediately if they are broken, damaged or missing.
- (2) All means of escape shall be free from obstruction at all times. No metal gate or roller shutter shall be installed across any means of escape.
- (3) Ensure the exit doors at ground and roof can be opened readily and conveniently from inside without the use of a key.
- (4) Keep roofs clear of all obstructions; they may serve as a temporary refuge area in case of fire.
- (5) Self-closing smoke doors must be kept in good working condition and properly closed at all times.
- (6) Keep the staircase free of obstructions. Do not store sundries or inflammables.

- (7) Do not allow the fire service installations or equipment being obstructed from operating normally or use.
- (8) Guard against misuse of the hose reels for other purposes.
- (9) Do not allow unauthorized closure or opening of valves, or disconnecting of power supply of the fire services installations.
- (10) Keep emergency vehicular accesses clear at all times.
- (11) Do not store inflammable materials exceeding the limits permitted by the legislation.
- (12) Conduct fire drills regularly to alert the residents of fire safety and the proper use of fire service installations and equipment.



4.6 Shutdown of Fire Service Installations

When any FSI is defective or required to be shutdown for inspection, maintenance, modification or repair, the following should be followed in order to ensure safety:

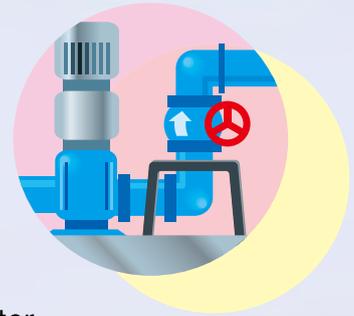
- (1) For shutdown of FSIs expected to last overnight or exceeding 24 hours continuously, prior notification to FSD must be made by the registered FSI contractor using the standard form as required. The residents / occupants should also be notified of the shutdown of the FSIs, the date of commencement and the anticipated date of completion of the maintenance / modification / repair by posting notices at prominent locations.
- (2) Whenever possible, water tanks shall be topped up prior to commencement of repair / maintenance work.
- (3) The disruption to the normal operation of the FSI by repair / maintenance works shall be kept to minimum.
- (4) Shutting down both fire hydrant / hose reel system and automatic sprinkler system simultaneously should be avoided.
- (5) As far as practicable, repair works shall be conducted in phases to ensure the building FSI remain partially functional. Avoid shutting down the whole system for a prolonged period.
- (6) In case the whole or part of the system has to be suspended, stand-by means such as portable fire extinguishers shall be provided at suitable locations.

5.

Water Pumping System

5.1 Maintenance Plan

- (1) Monthly, quarterly, and annual inspection, testing and servicing (adjusting and replacing worn out parts) should be devised and carried out for the mechanical and electrical parts of the upfeed water pump sets and fresh water booster water pump sets including the control panels to ensure safe and reliable operations of the water pumping system.
- (2) Depending on the conditions of the pump sets, fresh and flushing water pumps should be overhauled for inspection, servicing and replacement of worn out parts for every 2-3 years.
- (3) Regularly inspect the operating conditions of the pneumatic storage tanks of the fresh water booster pumps to ensure that the internal diaphragms are in healthy condition so as not to affect the normal supply of fresh water.



5.2 Stainless Steel Flushing Water Pumps

If corrosion problem is serious for the flushing water pumps operating under saline water, causing frequent breakdowns and suspension of flushing water supply, pumps may be considered to be replaced by water pumps made of stainless steel grade 316 in which case shutdown of water pumps for repair or replacement of parts would be reduced.

6.

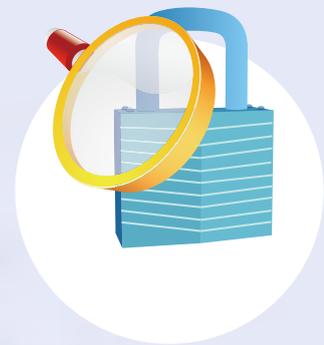
Security System

6.1 Installation and Maintenance of Security System

According to the Security and Guarding Services Ordinance, installing, maintaining or repairing a security device must be carried out by a licensed company.

6.2 Maintenance Plan

- (1) The security system basically consists of the doorphone system and combination door locks, the closed circuit television (CCTV) system providing surveillance inside lift cars, main entrances and exits of the building and strategic areas, and security alarm and door monitoring system.
- (2) Other than daily routine checking to the normal operation and conditions of the system, quarterly routine inspection and servicing work should be carried out to the security system according to the operation manual from the product manufacturers and / or other relevant technical documents.



6.3 Upgrading of CCTV System to Digital CCTV System

The OC may consider replacement of the existing black and white CCTV system and upgrading to digital CCTV system. The new system, with colour cameras and colour LCD monitors, will display colour images and videos at high resolutions and more smoothly, thus facilitating the tower guards to watch the areas under surveillance more easily and effectively. Depending on the need of the estate, additional surveillance cameras can also be added at crime black spots, letter boxes locations, etc. to enlarge the surveillance areas so as to enhance the security protection and prevent crimes.

Furthermore, the new system provided with digital video recorder with hard disk drive can store the records automatically for 14 days which will be more convenient.

7. Communal Aerial Broadcast Distribution (CABD) System and Telecommunication System

7.1 CABD System

(1) Maintenance Plan

Carry out routine inspection, maintenance, repair, adjustment and testing of CABD system at a half-yearly interval. Check the general performance of the whole system including measuring the signal levels at each floor, adjust, touch up and repair if required.

(2) Renovation of the CABD System

Complete replacement of the CABD should be considered when the aging of the system could not warrant satisfactory signal levels to the FM / TV outlets of the users in spite of healthy conditions or replacement of the equipment including the aerials, amplifiers, filters, distribution splitters, etc.

7.2 Right of Access for the Fixed Telecommunication Network Services (FTNS) Operators

- (1) Under the Telecommunications Ordinance, the FTNS operators who have been granted authorization by the Telecommunications Authority are entitled to gain access to the common parts of private buildings to install and maintain in-building telecommunications systems, which include cables and equipment, as necessary for the provision of their services to residents or occupiers of the buildings.
- (2) However the authorization does not give the operators any right to enter upon the buildings for the purpose of marketing and promotional activities. The operators wishing to conduct any such activities should obtain prior permission from the OC / PMA concerned, failing which, the OC / PMA may consider to take appropriate action against the operator for unauthorized entry and / or nuisance caused.

- (3) The operators are required to bear the full costs on installation of their equipment and cabling facilities and, where applicable, the costs of interconnection with the in-building telecommunications system of the building. The operators are also required to pay for the electricity bill for the power supply to their own equipment installed in the building unless the OC / PMA agrees to bear the cost of the electricity.

7.3 Satellite Master Antenna Television (SMATV)

Technically, there will be no problem for the interconnection of SMATV with CABD system in TPS estates. The requirements as stipulated in the Telecommunications Ordinance need to be observed.

In consideration and proposing the installation, the following should be noted by the OC / PMA:

- (1) Installation of the satellite aerial on roof should be considered as a building work under the Buildings Ordinance. The OC / PMA has to appoint an authorized person to prepare the drawings and submit to the Independent Checking Unit (ICU) of Housing Department. Only upon approval and consent by the ICU, work can be carried out by a registered building contractor.
- (2) The installation of the SMATV system should be carried out by an operator who has obtained the Satellite Master Antenna Television Licence.



8.

Noise Control

8.1 Statutory Requirements on Noise Control

Under the Noise Control Ordinance, noise emanating from places other than domestic premises need to comply with the requirements as stipulated in the “Technical Memorandum for the Assessment of Noise from Places other than Domestic Premises, Public Places or Construction Sites” issued by the Environmental Protection Department. For residential buildings, if complaints of noise are due to the operation of lifts or water pumps within the buildings, the acceptable noise level due to structural borne noise as measured in the complainant’s flat should be less than 45 dB(A) between 2300 hours and 0700 hours.



8.2 Abatement of Noise

(1) Lifts

If noise is suspected to be due to the operation of lifts, the lift maintenance contractor should be asked to check if the lift machines inside the lift machine room are operating smoothly with the isolation pads in normal conditions; or the lift cars and associated equipment inside the lift well are operating in normal conditions.

