

# 附錄

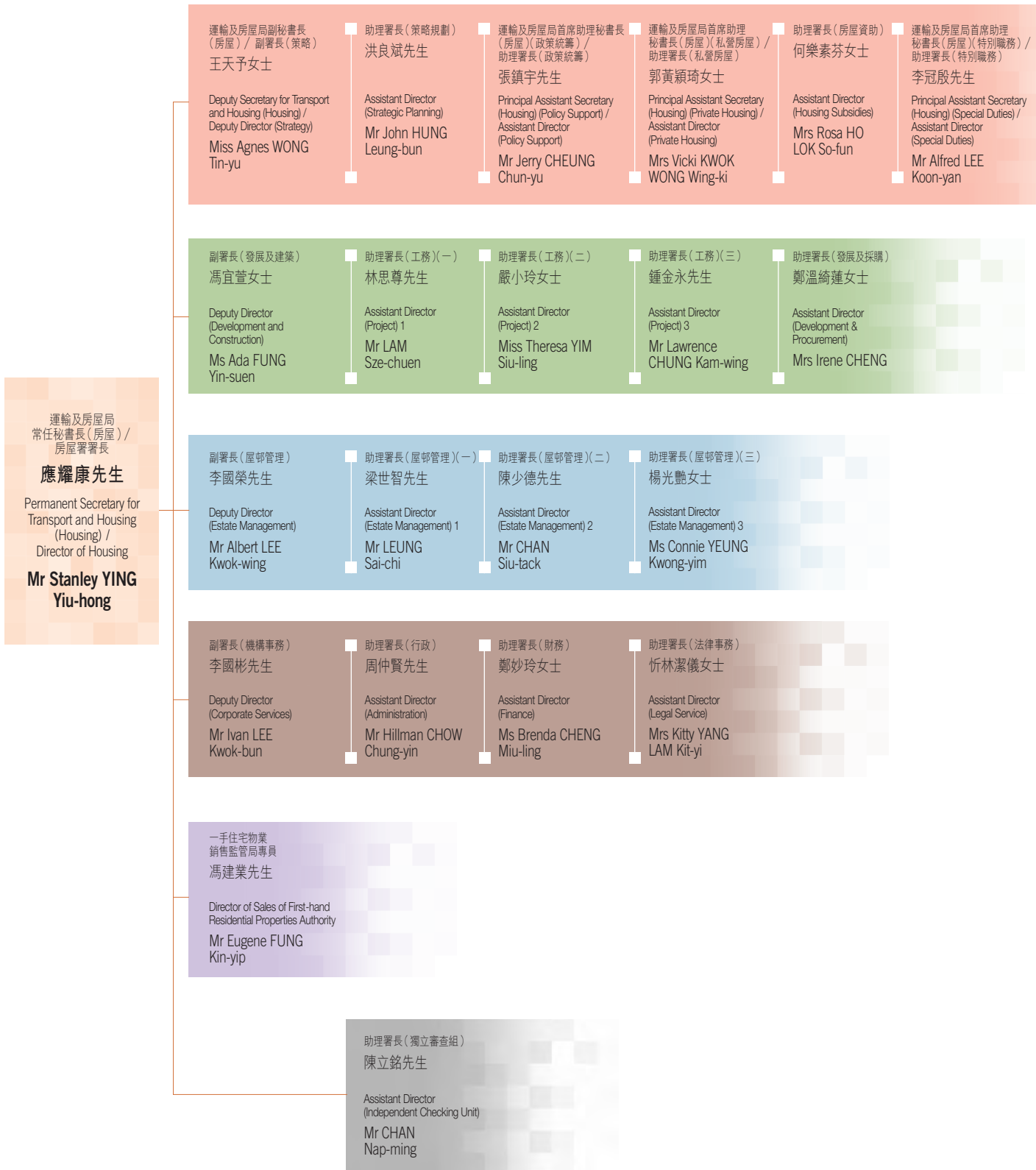
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## 02 房屋署首長級人員<sup>(1)</sup> Housing Department Directorate<sup>(1)</sup>

截至 As at 31.3.2015



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 公共租住房屋編配 Allocation of Public Rental Housing

類別	Categories	截至 As at 31.3.2015		截至 As at 31.3.2014	
		單位 Flats	人數 People	單位 Flats	人數 People
公屋申請	Public Rental Housing Applications	13 391	31 732	23 307	52 564
屋邨清拆及大型維修	Estate Clearance and Major Repairs	4	6	85	203
清拆	Clearance				
政府清拆項目 / 市區重建局	Government Clearance Projects / Urban Renewal Authority	308	645	211	433
緊急安置	Emergency	1	4	1	1
初級公務員及退休公務員	Junior Civil Servants and Pensioners	869	2 450	906	2 539
體恤安置	Compassionate Rehousing	1 664	3 876	2 093	4 792
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	5 491	14 001	6 645	18 017
<b>合計</b>	<b>Total</b>	<b>21 728 <sup>(1)</sup></b>	<b>52 714</b>	<b>33 248 <sup>(2)</sup></b>	<b>78 549</b>

註 Note:

- (1) 不包括7 535個編配中的單位。  
Excluding 7 535 flats under offer.
- (2) 不包括5 808個編配中的單位。  
Excluding 5 808 flats under offer.

