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01 香港房屋委員會組織及職能

The Hong Kong Housing Authority Organisation and Functions

截至 As at 31.3.2014



02 房屋署首長級人員⁽¹⁾ Housing Department Directorate⁽¹⁾ 截至 As at 31.3.2014



註 Note:

(1) 此表只列載擔任首長級薪酬第2點或以上常額職位的人員。

This chart shows officers taking up permanent posts at D2 or above only.

03 租住單位編配 Allocation of Rental Flats

類別	Categories	截至 As at 31.3.2014		截至 As at 31.3.2013	
		單位 Flats	人數 People	單位 Flats	人數 People
公屋輪候冊	Waiting List	23 307	52 564	15 551	34 237
整體重建、屋邨清拆及大型維修	Comprehensive Redevelopment Programme, Estate Clearance and Major Repairs	85	203	2 527	6 748
清拆	Clearance				
1. 政府清拆項目 / 市區重建局	1. Government Clearance Projects / Urban Renewal Authority	211	433	140	320
2. 中轉房屋居民調遷公屋 / 中轉房屋清拆	2. Interim Housing Trawling / Interim Housing Clearance	0	0	0	0
緊急安置	Emergency	1	1	0	0
初級公務員及退休公務員	Junior Civil Servants and Pensioners	906	2 539	828	2 329
體恤安置	Compassionate	2 093	4 792	2 213	5 041
各類調遷及紓緩擠迫 / 改善居住空間調遷計劃	Transfers and Overcrowding Relief / Living Space Improvement Transfer Scheme	6 645	18 017	5 751	15 587
合計	Total	33 248⁽¹⁾	78 549	27 010⁽²⁾	64 262

註 Note:

- (1) 不包括5 808個編配中的單位。
Excluding 5 808 flats under offer.
- (2) 不包括11 116個編配中的單位。
Excluding 11 116 flats under offer.

04 租住房屋數目 Rental Housing Stock

		截至 As at 31.3.2014		截至 As at 31.3.2013	
		單位數目	認可居民人數	單位數目	認可居民人數
公共租住屋邨 ⁽¹⁾	Public Rental Housing Estates ⁽¹⁾	No. of Flats	Authorised Population	No. of Flats	Authorised Population
區議會分區	District Council District				
中西區	Central and Western	636	2 121	636	2 123
東區	Eastern	35 160	100 537	35 275	101 069
南區	Southern	26 588	75 568	26 743	76 124
油尖旺	Yau Tsim Mong	2 820	8 242	2 820	8 303
深水埗	Sham Shui Po	55 020	138 969	52 281	134 181
九龍城	Kowloon City	29 608	70 933	16 240	44 883
黃大仙	Wong Tai Sin	76 001	210 457	76 350	211 710
觀塘	Kwun Tong	128 319	340 324	128 624	341 111
葵青	Kwai Tsing	100 258	281 243	99 759	281 805
荃灣	Tsuen Wan	21 733	59 522	21 734	59 964
屯門	Tuen Mun	57 594	146 254	57 293	146 325
元朗	Yuen Long	63 083	193 800	63 394	195 605
北區	North	22 688	64 723	23 077	66 230
大埔	Tai Po	17 978	50 152	18 497	52 161
沙田	Sha Tin	62 007	170 945	60 822	167 364
西貢	Sai Kung	28 415	84 306	28 644	85 211
離島	Islands	15 769	52 784	15 769	52 748
合計	Total	743 677	2 050 880	727 958	2 026 917

		截至 As at 31.3.2014		截至 As at 31.3.2013	
		單位數目	認可居民人數	單位數目	認可居民人數
中轉房屋	Interim Housing	No. of Flats	Authorised Population	No. of Flats	Authorised Population
區議會分區	District Council District				
屯門	Tuen Mun	2 160	2 389	1 904	2 111
葵青	Kwai Tsing	1 928	1 316	1 928	1 465
元朗	Yuen Long	840	795	840	900
合計	Total	4 928	4 500	4 672	4 476

註 Note:

(1) 數字不包括由1998年起在租者置其屋計劃下所出售的租住單位。

The figures do not cover the rental flats sold under the Tenants Purchase Scheme since 1998.

05 出售房屋 Sale Flats

截至 As at 31.3.2014

	區議會分區	District Council District	單位數目 Number of Flats
推出發售的居者有其屋計劃 (居屋) 單位 ⁽¹⁾ Home Ownership Scheme (HOS) Flats ⁽¹⁾	東區	Eastern	13 893
	南區	Southern	6 726
	深水埗	Sham Shui Po	3 844
	九龍城	Kowloon City	1 800
	黃大仙	Wong Tai Sin	20 506
	觀塘	Kwun Tong	27 096
	葵青	Kwai Tsing	12 819
	屯門	Tuen Mun	20 835
	元朗	Yuen Long	19 327
	北區	North	12 566
	大埔	Tai Po	13 037
	沙田	Sha Tin	39 101
	西貢	Sai Kung	22 127
	離島	Islands	2 967
		合計	Total
推出發售的私人機構參建居屋計劃 (私人參建計劃) 單位 ⁽¹⁾ Private Sector Participation Scheme (PSPS) Flats ⁽¹⁾	東區	Eastern	17 990
	南區	Southern	3 130
	油尖旺	Yau Tsim Mong	3 908
	黃大仙	Wong Tai Sin	11 364
	觀塘	Kwun Tong	6 410
	葵青	Kwai Tsing	840
	屯門	Tuen Mun	19 712
	北區	North	5 872
	大埔	Tai Po	3 928
	沙田	Sha Tin	12 914
	西貢	Sai Kung	13 766
		合計	Total
推出發售的可租可買計劃及重建置業計劃單位 ⁽¹⁾ Buy or Rent Option Scheme (BRO) and Mortgage Subsidy Scheme (MSS) Flats ⁽¹⁾	油尖旺	Yau Tsim Mong	629
	九龍城	Kowloon City	1 096
	黃大仙	Wong Tai Sin	640
	葵青	Kwai Tsing	1 920
	元朗	Yuen Long	2 560
	北區	North	800
		合計	Total
已出售的租者置其屋計劃 (租置計劃) 單位 ⁽²⁾ Tenants Purchase Scheme (TPS) Sold Flats ⁽²⁾	東區	Eastern	2 644
	南區	Southern	7 440
	深水埗	Sham Shui Po	4 691
	黃大仙	Wong Tai Sin	16 724
	觀塘	Kwun Tong	10 254
	葵青	Kwai Tsing	11 020
	屯門	Tuen Mun	10 839
	元朗	Yuen Long	4 348
	北區	North	12 538
	大埔	Tai Po	14 172
	沙田	Sha Tin	21 319
	西貢	Sai Kung	10 262
		合計	Total
	總計	Grand Total	450 374

註 Note:

- (1) 居屋 / 私人參建計劃 / 可租可買計劃 / 重建置業計劃單位包括可在公開市場買賣的單位 (第三期乙之前出售的居屋單位及已繳補價單位), 但不包括未售出的單位。
HOS / PSPS / BRO / MSS flats include flats that are tradable in the open market (flats sold prior to HOS Phase 3B or flats having paid off premiums), but exclude unsold flats.
- (2) 已出售的租置計劃單位包括可在公開市場買賣的單位 (已繳補價單位), 但不包括售回給香港房屋委員會的單位。
TPS sold flats include flats that are tradable in the open market (flats having paid off premiums), but exclude cases in which buyers had sold back their flats to the Hong Kong Housing Authority.

