



竭誠用心 為民服務

Serving our Community
from the Heart

房委會員工的「同樂農圃」。
“Delightful Farm” for HA staff.

While “building for the community” embraces the construction of homes for those in need, there is much more other work undertaken by the Hong Kong Housing Authority (HA) that helps build communities, making them stronger and more harmonious. This chapter describes the work undertaken during the year by the HA in building closer ties with the wider community, in building links with Mainland and overseas partners, and especially in building a tight-knit, highly motivated body of staff.



The HA/HD Website provides much useful information on public housing.

Building links with the public

The Housing Authority / Housing Department (HA/HD) Website continued to be an important communication platform throughout the year, recording an average hit rate of 5 million a month in 2014/15. The website is one of the easiest and most convenient ways of accessing information for anyone who needs to know more about public housing. During the year, we expanded the website’s usefulness by uploading an array of information about the sale of Home Ownership Scheme (HOS) flats.

This information included application guides and sales brochures for downloading, along with virtual show flat videos. Potential home-buyers could visit this convenient one-stop location for all the HOS information they needed. We also use the website to spark interest in the environment and promote green living in PRH estates. For instance, we have developed an online platform on which the general public can search for information about some of the common species of trees to be found in our PRH estates.

We keep both our tenants and the general public well informed about various aspects of our work through our monthly e-newsletter *Housing Dimensions*, and our bi-annual *Estate Newsletter*, specifically for our PRH tenants.

Keeping in touch with the media

Another way by which we interact with the public, especially in announcing new policies and initiatives, is through communications with the media. During 2014/15, we issued 37 press releases, arranged 22 press briefings and interviews, handled 1 257 media enquiries and dealt with 524 complaints referred to us by the media.



Over 2 900 volunteers joined the Volunteer for Seniors Day to visit elderly tenants of PRH estates.

Welcoming corporate visitors

To cater for visitors who wish to learn more about Hong Kong's unique public housing system, we regularly organise visits to some of our estates and related sites. During the year, we organised a total of 33 separate visits for groups and delegations; 17 of these (52%) were from a range of overseas countries, another 11 (33%) were Mainland delegations, and the other 5 (15%) were made up of local groups.



A Mainland delegation visiting Upper Ngau Tau Kok Estate.

Bringing PRH communities together

Good community care requires meticulous planning and organisation. In 2014/15, the HA devoted a good deal of resources to arranging events that brought residents of its estates together in a spirit of harmony and community. Regular activities and campaigns organised during the year included events promoting fire safety, home safety, estate cleanliness and public hygiene. The annual Volunteer for Seniors Day took place in February with more participants than ever. Over 2 900 volunteers made personal visits and took gifts to around 1 100 elderly tenants across 73 PRH estates. As in last year, the Chairman of the HA, Professor Anthony Cheung Bing-leung, also took part. Meanwhile, our care for the elderly initiative went up a notch, with 60 estate-based roadshows organised throughout the year to disseminate healthy living messages among senior tenants. Occupational therapists and volunteers followed up with home visits to those tenants identified as having a high risk of falls.

Quality service through staff empowerment

During the year, we continued to publicise success stories about exemplary work teams to help promote the HA's core values, and followed this up by launching a new platform (available via the HA e-learning Portal) on which staff could share their thoughts after reading these inspiring stories. As last year, Care@Work workshops were organised for junior managers that delivered essential skills in leading, engaging and developing staff.

Providing staff with training opportunities that enhance their skills and motivate them to raise their performance is one key to maintaining a happy, highly motivated workforce. On average, HA staff received a total of 25.2 hours of training in 2014/15. Some of the training programmes we organised during the year were in support of specific business initiatives, such as the programmes relating to waste reduction in public housing estates, green design, and new IT systems. In addition, we offered a diverse range of learning opportunities that included formal classroom training, attachment programmes, mentoring programmes, site visits and study tours. We also continued enhancing the content of the HA e-Learning Portal, while also making it more attractive and user-friendly.



 A seminar on first aid for staff.

Keeping staff safe and healthy

Our ongoing Employee Wellness Programme continued to provide staff with information and support on matters relating to their physical, emotional, social and occupational health. The programme included seminars on new health topics, such as dementia, handling adversity, hypertension, and colorectal cancer; while a new series of stress management seminars was designed and held to help staff deal with pressure. The Health Portal was revamped in May 2014 to facilitate staff access to a full spectrum of health information.