(2) Water Pumps

If noise is suspected to be emanated from the water pump rooms, the following should be carried out and followed up accordingly:

- Check that the water pumps including the motors are operating in normal conditions without excessive noise. Use water pumps running at lower speed (e.g. use 1,500 rpm water pumps instead of 3,000 rpm); or use sound barriers or enclosures to reduce the noise if required.
- Check that inertia blocks and anti-vibration springs of water pump sets are in normal conditions.
- For water pipes, check the flexible connectors, vibration isolators, pressure reducing valves, non-return water valves, etc. are in normal conditions.
- Check that if excessive noise is due to the violent inlet of water to the water storage tank.
- Check that ball float valve of the water storage tank is in normal condition.
- If water hammering occurs, install water hammer arresters.

9.

Energy Saving

9.1 Importance of Energy Saving

Energy saving not only reduces the electricity bill and reduces our resource consumption; it will be beneficial to the environment by reducing the emissions of greenhouse gases and air pollutant.



9.2 Electrical Installation

(1) Motor Sizing

Every motor having an output power of 5 kW or greater should be sized by not more than 125% of the anticipated system load unless the load characteristic requires specially high starting torque or frequent starting. If a standard rated motor is not available within the desired size range, the next larger standard size may be used.

(2) Use of Variable Speed Drives

A variable speed drive should be employed for motor in a variable flow application. Any motor control centre with variable speed drive should also be equipped, if necessary, with appropriate power factor correction or harmonic reduction devices to improve the power factor to a minimum of 0.85.

9.3 Lighting Installation

(1) Reduce Number of Lamps

Cut down number of lamps / luminaires in area over-lit by artificial lighting and in perimeter area sufficiently lit by natural daylight (by removing the lamps / luminaires or by re-arranging the switching circuit).

In order to fully utilize the sunlight, lighting in exposed corridor of estates can be modified such that part of the corridor lighting can be switched off in day time.

(2) Replace lamps with lower wattage

If the lux level was over-designed and can be reduced, replace lamps / luminaires with lower wattage.

(3) Replace lamps or fittings with more energy efficient ones

- Replace tungsten lamps with compact fluorescent lamps affixed with Energy Labels or fluorescent lamps (about 70% saving)
- Replace fat tubes (T10 or T12 tubes of 38mm in diameter) with thin tubes (T8 tubes of 26mm in diameter) for fluorescent lamps (10% saving)
- Replace T8 fluorescent lighting with T5 fluorescent lighting (tubes of 16mm in diameter) (30% saving)



- Replace conventional electromagnetic ballasts of fluorescent lamps with electronic ballasts (20 - 40% saving)
- For external areas, replace 125W mercury vapour (MBF) lamps with 70W high pressure sodium vapour (SON) lamps (40% saving)
- Replace high intensity discharge (HID) high-bay lighting with high-output T5 fluorescent lighting (about 40% saving).
- With advancement in technological development, application of light-emitting diode (LED) lighting can be considered where appropriate.

(4) Reduce duration of switching on lamps

- Energy can be saved by reducing the duration of switching on lamps. For lightings which need to be switched on during night time, timers should be installed to switch on and switch off the lighting automatically. In order to fully utilize the sunlight, for external lighting, the timers can be set according to the following schedule to save energy:

Month	"On" Time
Jan – Feb	18:15 – 07:00
Mar – Apr	18:45 – 06:15
May – Jun	19:00 – 05:45
Jul – Aug	19:00 – 06:00
Sep – Oct	18:15 – 06:15
Nov – Dec	17:45 – 06:45

- Furthermore, energy can be further saved if the timer setting for each month can be fine tuned with reference to the averaged times of daily sunrise, and sunset of each month obtained from Hong Kong Observatory Almanac for that year. In order to fully utilize the sunlight, photocell control for lightings may also be installed.

9.4 Lifts

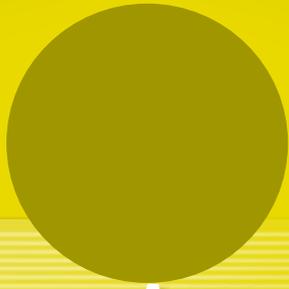
Some lift equipment can be shut down when the lift is being idled during off peak hours, while keeping the demand during off peak to be handled by the remaining equipment (e.g. shut down one of the lift in a lift bank).



Conclusion

The Guidelines aim at providing brief practical guidelines to help owners of TPS estates, OCs and PMAs to properly handle management and maintenance issues. HA, being the landlord of unsold flats in the estates, is glad to see that property management and maintenance services can be maintained at high quality and efficiency, and hopes that more owners can actively participate in estate matters, so as to establish and maintain a harmonious community.





Appendices

APPENDICES





Appendices

1. Tenants Purchase Scheme Estates
2. Common Parts of a Building
3. Major Maintenance Works
4. Undertakings on Declaration of Interest by Members of Tender Opening Teams / Tender Boards / Selection Boards (Sample)
5. Declaration Form by Contractor on Compliance with Ethical Commitments Requirements (Sample)
6. Guide to Registration of Property Management Services Providers
7. Survey Form (Sample)
8. Schedule of Cleansing Service (Sample)
9. Guide to Registration of Cleansing Service Contractors
10. Leaflet – Statutory Rights of Non-skilled Workers and Complaint Channels
11. Marking Scheme for Estate Management Enforcement – Tenants Purchase Scheme Estates
12. Influenza Prevention in Public Housing Estates
13. Guide to Registration of Security Service Contractors
14. Special Conditions of Security Services Contract for Public Housing Estates (Extract)
15. Choice of Horticultural Plant
16. Checklist for Dangerous Trees and Tree Management in Typhoon Season
17. Notice for CCTV Installation
18. Notes on the Use of Bicycle Parking Stands

Tenants Purchase Scheme Estates

Phase	Estate	Date of Incorporation*
1	Cheung On	9.1.1999
	Fung Tak	20.1.1999
	Heng On	16.5.2000
	Kin Sang	14.9.1998
	Wah Kwai	26.10.1998
	Wan Tau Tong	24.10.1998
2	Chuk Yuen North	28.2.2000
	Tak Tin	20.4.2000
	Tin King	28.3.2000
	Tsui Wan	21.2.2000
	Wah Ming	25.5.2000
	Yiu On	10.4.2000
3	Choi Ha	19.1.2001
	Fu Heng	1.2.2001
	Fung Wah	12.2.2001
	Hin Keng	9.2.2001
	Tai Wo	16.2.2001
	Tin Ping	11.1.2001
4	Hing Tin	6.3.2002
	King Lam	22.4.2002
	Kwong Yuen	1.3.2002
	Leung King	14.3.2002
	Tsing Yi	11.4.2002
	Wong Tai Sin Lower I	8.3.2002
5	Kwai Hing	7.2.2003
	Lei Cheng Uk	20.1.2003
	Pok Hong	9.1.2003
	Tai Ping	11.2.2003
	Tsui Ping North	5.2.2003
	Tung Tau II	28.1.2003
6A	Cheung Wah	14.6.2005
	Lei Tung	6.1.2006
	Po Lam	26.9.2005
	Shan King	12.9.2005
6B	Cheung Fat	22.12.2006
	Fu Shin	1.11.2006
	Long Ping	27.3.2007
	Nam Cheong	11.8.2006
	Tsui Lam	27.2.2007

* The date of incorporation is the date of issue of the certificate of registration by the Land Registry.

Building Management Ordinance

Common Parts

Schedule 1

1. External walls and load bearing walls, foundations, columns, beams and other structural supports.
2. Walls enclosing passageways, corridors and staircases.
3. The roofs, chimneys, gables, gutters, lightning conductors, satellite dishes and ancillary equipment, aerials and aerial cables.
4. Parapet walls, fences and boundary walls.
5. Vents serving 2 or more flats.
6. Water tanks, reservoirs, pumps, wells, sewers, sewage treatment plants, drains, soil pipes, waste pipes, channels, water-courses, gutters, ducts, downpipes, cables, conduits, refuse chutes, hoppers and refuse container chambers.
7. Cellars, toilets, water closets, wash houses, bathhouses, kitchens and caretakers' flats.
8. Passageways, corridors, staircases, landings, light wells, staircase window frames and glazing, hatchways, roofways and outlets to the roofs and doors and gates giving access thereto.
9. Lifts, escalators, lift shafts and machinery and apparatus used in connection therewith and the housing thereof.
10. Lighting apparatus, air conditioning apparatus, central heating apparatus, fire fighting equipment and installations intended for the use and benefit of all of the owners generally and any room or chamber in which such apparatus, equipment or installation is fitted or installed.
11. Fixtures situated in a flat which are used in connection with the enjoyment of any other flat or other portion of the building.
12. Lawns, gardens and playgrounds and any other recreational areas.
13. Swimming pools, tennis courts, basketball courts, squash courts and premises containing or housing any other sporting or recreational facilities.
14. Clubhouses, gymnasiums, sauna rooms and premises containing health or leisure facilities.
15. Slopes, gradients and retaining walls including sea walls (if any) comprising or forming part of any land which is in common ownership with the building.