06A 資格準則 Eligibility Criteria

公共租住房屋的申請資格準則 Eligibility Criteria for Public Rental Housing Applicants on the Waiting List

申請類別 Type of Applications				
資格準則 Eligibility Criteria	一般家庭 Ordinary Families	高齡單身人士優先配屋計劃 Single Elderly Persons Priority Scheme	共享頤年優先配屋計劃 Elderly Persons Priority Scheme	天倫樂優先配屋計劃 ⁽¹⁾ Harmonious Families Priority Scheme ⁽¹⁾
申請人年齡 Applicant's Age	年滿18歲。 At least 18 years of age.	申請人必須年滿58歲，而在配屋時必須年滿60歲。 The Applicant must be 58 years of age or above, and must have attained the age of 60 at the time of flat allocation.	申請表內的所有人士必須年滿58歲，而在配屋時全部人士必須年滿60歲。 All of them must be 58 years of age or above at the time of filing in their application and must have attained the age of 60 by the time of flat allocation.	年滿18歲（有關的高齡人士必須年滿60歲或以上）。 At least 18 years old (the elderly persons must have attained the age of 60 or over).
住戶人數 Household Size	最少兩名有親屬關係的人士合伙共住。非長者一人申請者會納入「配額及計分制」辦理。 At least two related persons living together. Non-elderly one-person applicants are placed on a Quota and Points System.	高齡單身人士會被編配入住長者住屋、經改建的單位或獨立單位。 Single elderly applicants will be allocated Housing for Senior Citizens, converted flats or self-contained flats.	兩名或更多長者，無論有親屬關係與否，獲配單位後須合伙共住。 Two or more elderly persons, either related or unrelated, who undertake to live together upon allocation.	申請的家庭必須為不少於兩人的家庭，其中包括最少一名年老親屬。 The applicant's family must be composed of at least two persons with at least one elderly relative.
每月住戶收入 Monthly Household Income	住戶收入不得超逾入息限額，該限額每年檢討一次。 Not exceeding the income limits which are reviewed annually.			
家庭資產總值 Household Asset	申請人及家庭成員所擁有的總資產淨值不得超逾總資產淨值限額，該限額每年檢討一次。 The family should not own total net assets exceeding the total net asset limits which are reviewed annually.			
擁有物業 Property Ownership	由填寫「公屋輪候冊申請表」當日起計，直至透過申請獲配公屋並簽訂新租約該日為止，申請人及其家庭成員在香港並無： (a) 擁有或與他人共同擁有香港任何住宅物業或該類物業的任何權益（例如：擁有香港任何住宅物業權益的產業受託人、遺囑執行人、管業人或受益人均不合資格提出申請）；或 (b) 簽訂任何協議（包括臨時協議）購買香港的住宅物業；或 (c) 持有任何直接或透過附屬公司擁有住宅樓宇的公司50%以上的股權。住宅樓宇包括在香港的任何樓宇、未落成的私人住宅樓宇、經建築事務監督認可的天台構築物、用作居住用途的屋地及由地政總署批出的小型屋宇批地（包括丁屋批地）。 From the date of completing the Waiting List for public rental housing (PRH) application form to the date of signing the tenancy agreement of the PRH flat allocated in consequence of the application, the Applicant and his / her family members must not: (a) own or co-own or have an interest in any domestic property in Hong Kong (for example, trustee, executor, administrator or beneficiary having an interest in any domestic property in Hong Kong shall not be eligible to submit the application); or (b) have entered into any agreement (including provisional agreement) to purchase any domestic property in Hong Kong; or (c) hold more than 50% of shares in a company which owns, directly or through its subsidiaries, any domestic property in Hong Kong. Domestic property includes any domestic property, uncompleted private domestic property, rooftop structure approved by the Building Authority, domestic building lots and Small House Grants approved by the Lands Department in Hong Kong.			
居港年期 Length of Residence	配屋時，申請表內必須有至少一半成員在香港住滿七年及所有成員仍在香港居住。18歲以下子女在以下情況一律視作已符合七年居港年期規定： (a) 不論在何處出生，只要父母其中一人居港滿七年；或 (b) 在香港出生並已確立香港永久居民身份。 At the time of allocation, at least half of the family members included in the application must have lived in Hong Kong for seven years and all family members must be still living in Hong Kong. Under the following circumstances, all children under the age of 18 are deemed to have fulfilled the seven-year residence rule: (a) one of the parents, regardless of the children's place of birth, has lived in Hong Kong for seven years; or (b) the children were born in Hong Kong with established permanent resident status.			

註 Note:

- (1) 凡根據此項計劃申請公屋的家庭，只要符合申請資格，會比一般家庭申請提早六個月獲得處理。
Eligible families under this scheme will enjoy a six-month period of priority processing over the application by ordinary families.
- (a) 選擇與長者同住一單位：
- 申請家庭最少有兩名成員，其中必須包括最少一名年長父 / 母或受供養的年老親屬。
 - 不論申請人是由年老親屬還是另一名成年的家庭成員擔任，雙方均須於接受核實配屋資格面晤時簽署一份意願書，聲明較年輕的一方成員會照顧年老親屬，並一同居住。
- Opting to live in one flat with the elderly:
- The Applicant's family must consist of at least two members, and at least one of them must be an elderly parent / dependent relative.
 - Irrespective of whether the elderly or another adult family member is the Applicant, both of them are required to sign an undertaking at the eligibility vetting interview to the effect that the younger member would take care of and live together with the elderly parent(s) / dependent relative(s).
- (b) 選擇分別入住兩個就近的單位：
- 申請家庭必須為核心家庭，連同最少一名年長父 / 母或受供養的年老親屬，分別以兩份申請表，選擇位於市區以外同一輪候冊地區內兩個就近的公屋單位。
 - 雙方均須於審查面晤時簽署一份意願書，聲明在獲得編配有關單位後，年青家庭會給予其年老親屬適當的照顧。
- Opting to live in two nearby flats in the same district:
- The Applicant's family must be a nuclear family plus at least one elderly parent / dependent relative. They can opt for two nearby flats in the same Waiting List district (other than the Urban district) by submitting two application forms.
 - Both of them are required to sign an undertaking at the eligibility vetting interview to the effect that upon the allocation of flats, the young family should take proper care of the elderly parent(s) / dependent relative(s).