## 04 租住房屋數目 Rental Housing Stock

租住公屋 <sup>(1)</sup>	Public Rental Housing <sup>(1)</sup>	截至 As at 31.3.2015		截至 As at 31.3.2014	
		單位數目 No. of Flats	認可居民人數 Authorised Population	單位數目 No. of Flats	認可居民人數 Authorised Population
<b>區議會分區</b>	<b>District Council District</b>				
中西區	Central and Western	636	2 105	636	2 121
東區	Eastern	35 111	99 813	35 160	100 537
南區	Southern	26 281	74 454	26 588	75 568
油尖旺	Yau Tsim Mong	2 820	8 180	2 820	8 242
深水埗	Sham Shui Po	53 982	138 499	55 020	138 969
九龍城	Kowloon City	29 609	75 397	29 608	70 933
黃大仙	Wong Tai Sin	76 640	210 873	76 001	210 457
觀塘	Kwun Tong	128 044	338 638	128 319	340 324
葵青	Kwai Tsing	101 510	284 121	100 258	281 243
荃灣	Tsuen Wan	21 730	59 166	21 733	59 522
屯門	Tuen Mun	56 409	143 780	57 594	146 254
元朗	Yuen Long	62 699	191 870	63 083	193 800
北區	North	23 645	63 116	22 688	64 723
大埔	Tai Po	17 657	49 002	17 978	50 152
沙田	Sha Tin	61 646	169 549	62 007	170 945
西貢	Sai Kung	30 035	87 262	28 415	84 306
離島	Islands	15 683	52 671	15 769	52 784
<b>合計</b>	<b>Total</b>	<b>744 137</b>	<b>2 048 496</b>	<b>743 677</b>	<b>2 050 880</b>

中轉房屋	Interim Housing	截至 As at 31.3.2015		截至 As at 31.3.2014	
		單位數目 <sup>(2)</sup> No. of Flats <sup>(2)</sup>	認可居民人數 <sup>(3)</sup> Authorised Population <sup>(3)</sup>	單位數目 <sup>(2)</sup> No. of Flats <sup>(2)</sup>	認可居民人數 <sup>(3)</sup> Authorised Population <sup>(3)</sup>
<b>區議會分區</b>	<b>District Council District</b>				
屯門	Tuen Mun	2 769	3 005	2 160	2 389
葵青	Kwai Tsing	1 928	1 178	1 928	1 316
元朗	Yuen Long	840	425	840	795
<b>合計</b>	<b>Total</b>	<b>5 537</b>	<b>4 608</b>	<b>4 928</b>	<b>4 500</b>

註 Note:

- (1) 數字不包括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.
- (2) 數字包括位於石籬(二)中轉房屋大廈中用作臨時居所的單位。  
Figures include those flats used as temporary accommodation in Shek Lei (II) Interim Housing (IH) blocks.
- (3) 數字不包括居於石籬(二)中轉房屋大廈中用作臨時居所單位的入口。  
Figures exclude persons living in those flats used as temporary accommodation in Shek Lei (II) IH blocks.

截至 As at 31.3.2015

	區議會分區	District Council District	單位數目 Number of Flats
居者有其屋計劃(居屋)單位 <sup>(1)</sup> Home Ownership Scheme (HOS) Flats <sup>(1)</sup>	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	19 328
	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	3 052
	<b>合計</b>	<b>Total</b>	<b>216 730</b>
私人機構參建居屋計劃(私人參建計劃)及 中等入息家庭房屋計劃單位 <sup>(1)</sup> Private Sector Participation Scheme (PSPS) and Middle Income Housing Scheme (MIHS) Flats <sup>(1)</sup>	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
	<b>合計</b>	<b>Total</b>	<b>99 834</b>
可租可買計劃及重建置業計劃單位 <sup>(1)</sup> Buy or Rent Option Scheme (BRO) and Mortgage Subsidy Scheme (MSS) Flats <sup>(1)</sup>	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
	<b>合計</b>	<b>Total</b>	<b>7 645</b>
已出售的租者置其屋計劃(租置計劃)單位 <sup>(2)</sup> Tenants Purchase Scheme (TPS) Sold Flats <sup>(2)</sup>	東區	Eastern	2 679
	南區	Southern	7 731
	深水埗	Sham Shui Po	4 772
	黃大仙	Wong Tai Sin	17 048
	觀塘	Kwun Tong	10 493
	葵青	Kwai Tsing	11 188
	屯門	Tuen Mun	11 410
	元朗	Yuen Long	4 728
	北區	North	12 917
	大埔	Tai Po	14 443
	沙田	Sha Tin	21 633
	<b>合計</b>	<b>Total</b>	<b>129 716</b>
	<b>總計</b>	<b>Grand Total</b>	<b>453 925</b>