Major Maintenance Works

The Maintenance Fund will be used in respect of major maintenance works (as opposed to the routine servicing, repair and improvement works) as the Manager may deem necessary to the Common Areas and Facilities (including the external walls, roofs and upper roofs of the buildings other than the external walls, roofs and upper roofs exclusively owned by an Owner or Owners and common fittings (including service pipes and drainage) whether passing through an Owner's Unit or otherwise) as listed below -

- (1) Re-decoration of 'Common Areas and Facilities' or any part thereof
- (2) Repair to and replacement of roofing
- (3) Re-plumbing of 'Common Areas and Facilities' or any part thereof
- (4) Structural repairs after the expiry of the 7-year structural guarantee offered by the Authority
- (5) Repair to and replacement of underground drainage
- (6) Repair to and replacement of doors, windows, railing, floor tiles and wall tiles in or of the 'Common Areas and Facilities' or any part thereof
- (7) Repair to and replacement of play equipment and safety mats
- (8) Repair to and replacement of gas pipes
- (9) Repair to and replacement of water pipes inside domestic 'Units'
- (10) Repair to and replacement of external mosaic tiles
- (11) Repair to and replacement of pipes in pipe-ducts
- (12) Repair to and replacement of external paving
- (13) Repair to and replacement of fencing, recreational and landscaping features
- (14) Repair to and replacement of covered walkway
- (15) Repair to and reconstruction of the 'Estate Roads' including road surface and road furniture
- (16) Annual engineering inspection of slopes and retaining walls (if any) undertaken by geotechnical consultant and repair to slopes and retaining walls (if any)
- (17) Rewiring and reinforcement of electrical installation

- (18) Repair to and replacement of fire services installation
- (19) Repair to and replacement of security system
- (20) Repair to and replacement of water pumps
- (21) Repair to and replacement of lift
- (22) Repair to and replacement of lighting installation
- (23) Repair to and replacement of communal aerial broadcast distribution system
- (24) Any other major maintenance works that are required to maintain the 'Estate' in a good and serviceable condition as agreed by the 'Manager'

The Owners' Corporation of _____ Estate

To: All Members of the Management Committee

Guidelines on the Acceptance of Advantages by Members of the Management Committee of the Owners' Corporation

This notice aims at explaining the guidelines of the Owners' Corporation on the acceptance of advantages by members of the Management Committee of the Owners' Corporation. This is to prevent anyone from violating the Prevention of Bribery Ordinance (PBO) due to misunderstanding. As regards the guidelines on the acceptance of advantages by staff of the Owners' Corporation, e.g. caretakers / cleansing workers, they are covered in another notice.

Under Section 9 of the PBO, it is an offence for an agent to solicit or accept, in relation to his principal's business, any advantage without the principal's permission. The term 'advantage' is defined in Section 2 of the PBO. It includes gift, loan, reward, commission, office, contract, discount and favour, etc.

The agent referred to in this Ordinance includes any member of the Management Committee. The principal means the Owners' Corporation.

Soliciting Advantages

According to these guidelines, no member of the Management Committee of the Owners' Corporation is allowed to solicit any advantage from any owner/occupant or person having business dealings with the Owners' Corporation.

Accepting Advantages

No member of the Management Committee shall accept from anyone any advantage offered in relation to his official duties.

Entertainment

In order not to influence his performance, a member of the Management Committee should refuse frequent or lavish entertainment.

Conflict of Interest

To be fair to all, a member of the Management Committee and their immediate family members should disclose in writing to the Management Committee any direct or indirect financial or personal interest which he or his family members may have in any company which has business dealings with the Owners' Corporation.

Properties of the Owners' Corporation

Appropriation of properties of the Owners' Corporation for personal use or for profit-making purposes is strictly prohibited.

Official Records and Accounts

Falsifying of documents and furnishing of false accounting records are strictly prohibited, and reports will be made to the authorities concerned.

Breach of Guidelines

Anyone breaching these guidelines may also violate the PBO or other laws concerned.

Chairman
Management Committee of the Owners' Corporation

The Owners' Corporation of _____ Estate

Undertakings by Members of Tender Opening Teams / Tender Boards / Selection Boards

1. I undertake to hold in strict confidence all tender information that I have access to through my position as a member of the above Tender Opening Team/Tender Board/ Selection Board. Tender information includes details of tenders received and any other sensitive, restricted or confidential information relating to a tender.
2. I undertake not to make any unauthorized disclosure or take advantage of any tender information referred to in paragraph 1 above whether or not for personal gain.
3. I undertake to declare any actual or perceived conflict of interest with my official duty as a member of the Tender Opening Team/Tender Board/ Selection Board immediately when I become aware of any such conflict.
4. I undertake to take steps to avoid any conflict of interest with any prospective tenderer or tenderer by not putting myself in a position of obligation towards any of them; for example, by not accepting any favour or lavish or excessive entertainment, and not over-socializing with any of them.
5. I understand that I may be subject to legal action should I fail to observe any of my above undertakings.

Signature: _____

Name: _____

Post: *Chairman / Secretary / Treasurer / Member / Consultant
Management Committee of the Owners 'Corporation

Date: _____

To: *Secretary / Chairman of the Management Committee

Declaration of Interest

I have read and understood thoroughly the 'Guidelines on the Acceptance of Advantages by Members of the Management Committee of the Owners' Corporation' overleaf.

I understand that if I or my immediate family members have any direct or indirect interest in any company which has business dealings with the Owners' Corporation, I shall make a declaration to the Management Committee. I hereby declare as follows:

Name: _____

Signature: _____

Date: _____

* Please delete as appropriate

Record of Resolution of the Management Committee

With respect to the above declaration, the Management Committee passed the following resolution:

Signature: _____

Secretary

Signature: _____

Chairman

Date of Meeting: _____

Declaration of Interest

Date of *Management Committee / Tender Selection Meeting: _____

Discussion item: *Works / Contract / Procurement / Others (please specify) _____

Members of the Management Committee understand that if they or their family members have any direct or indirect financial or personal interests, they shall make a declaration and withdraw from the discussion and resolution.

In accordance with the above requirement, the members of the Management Committee declare as follows:

		Conflict of Interest	
		(Please put a ✓ in the box as appropriate)	
		Yes	No
	Name & Signature of Member	<input type="checkbox"/>	<input type="checkbox"/>
	Name & Signature of Member	<input type="checkbox"/>	<input type="checkbox"/>
	Name & Signature of Member	<input type="checkbox"/>	<input type="checkbox"/>
	Name & Signature of Member	<input type="checkbox"/>	<input type="checkbox"/>
	Name & Signature of Member	<input type="checkbox"/>	<input type="checkbox"/>

* Please delete as appropriate

Sample Declaration Form by Contractor on their compliance with the ethical commitments requirements

To: Contract Manager

Contract No.:

Contract Title:

In accordance with the Conditions of Contract, we confirm that we have complied with the following provisions and shall ensure that our employees, sub-contractors and agents are aware of the following provisions:

- (a) Prohibiting our employees, agents and sub-contractors who are involved in this Contract from offering, soliciting or accepting any advantage as defined in section 2 of the Prevention of Bribery Ordinance, Cap 201 when conducting business in connection with this Contract;
- (b) Requiring our employees, agents and sub-contractors who are involved in this Contract to declare in writing to us any conflict or potential conflict between their personal / financial interests and their duties in connection with this Contract. In the event that a conflict or potential conflict is disclosed, we will take such reasonable measures as are necessary to mitigate as far as possible or remove the conflict or potential conflict so disclosed;
- (c) Prohibiting our employees who are involved in this Contract from engaging in any work or employment other than in the performance of this Contract, with or without remuneration, which could create or potentially give rise to a conflict between their personal / financial interests and their duties in connection with this Contract and requiring our sub-contractors to do the same; and
- (d) Taking all measures as necessary to protect any confidential / privileged information or data entrusted to us by or on behalf of the Employer from being divulged to a third party other than those allowed in this Contract.