06A 資格準則 (續) Eligibility Criteria (continued)

入息及總資產淨值限額 (2014年4月1日起生效) Income and Total Net Asset Limits (Effective from 1 April 2014)	家庭人數		每月最高入息限額 ⁽¹⁾ (1.4.2014生效) Maximum Income Limit (per Month) ⁽¹⁾ (Effective from 1.4.2014)	總資產淨值限額 ⁽²⁾ (1.4.2014生效) Total Net Asset Limit ⁽²⁾ (Effective from 1.4.2014)
	一人	1 person	\$9,670	\$221,000
	二人	2 persons	\$14,970	\$299,000
	三人	3 persons	\$19,820	\$390,000
	四人	4 persons	\$23,910	\$455,000
	五人	5 persons	\$27,490	\$506,000
	六人	6 persons	\$30,780	\$547,000
	七人	7 persons	\$34,220	\$585,000
	八人	8 persons	\$36,550	\$613,000
	九人	9 persons	\$41,020	\$677,000
	十人及以上	10 or more persons	\$43,030	\$729,000

非親屬關係之長者住戶入息及 總資產淨值限額 (2014年4月1日起生效) Income and Total Net Asset Limits for Non-related Elderly Households (Effective from 1 April 2014)	住戶人數		每月最高入息限額 ⁽¹⁾ (1.4.2014生效) Maximum Income Limit (per Month) ⁽¹⁾ (Effective from 1.4.2014)	總資產淨值限額 ⁽²⁾ (1.4.2014生效) Total Net Asset Limit ⁽²⁾ (Effective from 1.4.2014)
	二人	2 persons	\$17,960	\$598,000
	三人	3 persons	\$23,780	\$780,000
	四人	4 persons	\$28,690	\$910,000
	五人	5 persons	\$32,990	\$1,012,000
	六人	6 persons	\$36,940	\$1,094,000
	七人	7 persons	\$41,060	\$1,170,000
	八人	8 persons	\$43,860	\$1,226,000
	九人	9 persons	\$49,220	\$1,354,000
	十人及以上	10 or more persons	\$51,640	\$1,458,000

註 Note:

- (1) 強制性公積金或公積金計劃下的法定供款可於申報入息時獲得扣除。
The amount of statutory contribution to the Mandatory Provident Fund or Provident Fund Scheme can be deducted when making income declaration.
- (2) 若全部家庭成員均為年滿60歲或以上的長者，其總資產淨值限額為上表所示限額的兩倍（即1人至10人及以上長者家庭的總資產淨值限額分別為442,000元、598,000元、780,000元、910,000元、1,012,000元、1,094,000元、1,170,000元、1,226,000元、1,354,000元和1,458,000元）。
If all member(s) of a family is/are elderly person(s) of age 60 or above, the total net asset limit for the family will double the amount as shown in the above table. (i.e. the total net asset limits for elderly families with 1 to 10 or more persons are \$442,000, \$598,000, \$780,000, \$910,000, \$1,012,000, \$1,094,000, \$1,170,000, \$1,226,000, \$1,354,000 and \$1,458,000).

06B 資格準則 (續) Eligibility Criteria (continued)

擴展居屋第二市場至白表買家資格準則 Eligibility Criteria for Extending the HOS Secondary Market to White Form Buyers	
申請人類別 Categories of Applicants	<p>1. 私營房屋的住戶； Households living in private housing;</p> <p>2. 香港房屋委員會（房委會）或房屋協會轄下的公屋或任何資助房屋計劃單位的家庭成員；及 Family members of households living in public rental housing (PRH) or any subsidised housing scheme units under the Hong Kong Housing Authority (HA) or the Housing Society; and</p> <p>3. 根據房委會「租者置其屋計劃」（租置計劃）與房委會簽訂轉讓契據日期起計10年內的「租置計劃」單位業主。 Flat owners under the Tenants Purchase Scheme (TPS) within 10 years from the date of Assignment of their TPS flats with the HA.</p>
家庭收入及資產限額 Household Income and Asset Limits	<p>申請人及其家庭成員須符合房委會就本計劃訂定的入息及資產限額。⁽¹⁾ The total monthly household income and the total net value of their assets should meet the limits set by the HA for the scheme.⁽¹⁾</p>
住宅物業擁有權 Domestic Property Ownership	<p>申請人及其家庭成員須符合本計劃所列住宅物業擁有權的限制。⁽²⁾ The applicant and his / her family members have to fulfil the domestic property ownership restriction of the scheme.⁽²⁾</p>
居港年期 Length of Residence	<p>申請人須符合本計劃所列的居港年期限制。⁽³⁾ The applicant has to fulfil the length of residence restriction of the scheme.⁽³⁾</p>
申請人年齡 Applicant's Age	<p>年滿18歲。 At least 18 years of age.</p>
家庭組合 Household Composition	<p>單身人士或最少兩名成員的家庭組合。 Single person or at least two persons household composition.</p>

註 Note :

家庭人數	Family Size	每月家庭總入息限額*		家庭總資產淨值限額 [#]
		Total Monthly Household Income Limit*	Total Net Household Asset Limit [#]	
一人	1 person	\$20,000	(\$21,050)	\$415,000
二人或以上	2 or more persons	\$40,000	(\$42,100)	\$830,000

* 按強制性公積金計劃所作的法定供款會從住戶收入中扣除以計算入息。計入法定強積金供款後的相等入息限額，載於括弧內。
Statutory contributions under the Mandatory Provident Fund (MPF) Scheme are deductible from a household's income for the purpose of calculating the income. The equivalent income limits with the statutory MPF contribution included are shown in brackets.

[#] 四人長者戶的資產限額，採用較高的公共租住房屋的申請資產限額，即\$836,000元。
For elderly four-person household applicants, the higher Waiting List Asset Limit of \$836,000 applies.

- (2) 由申請截止日期之前的24個月起，直至申請「提名信」止，申請人及其家庭成員不得(i)擁有或與人共同擁有任何住宅樓宇；或(ii)簽訂任何協議購買任何住宅樓宇；或(iii)持有任何直接或透過附屬公司擁有住宅樓宇的公司一半以上的股權；或(iv)不得為本港任何住宅物業（包括土地）的受益人。住宅樓宇包括在香港的任何住宅樓宇、未落成的私人住宅樓宇、經建築事務監督認可的天台搭建物、用作居住用途的屋地及由地政總署批出的小型屋宇批地（包括丁屋批地）。
- Neither the applicant nor any member of the family has, during the period of 24 months preceding the closing date of submitting the application and up to the date of applying for the Letter of Nomination, (i) owned or co-owned any domestic property in Hong Kong; or (ii) entered into any agreement to purchase any domestic property in Hong Kong; or (iii) owned more than 50% of the shares in a company which directly or through a subsidiary company owned any domestic property in Hong Kong; or (iv) beneficiary of any domestic property (including land) in Hong Kong. Domestic properties include any domestic property, uncompleted private domestic property, rooftop structure approved by the Buildings Authority, domestic building lots and small house grants approved by the Lands Department in Hong Kong.
- (3) 申請人在申請截止日期或之前已在香港居住滿7年，其在香港的居留不受附帶逗留條件所限制（與逗留期限有關的條件除外）。
- The applicant must have lived in Hong Kong for at least seven years on or before the closing date of application and his / her stay in Hong Kong is not subject to any condition of stay (except that on the limit of stay).