註 Note:

- (1) 居屋/私人參建計劃/中等入息家庭房屋計劃/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 / MIHS / 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 Applications				
資格準則 Eligibility Criteria	申請類別 Type of Applications			
	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 <sup>(1)</sup> Harmonious Families Priority Scheme <sup>(1)</sup>
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 <sup>(2)</sup> 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 <sup>(2)</sup> 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 <sup>(2)</sup> 與否，獲配單位後須合伙共住。 Two or more elderly persons, either related <sup>(2)</sup> 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 applicant and his / her family members 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、管理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香港住宅物業的公司50%以上的股權。住宅物業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 Public Rental Housing (PRH) application form to the date of signing the tenancy agreement of the PRH unit 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及最少一名年滿18歲的家庭成員，申請人可以選擇任何地區作為編配公屋單位。
  - 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 and at least one of them must be aged 18 or above. The Applicant can select any district for allocation of public rental housing.
  - 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地區內兩個就近的公屋單位。
  - 雙方均須於詳細資格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 district (other than the Urban district) by submitting two application forms.
  - Both of them are required to sign an undertaking at the detailed 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).
- (2) 申請人與家庭成員的關係，及家庭成員之間的關係，必須為夫婦、父母、子女、祖父母、孫。申請人的單身兄弟姊妹亦可以獲得接納一同申請(單身兄弟姊妹即從來沒有辦妥任何正式結婚手續或舊式婚禮、已離婚或喪偶的兄弟姊妹。單身兄弟姊妹若於公屋申請登記後結婚，不論其配偶是否已獲香港入境權，亦必須在公屋申請內除名)。  
The relationship between the Applicant and family members and between family members must be either husband and wife, parent and child, grandparent and grandchild. Applicant may apply with his / her single sibling (Single sibling means never undergone any formal or customary marriage formalities, divorced or widowed. If the single sibling gets married after registration of PRH application, he / she must delete his / her name from the PRH application despite his or her spouse has not been granted the right to land Hong Kong).

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

入息及總資產淨值限額 (2015年4月1日起生效) Income and Total Net Asset Limits (Effective from 1 April 2015)			每月最高息限額 <sup>(1)</sup> (1.4.2015生效) Maximum Income Limit (per Month) <sup>(1)</sup> (Effective from 1.4.2015)	總資產淨值限額 <sup>(2)</sup> (1.4.2015生效) Total Net Asset Limit <sup>(2)</sup> (Effective from 1.4.2015)
	家庭人數	Family Size		
	1人	1 Person	\$10,100	\$236,000
	2人	2 Persons	\$16,140	\$320,000
	3人	3 Persons	\$21,050	\$417,000
	4人	4 Persons	\$25,250	\$487,000
	5人	5 Persons	\$29,050	\$541,000
	6人	6 Persons	\$32,540	\$585,000
	7人	7 Persons	\$36,130	\$626,000
	8人	8 Persons	\$38,580	\$656,000
	9人	9 Persons	\$43,330	\$724,000
	10人及以上	10 or more Persons	\$45,450	\$780,000

非親屬關係之長者住戶入息及 總資產淨值限額 (2015年4月1日起生效) Income and Total Net Asset Limits for Non-related Elderly Households (Effective from 1 April 2015)			每月最高入息限額 <sup>(1)</sup> (1.4.2015生效) Maximum Income Limit (per Month) <sup>(1)</sup> (Effective from 1.4.2015)	總資產淨值限額 (1.4.2015生效) Total Net Asset Limit (Effective from 1.4.2015)
	住戶人數	Household Size		
	2人	2 Persons	\$19,370	\$640,000
	3人	3 Persons	\$25,260	\$834,000
	4人	4 Persons	\$30,300	\$974,000
	5人	5 Persons	\$34,860	\$1,082,000
	6人	6 Persons	\$39,050	\$1,170,000
	7人	7 Persons	\$43,360	\$1,252,000
	8人	8 Persons	\$46,300	\$1,312,000
	9人	9 Persons	\$52,000	\$1,448,000
	10人及以上	10 or more Persons	\$54,540	\$1,560,000

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472,000元、640,000元、834,000元、974,000元、1,082,000元、1,170,000元、1,252,000元、1,312,000元、1,448,000元和1,560,000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 \$472,000, \$640,000, \$834,000, \$974,000, \$1,082,000, \$1,170,000, \$1,252,000, \$1,312,000, \$1,448,000 and \$1,560,000).



