



互聯互動 協力協作

Outreach Initiatives for Wide Engagement



香港房屋委員會總部員工
Staff at the Headquarters of the Hong Kong
Housing Authority

The Hong Kong Housing Authority (HA) engages in close communication with a wide range of stakeholders – which include public rental housing (PRH) tenants, contractors, the general public, staff, and government departments. Its purpose is to keep all stakeholders informed of our work and of new developments and initiatives, and, in particular, to report on our progress in meeting the challenge of increasing the housing supply, which is the theme of this year's Annual Report. We do this through channels such as regular updates on the HA/Housing Department (HD) Website, publications, frequent news releases and social media posts, as well as through a diverse array of community activities and staff development initiatives.

Specifically for PRH tenants, we organised numerous community activities in different PRH neighbourhoods throughout the year on issues of interest and relevance to them, including activities related to fire safety, waste reduction, green living, the prevention of epidemic diseases, and environmental protection. Publicity campaigns were also mounted to educate tenants about new and existing housing policies and initiatives, on topics such as the Revised Well-off Tenants Policies, the Marking Scheme for Estate Management Enforcement, the Fight Tenancy Abuse campaign, the Rent Assistance Scheme, and the new iHousing app. Through seminars and award schemes, the HA has continued to engage closely with its tenants and cultivate partnerships with them on estate management matters.

We provide a number of channels through which the public can seek assistance, request information, make enquiries and express opinions. In 2017/18, we received over 645 000 calls through HA hotlines and handled some 78 880 enquiries and complaints received via channels such as telephone calls, emails and letters.

Making Use of IT in Reaching out to the Community

During the year, we improved the usability of the HA/HD Website. In February 2018, we introduced a new customised section to the site titled “At a Glance”, grouping together the most frequently sought-after housing information for easy browsing. The new section contains information about PRH and Home Ownership Scheme (HOS) application processes, PRH average waiting times, Estate Management Advisory Committees, the iHousing app, and [green living](#), to name just a few. Adopting a user-centred approach, “At a Glance” has been designed to provide a convenient and useful selection of content catering to the needs of a broad demographic.

In anticipation of the high public interest generated by the launch of the HOS and the White Form Secondary Market Schemes, we built informative and user-friendly websites giving easy access to key information about these two schemes, including application forms, HOS sales booklets and HOS virtual show flat videos. The websites utilised Responsive Web Design to cater for different electronic devices with various screen sizes and resolutions, thus optimising user experience.

We have also continued to make good use of the social media like Facebook and YouTube to share with the community details of the HA's work in a wide range of areas. These have been used to disseminate information about, for example, new public housing projects, the latest news, new features being introduced to PRH estates, and green living tips. More than 10 000 fans currently follow our official page “Public Housing Vistas” on Facebook (www.facebook.com/PublicHousingVistas).

- 1 Elderly tenants from different estates across the territory join the talks and workshops jointly organised by the HA and the OHEU



In addition, we provide detailed updates to stakeholders about our work through our monthly e-newsletter *Housing Dimensions*, and our bi-annual *Estate Newsletter*, specifically targeted at our PRH tenants.

Healthy Ageing in Public Housing Estates

The Healthy Ageing in Public Rental Housing Estates 2017/18 programme continued its collaboration with the Oral Health Education Unit (OHEU) of the Department of Health and the Henry G. Leong Mobile Integrative Health Centre (MIHC) of the Hong Kong Polytechnic University. The programme provided free health checks for elderly tenants of the HA together with health education and referral services, aimed at helping our elderly tenants stay healthy and, if necessary, obtain early treatment for age-related diseases. Talks and workshops on oral health education and fall prevention for elderly tenants were also organised by the OHEU and the MIHC respectively in different areas across Hong Kong. In 2017/18, this programme to promote healthy and happy ageing directly benefited over 2 000 elderly tenants.

- 2 Our e-newsletter *Housing Dimensions* published monthly on the HA/HD Website
- 3 Delegation from the Royal Swedish Academy of Engineering Sciences visits the HA Exhibition Centre



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Corporate Visits

In 2017/18, the HA arranged 39 site visits to its PRH estates for visitors, and delegations from overseas and the Mainland looking to learn more about Hong Kong's public housing system. Of these visits, 16 were from a range of overseas countries, 16 were for Mainland delegations and 7 were organised for local interest groups.

The Exhibition Centre at the HA Headquarters continues to act as a useful one-stop educational resource on public housing development in Hong Kong. Over 10 000 people visited the Centre in 2017/18, among whom about 21% were overseas and Mainland visitors, including government officials. Student groups from local schools, from kindergarten to tertiary levels, made up about 53% of the visitors to the Centre.