07 各類屋邨代表租金 Typical Rents

截至As at 31.3.2014

類型 Type	落成年份 Year of completion	居住單位總數 Stock of flats	代表性面積* (以平方米計) Typical size of flats* (in m ²)	居住 單位數目 Number of flats	每月平均 租金(元) Average monthly rents (\$)	元(每平方米 每月計) \$/sq. m. per month
前屋宇建設委員會 屋邨 Former Housing Authority Estates	1958-1965	14 765	24.1	2 381	1,059	43.9
			30.6	3 733	1,343	43.9
			41.2	1 298	1,809	43.9
	1966-1973	12 739	28.3	2 698	1,150	40.7
			30.6	3 767	1,349	44.1
			33.1	2 058	1,457	44.1
			36.5	1 256	1,504	41.2
香港房屋委員會屋邨 The Hong Kong Housing Authority Estates	1973年以後 Post 1973	329 777 (市區) ⁽¹⁾ (Urban) ⁽¹⁾	16.3	6 973	1,058	64.8
			23.5	4 889	1,018	43.3
			34.4	14 997	2,218	64.4
			43.3	12 101	2,788	64.4
			53.6	1 238	3,796	70.9
		216 545 (擴展市區) ⁽²⁾ (Extended Urban) ⁽²⁾	17.8	2 440	1,108	62.2
			22.0	3 295	1,362	62.0
			34.4	5 314	2,147	62.3
			43.3	5 723	2,696	62.3
			51.8	2 240	2,594	50.1
		169 851 (新界) ⁽³⁾ (N.T.) ⁽³⁾	12.0	2 607	487	40.5
			24.9	3 537	843	33.8
			34.4	4 202	1,474	42.8
			43.3	3 764	1,861	43.0
			51.8	3 200	2,442	47.2

註 Notes: * 載於此附錄的居住單位，其面積為每一類型單位中所屬面積範圍內為數最多者，故具代表性。
In compiling this appendix, the dominant size of each type of flat was selected to illustrate a representative range.

- (1) 市區包括香港島及九龍。
Urban includes Hong Kong Island and Kowloon.
- (2) 擴展市區包括荃灣、葵涌、青衣、沙田、馬鞍山、將軍澳及東涌。
Extended Urban includes Tsuen Wan, Kwai Chung, Tsing Yi, Sha Tin, Ma On Shan, Tseung Kwan O and Tung Chung.
- (3) 新界包括粉嶺、上水、屯門、元朗、天水圍、大埔及離島，但不包括東涌。
N.T. includes Fanling, Sheung Shui, Tuen Mun, Yuen Long, Tin Shui Wai, Tai Po and Outlying Islands excluding Tung Chung.

08 統計數字一覽表

Statistics

截至As at 31.3.2014

		數目 Number
屋邨 / 屋苑	Estates / Courts	404
租住公屋 ⁽¹⁾	Public Rental Housing (PRH) ⁽¹⁾	168
中轉房屋 ⁽²⁾	Interim Housing (IH) ⁽²⁾	1
居者有其屋計劃 (居屋) ⁽³⁾	Home Ownership Scheme (HOS) ⁽³⁾	142
私人機構參建居屋計劃 (私人參建計劃) ⁽³⁾	Private Sector Participation Scheme (PSPS) ⁽³⁾	48
可租可買計劃 / 重建置業計劃 ⁽⁴⁾	Buy or Rent Option Scheme (BRO) / Mortgage Subsidy Scheme (MSS) ⁽⁴⁾	6
租者置其屋計劃 (租置計劃)	Tenants Purchase Scheme (TPS)	39
租住公屋認可人口	Authorised Population	2 055 380
租住公屋	PRH	2 050 880
中轉房屋	IH	4 500
資助出售房屋居住人口 (估計數字)⁽⁵⁾	Resident Population in Subsidised Sale Flats (estimated population)⁽⁵⁾	1 137 000
居住單位數目	Stock of Flats	1 198 980
租住公屋	PRH	743 677
中轉房屋	IH	4 928
居屋 ⁽⁶⁾	HOS ⁽⁶⁾	216 644
私人參建計劃 ⁽⁶⁾	PSPS ⁽⁶⁾	99 834
可租可買計劃 / 重建置業計劃 ⁽⁶⁾	BRO / MSS ⁽⁶⁾	7 645
租置計劃 (已售單位) ⁽⁷⁾	TPS (sold flats) ⁽⁷⁾	126 251
未售出的單位	Unsold flats	1
興建中的單位數目	Number of Flats under Construction	58 748
租住屋邨 / 居者有其屋計劃	Rental / HOS	58 748
臨時收容中心⁽⁸⁾	Transit Centres⁽⁸⁾	3
租住認可人口	Authorised Rental Population	148
托兒所	Nurseries	91⁽⁹⁾
幼兒園	Kindergartens	214 ⁽⁹⁾
學校	Schools	228 ⁽⁹⁾
圖書館及溫習室	Libraries and Study Rooms	57 ⁽⁹⁾
福利及康樂用途單位 ⁽¹¹⁾	Welfare and Amenity Premises ⁽¹¹⁾	1 444 ⁽⁹⁾
舖位	Shops	1 727
街市檔位 (包括熟食檔位)	Market Stalls (including cooked food stalls)	1 148
工廠單位 ⁽¹²⁾	Factory Units ⁽¹²⁾	8 537

註 Note:

- 租住公屋屋邨不包括39個租置計劃屋邨、兩個有租住公屋大廈 / 單位的可租可買計劃 / 重建置業計劃屋苑及一個有租住公屋大廈 / 單位的居屋屋苑。PRH estates exclude those 39 TPS estates, 2 BRO / MSS and 1 HOS courts with PRH blocks / units.
- 中轉房屋不包括兩個有中轉屋大廈 / 單位的公共租住屋邨 (寶田及石梨 (二))。Interim Housing (IH) excludes 2 PRH estates (Po Tin and Shek Lei (II)) with IH blocks / units.
- 居屋 / 私人參建計劃屋苑包括第三期乙之前出售的居屋屋苑。HOS / PSPS courts include pre-Phase 3B HOS courts.
- 可租可買計劃 / 重建置業計劃屋苑不包括一個有可租可買計劃 / 重建置業計劃單位的居屋屋苑 (天頌苑)。BRO / MSS courts exclude 1 HOS court (Tin Chung Court) with BRO / MSS units.
- 資助出售房屋居民人數包括居住於居屋、私人參建計劃、可租可買計劃 / 重建置業計劃及租置計劃單位的居民，但不包括居於可在公開市場買賣單位 (已繳補價單位) 的居民。居住人口數字是根據政府統計處進行的綜合住戶統計調查結果計算。Subsidised sale flats population include those residing in HOS, PSPS, BRO / MSS and TPS flats but exclude those residing in flats that are tradable in the open market (flats having paid off premiums). Figure for resident population is based on the General Household Survey conducted by the Census and Statistics Department.
- 居屋 / 私人參建計劃 / 可租可買計劃 / 重建置業計劃單位包括可在公開市場買賣的單位 (第三期乙之前出售的居屋單位及已繳補價單位)，但不包括未售出的單位。HOS / PSPS / BRO / MSS flats include flats that are tradable in the open market (flats sold prior to HOS Phase 3B or flats having paid off premiums), but exclude unsold flats.
- 已售出的租置計劃單位包括可在公開市場買賣的單位 (已繳補價單位)，但不包括售回給香港房屋委員會的單位。TPS sold flats include flats that are tradable in the open market (flats having paid off premiums), but exclude cases in which buyers had sold back their flats to the Hong Kong Housing Authority.
- 包括石梨臨時居所。Including Shek Lei Temporary Accommodation.
- 數字是以機構單位計算。Figures are counted on an establishment basis.
- 數字是以單位數量計算。Figures are counted on unit basis.
- 包括托兒所、圖書館和溫習室。Including nurseries, libraries and study rooms.
- 包括位於工廠大廈的非製造業用途舖位。Including non-manufacturing shops in factory buildings.

09 2009/10財政年度至2013/14財政年度運作結果

Operating Results for Financial Years 2009/10 to 2013/14

過去五個年度之撮要 Summary for the past 5 years

		2009/10	2010/11	2011/12	2012/13	2013/14
		百萬元 \$M	百萬元 \$M	百萬元 \$M	百萬元 \$M	百萬元 \$M
租住房屋	Rental Housing					
收入	Income	9,926	9,517	10,609	10,413	11,899
開支	Expenditure	(11,390)	(10,441)	(11,210)	(11,647)	(12,078)
運作赤字	Operating deficit	(1,464)	(924)	(601)	(1,234)	(179)
商業樓宇	Commercial					
收入	Income	1,366	1,428	1,616	1,858	2,095
開支	Expenditure	(905)	(863)	(1,018)	(1,120)	(1,181)
運作盈餘	Operating surplus	461	565	598	738	914
資助自置居所	Home Ownership Assistance					
收入	Income	3,968	7,519	1,920	2,641	3,707
開支	Expenditure	(1,379)	(3,172)	(443)	(542)	(1,513)
運作盈餘	Operating surplus	2,589	4,347	1,477	2,099	2,194
未計入非運作項目的 綜合運作盈餘	Consolidated Operating Surplus before non-operating items					
收入	Income	15,260	18,464	14,145	14,912	17,701
開支	Expenditure	(13,674)	(14,476)	(12,671)	(13,309)	(14,772)
未計入非運作項目 的綜合運作盈餘	Consolidated operating surplus before non-operating items	1,586	3,988	1,474	1,603	2,929
非運作項目的特別收入/ (開支)淨額	Net special income/(expenditure) on non-operating items					
		(57)	72	(137)	(98)	(80)
包括非運作項目的 綜合運作盈餘	Consolidated Operating Surplus including non-operating items					
		1,529	4,060	1,337	1,505	2,849

10 2009/10財政年度至2013/14財政年度資本開支

Capital Expenditure for Financial Years 2009/10 to 2013/14

過去五個年度之撮要 Summary for the past 5 years

		2009/10	2010/11	2011/12	2012/13	2013/14
		百萬元 \$M	百萬元 \$M	百萬元 \$M	百萬元 \$M	百萬元 \$M
建築工程	Construction	5,511	6,138	7,291	8,639	8,911
改善工程	Improvement works	384	471	666	682	657
電腦系統	Computer systems	127	177	192	189	153
資本開支總額	Total Capital Expenditure	6,022	6,786	8,149	9,510	9,721

11 過去十年公營房屋建屋量⁽¹⁾

Public Housing Production in the Past 10 Years⁽¹⁾

年份	Year	04/05	05/06	06/07	07/08	08/09	09/10	10/11	11/12	12/13	13/14
出租單位	Rental Flats										
香港房屋委員會 (房委會) ⁽²⁾	The Hong Kong Housing Authority (HA) ⁽²⁾	24 682	17 153	7 192	13 726	19 050	15 389	13 672	11 186	13 114	14 057
房屋協會 (房協) ⁽³⁾	Housing Society (HS) ⁽³⁾	333	0	0	872	0	0	0	0	0	0
合計	Total	25 015	17 153	7 192	14 598	19 050	15 389	13 672	11 186	13 114	14 057
出售單位	Sale Flats										
房委會 ⁽⁴⁾	HA ⁽⁴⁾	0	0	1 200	1 386	1 624	370	1 110	0	0	0
房協 ⁽⁵⁾	HS ⁽⁵⁾	0	0	576	576	0	0	0	0	0	0
合計	Total	0	0	1 776	1 962	1 624	370	1 110	0	0	0
總計	Grand Total	25 015	17 153	8 968	16 560	20 674	15 759	14 782	11 186	13 114	14 057

註 Note:

- 從2005年5月起，公營房屋建屋量的房屋類別之分類經修訂如下列註(2)至註(5)所述。
Since May 2005, the housing type classifications of public housing production have been revised as stated in notes (2) to (5) below.
- 房委會的租住房屋建屋落成量包括公共租住房屋（公屋）、中轉房屋和那些由剩餘的居者有其屋（居屋）計劃轉作公屋的項目單位。由公屋轉作出售用途的可租可買計劃／重建置業計劃的單位則不包括在內。
The HA's rental housing flat production figures include the production of public rental housing (PRH), interim housing and projects transferred from surplus Home Ownership Scheme (HOS) to PRH but exclude the production of projects built as rental housing but subsequently transferred to Buy or Rent Option Scheme (BRO) / Mortgage Subsidy Scheme (MSS) flat housing.
- 房協的租住房屋建屋落成量包括租住房屋和長者安居樂計劃下的出租單位。長者安居樂計劃出租單位是以長期租約推出，並需申請人繳付一筆租住權費。
HS's rental housing production figures include rental flats and Senior Citizen Residences Scheme (SEN) flats. The SEN flats are offered on a long term lease basis and a lump sum consideration is payable for each SEN flat by the applicant.
- 房委會的資助出售單位建屋落成量包括居屋計劃、私人機構參建居屋計劃（私人參建計劃）和可租可買計劃／重建置業計劃。從2002年至2004年期間落成而未定用途的剩餘居屋計劃／私人參建計劃單位的落成時間以其首次推售時間為準。
The HA's subsidised sales flat production figures include the production of HOS, Private Sector Participation Scheme (PSPS) and BRO / MSS. Surplus HOS / PSPS flats completed between 2002 and 2004 with unspecified usage are counted as production at the first time they put up for sales.
- 房協出售房屋單位的建屋落成量包括住宅發售計劃、夾心階層住屋計劃和市區改善計劃。於2002年落成而未定用途的剩餘住宅發售計劃單位的落成時間以其首次推售時間為準。
HS's sales flat production figures include the production of Flat-For-Sale Scheme (FFSS), Sandwich Class Housing Scheme and Urban Improvement Scheme flats. Surplus FFSS flats completed in 2002 with unspecified usage are counted as production at the first time they put up for sales.

