



优化公屋
同心同行
Work Together for
Quality Public Housing

2019/20
年度年报
Annual Report

封面相片 Photos on Cover:

骏洋邨 Chun Yeung Estate	宝石湖邨 Po Shek Wu Estate	
东汇邨 Tung Wui Estate	石硖尾邨 Shek Kip Mei Estate	晖明邨 Fai Ming Estate

优化公屋 同心同行 Work Together for Quality Public Housing

香港房屋委员会(房委会)自成立以来,首要宗旨是为有住屋需要的香港市民提供可负担的「优质公营房屋」。然而,随着时代变迁,科技日新月异,市民对可持续发展的期望愈见殷切。有见及此,房委会本年度年报以「优化公屋 同心同行」为主题,重点介绍房委会运用崭新方法、技术和设计理念,把公营房屋质素提升至新境界。

首先,房委会及其承建商按照多项国际认可的品质管理认证计划运作,以确保房委会辖下公共屋邨的质素,符合全球认可的良好作业标准。我们全面采用最新的设计技术,由进行微气候研究以善用天然通风,以至计算碳排放量以促进楼宇的长远可持续发展,不一而足。通用设计已成为公营房屋的一大建筑特色,好让所有居民出入畅通无阻,各项设施使用更便利。为改善环境,我们多加使用可再生能源、广泛推行废物回收计划,并切实履行对绿化环境的承诺。

单凭各种计划及制度本身,并不足以保证可提供「优质公营房屋」,唯有众多同事和团队「同心同行」,方能成事。因此,本年度年报的另一重点,是阐述同事各展所长,众志成城。房委会过去一年的工作卓有成果,端赖决策者、规划师、设计师、工程师、测量师、承建商、管理人员、行政人员和前线人员彼此合作无间,迈向共同目标。本年报还著墨于那些为房委会2019/20年度各项提升质素措施、计划和所定目标而努力不懈的同事。

最后,「同心同行」在本年度对房委会别具意义。新型冠状病毒疫情2020年1月在本港爆发,房委会的前线人员、承办商和租户群策群力,迅速采取大规模的应变措施,保持屋邨环境安全卫生。在全城共同应对疫情期间,他们并肩同行,为守护香港市民健康作出宝贵贡献。

Providing “quality public housing” for people in Hong Kong in need of affordable homes has been a primary focus of the Hong Kong Housing Authority (HA) from its very beginning. However, times have changed, technology has developed dramatically, and public attitudes to sustainability have advanced. This year’s theme for the HA Annual Report – “Work Together for Quality Public Housing” – therefore focuses largely on the new methods, technologies and design philosophies that are helping the HA to raise the quality of its public housing to new heights.

To begin with, the HA and its contractors operate according to a host of internationally recognised quality management certifications, ensuring that the quality of HA estates can be measured against globally-recognised norms of good practice. We use latest design technology tools, from micro-climate studies for optimising natural ventilation, to emissions calculators for improving the long-term sustainability of buildings. Universal Design practices are now essential features to ensure accessibility and the use of facilities more easily for every resident. To protect the environment, we increase the use of renewable energy and widely implement waste recycling programmes. We also faithfully honour our commitment of greening the environment.

However, only with our own systems and different work programmes, we cannot guarantee “quality public housing”. This is something that can only be achieved by many colleagues and teams who are prepared to “work together”. A focus on the collaboration between many colleagues with different skills is therefore another important part of this year’s Annual Report. Seamless cooperation towards shared goals by multiple parties – policy-makers, planners, designers, engineers, surveyors, contractors, managers, administrators, and front-line workers of all kinds made the past year remarkable for the HA. This report highlights colleagues who have worked tirelessly to ensure that the HA’s various quality initiatives have been carried out, plans carried through, and targets met in 2019/20.

Finally, “work together” takes on a special significance for the HA this year. The outbreak of the coronavirus epidemic in Hong Kong in January 2020 has required rapid and large-scale collaborative efforts by the HA’s frontline staff, contractors and tenants to keep our estates safe and hygienic. Their determination to work together for a healthy Hong Kong has been a vital part of the city’s collective response to the crisis.