Life Planning Support

We continued to support "CLAP for Youth", a programme created and funded by The Hong Kong Jockey Club Charities Trust to help young people with life planning and with identifying career interests. To help programme participants learn more about different job disciplines and explore career prospects within the HA, we organised a visit to the HA Headquarters and the HA Customer Services Centre where they were able to interact with colleagues in different sections.

Media Relations

During the year we issued 65 press releases, arranged 33 press interviews and media briefings, and handled 1 590 media enquiries along with 75 complaints referred to us by the media.



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Staff Development

As part of our commitment to providing staff with personal and career development opportunities, the HA delivered an average of 27.3 hours of staff training per person throughout 2017/18 in different learning formats, including formal classroom training, attachment programmes, mentoring programmes, site visits and study tours. We also organised training on management development, compliance, team collaboration and quality control, as well as internal attachment programmes. New learning materials were regularly added to the HA e-Learning Portal, available for staff for continuous learning.

In 2017/18, our Extra Mile Card Plan recognised exemplary performances by some 250 colleagues. We continued to share inspiring success stories of team achievements on the HA e-Learning Portal, and encouraged colleagues to respond to these stories. In addition, Care@Work Workshops were organised for junior managers to help develop their skills in leading, engaging and developing staff.



Prioritising Staff Health and Safety

Our Employee Wellness Programme supports staff by providing them with information on matters relating to physical, emotional, social and occupational health, along with stress management. The programme includes a regular seminar series on topics of interest to staff, including coronary heart disease, diet for vitality, anti-cancer foods, dementia, and Carpal Tunnel Syndrome. The HA's Health Portal was regularly updated with the latest health-related information.

We continued to arrange core occupational safety and health (OSH) training courses and seminars throughout the year. In 2017/18, around 8 500 staff members attended 250 of these seminars/courses. We also regularly updated our dedicated OSH website on the HA intranet by adding safety information, health tips and publications from the Occupational Safety and Health Council and the Labour Department. Our annual Departmental Office Safety Inspection Exercise once again identified and removed potential hazards in the office environment.

- 4 A seminar on office syndromes
- 5 We commit to providing staff with personal and career development opportunities



2017/18 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 |
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| 發展及建築 Development and Construction | |
| <p>香港工程師學會及英國結構工程師學會聯合分部卓越結構大獎2017 把被評為二級歷史建築的柴灣工廠大廈活化為公共租住房屋(工業區的城市綠洲) 保育項目 — 卓越大獎</p> <p>Joint Structural Division of The Hong Kong Institution of Engineers and The Institution of Structural Engineers, Structural Excellence Award 2017</p> <p>Revitalisation of Grade II Historic Chai Wan Factory Estate to Public Rental Building (Urban Oasis in Industrial Setting) Heritage – Grand Award</p> | <p>香港工程師學會及英國結構工程師學會聯合分部 Joint Structural Division of The Hong Kong Institution of Engineers and The Institution of Structural Engineers</p> |
| <p>香港建築師學會兩岸四地建築設計大獎2017 工業區的城市綠洲(將柴灣工廠大廈改建為公共租住房屋) 住宅 — 銀獎</p> <p>The Hong Kong Institute of Architects – Cross-Strait Architectural Design Awards 2017</p> <p>Urban Oasis in Industrial Setting (Conversion of Chai Wan Factory Estate to Public Rental Housing) Residential – Silver Award</p> | <p>香港建築師學會 The Hong Kong Institute of Architects</p> |
| <p>歐特克香港建築信息模擬設計大獎2017 應用建築信息模擬技術的半自動地基工程設計系統，以及 利用建築信息模擬技術計算住宅熱傳送值專業 — 得獎者</p> <p>Autodesk Hong Kong BIM Awards 2017</p> <p>BIM-enabled Semi-automated Foundation Design (BIM-SAFD), and BIM-enabled Residential Thermal Transfer Value Calculation (BIM-RTTV) Professional – Award Winner</p> | <p>歐特克遠東有限公司 Autodesk Far East Limited</p> |
| <p>亞太項目管理學會聯盟大獎2017 元朗洪水橋第13區的公共租住房屋發展項目 — 洪福邨 社區服務及／或區域發展 — 高度嘉許</p> <p>Asia Pacific Federation of Project Management, Asia Pacific Project Management Awards 2017</p> <p>Public Rental Housing Development in Hung Shui Kiu Area 13, Yuen Long, Hung Fuk Estate Community Service and/or Regional Development – High Commendation</p> | <p>亞太項目管理學會聯盟 Asia Pacific Federation of Project Management</p> |