12 建造業意外統計 Construction Accidents Statistics

2013

意外數字	Accidents	
總數 (全港)	Total number (Hong Kong)	3 232
新建工程 (香港房屋委員會 (房委會))	New construction works (The Hong Kong Housing Authority (HA))	55
維修及保養 (房委會)	Repair and Maintenance works (HA)	16
總數 (房委會)	Total number (HA)	71
房委會佔全港總數百分比	HA as % total	2.2%
每千名工人 (全港)	Number per 1 000 workers (Hong Kong)	40.8
每千名工人 (房委會新建工程)	Number per 1 000 workers (HA new construction works)	7.3
每千名工人 (房委會維修及保養工程)	Number per 1 000 workers (HA Repair and Maintenance works)	4.1
死亡數字		
Deaths		
總數 (全港)	Total number (Hong Kong)	22
總數 (房委會新建工程)	Total number (HA new construction works)	1
總數 (房委會維修及保養工程)	Total number (HA Repair and Maintenance works)	0
房委會新建工程佔總數百分比	HA new construction works as % total	4.5%
房委會維修及保養工程佔總數百分比	HA Repair and Maintenance works as % total	0%
每千名工人 (全港)	Number per 1 000 workers (Hong Kong)	0.28
每千名工人 (房委會新建工程)	Number per 1 000 workers (HA new construction works)	0.13
每千名工人 (房委會維修及保養工程)	Number per 1 000 workers (HA Repair and Maintenance works)	0
建造業工人受聘數字		
Construction Workers Employed		
總數 (全港)	Total number (Hong Kong)	79 303
總數 (房委會新建工程)	Total number (HA new construction works)	7 556
房委會新建工程佔總數百分比	HA new construction works as % total	9.5%
總數 (房委會維修及保養工程)	Total number (HA Repair and Maintenance works)	3 897
房委會維修及保養工程佔總數百分比	HA Repair and Maintenance works as % total	4.9%

13 服務承諾 Performance Pledge

為確保服務更能符合公眾期望及與時並進，香港房屋委員會（房委會）訂立了一套38項的服務承諾。這套服務承諾涵蓋我們與市民大眾及主要服務對象有所接觸的運作。我們將因應服務對象的需求而就有關服務承諾作出適時的檢討。

To ensure our services can better meet public expectation and move with time, the Hong Kong Housing Authority (HA) has formulated a set of performance pledge containing 38 items. The pledge covers our operations that have an interface with the general public and our major client groups. We will conduct reviews on the performance pledge according to the needs of the clients.

服務承諾 Performance Pledge	服務目標 Performance Target	2013年實際成績* Achievement* in 2013
公屋輪候冊申請人 Waiting List Applicants		
1 我們會在確認收到申請表格後的3個月內，以書面通知申請人是否成功獲登記於公屋輪候冊內。 We will within 3 months from the confirmed receipt of their applications notify the applicants in writing as to whether they are successful in registering onto the waiting list for public rental housing.	90%	99.94%
2 在申請到達調查階段時，我們會預先1星期前通知申請人核實配屋資格面晤的時間。 When an application reaches the investigation stage, we will give the applicant 1 week's advance notice of the vetting interview.	99%	100%
3 我們會在30分鐘內接見準時出席核實配屋資格面晤的申請人。 We will conduct the vetting interview within 30 minutes of the appointed time if the applicants arrive on time.	99%	100%
4 申請人在調查階段的核實配屋資格面晤中提供齊備的資料後，我們會進行審查及核實，於2個月內通知申請人是否符合編配資格。 Upon submission of full information by the applicants during the vetting interview at investigation stage, we will conduct checking and verification and advise the applicants on whether they are eligible for allocation within 2 months.	99%	99.99%
5 在接獲社會福利署體恤安置個案推薦後，我們會於3星期內與申請人面晤核實配屋資格。 We will conduct a vetting interview with the applicant within 3 weeks upon receipt of referral from the Social Welfare Department recommending "compassionate rehousing".	99%	100%
6 房屋署設有網上電子服務及房委會熱線2712 2712供申請人查詢申請進度。我們會更新系統內有關之申請進度資料至上一個工作天完結的情況。 We have set up the e-service on the web and the HA Hotline 2712 2712 enabling applicants to enquire on the progress of their applications. We will update the status of the relevant application progress data in the system as at the end of the preceding working day.	99%	100%
公屋住戶 Public Rental Housing Tenants		
7 我們會在7分鐘內接待前來屋邨辦事處的公屋住戶。 We will attend to tenants within 7 minutes when they visit our estate office during office hours.	95%	99.90%
8 在收租服務時間內，我們會在18分鐘內接待前來屋邨辦事處繳交租金的公屋住戶。 We will attend to tenants within 18 minutes when they pay rent at our estate office during rent collection service hours.	95%	99.93%

13 服務承諾 (續) Performance Pledge (continued)