(Name of the Contractor) _____

(Name of Signatory) _____

(Position of the Signatory) _____

Guide to Registration of Property Management Services Providers

(1) Group Tender Limits

Group PS1	Eligible to tender for PS1 contracts for managing a portfolio of not more than 4,000 domestic units.
Group PS2	Eligible to tender for PS1 and PS2 contracts for managing a portfolio of any size.

(2) Scopes of Work

PS1 Contract	Provision of all property management services, inclusive of tenancy management, community services, environmental control, security services, cleansing services, landscaping and horticulture maintenance, minor maintenance and repair works, and other related services.
PS2 Contract	Provision of all property management services under PS1 contract; and provision of project management services for maintenance, repair and improvement works not covered by the prescribed scope of minor maintenance and repair works for the properties under the Contract.

(3) Minimum Experience Required *

Group PS1	At least 3 years' experience in property management; and satisfactory management of a portfolio of 2,000 residential / non-domestic units in aggregate or more in Hong Kong with at least one residential estate having not less than 500 units and non-domestic premises of not less than 2,000m ² . The number of non-domestic units will be calculated based on a notional size of 40m ² gross floor area per unit.
Group PS2	<p>(a) Relevant experience both in property management and in coordinating and managing maintenance or improvement works in respect of large-scale residential estates as set out below.</p> <p>(b) Minimum Experience in property management:</p> <p>(i) At least 3 years' experience in property management; and</p> <p>(ii) Satisfactory management of a property portfolio in Hong Kong of not less than 4,500 residential / non-domestic units in aggregate with at least one residential estate having not less than 500 units and non-domestic premises of not less than 2,000m². The number of non-domestic units will be calculated based on a notional size of 40m² gross floor area per unit.</p>

* They should have satisfactory proven work records over the past three years, and have been managing the portfolio of the required size at least for the past one year.

- (c) Minimum Experience in Maintenance Management:
- (i) At least 3 years' experience in coordinating and managing maintenance and improvement works.
 - (ii) Satisfactory management of a property maintenance portfolio of not less than HK\$25M expenditure in aggregate in the past 3 years, either directly supervising contractors or engaging maintenance services consultants to carry out maintenance and improvement works to building elements and building services installations, such as spalling concrete repair, redecoration, replumbing, electrical rewiring and reinforcement, lift modernization, and fire services improvement, etc.

(4) Capital Requirements

Group	Working Capital Required	Employed Capital Required
PS1	Sum of 2 months value of PS2 or similar contracts / tenders with works content and 1 month value of other contracts / tenders	\$0.5M or 20% of Total Assets, whichever is higher
PS2		\$2M or 20% of Total Assets, whichever is higher

* Contract / Tender value may include HA, Government and private sector contracts and any tender(s) under consideration.

(5) Minimum Number, Qualification and Experience of Full Time Staff

Qualifications and Experience	Minimum No.	
	PS1	PS2
Managerial Staff		
1. Practicing member of the Hong Kong Institute of Housing / the Hong Kong Institute of Surveyors / Registered Professional Housing Manager / Registered Professional Surveyor or equivalent, with not less than 5 years' full time post-qualification working experience in property management in Hong Kong.	2	2
2. Practicing member of the Hong Kong Institute of Architects / the Hong Kong Institution of Engineers / the Hong Kong Institute of Surveyors / Registered Architect / Registered Professional Engineer / Registered Professional Surveyor or equivalent qualification such as Chartered Engineer / Chartered Surveyor, etc., with not less than 5 years' full time post-qualification working experience in property maintenance in Hong Kong.	0	1

Supervisory Personnel

- | | | |
|--|---|---|
| 1. Personnel with a pass in 2 subjects at Advanced Level in the Hong Kong Advanced Level Examination and Grade C or above in 3 other subjects in the Hong Kong Certificate of Education Examination including English Language (Syllabus B) and Chinese Language, or equivalent or above qualifications and minimum 3 years' full-time working experience in property management in Hong Kong. | 4 | 4 |
| 2. Personnel with construction or related certificate or above qualifications and minimum 3 years' full time working experience in property maintenance in Hong Kong. | 1 | 2 |

Estate Name: _____

Property Management Company: _____

_____ Quarter of 20_____ (_____ Month to _____ Month)

Please answer the following questions on estate management service by circling your choice.

1. Quality and Service Attitude of Management Staff

	Excellent	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Poor	No idea / Inapplicable
a. Appearance and politeness	6	5	4	3	2	1	u
b. Work attitude	6	5	4	3	2	1	u
c. Efficiency	6	5	4	3	2	1	u
d. Professional knowledge	6	5	4	3	2	1	u
e. Handling complaints / inquiries	6	5	4	3	2	1	u

2. Cleansing Service

	Excellent	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Poor	No idea / Inapplicable
a. Remove refuse and debris	6	5	4	3	2	1	u
b. Lobby and lift	6	5	4	3	2	1	u
c. Corridor and staircases	6	5	4	3	2	1	u
d. Gardens and Recreational grounds	6	5	4	3	2	1	u
e. Other common areas	6	5	4	3	2	1	u

3. Repair and Maintenance Service

	Excellent	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Poor	No idea / Inapplicable
a. Escalator	6	5	4	3	2	1	u
b. Fresh water supply	6	5	4	3	2	1	u
c. Flushing water supply	6	5	4	3	2	1	u
d. Electricity supply	6	5	4	3	2	1	u
e. Intercom / public antenna / CCTV	6	5	4	3	2	1	u
f. Recreational facilities	6	5	4	3	2	1	u
g. Fire Service Installation	6	5	4	3	2	1	u
h. Horticulture	6	5	4	3	2	1	u

4. Security Service

	Excellent	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Poor	No idea / Inapplicable
a. Appearance and politeness of security personnel	6	5	4	3	2	1	u
b. Sense of responsibility of security personnel	6	5	4	3	2	1	u
c. Awareness and responsiveness of security personnel	6	5	4	3	2	1	u
d. Frequency of patrol in estate common area	6	5	4	3	2	1	u

5. Others

	Excellent	Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Poor	No idea / Inapplicable
a. Content and timing of notices	6	5	4	3	2	1	u
b. Arrangement for recreational activities	6	5	4	3	2	1	u
c. Festive decorations	6	5	4	3	2	1	u

6. Other suggestions:

Name of Resident: _____

Address: Flat _____, _____ House, _____ Estate

For Office Use Only

Total points: $\frac{\text{Score}}{150^*} \times 100\% = \underline{\hspace{2cm}}$

* Adjustment may be required by using the formula $150 - N \times 6$ where N represents the number of times that the option 'No idea / inapplicable' is circled by the owner.

Schedule of Cleansing Service

Common areas of residential buildings and open spaces

(1) Routine Duties

- (A) Sweep all common areas and remove refuse / waste (three times daily).
- (B) Empty and clean litter bins / ashtrays (once a day).
- (C) Clean litter bins on each floor (once a day).
- (D) Collect and empty refuse bins of all tenants (once daily).
- (E) Carry away refuse / waste from common areas to refuse / waste collection points (twice daily).
- (F) Erase all stains (if necessary).
- (G) Sweep lift cars, wipe button panels with disinfectant (three times daily), and clean internal wall and door of lift cars (once a day).
- (H) Sweep and clear refuse on canopies (once daily).
- (I) Sweep and clean all roofs and roof gardens, and remove sludge from drainage openings (twice daily).
- (J) Remove refuse, silt and sediment from open channel and manholes (once a day).
- (K) Remove stagnant water and rubbish at rooftop (if necessary).
- (L) Remove refuse from lawn, gardens and slopes (once daily).
- (M) Clear refuse from water features, ponds (once a day).

(2) Weekly Duties

- (A) Scour all litter bins / ashtrays.
- (B) Mop and polish lift cars with non-corrosive cleaners, and apply a layer of wax on stainless steel fittings / internal surfaces.
- (C) Wash and clean all recreational grounds and play equipment.

(3) Monthly Duties

- (A) Wipe and polish hollow brick grill, walls, ceilings, and wipe all fittings and fixtures at corridors, stairways and lobbies.
- (B) Wipe door and windows of service rooms.
- (C) Clean up the lift shaft under the supervision of lift maintenance staff, the lifts have to be elevated to a safe location, switch off with lift door open during the cleaning process.
- (D) Wipe the surface of light bulbs / florescent tubes.
- (E) Scrub lift lobbies, corridors, staircases, landings and dado sets.
- (F) Clean and sterilize all drains and ditches.
- (G) Wash and clean signs, notice boards.
- (H) Remove chewing gum from common areas.