愿景 Vision

为有住屋需要的低收入家庭提供可以负担的租住房屋，并透过推出资助出售单位协助中低收入家庭自置居所。

To provide affordable rental housing to low-income families with housing needs, and to help low to middle-income families gain access to subsidised home ownership.

工作目标 Mission

- 以积极进取、体恤关怀的态度，提供市民能力可以负担的优质房屋，包括优良的管理、妥善的保养维修，以及其他房屋相关服务，以切合顾客的需要。
- 致力缔造长者宜居及无障碍的屋邨环境，照顾不同年龄及身体能力的居民的需要。
- 本着开明的态度、公允持平的立场，提供服务及房屋资助，确保公共资源得到合理的运用，符合成本效益。
- 继续建立能干尽责、讲求效率的工作队伍。
- To provide affordable quality housing, management, maintenance and other housing related services to meet the needs of our customers in a proactive and caring manner.
- To provide an age-friendly and barrier-free estate environment to address the needs of residents of different ages and physical ability.
- To ensure cost-effective and rational use of public resources in service delivery and allocation of housing assistance in an open and equitable manner.
- To maintain a competent, dedicated and performance-oriented team.

基本信念 Core Values

- 关怀为本 • Caring
- 顾客为本 • Customer-focused
- 创新为本 • Creative
- 尽心为本 • Committed

香港房屋委员会

The Hong Kong Housing Authority

香港房屋委员会(房委会)是于1973年4月根据《房屋条例》成立的法定机构，负责制定和推行公营房屋计划，以期达至政府的政策目标，为不能负担私人楼宇的低收入家庭解决住屋需要。

房委会负责规划、兴建、管理和维修保养各类公共租住房屋，包括出租公屋、中转房屋和临时收容中心；另负责兴建和推售居有其屋计划单位和绿表置居计划单位；又推行白表居屋第二市场计划。此外，房委会拥有和经营一些分层工厂大厦、附属商业设施和其他非住宅设施。

截至2020年3月，房委会成员包括4名官方委员及26名非官方委员，全部由行政长官委任。运输及房屋局局长获委任为房委会主席，房委会副主席则由房屋署署长担任。

房委会辖下设有六个常务小组委员会，并按需要设立附属小组委员会和专责小组委员会，负责制定和实施不同范畴的政策，并监督推行情况。房屋署是房委会的执行机构。运输及房屋局常任秘书长(房屋)同时兼任房屋署署长一职。

The Hong Kong Housing Authority (HA) is a statutory body established in April 1973 under the Housing Ordinance. It develops and implements a public housing programme which seeks to achieve the Government's policy objective of meeting the housing needs of low-income families that cannot afford private accommodation.

The HA plans, builds, manages and maintains different types of public housing, including rental housing, interim housing and transit centres. We also build and arrange sale of Home Ownership Scheme flats and Green Form Subsidised Home Ownership Scheme flats, and carry out the White Form Secondary Market Scheme. In addition, we own and operate a number of flatted factories and ancillary commercial and other non-domestic facilities.

As at March 2020, the HA has 4 official members and 26 non-official members. Appointments are made by the Chief Executive. The Secretary for Transport and Housing was appointed Chairman of the HA. The Director of Housing serves as the Vice-Chairman.

Six standing committees have been formed under the HA to formulate, administer and oversee policies in specified areas. Sub-Committees and ad hoc committees are also formed on a need basis. The Housing Department acts as the HA's executive arm and is headed by the Permanent Secretary for Transport and Housing (Housing), who also assumes the office of Director of Housing.



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年度大事纪要
Major Developments

主席的话
Chairman's Message

2019/20 年度大事纪要 Major Developments

2019.04

华富邨落成50周年之际，香港房屋委员会（房委会）联同居民和地区组织合办「华富半世纪历史文化之旅」计划，在华富邨未来的重建过程中，保育屋邨别具价值的历史和文化特色。计划的开展仪式邀请了廖本怀博士（左）主礼，廖博士是华富邨的总设计师，也是1973年至1980年间的首任房屋署署长。

On the 50th anniversary of Wah Fu Estate, the project “A Cultural Journey through Half-Century Wah Fu” was launched by the Hong Kong Housing Authority (HA) in liaison with Wah Fu residents and other local groups. The project aimed to identify the most valuable historic and cultural features of the estate for conservation during its future redevelopment. Dr Donald Liao (left), the chief designer of Wah Fu and the first Director of Housing from 1973 to 1980, officiated at the project’s launch ceremony.