We continued running occupational safety and health (OSH) training courses and seminars during the year, to keep staff safety awareness high and reinforce our valued safety culture. We also updated our dedicated OSH website on the HA intranet by adding the latest OSH guidelines, health tips and publications from the Occupational Safety and Health Council and the Labour Department.

In 2014, we ran a total of 290 OSH training courses and seminars, attended by over 8 800 staff members. Topics included construction site safety, arboriculture safety, safety awareness, first aid, stress and crisis management, working in confined spaces, using display screen equipment, and handling potentially violent customers. We also ran an annual Departmental Office Safety Inspection Exercise to identify and remove potential hazards in the office environment.



■ The Director of Housing, Mr Stanley Ying (centre), with the HeBROS project team at the launching ceremony.

New IT initiatives

Over the year, we continued to implement the recommendations in the IT Strategy Study completed in 2012. In December 2014, we successfully rolled out the New HOS system, designed to support the pre-sales and sales operations relating to HOS flats. This system streamlines the operations that users perform by leveraging document imaging and a rule-based process engine. The system uses scanned images and a database matching the application vetting rules in a way that enables frontline users to process HOS applications throughout the sales cycle more effectively and efficiently than in the past.

A new system called Housing Electronic Building Records Online System (HeBROS) was launched during the year. This system represents the HA's first internet "shop", providing one-stop inspection and copying services for building plans and documents to the public and other Government users. HeBROS has transformed the existing business mode of over-the-counter sales of building records into an effective e-channel. The implementation involved the adoption of digital maps and the addition of a shopping cart function and an electronic payment gateway, among other enhancements. The user-friendly HeBROS website enables building records to be retrieved efficiently by using map navigation and a tailored search engine into which estate names, block names and street names can be entered. Its efficient viewing and copying services make retrieval of building records simpler and easier than ever.

2014/15 年度所獲業界獎項及社會嘉許

Industrial Awards and Community Recognitions

獎項 / 得獎項目 Award / Winning Project

頒發機構 Awarding Organisation

發展及建築 Development and Construction

亞太項目管理學會聯盟大獎2014

年度項目大獎 — 葵盛圍公共租住房屋發展項目
建造 / 工程組別大獎 — 葵盛圍公共租住房屋發展項目
嘉許 (科研) — 綜合採購新方法 — 三軌投標制度

Asia Pacific Federation of Project Management, Project Management Achievement Awards 2014

Winner (Project of the Year) – Public Rental Housing Development at Kwai Shing Circuit
Winner (Construction / Engineering) – Public Rental Housing Development at Kwai Shing Circuit
Commendation (Research) – Procuring for Innovations with a “Three-envelope System”

亞太項目管理學會聯盟

Asia Pacific Federation of Project Management

FuturArc環保先鋒大獎2014

嘉許狀 — 啟晴邨

FuturArc Green Leadership Award 2014

Certificate of Recognition – Kai Ching Estate

BCI Asia Construction Information Pte Ltd

英國特許建造學會國際傑出成就獎2014

高度嘉許 — 採購及供應鏈

Chartered Institute of Building, International Outstanding Achievement Awards 2014

Highly Commended – Procurement and Supply Chain

英國特許建造學會

Chartered Institute of Building

亞太區工料測量師協會第18屆國際會議2014

最佳建築信息模擬論文獎 — 為何及怎樣應用建築信息模擬於工料測量

18th Pacific Association of Quantity Surveyors Congress 2014

Best BIM Paper Award – “BIM for QS – Why and How?”

亞太區工料測量師協會

Pacific Association of Quantity Surveyors

優質建築大獎2014

優質建築大獎得主 (香港住宅項目 (多幢)) — 油麗邨第五期

Quality Building Award 2014

Grand Award Winner (Hong Kong Residential (Multiple Buildings)) – Yau Lai Estate Phase 5

香港工程師學會、香港建造商會、香港建築師學會、香港營造師學會、香港房屋經理學會、香港測量師學會、香港品質保證局、國際物業設施管理協會 (香港分會)、香港地產建設商會