Clean security gate / door (domestic blocks) and security installations

- (A) Clean all the security entrance gate / door (once a day).
- (B) Polish security gates / doors with non-corrosive cleanser, and apply a layer of wax on all stainless steel fittings / transoms (once a week).
- (C) Clean all the security installations inside the building (once a day).
- (D) Clean all fittings and monitoring equipment at security guard counters (once a day).
- (E) Wipe clean mailboxes with appropriate disinfectant or cleanser (once a day).

Refuse rooms / Refuse collection chambers

- (A) Clean and wash all the refuse rooms / refuse collection chambers (once a day).
- (B) Clean large litter bins (once a day).
- (C) Clean and wash refuse chutes (if necessary).
- (D) Grease castors of litter bins (once a month).
- (E) Lock up refuse rooms after collection of refuse and cleansing.
- (F) Replace damaged door locks at all refuse rooms / refuse collection chambers.
- (G) Apply disinfectant in all refuse rooms / refuse collection chambers (once a week).

Refuse / Waste collection points (Daily routine)

- (A) Cover litter bins properly before collection of refuse / waste by refuse collection vehicles.
- (B) Assist to empty refuse into refuse collection vehicles of the Food and Environmental Hygiene Department or its contractors.
- (C) Clean and wash refuse / waste collection points and ramps after collection of refuse / waste.
- (D) Clean refuse / waste collection points with disinfectant (once a week).

Slope

- (A) Clear rubbish from all drains, diversion channels and manholes (once a week).
- (B) Clear litter and weeds from hydrophobic holes (once a week).
- (C) Clear trash / junk / debris / dead tree or flowers, grass, tree branches left after pruning (once a week).

Pest control

- (A) Use pesticides or other appropriate methods and technology to perform pest control work within the estate (once every two months).
- (B) Remove stagnant water within the estate, and use larvicidal oil or other suitable methods and technology to perform anti-mosquito work at open channels and drains (once a week).

Environmental Management

- (A) Separate recyclable materials from household refuse and store them appropriately (once a day).
- (B) Clean up waste bins (at least twice a week).
- (C) Ensure that all recyclable materials collected are given to contractors.

Other works

- (A) Switch on / off all public lightings timely.
- (B) Clean up rubbish and stains found immediately.
- (C) Wipe lighting equipment in common areas (once every 3 months).
- (D) Remove bills from walls and other common areas.
- (E) Clear and deliver bulky furniture, waste, debris, dead trees or flowers, grass, tree branches left after pruning to waste / debris disposal site designated by the Government (if necessary).
- (F) Clean up and carry away commercial refuse / waste found in public places of the estate to collection points designated by the government if the owner of which cannot be identified (if necessary).

Guide to Registration of Cleansing Service Contractors

(1) Banding

Band	Banding Criteria	Workload Capping Limit
Band I A* (may tender for estate cleansing service contracts of any size)	<ul style="list-style-type: none"> (a) Contractors having passed the probationary bar; and (b) Average score of 75 or above in all contracts for the last 4 quarterly appraisal reports (at least 2 contracts, one of which must be rental / factory estate contract, for each quarter of the banding period); and (c) No score below 70. 	45,000 units
Band I B* (may tender for estate cleansing service contracts of any size)	<ul style="list-style-type: none"> (a) Contractors having passed the probationary bar; and (b) Average score of 75 or above in all contracts for the last 4 quarterly appraisal reports (at least 2 contracts, one of which must be rental / factory estate contract, for each quarter of the banding period); and (c) No score below 70. 	30,000 units
Band II A (may tender for estate cleansing service contracts below 8,001 flats)	<ul style="list-style-type: none"> (a) New Contractors on probation**; or (b) Contractors with no contract in hand for the last year (for Band I & Band IIA Contractors); or (c) Upgrade from Band IIB subject to the fulfillment of: <ul style="list-style-type: none"> (i) Average score of 70 or above in all contracts for the last 4 quarterly appraisal reports; and (ii) No score below 65. 	23,000 units
Band II B (may tender for estate cleansing service contracts below 4,001 flats)	<ul style="list-style-type: none"> (a) New Contractors on probation**; or (b) Contractors with no contract in hand for the last year (for Band IIB Contractors); or (c) Average score less than 70 in all contracts for the last 4 quarterly appraisal reports; or (d) Any score below 65. 	9,000 units

* Band IA and Band IB contractors are classified in accordance with their financial capabilities.

** Probationary contractors may apply for confirmed status on a minimum period of 12 months after commencement of the first contract with an average score of 60 or above.

(2) Minimum Requirement on Company Experience

Cleansing service contractors should possess the minimum experience as specified below and have satisfactory proven work records over the past 2 years.

Band II Group A	Cleansing Service Contractors should possess at least 2 years' experience in providing cleansing business to residential estates / buildings of not less than 1,500 units in Hong Kong with at least HK\$ 5 million annual turnover.
Band II Group B	Cleansing Service Contractors should possess at least 2 years' experience in providing cleansing services to residential estates / buildings of not less than 500 units in Hong Kong with at least HK\$1 million annual turnover.

(3) Financial Capability

	Employed Capital Required (HK\$)	Working Capital Required (HK\$)
	20 % of Total Assets; or the following minimum, whichever is higher	1 month of outstanding contract value and 2 months of tender value (if applicable) or the following minimum, whichever is higher
Band I A	\$1.50M	\$1.35M
Band I B	\$1.00M	\$0.90M
Band II A	\$0.80M	\$0.70M
Band II B	\$0.30M	\$0.30M

Note: Contract / Tender value may include HA, Government and private sector contracts and any tender(s) under consideration.

(4) Managerial Staff

Qualifications and Experience	Minimum No.
Personnel with Form 5 or above qualifications and minimum 5 years' practical experience in relevant field in Hong Kong.	1

Note: A local cleansing work force with at least 30 personnel for residential buildings.

(5) Environmental Management

In order to be admitted and retained on the List of Cleansing Service Contractors, a Cleansing Service Contractor shall submit an Environmental Management Plan detailing its environmental policy, measures, training arrangement, procurement of products, monitoring and evaluation systems to track its pledge on environmental performance.

Statutory Rights of Non-skilled Workers and Complaint Channels

Safeguarding the rights of workers

Providing them with complaint channels

The Housing Department (HD) has implemented a series of measures to protect the wages, working hours and other benefits and rights of workers. Workers who suspect that they have been treated unreasonably by the cleansing or security services contractors may lodge a complaint to the staff of HD direct or call the HD's complaints hotline. **All complaints will be treated in strict confidence.**

Complaints hotline : 2712 0813

Fax number : 3162 0467

Other enquiry hotlines:

Labour Department

24-hour telephone hotline : 2717 1771 (Website: <http://www.labour.gov.hk>)

Mandatory Provident Fund Schemes Authority

Enquiry hotline : 2918 0102 (Website: <http://www.mpfahk.org>)

Continuous contract – An employee who has been employed continuously by the same employer for four weeks or more, and works at least 18 hours each week is regarded as being employed under a continuous contract.

Rest days – An employee employed under a continuous contract is entitled to not less than one rest day in every period of seven days.

Statutory holidays – All employees, irrespective of their length of service, are entitled to the following statutory holidays:

1. the first day of January
2. Lunar New Year's Day
3. the second day of Lunar New Year
4. the third day of Lunar New Year
5. Ching Ming Festival
6. Labour Day, being the first day of May
7. Tuen Ng Festival
8. Hong Kong Special Administrative Region Establishment Day, being the first day of July
9. the day following the Chinese Mid-Autumn Festival
10. Chung Yeung Festival
11. National Day, being the first day of October
12. Chinese Winter Solstice Festival or Christmas Day (chosen by the employer)

Attention: An employee is entitled to the holiday pay after being continuously employed for not less than three months. An employer must not make any form of payment to the employee in lieu of granting a statutory holiday.

Severance payment – An employee is eligible for severance payment if he / she has been employed under a continuous contract for not less than 24 months and dismissed by reason of redundancy or laid off.