2019.06

房委会颁奖予「家•邨•情」公共屋邨短片创作比赛的优胜者。比赛分为公开组和中学组，吸引逾百名现居于或曾居于公共屋邨的居民提交参赛作品，展现公共屋邨社区的生活情怀。

The HA awarded winners of the “Making Precious Memories – Life in Public Housing” Short Video Contest which was organised to promote harmonious living in public housing estates. The “Open” and “Secondary School” categories attracted video entries from over 100 current and former PRH residents.



2019.07

房委会一直致力探讨如何善用公共房屋资源，以增加房屋供应。因应长者住屋一型设计单位的附属设施使用率下降，房委会改建这些设施，提供逾200个额外公屋单位。

The HA has been exploring ways to optimise public housing resources for increasing housing supply. Under-utilised ancillary facilities in Housing for Senior Citizens of HS1 Design were converted to provide over 200 additional public housing flats.

房委会以试行形式加入香港房屋协会经优化的「未补价资助出售房屋 — 出租计划」，合资格的房委会资助出售单位业主可出租其未补价单位予合资格的公屋申请者。

The HA joined the Hong Kong Housing Society’s enhanced Letting Scheme for Subsidised Sale Developments with Premium Unpaid on a trial basis. Under the enhanced scheme, eligible owners of HA subsidised sale flats may let their flats to eligible PRH applicants with premium unpaid.



华富邨
Wah Fu Estate

2019.08

房委会「出售居者有其屋计划(居屋)单位2019」和「白表居屋第二市场计划2019」分别以电脑形式公开搅珠。搅珠仪式由房委会资助房屋小组委员会主席黄远辉(左)主持。

Electronic ballots were publicly drawn for the HA's Sale of Home Ownership Scheme (HOS) Flats 2019 and White Form Secondary Market Scheme 2019. The Chairman of the HA Subsidised Housing Committee (SHC), Mr Stanley Wong (left), officiated at the ballot drawing ceremony.



2019.09

房委会商业楼宇小组委员会通过向房委会辖下零售和工厂大厦单位租户提供50%的租金减免，为期六个月；共约2 400个零售和3 300个工厂大厦单位租户受惠。

The HA's Commercial Properties Committee approved a 50% rent reduction for the HA's retail and factory tenants for six months. A total of about 2 400 retail and 3 300 factory tenancies benefited from the rent concession.

2019.12

房委会接受长者宽敞户全免租金调迁的试验计划申请。若公屋宽敞户的家庭成员均年届70岁或以上，可选择调迁至面积合适的公屋单位，以享有全免租金。

The HA invited applications for a trial scheme in which under-occupation households residing in the HA's public rental housing (PRH) estates whose family members are all aged 70 or above are allowed to enjoy full rent exemption upon transfer to other PRH flats of suitable sizes.



2020.02

房委会就新型冠状病毒病疫情带来的卫生风险制定机制，检查公共屋邨大厦的地面排污系统。当接获卫生防护中心通知有公共屋邨出现确诊个案时，房屋署检查所有与确诊单位共用同一排水渠和排气管的单位的的地面排污系统，并在检查期间适当维修渠管/排气管。

To address hygiene risks arising from the coronavirus pandemic, the HA established a mechanism for inspecting the above-ground foul water drainage system of its PRH buildings. Upon receiving notification from the Centre for Health Protection of a confirmed case of COVID-19 in a PRH estate, the Housing Department (HD) undertook to inspect the above-ground foul water drainage system of all those units that used the same soil pipe and vent pipe. Appropriate repairs to the drain/vent pipe were arranged during the inspection, if necessary.