服務承諾 Performance Pledge	服務目標 Performance Target	2013年實際成績* Achievement* in 2013
9 如前租戶提供齊備資料及沒有拖欠房委會款項，我們會在接獲其退款申請2星期內退回住宅單位的按金和多付的租金。 We will refund domestic rental deposit and overpaid rent to ex-tenants within 2 weeks upon receipt of application if adequate information is provided and no outstanding debt is owed to the HA.	90%	96.27%
10 關於更換戶主、特別調遷、租金援助、交回較低租金、平安鐘安裝津貼的申請，如公屋住戶提供的資料齊備，我們會在10天內作初步答覆。 We will provide interim replies for applications relating to change of head of household, special transfer, rent assistance, rent reversion and subsidy for the installation of an emergency alarm within 10 days if required documents are provided.	100%	100%
就上述的申請，我們會在18天內給公屋住戶確實答覆。如我們未能在18天內作出確實答覆，會在作出確實答覆限期前及其後每月告知公屋住戶申請進展。 We will provide substantive replies for these applications within 18 days. If we cannot provide a substantive reply within 18 days, we will keep tenants informed of the progress on or before the substantive reply due date and on a monthly basis.	95%	100%
11 屋邨辦事處在收到有關屋邨的護衛和清潔服務的投訴後12小時內處理。 We will attend to complaints about security and cleansing services in the estate within 12 hours of report to the estate office.	95%	99.91%
12 如申請人提供的資料齊備，我們在收到根據「居屋第二市場計劃」提交的「購買資格證明書」申請，以購買「居者有其屋計劃」或「租者置其屋計劃」的單位，會在2星期內通知申請結果。 We will notify PRH tenants of the outcome within 2 weeks upon receipt of their applications for Certificate of Eligibility to Purchase of a Home Ownership Scheme (HOS) or Tenants Purchase Scheme (TPS) flat under the HOS Secondary Market Scheme, subject to the availability of required information.	90%	98.39%
13 如申請人提供的資料齊備，我們在收到申請購買「租者置其屋計劃」屋邨單位的申請書後，會在60天內通知申請結果。 We will notify PRH tenants of the outcome within 60 days upon receipt of their applications for purchase of their flats in Tenants Purchase Scheme (TPS) estate, subject to the availability of required information.	95%	99.86%
14 升降機發生故障時： Maintenance personnel will arrive at the scene for report of lift breakdown:		
– 如無人被困，維修人員會在接報後45分鐘內到場； within 45 minutes where no trapping of passengers is involved;	95%	99.75%
– 如有乘客被困，維修人員會在25分鐘內到場； within 25 minutes if trapping of passengers is involved;	95%	99.39%
– 並於到場後30分鐘內救出被困的乘客。 have them rescued within 30 minutes of arrival.	90%	99.42%

13 服務承諾 (續) Performance Pledge (continued)

服務承諾 Performance Pledge	服務目標 Performance Target	2013年實際成績* Achievement* in 2013
15 遇有突然停電： For sudden interruption of electricity supply:		
- 屋邨管理人員會在屋邨辦事處接報後15分鐘內到場處理； Estate management personnel will arrive at the scene to attend to the sudden interruption of electricity supply within 15 minutes upon receipt of report to the estate office;	99%	100%
- 在辦公時間內，維修人員會在1小時內到場維修； Maintenance personnel will arrive within 1 hour for maintenance during office hours;	99%	100%
- 在非辦公時間內，維修人員會在2小時內到場維修； Maintenance personnel will arrive within 2 hours for maintenance after office hours;	99%	100%
- 如住宅大廈停電涉及超過一個住宅單位和 / 或公用地方，供電會在檢查後8小時內恢復。 Supply will be resumed within 8 hours after inspection for interruption that affects more than one domestic flat and / or the common areas of the domestic block.	95%	100%
16 遇有食水供應突然中斷： For sudden interruption of fresh water supply:		
- 屋邨管理人員會在屋邨辦事處接報後15分鐘內到場處理； Estate management personnel will arrive at the scene to attend to the sudden interruption of fresh water supply within 15 minutes upon receipt of report to the estate office;	99%	100%
- 維修人員會在1小時內到場維修； Maintenance personnel will arrive within 1 hour for maintenance;	95%	100%
- 若不涉及地底輸水管的維修，供水會在檢查後9小時內恢復。 Supply will be resumed within 9 hours after inspection where no repairs to underground water mains are required.	95%	100%
17 遇有沖廁水供應突然中斷： For sudden interruption of flush water supply:		
- 屋邨管理人員會在屋邨辦事處接報後15分鐘內到場處理； Estate management personnel will arrive at the scene to attend to the sudden interruption of flush water supply within 15 minutes upon receipt of report to the estate office;	99%	100%
- 維修人員會在2小時內到場維修； Maintenance personnel will arrive within 2 hours for maintenance;	95%	100%
- 若不涉及地底輸水管的維修，供水會在檢查後20小時內恢復。 Supply will be resumed within 20 hours after inspection where no repairs to underground water mains are required.	95%	100%

13 服務承諾 (續) Performance Pledge (continued)

服務承諾 Performance Pledge	服務目標 Performance Target	2013年實際成績* Achievement* in 2013
18 如屬房屋署負責維修的公眾地方排水道淤塞，我們會在屋邨辦事處接報後15分鐘內到場處理。 We will arrive at the scene to attend to blockage of drainage in public areas under the Housing Department's (HD's) care within 15 minutes upon receipt of report to the estate office.	99%	100%
19 在接獲公屋住戶的維修要求後，如屬房屋署負責的項目，我們會在屋邨辦事處接報後12天內動工維修。如需較長時間始能動工，我們會在5天內將原因告知公屋住戶。(此維修要求不包括服務承諾第14至第18項所載者。) We will commence repairs within 12 days upon receipt of tenants' request to the estate office for repairs which the HD is responsible. We will inform tenants of the reasons for the delay within 5 days if longer time is needed to commence works. (The above repair requests exclude those as mentioned in pledge nos. 14 to 18)	85%	98.77%
20 在接獲報告房屋署管理的樹木懷疑有危險時： Upon receipt of report of suspected hazard imposed by trees managed by the HD:		
– 我們會在30分鐘內到場； We will arrive at the scene within 30 minutes;	90%	100%
– 我們會在到場後90分鐘內圍封現場有危險的地方； We will cordon off the hazardous zone within 90 minutes of arrival;	90%	100%
– 如果有倒下的枝條，我們會在到場後4小時內清理； We will arrange clearing of fallen branches, if any, within 4 hours of arrival;	85%	100%
– 我們會在3天內檢查有關樹木的狀況。 We will conduct an inspection to the condition of the tree in question within 3 days.	85%	99.38%
居者有其屋 (居屋) 計劃單位業主 Home Ownership Scheme (HOS) Flat Owners		
21 如居者有其屋業主申請人提供的資料齊備，我們在收到根據「居屋第二市場計劃」就其單位提交的「可供出售證明書」申請書後，會在2星期內通知申請結果。 We will notify HOS flat owners of the outcome within 2 weeks upon receipt of their applications for Certificate of Availability for Sale of their flats under the HOS Secondary Market Scheme, subject to the availability of required information.	90%	98.73%
租者置其屋 (租置) 計劃單位業主 Tenants Purchase Scheme (TPS) Flat Owners		
22 如租者置其屋業主申請人提供的資料齊備，我們在收到根據「居屋第二市場計劃」就其單位提交的「可供出售證明書」申請書後，會在2星期內通知申請結果。 We will notify TPS flat owners of the outcome within 2 weeks upon receipt of their applications for Certificate of Availability for Sale of their flats under the HOS Secondary Market Scheme, subject to the availability of required information.	90%	97.91%
商業單位申請人 Commercial Premises Applicants		
23 我們會在招標期限屆滿後14天內，通知投標者租賃商業單位的標書是否有效。 We will notify tenderers of the validity of tender for leasing of commercial premises within 14 days of the closing date of tender invitation.	99.5%	100%
24 於招標期限屆滿後18天內，我們會依照標書次序編排小組審批的結果，把投標按金退還標書未被接納的投標者，出價最高者則作別論。 We will refund the tender deposit to tenderers after Tender Listing Team concluded within 18 days of the closing date of tender invitation if their tenders are not accepted, unless the tenderer is the highest bidder.	99.5%	100%