## 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	1. 私營房屋的住戶； Households living in private housing; 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 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十年內的「租置計劃」單位業主及其認可家庭成員。 Flat owners and their authorised family member(s) under the Tenants Purchase Scheme (TPS) within 10 years from the date of Assignment of their TPS flats with the HA.
家庭收入及資產限額 Household Income and Asset Limits	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。 <sup>(1)</sup> The total monthly household income and the total net value of their assets should meet the limits set by the HA for the scheme. <sup>(1)</sup>
住宅物業擁有權 Domestic Property Ownership	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。 <sup>(2)</sup> The applicant and his / her family members have to fulfil the domestic property ownership restriction of the scheme. <sup>(2)</sup>
居港年期 Length of Residence	申請人須符合本計劃所列的居港年期限制。 <sup>(3)</sup> The applicant has to fulfil the length of residence restriction of the scheme. <sup>(3)</sup>
申請人年齡 Applicant's Age	年滿18歲。 At least 18 years of age.
家庭組合 Household Composition	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.

註 Note :

家庭人數 Family Size	每月家庭總入息限額* Total Monthly Household Income Limit*		家庭總資產淨值限額 Total Net Household Asset Limit
	一人 1 person	\$24,000	(\$25,250)
二人或以上 2 or more persons	\$48,000	(\$50,500)	\$1,600,000

\* 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.

- (2) 由申請截止日期之前的24個月起，直至簽訂臨時買賣合約當日，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）。

Neither the applicant nor any member of the family has, during the period of 24 months preceding the closing date for submitting the application and up to the date of signing the Provisional Agreement for Sale and Purchase, (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 structures approved by the Buildings Authority, domestic building lots and small house grants approved by the Lands Department in Hong Kong.

- (3) 申請人須在申請截止日期當日或之前已在香港居住滿七年，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 單位面積及租金 Size and Rent of Flats

截至 As at 31.3.2015

類型 Type	落成年份 Year of completion	居住單位總數 Stock of flats	選取單位的面積* (以平方米計) Size of selected flats* (in m <sup>2</sup> )	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) \$/m <sup>2</sup> per month
前屋宇建設委員會屋邨 Former Housing Authority Estates	1958-1965	14 765	24.1	2 381	1,164	48.3
			30.6	3 733	1,477	48.3
			41.2	1 298	1,989	48.3
	1966-1973	12 740	28.3	2 698	1,265	44.7
			30.6	3 767	1,483	48.5
			33.1	2 058	1,602	48.4
			36.5	1 256	1,654	45.4
香港房屋委員會屋邨 The Hong Kong Housing Authority Estates	1973年以後 Post 1973	328 747 (市區) <sup>(1)</sup> (Urban) <sup>(1)</sup>	16.3	6 973	1,163	71.2
			23.5	4 889	1,119	47.6
			34.4	14 997	2,439	70.8
			43.3	12 101	3,066	70.9
			53.6	1 238	4,175	77.9
		219 053 (擴展市區) <sup>(2)</sup> (Extended Urban) <sup>(2)</sup>	17.8	2 440	1,218	68.4
			22.0	3 295	1,498	68.2
			34.4	5 315	2,361	68.6
			43.3	5 729	2,965	68.5
			51.8	2 240	2,853	55.1
		168 832 (新界) <sup>(3)</sup> (N.T.) <sup>(3)</sup>	17.1	2 472	770	45.0
			24.9	3 537	927	37.2
			34.4	4 202	1,621	47.1
			43.3	3 764	2,047	47.3
			51.8	3 200	2,686	51.9

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。  
In compiling this appendix, the dominant size of each type of flat was selected.