2020.03

房委会资助房屋小组委员会通过冻结出租从「租者置其屋计划」屋邨收回的出租单位，以便日后出售。

The HA's SHC endorsed freezing the letting of rental flats recovered from Tenants Purchase Scheme estates, with a view to putting up these flats for sale in the future.

房委会资助房屋小组委员会通过2020/21年度的公屋入息及资产限额。与2019/20年度比较，入息和资产限额分别平均增加5.4%和3.4%。

The HA's SHC endorsed the PRH income and asset limits for 2020/21. The new income and asset limits represented average increases of 5.4% and 3.4% respectively over those for 2019/20.

因应2019冠状病毒病疫情的最新情况，房屋署调整公共服务和实施特别上班安排以减少社交接触，为市民提供必要和有限度的基本公共服务。

In response to the most recent COVID-19 situation, the HD's public services were adjusted and special work arrangements were implemented to ensure social distancing. A limited number of essential basic public services continued to be provided.

主席的话

优化公屋 同心同行



以「优化公屋 同心同行」，作为本年度香港房屋委员会（房委会）年报的主题，实在十分適切。在2019/20财政年度，香港面对许多重大挑战，亟需我们「同心同行」，特别是全社会携手合力，对抗2019冠状病毒病疫情。在此，我衷心表扬房委会前线同事和承办商员工，尽心协力，为公共租住屋邨（公屋）居民提供安全、卫生和健康的居住环境。

面对去年社会事件的冲击，房委会坚守岗位，悉力以赴，为市民提供「优质」的公营房屋。2019/20年度，新落成的公营房屋单位共约13 100个，当中约10 100个为公屋单位，另有约3 000个为资助出售单位。全部单位均符合各项严谨的设计规定和建造标准，为住户提供设计周全、建造稳固、管理完善、保养得宜的居所，让他

们安享优质的居住环境。我们明白市民对公营房屋的需求殷切，因此已加快觅地、设计和建屋的步伐，我们会在致力维持公营房屋的质素和标准的同时，迎难而上，努力为港人增加公营房屋供应。

本年报第二章阐述我们为提升公营房屋单位的建造效率和质素所应用的科技和新物料。我们采用创新科技，如「现实捕捉」技术，并在建筑工程中善用机械人，在确保质素的前提下，更快完成我们的房屋项目。为此，我们不断扩大现正采用的国际品质管理认证的范畴，或规定承建商必须取得更多认证。我们亦推行一系列措施，包括物料认证、崭新的检测和检查技术，以及实施有利环保的程序，全面提升我们的房屋质素。我们亦致力保存一些较旧屋邨的重要历史和文化特色，华富邨便是最佳

例子。第二章其中一个专题故事讲述我们如何透过社区参与活动，确保日后在重建华富邨的过程中，不单提供最优质的新楼宇和设施，也保留一些对区内数代居民意义重大的历史元素。

我们的宗旨是为市民提供可负担的优质公营房屋，不论是出租公屋抑或是资助出售房屋，均揉合我们最佳的设计技巧和施工品质。第二章的另一专题故事介绍两个新近落成的公屋和居者有其屋项目——海盈邨和凯乐苑，展现了我们为设计和建造理想居所付出的考虑和心思。

谈到「质素」，当然并非单指表面或物料的质素；房委会更关注公屋居民的「生活质素」。我们一直不遗余力，不断优化他们的整体居住环境。对楼龄较高的屋邨，我们除了注重保养以维持楼宇的良好状况外，亦与时俱进，不断改善各种设施，促进居民出入的方便。本年报第三章概述我们多个相关策略，包括各项优质保养计划和屋邨改善措施，以及为确保居住环境安全与健康而作出的努力。

我们在过去一年取得的工作成果实有赖众多不同人士和团体「同心同行」，实现提供「优质居所」的目标。我们群策群力，互勉互励，同心同德，在2019/20年度克服种种困境。自2020年年初，香港备受2019冠状病毒病疫情影响，房委会上下一心，及时行动，同心协力保护屋邨环境。第三章的专题故事〈房委会屋邨的抗疫措施〉，详述其中的一些工作。