13 服務承諾 (續) Performance Pledge (continued)

服務承諾 Performance Pledge	服務目標 Performance Target	2013年實際成績* Achievement* in 2013
25 我們會在招標期限屆滿後25天內，通知投標出價最高者有關租賃商業單位的招標結果。 If the tenderer is the highest bidder, we will inform him / her of the tender result for leasing of commercial premises within 25 days of the closing date of tender invitation.	99%	100%
商業單位 / 非住宅單位租戶 Commercial Premises / Non-domestic Premises Tenants		
26 如租戶提供的申請資料齊備，我們會按以下三類個案，從業主的角度審批租戶的裝修工程申請： We will vet from Landlord's role and approve tenants' applications for fitting-out works according to the following 3 classes, subject to the availability of requisite information:		
簡單個案： 不更改建築物的屋宇裝備、結構、防水設備、排水設施、間隔和外觀，於10天內完成。 Simple case : No alteration of Building Services installations, structure, waterproofing, drainage, compartmentation, outlook of the building. To be completed within 10 days.	95%	100%
一般個案： 相當大量建築工程、內部間隔移位、在樓板或牆壁關設開口，於20天內完成。 Normal case : Considerable amount of building works, relocation of internal partitions, forming of openings in floor or wall. To be completed within 20 days.	85%	100%
複雜個案： 涉及重大建築工程、加建樓板或牆壁、安裝重型機器或設備，於30天內完成。 Complicated case : Involved major building works, additional floor or wall, installation of heavy machine or equipment. To be completed within 30 days.	85%	100%
<i>(上述時間框架不計算本署獨立審查組處理涉及改建和加建裝修工程所需的時間。有關詳情，請參閱服務承諾第28-33項。)</i> <i>(The above time frames exclude the time required for processing by the Department's Independent Checking Unit for fitting-out works which involve alteration and addition. For details, please refer to the pledge nos. 28-33.)</i>		
27 如商業單位租戶續訂租約獲得批准，我們會在現行租約屆滿前3個月，把新租金和新租約條款通知他們。 We will provide commercial premises tenants with new rent and new tenancy terms 3 months before expiry of the existing tenancies if renewal is approved.	95%	100%
居屋 / 租置計劃單位業主、非住宅單位申請人 / 租戶 (有關樓宇監管事宜) HOS / TPS Flat Owners, Non-domestic Premises Applicants / Tenants (about building control matters)		
28 我們將於： We will process and advise on plans:		
– 60天內審理及通知有關改建和加建工程計劃。 for alteration and addition (A&A) works within 60 days.	100%	100%
– 30天內審理及通知有關重新遞交的改建和加建工程計劃。 for re-submissions for A&A works within 30 days.	100%	99.44%

13 服務承諾 (續) Performance Pledge (continued)

服務承諾 Performance Pledge	服務目標 Performance Target	2013年實際成績* Achievement* in 2013
29 我們將於28天內審理及通知有關改建和加建工程動工同意書的申請。 We will process and advise on applications for consent to commence alteration and addition works within 28 days.	100%	99.79%
30 我們將在申請評審小組制度下，於12個工作天內就食肆牌照的申請提供意見。 We will advise on restaurant license applications under the Application Vetting Panel system within 12 working days.	98%	98%
31 在辦公時間內，我們將處理有關建築物和建築工程的緊急事故： We will respond to emergencies relating to buildings and building works during office hours:		
– 市區個案於1.5小時內； within 1.5 hours for cases in urban areas;	100%	100%
– 新界新市鎮個案於2小時內； within 2 hours for cases in new towns in New Territories;	100%	100%
– 其他地區個案於3小時內。 within 3 hours for cases in other areas.	100%	未有個案 No Case
32 在辦公時間外，我們將處理有關建築物和建築工程的緊急事故： We will respond to emergencies relating to buildings and building works outside office hours:		
– 市區、新界以及大嶼山個案於2小時內； within 2 hours for cases in urban areas, New Territories and Lantau Island;	100%	100%
– 其他地區個案於3小時內。 within 3 hours for cases in other areas.	100%	未有個案 No Case
33 我們將於接報正在建造的違例建築工程舉報的48小時內，提供非緊急服務。 (備註：本署獨立審查組作出以上第28至第33項的服務承諾，該組一直獲屋宇署授權，對居者有其屋計劃／租者置其屋計劃的樓宇執行屋宇監管工作，同時亦監管2005年房委會分拆出售商業樓宇所涉及的零售商舖和停車場及有關的公共租住屋邨。) We will provide non-emergency services for reports on unauthorised building works under construction within 48 hours. (The above pledge nos. 28-33 are provided by the Department's Independent Checking Unit responsible for building control duties under delegated authority by Buildings Department in Home Ownership / Tenants Purchase Scheme buildings as well as retail and car parking premises and some public rental housing estates after the divestment of the HA's commercial premises in 2005.)	100%	100%
工程承建商及服務承辦商 Works and Services Contractors		
34 我們在收到關於申請列入香港房委會工程承建商及物業管理服務供應商名冊的完整資料後，會於3個月內完成處理。 Upon receipt of a complete set of information from the applicant for admission onto the HA's List of Works Contractors and Property Management Services Providers, the processing shall be completed within 3 months.	95%	100%

13 服務承諾 (續) Performance Pledge (continued)

服務承諾 Performance Pledge	服務目標 Performance Target	2013年實際成績* Achievement* in 2013
一般市民 General Public		
35 我們將於收到投訴和查詢個案10天內作初步答覆。 We will provide an interim reply within 10 days of receipt of complaint and enquiry cases.	100%	99.99%
36 我們將於收到投訴和查詢個案21天內作具體答覆。我們如未能於21天內作具體答覆，將於作具體答覆限期當天前及每月告知進展。 We will provide a substantive reply within 21 days of receipt of complaint and enquiry cases. If we cannot provide a substantive reply within 21 days, we will keep the complainant / enquirer informed of the progress on or before the substantive reply due date and on a monthly basis.	100%	100%
37 房委會熱線的留言均會於24小時內回覆。 Voice mails left to Housing Authority Hotline will be replied within 24 hours.	100%	85.16%
38 房委會熱線接到的所有來電均會於20秒內由電話系統接聽。 All telephone calls to Housing Authority Hotline will be answered by the hotline system within 20 seconds.	90%	99.99%

* 2013實際成績由1.1.2013起計算至31.12.2013。
The achievement in 2013 covers the period from 1.1.2013 to 31.12.2013.