(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 31.3.2015

		數目 Number
<b>屋邨 / 屋苑</b>	<b>Estates / Courts</b>	<b>407</b>
租住公屋 <sup>(1)</sup>	Public Rental Housing (PRH) <sup>(1)</sup>	170
中轉房屋 <sup>(2)</sup>	Interim Housing (IH) <sup>(2)</sup>	1
居者有其屋計劃(居屋) <sup>(3)</sup>	Home Ownership Scheme (HOS) <sup>(3)</sup>	143
私人機構參建居屋計劃(私人參建計劃) / 中等入息家庭房屋計劃 <sup>(3)</sup>	Private Sector Participation Scheme (PSPS) / Middle Income Housing Scheme (MIHS) <sup>(3)</sup>	48
可租可買計劃 / 重建置業計劃 <sup>(4)</sup>	Buy or Rent Option Scheme (BRO) / Mortgage Subsidy Scheme (MSS) <sup>(4)</sup>	6
租者置其屋計劃(租置計劃)	Tenants Purchase Scheme (TPS)	39
<b>租住公屋認可人口</b>	<b>Authorised Population</b>	<b>2 053 104</b>
租住公屋	PRH	2 048 496
中轉房屋 <sup>(5)</sup>	IH <sup>(5)</sup>	4 608
<b>資助出售房屋居住人口(估計數字)<sup>(6)</sup></b>	<b>Resident Population in Subsidised Sale Flats (estimated population)<sup>(6)</sup></b>	<b>1 174 500</b>
<b>居住單位數目</b>	<b>Stock of Flats</b>	<b>1 203 599</b>
租住公屋	PRH	744 137
中轉房屋 <sup>(7)</sup>	IH <sup>(7)</sup>	5 537
居屋 <sup>(8)</sup>	HOS <sup>(8)</sup>	216 730
私人參建計劃 / 中等入息家庭房屋計劃 <sup>(8)</sup>	PSPS / MIHS <sup>(8)</sup>	99 834
可租可買計劃 / 重建置業計劃 <sup>(8)</sup>	BRO / MSS <sup>(8)</sup>	7 645
租置計劃(已出售單位) <sup>(9)</sup>	TPS (sold flats) <sup>(9)</sup>	129 716
未售出的單位	Unsold flats	0
<b>興建中的單位數目</b>	<b>Number of Flats under Construction</b>	<b>80 389</b>
租住屋邨 / 居者有其屋計劃	Rental / HOS	80 389
<b>臨時收容中心<sup>(10)</sup></b>	<b>Transit Centres<sup>(10)</sup></b>	<b>3</b>
租住認可人口	Authorised Rental Population	160
托兒所 <sup>(11)</sup>	Nurseries <sup>(11)</sup>	360
幼兒園 <sup>(11)</sup>	Kindergartens <sup>(11)</sup>	230
學校 <sup>(11)</sup>	Schools <sup>(11)</sup>	263
圖書館及溫習室 <sup>(11)</sup>	Libraries and Study Rooms <sup>(11)</sup>	231
福利及康樂用途單位 <sup>(11)(12)</sup>	Welfare and Amenity Premises <sup>(11)(12)</sup>	6 849
舖位	Shops	1 731
街市檔位(包括熟食檔位)	Market Stalls (including cooked food stalls)	1 121
工廠單位 <sup>(13)</sup>	Factory Units <sup>(13)</sup>	8 541

註 Notes:

- 租住公屋屋邨不包括39個租者置其屋計劃(租置計劃)屋邨、兩個有租住公屋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單位的居者有其屋計劃(居屋計劃)屋苑。  
Public Rental Housing (PRH) estates exclude those 39 Tenant Purchase Scheme (TPS) estates, 2 Buy or Rent Option Scheme (BRO) / Mortgage Subsidy Scheme (MSS) and 1 Home Ownership Scheme (HOS) courts with PRH units.
- 中轉房屋不包括兩個有中轉房屋大廈 / 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.
- 中轉房屋人口不包括居於石籬(二)中轉房屋大廈中用作臨時居所單位的人口。  
Population in Interim Housing (IH) excludes persons living in those flats used as temporary accommodation in Shek Lei (II) IH blocks.
- 資助出售房屋居民人數包括居住於居屋、私人參建計劃 / 中等入息家庭房屋計劃、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 / MIHS, 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.
- 中轉房屋單位數目包括140個位於石籬(二)中轉房屋大廈中用作臨時居所的單位。  
Stock of flats in Interim Housing (IH) includes 140 flats used as temporary accommodation in Shek Lei (II) IH blocks.
- 居屋 / 私人參建計劃 / 中等入息家庭房屋計劃 / 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 / MIHS / 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.
- 包括石梨臨時居所。  
Including Shek Lei temporary accommodation.
- 數字為單位總數目。  
Figures refer to total number of stock units.
- 包括托兒所、圖書館及溫習室。  
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.

		2010/11	2011/12	2012/13	2013/14	2014/15
		百萬元 \$M	百萬元 \$M	百萬元 \$M	百萬元 \$M	百萬元 \$M
<b>租住房屋</b>	<b>Rental Housing</b>					
收入	Income	9,517	10,609	10,413	11,899	13,761
開支	Expenditure	(10,441)	(11,210)	(11,647)	(12,078)	(13,789)
運作赤字	Operating deficit	(924)	(601)	(1,234)	(179)	(28)
<b>商業樓宇</b>	<b>Commercial</b>					
收入	Income	1,428	1,616	1,858	2,095	2,303
開支	Expenditure	(863)	(1,018)	(1,120)	(1,181)	(1,303)
運作盈餘	Operating surplus	565	598	738	914	1,000
<b>資助自置居所</b>	<b>Home Ownership Assistance</b>					
收入	Income	7,519	1,920	2,641	3,707	3,066
開支	Expenditure	(3,172)	(443)	(542)	(1,555)	(725)
運作盈餘	Operating surplus	4,347	1,477	2,099	2,152	2,341
<b>未計入非運作項目的 綜合運作盈餘</b>	<b>Consolidated Operating Surplus before non-operating items</b>					
收入	Income	18,464	14,145	14,912	17,701	19,130
開支	Expenditure	(14,476)	(12,671)	(13,309)	(14,814)	(15,817)
未計入非運作項目的 綜合運作盈餘	Consolidated operating surplus before non-operating items	3,988	1,474	1,603	2,887	3,313
<b>非運作項目的特別收入 / (開支)淨額</b>	<b>Net special income / (expenditure) on non-operating items</b>	<b>72</b>	<b>(137)</b>	<b>(98)</b>	<b>(80)</b>	<b>26</b>
<b>包括非運作項目的 綜合運作盈餘</b>	<b>Consolidated Operating Surplus including non-operating items</b>	<b>4,060</b>	<b>1,337</b>	<b>1,505</b>	<b>2,807</b>	<b>3,339</b>