我非常感谢房委会全体委员在过去一年作出重大贡献，特别鸣谢刚卸任的委员和各小组委员会及附属小组委员会的主席。我亦在此欢迎各新任委员。

卸任委员：

许美嫦女士
蔡海伟先生
苏晴女士
谭小莹女士
何志豪先生
关宝珍女士
吴韵宜女士
霍天玮先生

新任委员：

刘诗韵女士
康荣江先生
文海亮先生
欧楚筠女士
陈嘉宝女士
陈建强医生
张倪海先生
范骏华先生
傅晓琳女士
许智文教授
叶傲冬先生
黄健伟先生
余家鸿先生

房委会辖下各小组委员会及附属小组委员会主席：

郭荣铿议员(建筑小组委员会)
许美嫦女士(商业楼宇小组委员会)
陈家乐教授(财务小组委员会及资金管理附属小组委员会)
黄远辉先生(资助房屋小组委员会)
张达棠先生(投标小组委员会)
苏晴女士(审计附属小组委员会)

最后，我要衷心感谢房屋署的同事。房屋署作为房委会的执行部门，年内虽然面对重重困难，同事克尽厥职，提供不可或缺的服务，努力规划和建设公营房屋，并维持屋邨的日常运作，令房委会得以持续畅顺运作，为广大市民提供优质的居所和服务。



陈帆

主席
陈帆

Chairman's Message



*Work Together
for Quality
Public Housing*

I am pleased to introduce this year's Annual Report of the Hong Kong Housing Authority (HA) under the timely theme of "Work Together for Quality Public Housing". The 2019/20 financial year brought significant challenges to our city. "Work together" has therefore been particularly important, especially as the community unites in the fight to combat the COVID-19 pandemic. First and foremost, I would like to pay tribute to our frontline HA colleagues and our

contractors' staff who have gone the extra mile to help keep our public rental housing (PRH) estates safe, healthy and hygienic for all.

Despite the social unrest of the past year, the HA has remained fully committed to ensuring "quality" public housing for the community. In 2019/20, the HA completed construction of a total of about 13 100 public housing units, including about 10 100 PRH flats

and about 3 000 subsidised sale flats (SSFs). Each of these units was subject to detailed and rigorous design requirements and construction standards. These efforts have been translated into a quality living environment for families, in well-designed, built, managed and maintained homes. On the other hand, high demand for public housing has also incentivised us to accelerate the pace at which we find new sites, and design and construct new blocks. We have risen to the challenge of maintaining quality and standards of our public housing while working towards our goal of producing more public housing units for Hong Kong people.

Chapter 2 of this report outlines a number of ways in which we have applied technology and new materials to enhance efficiency and improve the quality of our public housing units. While innovations such as “reality capture” technology and the use of robots in construction help speed up the completion of our housing projects, quality continues to be our primary concern. To this end, we have constantly expanded the range of international quality management certifications that we now adopt, or require our contractors to acquire. A host of other initiatives, including certification of materials, new technology for carrying out checks and inspections, and increasing environmental protection procedures, have all raised our overall quality standards across the board. For some older PRH estates, we pledge to preserve their important historical and cultural features. A great example of this is Wah Fu Estate. One of the feature stories in this Chapter describes how we have used community engagement initiatives to ensure that the redevelopment of this Estate in future will not only deliver new buildings and facilities of the highest quality, but will also preserve some of the historical features that make the area so meaningful to residents of different generations.

Our mission to provide affordable quality public housing also applies to SSFs. They incorporate the best of our design know-how and construction quality. Another feature story in Chapter 2 introduces two recently

completed PRH and Home Ownership Scheme projects, Hoi Ying Estate and Hoi Lok Court, underscoring many of the considerations that go into designing and building fine new homes.

Of course, “quality” goes beyond physical objects or materials: we talk a lot about “quality of life” for our PRH residents, and much of our work is designed to enhance their holistic living environment. At some older estates, quality living is reflected in our continued efforts to keep the buildings up to date in terms of facilities, accessibility and sustainability in addition to maintaining them in good condition. Chapter 3 of this report summarises many of the relevant strategies, including our various quality maintenance schemes and estate improvement initiatives, as well as endeavours to ensure a safe and healthy living environment.