Hong Kong Institution of Engineers, Hong Kong Construction Association, Hong Kong Institute of Architects, Hong Kong Institute of Construction Managers, Hong Kong Institute of Housing, Hong Kong Institute of Surveyors, Hong Kong Quality Assurance Agency, Hong Kong Chapter of International Facility Management Association, Real Estate Developers Association of Hong Kong

獎項 / 得獎項目 Award / Winning Project

頒發機構 Awarding Organisation

香港綠色建築議會環保建築大獎2014

優異獎 (新建建築 (已落成建築)) — 啟晴邨
 大獎 (新建建築 (興建中建築)) — 前元朗邨重建計劃
 優異獎 (新建建築 (興建中建築)) — 東涌第56區公共租住房屋發展項目
 優異獎 (既有建築 (規劃 / 設計中建築)) — 改建柴灣工廠大廈為公共租住房屋
 優異獎 (研究及規劃) — 創建綠色基結構件
 優異獎 (研究及規劃) — 榮昌邨減音露台的研發工作

香港綠色建築議會
 Hong Kong Green Building Council

Hong Kong Green Building Council, Green Building Award 2014

Merit Award (New Buildings (Completed Buildings)) –
 Kai Ching Estate
 Grand Award (New Buildings (Buildings under Construction)) –
 Redevelopment of Ex-Yuen Long Estate
 Merit Award (New Buildings (Buildings under Construction)) –
 Public Rental Housing Development at Tung Chung Area 56
 Merit Award (Existing Buildings – Buildings Projects under Planning / Design) –
 Conversion of Chai Wan Factory Estate to Public Rental Housing
 Merit Award (Research & Planning) –
 Driving Innovations for Green Infrastructure Components
 Merit Award (Research & Planning) –
 Research and Development of Acoustic Balcony for Wing Cheong Estate

香港工程師學會卓越結構嘉許獎2014

優異獎 — 牛頭角下邨重建計劃第1期
 優異獎 — 油塘邨第4期 (大本型)

香港工程師學會
 Hong Kong Institution of Engineers

Hong Kong Institution of Engineers, Structural Excellence Award 2014

Merit – Redevelopment of Lower Ngau Tau Kok Estate Phase 1
 Merit – Yau Tong Estate Phase 4 (Domain)

香港項目管理學會大獎2014

年度項目大獎 — 葵盛圍公共租住房屋發展項目
 建造 / 工程組別大獎 — 葵盛圍公共租住房屋發展項目

香港項目管理學會
 Hong Kong Institute of Project Management

Hong Kong Institute of Project Management, Project Management Achievement Award 2014

Winner (Project of the Year) –
 Public Rental Housing Development at Kwai Shing Circuit
 Winner (Construction / Engineering) –
 Public Rental Housing Development at Kwai Shing Circuit

發展局公德地盤嘉許計劃

優異獎 — 葵盛圍公共租住房屋發展項目

發展局
 Development Bureau

Development Bureau, Considerate Contractors Site Awards

Merit – Public Rental Housing Development at Kwai Shing Circuit

獎項 / 得獎項目 Award / Winning Project

頒發機構 Awarding Organisation

香港園境師學會2014年設計大獎
優異獎(科研) — 零灌溉種植系統

Hong Kong Institute of Landscape Architects Design Awards 2014
Merit (Landscape Research) – Zero Irrigation Planting System

香港園境師學會
Hong Kong Institute of Landscape
Architects

歐特克香港建築信息模擬設計大獎2014
得獎者(彌合差距) — Civil 3D / GIS / Revit的整合和照明的模擬

Autodesk Hong Kong BIM Awards 2014
Winner (Bridging the Gaps with our Core Values) –
Successful Transformation of Revit Model to Enable Civil 3D / GIS / Revit
Integration and Lighting Simulation & Rendering

歐特克
Autodesk

香港建造業議會2014卓越建築信息模擬獎

年度BIMer
年度青年BIMer
BIM創新建造獎
BBIM服務小組 / 資訊科技 / 土地測量團隊
DDiaLUX團隊
工料測量團隊

Hong Kong Construction Industry Council, BIM Excellence Awards 2014

BIMer of the Year
Young BIMer of the Year
Construction Innovator by BIM
BBIMST / ITsD / LSU team
DDiaLUX team
QQS team