| 獎項／得獎項目 Award / Winning Project | 頒發機構 Awarding Organisation |
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| <p>第三屆國際BIM大獎</p> <p>房屋委員會運用建築信息模擬技術的歷程 — 在設計工作上更進一步融合REVIT模型：</p> <p>企業大獎 — 最佳BIM政府大獎</p> <p>以協作方式實踐模擬技術 — 房屋委員會的經驗：</p> <p>專業大獎 — 最佳BIM信息應用獎</p> <p>The Third International BIM Awards</p> <p>Housing Authority's Odyssey in Capitalising BIM – Scaling a New Height in Integrating Designs with REVIT Models:</p> <p>Entrepreneur Awards – The Best BIM Governmental Award</p> <p>Modelling Through Collaboration – Housing Authority Experience:</p> <p>Professional – Best Information Management in BIM Application</p> | <p>型建香港</p> <p>buildingSMART Hong Kong</p> |
| <p>香港規劃師學會年獎2017</p> <p>由工廠大廈變成住宅：在工廠區內創造城市綠洲 — 將最後一幢「H型」工廠大廈活化為華廈邨</p> <p>文物保護 — 優異獎</p> <p>Hong Kong Institute of Planners Award 2017</p> <p>From Factories to Homes: Creating an Urban Oasis amidst the Factories – Revitalisation of the Last H-shaped Factory Estate into Wah Ha Estate</p> <p>Heritage Conservation – Certificate of Merit</p> | <p>香港規劃師學會</p> <p>Hong Kong Institute of Planners</p> |
| <p>香港品質保證局社會責任指數</p> <p>香港品質保證局「企業社會責任先導者標誌」</p> <p>Hong Kong Quality Assurance Agency (HKQAA) Corporate Social Responsibility (CSR) Index</p> <p>HKQAA CSR Advocate Mark</p> | <p>香港品質保證局</p> <p>Hong Kong Quality Assurance Agency</p> |
| 環保 Environmental Friendliness | |
| <p>環保促進會香港綠色企業大獎2017</p> <p>企業綠色管治獎(企業界別) — 企業領導及持份者參與獎</p> <p>優越環保管理獎(大型企業) — 白金獎</p> <p>明智環保採購獎(大型企業) — 白金獎</p> <p>傑出連續獲獎機構(8年或以上)</p> <p>Green Council, Hong Kong Green Awards 2017</p> <p>Corporate Green Governance Award (Corporate) – Corporate Leadership and Stakeholder Engagement Award</p> <p>Green Management Award (Large Corporation) – Platinum Award</p> <p>Green Purchasewi\$e Award (Large Corporation) – Platinum Award</p> <p>Outstanding Sustained Performance (8 years+)</p> | <p>環保促進會</p> <p>Green Council</p> |
| <p>香港綠色機構認證</p> <p>減廢證書 — 卓越級別</p> <p>Hong Kong Green Organisation Certification</p> <p>Wastewi\$e Certificate – Excellence Level</p> | <p>環境運動委員會</p> <p>Environmental Campaign Committee</p> |

| 獎項／得獎項目 Award / Winning Project | 頒發機構 Awarding Organisation |
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| 屋邨管理 Estate Management | |
| 2018年香港花卉展覽 最佳設計(園林景點)金獎 Hong Kong Flower Show 2018 Gold Award for Design Excellence (Landscape Display) | 康樂及文化事務署 Leisure and Cultural Services Department |
| 香港品質保證局社會責任指數 香港品質保證局「企業社會責任先導者標誌」 Hong Kong Quality Assurance Agency (HKQAA) Corporate Social Responsibility (CSR) Index HKQAA CSR Advocate Mark | 香港品質保證局 Hong Kong Quality Assurance Agency |
| 機構 Corporate | |
| 2017 ARC Awards Honours (Non-profit Organisation: Housing) – The Hong Kong Housing Authority Annual Report 2015/16 | MerComm, Inc. |
| 「2018年申訴專員嘉許獎」 公營機構(調解)獎 — 房屋署，以及 公職人員獎 — 許海寧(副房屋事務經理／租約)(東九龍九)(一) The Ombudsman's Awards 2018 Award for Public Organisations (Mediation) – Housing Department, and Award for Officers of Public Organisations – HUI Hoi-ning Alex, Assistant Housing Manager / Tenancy (Kowloon East 9) / 1 | 香港申訴專員公署 Office of The Ombudsman, Hong Kong |
| 「同心展關懷」機構2017/18 「連續10年或以上同心展關懷」標誌 — 房屋署 Caring Organisation 2017/18 10 Years Plus Caring Organisation Logo – Housing Department | 香港社會服務聯會 Hong Kong Council of Social Service |