## 10 2010/11至2014/15財政年度資本開支的撮要

### Summary of Capital Expenditure for Financial Years 2010/11 to 2014/15

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		2010/11	2011/12	2012/13	2013/14	2014/15
		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	6,138	7,291	8,639	8,911	11,945
改善工程	Improvement works	471	666	682	657	646
電腦器材 / 汽車	Computer equipment / motor vehicles	177	192	189	153	134
<b>資本開支總額</b>	<b>Total Capital Expenditure</b>	<b>6,786</b>	<b>8,149</b>	<b>9,510</b>	<b>9,721</b>	<b>12,725</b>

## 11 過去十年公營房屋建屋量 Public Housing Production in the Past 10 Years

年份	Year	05/06	06/07	07/08	08/09	09/10	10/11	11/12	12/13	13/14	14/15
<b>出租單位</b>	<b>Rental Flats</b>										
香港房屋委員會 (房委會) <sup>(1)</sup>	The Hong Kong Housing Authority (HA) <sup>(1)</sup>	17 153	7 192	13 726	19 050	15 389	13 672	11 186	13 114	14 057	9 938
房屋協會 (房協) <sup>(2)</sup>	Housing Society (HS) <sup>(2)</sup>	0	0	872	0	0	0	0	0	0	0
<b>合計</b>	<b>Total</b>	<b>17 153</b>	<b>7 192</b>	<b>14 598</b>	<b>19 050</b>	<b>15 389</b>	<b>13 672</b>	<b>11 186</b>	<b>13 114</b>	<b>14 057</b>	<b>9 938</b>
<b>出售單位<sup>(3)</sup></b>	<b>Sale Flats<sup>(3)</sup></b>										
房委會 <sup>(4)</sup>	HA <sup>(4)</sup>	0	1 200	1 386	1 624	370	1 110	0	0	0	0
房協 <sup>(5)</sup>	HS <sup>(5)</sup>	0	576	576	0	0	0	0	0	0	0
<b>合計</b>	<b>Total</b>	<b>0</b>	<b>1 776</b>	<b>1 962</b>	<b>1 624</b>	<b>370</b>	<b>1 110</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>總計</b>	<b>Grand Total</b>	<b>17 153</b>	<b>8 968</b>	<b>16 560</b>	<b>20 674</b>	<b>15 759</b>	<b>14 782</b>	<b>11 186</b>	<b>13 114</b>	<b>14 057</b>	<b>9 938</b>

註 Note:

- (1) 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。  
HA's rental housing flat production figures include the production of public rental housing (PRH), interim housing and projects transferred from Home Ownership Scheme (HOS) to PRH. Projects built as rental housing but subsequently transferred to Buy or Rent Option Scheme (BRO) / Mortgage Subsidy Scheme (MSS) housing are excluded.
- (2) 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 the production of 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.
- (3) 由於宏觀經濟環境轉變，政府於2002年為房屋政策重新定位，決定停建及停售居屋/私人參建計劃/住宅發售計劃單位。當時正在興建而其後於2002年至2004年期間落成的居屋/私人參建計劃/住宅發售計劃單位，於2007年起才分批發售，統計這些單位時以其首次推售時間作為「落成時間」。為回應中低收入人士自置居所的訴求，政府於2011年決定恢復興建居屋。首批2 160個新建居屋單位，預計於2016/17年度落成，並已於2014年12月預售。  
In the light of the changes in the macro-economic environment, the Government repositioned the housing policy and decided to cease the production and sale of HOS / PSPS / FFSS flats in 2002. The HOS / PSPS / FFSS flats being constructed and subsequently completed during the period from 2002 to 2004 were then put up for sale by phase as from 2007. The first time when these HOS / PSPS / FFSS flats were put up for sale was taken as the time of production. To help address the home ownership aspirations of lower and middle-income families, the Government decided to resume the production of HOS flats in 2011. Pre-sale of the first batch of some 2 160 HOS flats was launched in December 2014. These HOS flats are expected to be completed in 2016/17.
- (4) 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。  
HA's subsidised sales flat production figures include the production of HOS, Private Sector Participation Scheme (PSPS) and BRO / MSS.
- (5) 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。  
HS's sales flat production figures include the production of Flat-For-Sale Scheme (FFSS), Sandwich Class Housing Scheme and Urban Improvement Scheme flats.