香港建造業議會
Hong Kong Construction Industry
Council

獎項 / 得獎項目 Award / Winning Project

頒發機構 Awarding Organisation

屋邨管理 Estate Management	
<p>卓越設施管理獎2014 卓越設施管理獎(公營租住房屋) — 新翠邨 卓越設施管理獎(商場) — 大本型 優秀獎(公營租住房屋) — 慈正邨</p> <p>Excellence in Facility Management Award (EFMA) 2014 Excellence in Facility Management Award (Public Rental Housing) – Sun Chui Estate Excellence in Facility Management Award (Retail) – Domain Certificate of Merit (Public Rental Housing) – Tsz Ching Estate</p>	<p>香港設施管理學會 Hong Kong Institute of Facility Management</p>
<p>2014香港環境卓越大獎 — 物業管理界別：銅獎 香港房屋委員會藍田邨</p> <p>2014 Hong Kong Awards for Environmental Excellence – Property Management Sector: Bronze Award Hong Kong Housing Authority Lam Tin Estate</p>	<p>環境運動委員會、環境保護署、香港主要商會 Environmental Campaign Committee, Environmental Protection Department, Main Chambers of Commerce in Hong Kong</p>
<p>2015年香港花卉展覽 最佳設計(園林景點)大獎</p> <p>Hong Kong Flower Show 2015 Grand Award for Design Excellence (Landscape Display)</p>	<p>康樂及文化事務署 Leisure and Cultural Services Department</p>
<p>香港品質保證局「減碳標籤」 富山邨升降機現代化工程計劃</p> <p>Hong Kong Quality Assurance Agency Carbon Reduction Label The Lift Modernisation Programme of Fu Shan Estate</p>	<p>香港品質保證局 Hong Kong Quality Assurance Agency</p>
<p>「多元體系管理機構」獎 Outstanding Organisation with Comprehensive Management Systems Award</p>	<p>香港品質保證局 Hong Kong Quality Assurance Agency</p>
<p>優質物業設施大獎2014 住宅類別 — 租者置其屋計劃及公共租住房屋 優異獎 — 新翠邨</p> <p>Quality Property & Facility Management Award (QPFMA) 2014 Residential Category – Tenants Purchase Scheme and Public Rental Housing Merit Winner – Sun Chui Estate</p>	<p>香港測量師學會 Hong Kong Institute of Surveyors</p>
<p>香港綠色建築議會環保建築大獎2014 入圍項目 — 既有建築類別(規劃/設計中建築) 以人為本·延續環境 — 葵盛西屋邨改善計劃</p> <p>Hong Kong Green Building Council, Green Building Award 2014 Finalist (Existing Buildings – Building Projects under Planning / Design) Caring for People, Caring for Environment – A Sustainable Approach for Kwai Shing West Estate Improvement</p>	<p>香港綠色建築議會 Hong Kong Green Building Council</p>

獎項 標籤 / 得獎項目 Award, Label / Winning Project	頒發機構 Awarding Organisation
機構 Corporate	
2015 ARC Awards Silver Award (Non-profit Organisation: Housing) – The Hong Kong Housing Authority Annual Report 2013/14	MerComm, Inc
2015 Astrid Awards Honors (Excellent in Design) – The Hong Kong Housing Authority Annual Report 2013/14	MerComm, Inc
「同心展關懷」機構2014/15 「連續超過5年同心展關懷」標誌 — 房屋署 Caring Organisation 2014/15 5 Plus Consecutive Years Caring Organisation Logo – Housing Department	香港社會服務聯會 Hong Kong Council of Social Service
香港環保卓越計劃 「卓越級別」減廢標誌 累計完成最多減廢目標的首三名機構 Hong Kong Awards for Environmental Excellence “Class of Excellence” Wastewi\$e Label Top 3 Organisations Achieving Cumulatively the Most Number of Goals in Wastewi\$e Label	環境保護運動委員會 Environmental Campaign Committee
香港綠色企業大獎 2014 企業綠色管治獎 — 最高榮譽大獎 企業綠色管治獎 — 企業領導類別最高榮譽獎 優越環保管理獎(企業) — 白金獎 明智環保採購獎(企業) — 白金獎 Hong Kong Green Awards 2014 Corporate Green Governance Award – Grand Award Corporate Green Governance Award – Corporate Leadership Green Management Award (Corporate) – Platinum Green Purchasewi\$e Award (Corporation) – Platinum	環保促進會 Green Council