Paid Annual Leave – An employee is entitled to annual leave with pay after being employed under a continuous contract for not less than 12 months. An employee's entitlement to paid annual leave increases progressively from 7 days to a maximum of 14 days according to his / her length of service:

Years of Service	Paid Annual Leave Entitlements
1	7
2	7
3	8
4	9
5	10
6	11
7	12
8	13
9 or above	14

Contribution to Mandatory Provident Fund (MPF) Scheme – Employees aged between 18 and 65 who have been employed on a full-time or part-time basis for not less than 60 days have to join the MPF Schemes. The mandatory contributions made under the MPF Schemes depend on the income of the employees. The calculation method is set out below:

Monthly income of the employee	Employer's contribution	Employee's contribution
Below \$5,000	5%	Not required
\$5,000 - \$20,000	5%	5%
Over \$20,000	\$1,000	\$1,000

Marking Scheme for Estate Management Enforcement Tenants Purchase Scheme Estates

Category A (3 penalty points)

A2*	Utilizing laundry pole-holders for drying floor mop
A3*	Putting dripping flower pots or dripping laundry at balconies
A4*	Dripping oil from exhaust fan

Category B (5 penalty points)

B3	Keeping animal, bird or livestock inside leased premises without prior written consent of the Landlord
B9*	Causing mosquito breeding by accumulating stagnant water
B11*	Causing noise nuisance

Category C (7 penalty points)

C1	Throwing objects from height that jeopardize environmental hygiene
C5*	Denying HD staff or staff representing HD entry for repairs responsible by HD
C6*	Refusing repair of leaking pipes or sanitary fittings responsible by the tenant
C7*	Damaging down / sewage pipes causing leakage to the flat below
C8	Using leased premises as food factory or storage
C11*	Accumulating a large quantity of refuse or waste inside leased premises, creating offensive smell and hygienic nuisance
C12	Using leased premises for illegal purpose

Category D (15 penalty points)

D1	Throwing objects from height that may cause danger or personal injury
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* A Warning System is in place for these misdeeds. First time offenders will be issued with written warnings, penalty points will be allotted upon relapse.

Influenza Prevention in Public Housing Estates

Cleansing Measures

Subject to the development of the spread of influenza in the community, HD will implement appropriate prevention measures. First level prevention measures include the following cleaning work with 1:99 diluted bleach:

- entrance gates (twice daily)
- button panels of lifts / handrail of escalators (at least 4 times daily)
- refuse rooms and public areas (twice weekly)
- playground equipment and recreational facilities (twice daily)
- public toilets (at least 4 times daily)
- refuse collection points (once daily)
- to clear rubbish on canopies (twice daily)
- to clear surface sewers and drainage systems (twice daily)

Extra Cleansing Expenses

To address the contractors' concern on the increased workload involved, the following arrangement is in place:

- To pay the cleansing contractors for the extra material cost.
- To employ additional workers to perform the additional cleansing schedule.
- To allot additional man-hours for relieving the extra cleansing works.
- To relax the limit of Daily Maximum Working Hours in case the workers are to work overtime.
- The extra manpower should be properly recorded.
- The extra charges incurred should be properly recorded.

Regular Checks on the Additional Cleansing Services

- Housing staff will conduct regular checks to ensure that the additional cleansing services are properly performed by the cleansing contractors according to the enhanced cleansing schedule.
- Before certification for payment of extra charges, housing staff will check against computer records (including records on extra manpower and Monthly Attendance Summary Report) to ensure data accuracy.

Minimizing Public Activities

- Management office will minimize the number of large scale public activities with sizable participants.
- Scheduled functions will be put on hold, if required.

Propaganda and Education

- Management office will display notices at G/F lift lobbies for publicity purpose.

Guide to Registration of Cleansing Service Contractors

(1) Banding

Band	Banding Criteria	Workload Capping Limit
Band I A*	<ul style="list-style-type: none"> (a) Contractors having passed the probationary bar; and (b) Average score of 75 or above in all contracts for the last 4 quarterly appraisal reports (at least 2 contracts, one of which must be rental / factory estate contract, for each quarter of the banding period); and (c) No score below 70. 	70,000 units
Band I B*	<ul style="list-style-type: none"> (a) Contractors having passed the probationary bar; and (b) Average score of 75 or above in all contracts for the last 4 quarterly appraisal reports (at least 2 contracts, one of which must be rental / factory estate contract, for each quarter of the banding period); and (c) No score below 70. 	35,000 units
Band II A	<ul style="list-style-type: none"> (a) New Contractors on probation;** or (b) Contractors with no contract in hand for the last year (for Band I & Band IIA Contractors); or (c) Upgrade from Band IIB subject to the fulfillment of: <ul style="list-style-type: none"> (i) Average score of 70 or above in all contracts for the last 4 quarterly appraisal reports; and (ii) No score below 65. 	23,000 units
Band II B	<ul style="list-style-type: none"> (a) New Contractors on probation**; or (b) Contractors with no contract in hand for the last year (for Band IIB Contractors); or (c) Average score less than 70 in all contracts for the last 4 quarterly appraisal reports; or (d) Any score below 65. 	9,000 units

* Band IA and Band IB contractors are classified in accordance with their financial capabilities.

** Probationary contractors may apply for confirmed status on a minimum period of 12 months after commencement of the first contract with an average score of 60 or above.

(2) Minimum Requirement on Company Experience

Band II Group A	Security Service Contractors should possess at least 3 years' experience in providing security guarding services to residential / commercial buildings with at least HK\$20 million annual turnover (half of the turnover should be from residential buildings) in provision of security guarding services in Hong Kong.
Band II Group B	Security Service Contractors should possess at least 3 years' experience in providing security guarding services to residential / commercial buildings with at least HK\$8 million annual turnover (half of the turnover should be from residential buildings) in provision of security guarding services in Hong Kong.

(3) Capital Requirements

	Employed Capital Required (HK\$)	Working Capital Required (HK\$)
	20 % of Total Assets; or the following minimum, whichever is higher	1 month of outstanding contract value and 2 months of tender value (if applicable) or the following minimum, whichever is higher
Band I A	\$1.30M	\$3.15M
Band I B	\$0.60M	\$1.60M
Band II A	\$0.40M	\$1.00M
Band II B	\$0.15M	\$0.40M

Note: Contract / Tender value may include HA, Government and private sector contracts and any tender(s) under consideration.

(4) Managerial Staff

Qualifications and Experience	Minimum No.
Personnel with Form 7 or above qualifications and minimum 5 years' practical experience in relevant field in Hong Kong.	1

Note: A local guarding workforce with at least 100 personnel.

Special Conditions of Security Services Contract for Public Housing Estates (Extract)

(A) Types of guards

Supervisor

- possesses Form 3 standard or completed a relevant vocational training course accepted by the Authority
- preferably has working experience in the Authority's properties
- possesses supervisory ability
- be registered on the Authority's List of Quality Guards

Special Guard

- possesses Form 3 standard or completed a relevant vocational training course accepted by the Authority
- be registered on the Authority's List of Quality Guards

Guard

- possesses primary education
- possess a Security Personnel Permit issued under the Security and Guarding Services Ordinance.

(B) Details of Duties

Security Control and Patrol Duties

These duties should be taken up by the rank of Guard. They are required -

- (1) to patrol the open space and all common areas of the block, including corridors, staircases, rooftop, lifts and meter rooms;
- (2) to maintain peace and order within the estate, including commercial complex or centre, and to stop vandalism and to expel undesirable persons or animals loitering within the estate or premises;
- (3) to attend to and handle all kinds of situation rendered necessary by the occurrence of typhoon, alarms, theft, burglary and all emergencies in the first instance and then immediately notify respective emergency services by telephoning 999 or the local police station;
- (4) to prevent and remove obstruction and be vigilant on landlord's fittings removable without force in common areas, to stop vandalism and undesirable activities on the estate/premises;
- (5) to act on any irregularities discovered and to report to the management on such irregularities and action taken;
- (6) to control the proper use of loading / unloading bays (if required) and to direct vehicular traffic flow within the estate;
- (7) to be alert at all times for the occurrence of any criminal offence, including snatching and robbery, and notify police immediately by telephoning 999 or the local police station;
- (8) to stop any persons cycling or playing ball games in locations not designated for such activities;
- (9) to be alert for theft of such Authority's articles as portable fire-extinguishers, light bulbs, etc.;
- (10) to control and respond to the alarm system;
- (11) to report any damage to lightings and fittings;
- (12) to maintain an occurrence book at the duty post. All incidents should be recorded and investigated. Other details of activities like taking over of shifts, leave for toilet convenience etc. should also be recorded. The occurrence book should be inspected by supervisors to ensure all records were entered properly; and
- (13) to perform any such other duties as may be required from time to time by the management office.