## 12 建造業意外統計(2014年) Construction Accidents Statistics (2014)

意外數字	Accidents	
總數(全港)	Total number (Hong Kong)	3 467
新建工程(香港房屋委員會(房委會))	New construction works (the Hong Kong Housing Authority (HA))	53
維修及保養(房委會)	Repair and maintenance works (HA)	8
總數(房委會)	Total number (HA)	61
房委會佔全港總數百分比	HA as % total	1.8%
每千名工人(全港)	Number per 1 000 workers (Hong Kong)	41.9
每千名工人 (房委會新建工程)	Number per 1 000 workers (HA's new construction works)	6.4
每千名工人 (房委會維修及保養工程)	Number per 1 000 workers (HA's repair and maintenance works)	2.2
死亡數字	Deaths	
總數(全港)	Total number (Hong Kong)	20
總數(房委會新建工程)	Total number (HA's new construction works)	0
總數(房委會維修及保養工程)	Total number (HA's repair and maintenance works)	0
房委會新建工程佔總數百分比	HA's new construction works as % total	0.0%
房委會維修及保養工程 佔總數百分比	HA's repair and maintenance works as % total	0.0%
每千名工人(全港)	Number per 1 000 workers (Hong Kong)	0.24
每千名工人 (房委會新建工程)	Number per 1 000 workers (HA's new construction works)	0.00
每千名工人 (房委會維修及保養工程)	Number per 1 000 workers (HA's repair and maintenance works)	0.00
建造業工人受聘數字	Construction Workers Employed	
總數(全港)	Total number (Hong Kong)	82 795
總數(房委會新建工程)	Total number (HA's new construction works)	8 322
房委會新建工程佔總數百分比	HA's new construction works as % total	10.1%
總數(房委會維修及保養工程)	Total number (HA's repair and maintenance works)	3 581
房委會維修及保養工程 佔總數百分比	HA's repair and maintenance works as % total	4.3%

## 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	2014年實際成績* Achievement* in 2014
<b>公共租住房屋申請人 Public Rental Housing Applicants</b>		
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公屋登記。 We will within 3 months from the confirmed receipt of their applications notify the applicants in writing as to whether they are successful in public rental housing registration.	90%	99.97%
2 在申請到達詳細資格審查階段時，我們會預先1星期前通知申請人詳細資格審查面晤的時間。 When an application reaches the detailed vetting stage, we will give the applicant 1 week's advance notice of the detailed vetting interview.	99%	100%
3 我們會在30分鐘內接見準時出席詳細資格審查面晤的申請人。 We will conduct the detailed vetting interview within 30 minutes of the appointed time if the applicants arrive on time.	99%	100%
4 申請人在詳細資格審查階段的相關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 detailed vetting interview at detailed vetting stage, we will conduct checking and verification and advise the applicants on whether they are eligible for allocation within 2 months.	99%	100%
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%
<b>公屋住戶 Public Rental Housing Tenants</b>		
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	2014年實際成績* Achievement* in 2014
<p>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。</p> <p>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.</p>	90%	96.73%
<p>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。</p> <p>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.</p> <p>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。</p> <p>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.</p>	100%	100%
<p>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。</p> <p>We will attend to complaints about security and cleansing services in the estate within 12 hours of report to the estate office.</p>	95%	99.95%
<p>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。</p> <p>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.</p>	90%	97.21%
<p>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。</p> <p>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.</p>	95%	99.86%
<p>14 升降機發生故障時： Maintenance personnel will arrive at the scene for report of lift breakdown:</p> <ul style="list-style-type: none"> <li>– 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;</li> <li>– 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;</li> <li>– 並於到場後30分鐘內救出被困的乘客。 have them rescued within 30 minutes of arrival.</li> </ul>	95%	99.79%
	95%	99.51%
	90%	99.59%

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

服務承諾 Performance Pledge	服務目標 Performance Target	2014年實際成績* Achievement* in 2014
<p><b>15 遇有突然停電：</b> For sudden interruption of electricity supply:</p> <ul style="list-style-type: none"> <li data-bbox="193 495 1062 618">– 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;</li> <li data-bbox="193 629 1062 696">– 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;</li> <li data-bbox="193 707 1062 775">– 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;</li> <li data-bbox="193 786 1062 909">– 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.</li> </ul>	<p>99%</p> <p>99%</p> <p>99%</p> <p>95%</p>	<p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p>
<p><b>16 遇有食水供應突然中斷：</b> For sudden interruption of fresh water supply:</p> <ul style="list-style-type: none"> <li data-bbox="193 999 1062 1122">– 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;</li> <li data-bbox="193 1133 1062 1200">– 維修人員會在1小時內到場維修； Maintenance personnel will arrive within 1 hour for maintenance;</li> <li data-bbox="193 1211 1062 1301">– 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.</li> </ul>	<p>99%</p> <p>95%</p> <p>95%</p>	<p>100%</p> <p>100%</p> <p>100%</p>
<p><b>17 遇有沖廁水供應突然中斷：</b> For sudden interruption of flush water supply:</p> <ul style="list-style-type: none"> <li data-bbox="193 1391 1062 1514">– 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;</li> <li data-bbox="193 1525 1062 1592">– 維修人員會在2小時內到場維修； Maintenance personnel will arrive within 2 hours for maintenance;</li> <li data-bbox="193 1603 1062 1693">– 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.</li> </ul>	<p>99%</p> <p>95%</p> <p>95%</p>	<p>100%</p> <p>100%</p> <p>100%</p>