Our accomplishments of the past year are the results of many different individuals and groups, all of whom “worked together” to deliver our goal of quality housing. Collaboration, cross-party sharing, and a shared common goal, have all enabled us to overcome adversities during 2019/20. We saw this spirit in action particularly from early 2020, when COVID-19 began to affect Hong Kong. It was a time when every sector of the HA came together to do their best to protect our public housing environment. The feature story in Chapter 3 on “How the HA Fought the Virus in its Estates” depicts some of these efforts in detail.

I commend HA Members for their very important contributions over the past. Our special gratitude goes to those Members who have retired and those who served as Chairpersons of various HA Committees and Sub-Committees. I am also pleased to welcome a number of new appointees.

Retired Members:

Ms Tennessy Hui Mei-sheung, MH, JP
Mr Chua Hoi-wai, JP
Ms So Ching
Ms Iris Tam Siu-ying, JP
Mr David Ho Chi-hoo, BBS, JP
Ms Helen Kwan Po-jen
Ms Wendy Ng Wan-ye
Mr Bryan Fok

New Members:

Ms Serena Lau Sze-wan, JP
Mr Wallace Hong Wing-kwong, JP
Mr Alan Man Hoi-leung
Ms Au Chor-kwan
Miss Judy Chan Kar-po
Dr Eugene Chan Kin-keung, BBS, JP
Mr Brian Cheung Ngai-hoi
Mr Andrew Fan Chun-wah, JP
Miss Sammi Fu Hiu-lam
Prof Eddie Hui Chi-man, MH
Mr Chris Ip Ngo-tung, JP
Mr Anthony Wong Kin-wai
Mr Wallace Yu

Chairpersons of HA Committees and Sub-Committees:

The Hon Dennis Kwok Wing-hang
(Building Committee)
Ms Tennessy Hui Mei-sheung, MH, JP
(Commercial Properties Committee)
Prof Chan Ka-lok (Finance Committee
and Funds Management Sub-Committee)
Mr Stanley Wong Yuen-fai, SBS, JP
(Subsidised Housing Committee)
Mr Cheung Tat-tong, JP (Tender Committee)
Ms So Ching (Audit Sub-Committee)

In closing, I would like to acknowledge the essential services provided this year by the Housing Department (HD), the HA's executive arm. HD staff have worked tirelessly in often difficult situations to sustain planning and construction of public housing and maintain the day-to-day running of our estates. Their commitment and contribution have kept the HA running smoothly to deliver quality public housing for our community.



Chan Fan, Frank
Chairman

The background features three large, overlapping circles. A large green circle is positioned in the lower-left and bottom-center. A brown circle is in the upper-left and top-center. A pink circle is in the upper-right and overlaps with both the brown and green circles. The text is centered within the green circle.

业务回顾 Business Review

同筹共划 创建未来

Planning and Allocating –
a Better Future

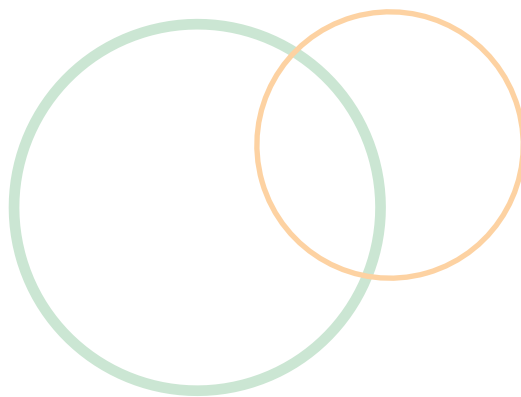


「**优**化公屋 同心同行」是香港房屋委员会(房委会)2019/20年度的年报主题。「同心同行」,表明房委会与社会各方和衷合作,朝着为市民提供所需房屋的共同目标而努力。本章阐明藉着各方协力,共同筹划,市民可负担的优质居所随之落成,符合政府的长远房屋供应目标。房委会负责推展多项政策和计划,相辅而行,旨在改善公共租住房屋(公屋)申请者和租户,以及有意置业人士的生活,我们也从众多政策和计划中介绍那些至为重要的。过去一年,众多人士包括规划师、管理人员、委员会委员等均戮力以赴,致力稳步迈向目标,为有需要人士提供优质居所,并协助有意置业人士踏上房屋阶梯。