Tower Guard Duties

These duties should be taken up by the rank of Special Guard. They are required -

- (1) to ensure block gate is closed at all times and to maintain effective access control by keeping a proper visitor record;
- (2) to patrol all common areas, service rooms, etc. in the block;
- (3) to prevent and remove obstruction and be vigilant on landlord's fittings removable without force in common areas, to stop vandalism and undesirable activities in the block;
- (4) to maintain peace and order in the block and to prevent intrusion of hawkers and trespassers in the block;
- (5) to act on any incident / irregularities discovered and to report to the management office on such incident / irregularities and action taken;
- (6) to remain on duty during typhoon and to take all necessary precautionary measures to protect the estate property from typhoon damage;
- (7) to attend to and handle all kinds of situation rendered necessary by the occurrence of typhoons, fires and all other emergencies;
- (8) to monitor the CCTV and to man the counter in the block, to receive and log complaints from tenants and report to management;
- (9) to ensure safe custody of keys of all utility rooms, service rooms, storerooms and restricted areas such as roof; and all inventory items issued to him, such as fire fighting equipment, lights bulbs / fluorescent tubes, spare parts and tools, etc..
- (10) to distribute newsletters, correspondence, leaflets, public materials and handouts, etc. to estate tenants;
- (11) to update the material on display on the notice boards in the block from time to time;
- (12) to answer simple enquiries such as availability / suspension of utilities service and facilities on the estate as well as community function held etc.;
- (13) to watch video monitors installed in the control room and to take immediate action whenever necessary;
- (14) to maintain an occurrence book at the duty post. All incidents should be recorded and investigated. Other details of activities like taking over of shifts, leave for toilet convenience etc. should also be recorded. The occurrence book should be inspected by supervisors to ensure all records were entered properly; and
- (15) to perform any other duties as may be required from time to time by the management office.

Supervisory Duties for Domestic Block and Control Room

These duties should be taken up by the rank of Supervisor. They are required -

- (1) to supervise the performance of tower guards to the respective blocks and control room;
- (2) to instruct and supervise his subordinates on all matters in connection with their associated duties;
- (3) to attend to building services alarm panels and to take appropriate action on receipt of alarm signals;
- (4) to maintain regular contact with all Security Guard at regular intervals;
- (5) to assume temporarily the duties of any Security Guard if the situation so requires;
- (6) to submit daily reports to the management on any security problems or incidents occurred;
- (7) to act as a co-ordinator in the event of emergency;
- (8) to watch the video monitor installed at the control room and to take immediate action whenever necessary;
- (9) to assist the Housing Officer to perform all sorts of management function when required;
- (10) to ensure safe custody on all records of residents / flats particulars; and
- (11) to perform any such other duties as may be required from time to time by the management office.

Choice of Horticultural Plant

Arbor

Feature	Name	
Evergreen	Cassia surattensis Michelia alba Callistemon rigidus Grevillea robusta	Garcinia spicata Melaleuca leucadendron Spathodea campanulata
Deciduous	Celtis sinensis Lagerstroemia speciosa Liquidambar formosana	Peltophorum pterocarpum Sapium discolor Plumeria rubra var. acutifolia
Sun-loving	Cassia surattensis Spathodea campanulata Michelia alba	Lagerstroemia speciosa Magnolia grandiflora Plumeria rubra var. acutifolia
Shade-loving	Chrysalidocarpus lutescens Caryota ochlandra Livistona chinensis	Trachycarpus fortunei Podocarpus nagi
Wind-tolerant	Roystonea regia Archontophoenix alexandrae Crateva religiosa	Melaleuca leucadendron Casuarina equisetifolia
Water-tolerant	Hibiscus tiliaceus Callistemon viminalis	Elaeocarpus hainanensis
Drought- tolerant	Acacia confusa Melia azedarach Peltophorum pterocarpum Cassia siamea	Pinus massoniana Callistemon rigidus Ficus microcarpa Grevillea robusta
Fire-resistant	Eucalyptus salignus	Acacia confusa
Slow growing	Garcinia spicata Juniperus chinensis var. kaizuca	Podocarpus macrophyllus Lagerstroemia speciosa
Dust-tolerant	Eucalyptus robusta Eucalyptus tereticornis Ficus microcarpa	Albizia lebbek Ailanthus fordii
Salt-tolerant	Hibiscus tiliaceus Macaranga tanarius	Albizia lebbek Casuarina equisetifolia
Upright	Roystonea regia Archontophoenix alexandrae Melaleuca leucadendron	Melia azedarach Juniperus chinensis var. kaizuca Araucaria heterophylla

Shady	Acacia confusa Crataeva religiosa	Albizia lebbek
Fragrant	Michelia alba Michelia champaca	Plumeria rubra var. acutifolia
Hardy	Macaranga tanarius Hibiscus tiliaceus	Casuarina equisetifolia
Unfavourable soil-resistant	Albizia lebbek Cinnamomum camphora Tristania conferta	Eucalyptus robusta Acacia confusa
Screen planting	Bambusa sp. Acacia confusa Cinnamomum camphora	Cassia surattensis Tristania conferta
Slope planting	Acacia confusa Albizia lebbek Casuarina equisetifolia Melaleuca leucadendron Podocarpus macrophyllus	Tristania conferta Sapium discolor Eucalyptus robusta Cassia siamea

Bush

Sun-loving	Hibiscus rosa-sinensis Allamanda cathartica Ficus microcarpa 'Golden Leaves'	Codiaeum variegatum Lagerstroemia indica Ervatamia divaricata
Semi-shade-loving	Camellia japonica Aglaonema modestum Camellia sasanqua	Clerodendrum kaempferi Cordyline terminalis 'Tricolor'
Shade-loving	Cordyline terminalis Rhapis excelsa Monstera deliciosa Nandina domestica	Philodendron selloum Philodendron sp. Polyscias guilfoylei
Wind-tolerant	Allamanda neriifolia	
Water-tolerant	Canna indica	Cyperus alternifolius
Drought-tolerant	Agave angustifolia	Furcraea foetida
Dust-tolerant	Hymenocallis americana Rhododendron sp.	Hibiscus rosa-sinensis Duranta repens
Salt-tolerant	Hydrangea macrophylla	
Acid- tolerant	Rhododendron sp. Camellia japonica	Gardenia augusta Michelia figo

Flowering plant	Catharanthus roseus Ixora chinensis Hibiscus rosa-sinensis	Allamanda cathartica Malvaviscus arboreus Begonia semperflorens
Foliage plant	Codiaeum variegatum Cordyline terminalis 'Rubra' Alpinia zerumbet 'Variegata' Acalypha wilkesiana	Acalypha wilkesiana 'Java White' Iresine herbstii Manihot esculenta 'Variegata'
Fragrant	Michelia figo Gardenia augusta Jasminum sambac Osmanthus fragrans	Ligustrum sinense Murraya paniculata Rosa sp. Camellia japonica
Hardy	Hymenocallis americana Sansevieria trifasciata	Schefflera arboricola
Screen	Bambusa sp. Calliandra haematocephala	Ficus microcarpa 'Golden Leaves'
Hedge	Duranta repens Carmona microphylla	Hibiscus rosa-sinensis
Unfavourable soil-resistant	Hibiscus rosa-sinensis	Hibiscus schizopetalus

Creeping plants

Support not required	Parthenocissus himalayana	Ficus pumila
Support required	Lonicera japonica Pyrostegia ignea Wisteria sinensis Solandra nitida Beaumontia grandiflora	Ipomoea sp. Campsis grandiflora Clerodendrum splendens Tristellateia australasiae

Groundcover plants

Sun-loving	Ophiopogon japonicus 'Variegata' Lantana montevidensis	Lantana camara Portulaca grandiflora
Semi-shade-loving	Vriesea sp. Liriope spicata Asparagus densiflorus 'Sprengeri' Rhoeo discolor Anthurium andraeanum	Spathiphyllum sp. Scindapsus aureus Dieffenbachia picta Rhoeo discolor Caladium hortulanum
Shade-loving	Hedera helix Ferns Tradescantia fluminensis	Pilea cadierei Chlorophytum comosum
Wind-tolerant	Zephyranthes grandiflora	
Water-tolerant	Tradescantia fluminensis Scindapsus aureus	Zephyranthes grandiflora
Salt-tolerant	Lantana montevidensis Liriope spicata	Ophiopogon japonicus Stenotaphrum secaudatum
Drought-tolerant	Belamcanda chinensis	
Dust-tolerant	Syngonium podophyllum	