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

服務承諾 Performance Pledge	服務目標 Performance Target	2014年實際成績* Achievement* in 2014
<p><b>18</b> 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。</p> <p>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.</p>	99%	100%
<p><b>19</b> 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。）</p> <p>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)</p>	85%	98.79%
<p><b>20</b> 在接獲報告房屋署管理的樹木懷疑有危險時：</p> <p>Upon receipt of report of suspected hazard imposed by trees managed by the HD:</p> <ul style="list-style-type: none"> <li>– 我們會在30分鐘內到場； We will arrive at the scene within 30 minutes;</li> <li>– 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;</li> <li>– 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;</li> <li>– 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.</li> </ul>	90%	100%
	90%	100%
	85%	97.58%
	85%	100%
<b>居者有其屋 (居屋) 計劃單位業主 Home Ownership Scheme (HOS) Flat Owners</b>		
<p><b>21</b> 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。</p> <p>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.</p>	90%	98.72%
<b>租者置其屋 (租置) 計劃單位業主 Tenants Purchase Scheme (TPS) Flat Owners</b>		
<p><b>22</b> 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。</p> <p>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.</p>	90%	97.44%
<b>商業單位申請人 Commercial Premises Applicants</b>		
<p><b>23</b> 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。</p> <p>We will notify tenderers of the validity of tender for leasing of commercial premises within 14 days of the closing date of tender invitation.</p>	99.5%	100%
<p><b>24</b> 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。</p> <p>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.</p>	99.5%	100%

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

服務承諾 Performance Pledge	服務目標 Performance Target	2014年實際成績* Achievement* in 2014
<p><b>25</b> 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。</p> <p>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.</p>	99%	100%
<p><b>商業單位 / 非住宅單位租戶</b> <b>Commercial Premises / Non-domestic Premises Tenants</b></p>		
<p><b>26</b> 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：</p> <p>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:</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>(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。) (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 pledges no. 28-33.)</p>	95%	100%
<p><b>27</b> 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。</p> <p>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.</p>	95%	99.97%
<p><b>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)</b> <b>HOS / TPS Flat Owners, Non-domestic Premises Applicants / Tenants (about building control matters)</b></p>		
<p><b>28</b> 我們將於：</p> <p>We will process and advise on plans:</p> <ul style="list-style-type: none"> <li>- 60天內審理及通知有關改建和加建工程計劃。 for alteration and addition (A&amp;A) works within 60 days.</li> <li>- 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&amp;A works within 30 days.</li> </ul>	100%	100%

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

服務承諾 Performance Pledge	服務目標 Performance Target	2014年實際成績* Achievement* in 2014
<p><b>29</b> 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.</p>	100%	100%
<p><b>30</b> 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.</p>	98%	99.14%
<p><b>31</b> 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:</p> <ul style="list-style-type: none"> <li>– 市區個案於1.5小時內； within 1.5 hours for cases in urban areas;</li> <li>– 新界新市鎮個案於2小時內； within 2 hours for cases in new towns in New Territories;</li> <li>– 其他地區個案於3小時內。 within 3 hours for cases in other areas.</li> </ul>	100%	未有個案 No Case
<p><b>32</b> 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:</p> <ul style="list-style-type: none"> <li>– 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;</li> <li>– 其他地區個案於3小時內。 within 3 hours for cases in other areas.</li> </ul>	100%	100%
<p><b>33</b> 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 pledges no. 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.)</p>	100%	未有個案 No Case
<b>工程承建商及服務承辦商 Works and Services Contractors</b>		
<p><b>34</b> 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.</p>	95%	100%

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

服務承諾 Performance Pledge	服務目標 Performance Target	2014年實際成績* Achievement* in 2014
<b>一般市民 General Public</b>		
<b>35</b> 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%
<b>36</b> 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%
<b>37</b> 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%	88.90%
<b>38</b> 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%	100%

\* 2014實際成績由1.1.2014起計算至31.12.2014。  
The achievement in 2014 covers the period from 1.1.2014 to 31.12.2014.