Checklist for Dangerous Trees

Features of hazard trees

- withered crown
- overlapped or suppressed branches
- tree holes in trunk or roots
- odorous trunk or root
- large amount of resin or sap exudated from tree trunk
- large number of pests
- fungi attached to tree trunk or branches
- peeling off of considerable bark
- trunk movement
- abnormally large number of broken branches on the ground
- rocked or shifted roots
- abnormally large number of falling leaves on the ground

Tree Management in Typhoon Season

Before typhoon

- inspect all trees in the estate
- prune the trees with heavy crown by either crown thinning or crown reduction
- secure unsteady trees with firm staking

After typhoon

- inspect all trees in the estate especially those blocking the passage and have immediate danger
- if broken trees block the passage:
 - take down the hanging branches and cut the branches into pieces
 - remove remove the remains of the tree
- slanting trees without immediate danger and can be preserved:
 - secure manageable slanting trees
 - cut down broken branches
 - fix the trees by ropes
 - cover up the exposed root ball with wet Hessian bag, ensure that root ball is wet all the time, arrange the planting contractor to rectify and restake the tree firmly
- trees with immediate danger and cannot be preserved:
 - cordon off the affected area with warning notice
 - fix the trees
 - clear the hanging / broken branches that can be reached / handled
 - call the planting contractor to cut the whole trees with hydraulic platform or ancillary for those cannot be handled (e.g. over 5 meters height)
 - arrange planting contractor to remove the remains of the tree

Notice for CCTV Installation

ATTENTION

The CCTV System installed in this (building / carpark / shopping centre / office) will record video images for security and building management purposes. The recorded data will be processed in accordance with Personal Data (Privacy) Ordinance.

Note

1. Depending on the actual situation, the content may be revised.
2. The notice should be made of durable material (such as PVC or stainless steel plate).
3. Clearly visible font (e.g. concave black lettering, each word of about 20 x 20 cm) should be used for the notice.

Notes on the Use of Bicycle Parking Stands

1. Bicycle parking stands are provided free of charge in this Estate for tenants to park their bicycles temporarily. Their locations are as follows:
 - (a) _____
 - (b) _____
 - (c) _____
 Bicycles should only be parked at the above bicycle parking stands and not be parked or locked at any other public areas of this Estate.

2. Tenants should note and observe the following when using bicycle parking stands:
 - (a) The purpose of providing bicycle parking stands is to facilitate tenants to park their bicycles temporarily when necessary (such as shopping or interchanging for other transport). Bicycles not frequently used should be kept at home.
 - (b) Articles placed at the bicycle parking stands for purpose other than that stated in paragraph 2(a) will be removed by our Department immediately without further notice. Please refer to paragraph 3(b) below.
 - (c) Tenants should not obstruct others or damage the properties of the landlord or others when using bicycle parking stands; nor cause any nuisance to the landlord or others.
 - (d) Tenants should install a secure lock to their bicycles to prevent theft. This Office will not be responsible for any losses or damage.
 - (e) To keep the estate environment clean and healthy, our Office has set Date (e.g. the first working day of each month) as the cleaning day for the bicycle parking area. The stands will be temporarily closed on the cleaning day.
 - (f) Except on cleaning days, the bicycle parking stands may be temporarily closed or relocated for special reasons (such as for repair). Tenants should take note of the notices posted in the bicycle parking area, the management office and the building lobby.

3. Our Department shall seize the following in exercise of the powers conferred by Section 24 of the Housing Ordinance (Cap. 283):
 - (a) Bicycles or articles parked or placed in the bicycle parking area during temporary closure (paragraphs 2(e) and 2(f) above).
 - (b) Any articles placed at the bicycle parking stands for purpose other than the designated one, including children's bicycles (bicycles with auxiliary wheels), broken and unusable bicycles, handcarts, shopping carts, trolleys, etc.
 - (c) Bicycles or articles placed in any public areas of the Estate (including corridors, staircases, etc. of the building).

Owners who want to claim back the seized articles must apply within 2 days from the date of issue of the notice of seizure by this Office and pay the removal and storage fees. For details of the fees, please refer to the notices posted in the management office and the building lobby. After the specified period, all unclaimed articles will be turned over to the Hong Kong Housing Authority according to the law and disposed of by our staff without further notice.

_____ Estate Office /
 _____ District Tenancy Management Office
 Housing Department

(Date)

References

Documents

1. A Guide on Building Management Ordinance (Cap.344) (Home Affairs Department)
2. Building Financial Management Toolkit (Home Affairs Department / Independent Commission Against Corruption)
3. Building Maintenance Guidebook (Buildings Department)
4. Building Maintenance Toolkit (Hong Kong Housing Society / Independent Commission Against Corruption)
5. Building Management Ordinance (Cap.344) - A Guide on Clean and Effective Financial Management (Home Affairs Department)
6. Building Management Ordinance (Cap.344) - Code of Practice on Procurement of Supplies, Goods & Services and Code of Practice on Building Management & Maintenance (Home Affairs Department)
7. Code of Practice on Inspection & Maintenance of Water Carrying Services Affecting Slopes (Development Bureau)
8. Frequently Asked Questions on the Building Management (Amendment) Ordinance 2007 (Home Affairs Department)
9. Geoguide 5 - Guide to Slope Maintenance (Civil Engineering and Development Department)
10. Guidelines for Building Management (Hong Kong Housing Society)
11. Lift Owners' Guidebook (Electrical and Mechanical Services Department)

Websites

1. Buildings Department (<http://www.bd.gov.hk>)
2. Civil Engineering and Development Department (<http://www.cedd.gov.hk>)
3. Electrical and Mechanical Services Department (<http://www.emsd.gov.hk>)
4. Environmental Protection Department (<http://www.epd.gov.hk>)
5. Food and Environmental Hygiene Department (<http://www.fehd.gov.hk>)
6. Home Affairs Department (<http://www.had.gov.hk>)
7. Hong Kong Fire Services Department (<http://www.hkfsd.gov.hk>)
8. Hong Kong Housing Authority (<http://www.housauthority.gov.hk>)
9. Hong Kong Housing Society (<http://www.hkhs.com>)
10. Independent Commission Against Corruption (<http://www.icac.org.hk>)
11. Inland Revenue Department (<http://www.ird.gov.hk>)
12. Integrated Registration Information System (<http://www.iris.gov.hk>)
13. Labour Department (<http://www.labour.gov.hk>)
14. Lands Department (<http://www.landsd.gov.hk>)
15. Occupational Safety and Health Council (<http://www.oshc.org.hk>)
16. Office of the Telecommunications Authority (<http://www.ofta.gov.hk>)
17. The Land Registry (<http://www.landreg.gov.hk>)
18. Water Supplies Department (<http://www.wsd.gov.hk>)

Law of Hong Kong

1. Building Management Ordinance (Chapter 344)
2. Buildings Ordinance (Chapter 123)
3. Disability Discrimination Ordinance (Chapter 487)
4. Electricity Ordinance (Chapter 406)
5. Employment Ordinance (Chapter 57)
6. Factories and Industrial Undertaking Ordinance (Chapter 59)
7. Fire Safety (Buildings) Ordinance (Chapter 572)
8. Fire Safety (Commercial Premises) Ordinance (Chapter 502)
9. Fire Services Ordinance (Chapter 95)
10. Gas Safety Ordinance (Chapter 51)
11. Housing Ordinance (Chapter 283)
12. Lifts and Escalators (Safety) Ordinance (Chapter 327)
13. Noise Control Ordinance (Chapter 400)
14. Occupational Safety and Health Ordinance (Chapter 509)
15. Occupiers Liability Ordinance (Chapter 314)
16. Personal Data (Privacy) Ordinance (Chapter 486)
17. Public Health and Municipal Services Ordinance (Chapter 132)
18. Prevention of Bribery Ordinance (Chapter 201)
19. Security and Guarding Services Ordinance (Chapter 460)
20. Telecommunications Ordinance (Chapter 106)
21. Waterworks Ordinance (Chapter 102)



Hong Kong Housing Authority