年内凡此种种的规划工作均与广大市民息息相关。于2020年首季季末,约200万人居住于房委会提供的公屋,占全港人口约29%。年内亦有不少合资格的中低收入家庭把握良机自置居所,购入房委会推出的资助出售单位。

我们的长远房屋目标

政府近年的重点工作,在于设法增加香港公营和私营房屋的供应。为此,政府每年均发表报告,阐述《长远房屋策略》(《长策》)下各主要范畴的最新推行情况,并订定逐年延展的十年房屋供应目标。最新的《长策2019年周年进度报告》已于2019年12月公布。该报告订明2020/21至2029/30年度的十年总房屋供应目标为430 000个单位,当中公私营房屋新供应比例为70:30,即未来十年的供应目标为兴建301 000个公营房屋单位和129 000个私营房屋单位。



同筹共划 创建未来
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新近落成的居屋凯乐苑(上)和公屋宝石湖邨

◀ 兴建中的深水埗白田邨第七、八及十一期,旁为早期落成的白田邨
Pak Tin Estate Phases 7, 8 and 11 in Sham Shui Po -
construction in progress, surrounded by earlier phases of
Pak Tin Estate



本年度落成的富山邨

假设就兴建公营房屋觅得的土地能全部如期顺利推出，我们估算在这段期间共可兴建约272 000个单位；虽较政府的目标（即301 000个单位）少29 000个单位，但相比2018年公布上一个十年期（即2019/20至2028/29年度）67 000个单位的推算短缺已大幅收窄。

为达到政府的公营房屋供应目标，房委会继续竭尽所能，进一步增加建屋量。这有赖各方通力合作，包括与其他政府决策局及部门紧密协作，进行前期规划以适时提供用地和基础设施，及在技术可行的情况下致力增加土地的发展密度，以因地制宜的设计尽用每一幅用地的发展潜力，并让对管理综合发展项目具备丰富经验的合作伙伴发挥所长。我们亦务求以一切安全可行的方法，如机械化施工、机械人技术的应用等，提高公营房屋的实际建造率。

按我们截至2020年3月的估算，在房委会逐年推展的五年房屋建设计划下，2019/20至2023/24年度的五年期内总建屋量约为95 900个单位，包括约72 700个公屋／绿表置居计划单位和23 200个其他资助出售单位¹。有关2019/20年度落成的所有项目详情，请参阅本年报的业务回顾第2章。



家庭和长者申请者较优先获配公屋单位

适时编配公屋单位

2019/20年度，编配予一般申请者（即家庭申请者和长者一人申请者）和配额及计分制下的非长者一人申请者的公屋单位合共约12 100个，当中新建单位有3 600个，翻新单位约8 500个。

房委会以一般申请者平均约三年可获首次配屋为目标。然而，鉴于现时公屋需求非常殷切，截至2020年3月底，在过去12个月获配屋的一般申请者的平均轮候时间²为5.4年，当中长者一人申请者的平均轮候时间为3.0年。为此，房委会正致力兴建更多公屋单位，并设法善用其现有的房屋资源，务求缩短轮候时间。

按照房委会的政策，一般申请者（即家庭和长者申请者）较非长者一人申请者优先获配公屋单位。非长者一人申请者必须在配额及计分制下申请公屋，而每年的单位编配数目受配额所限。配额及计分制下申请者的配屋优次，是按其在计分制下所累积的分数而定，分数取决于申请者在申请时的年龄、轮候时间，以及当时是否居于公屋等因素。平均轮候约三年获首次配屋的目标并不适用于配额及计分制下的申请者。

资助出售单位

房委会除了为有迫切住屋需要的市民提供公屋单位外，另一项工作是回应中低收入人士的置业诉求。为此，房委会推行一系列计划向目标群组出售资助出售单位。房委会负责兴建和销售大部分这类资助出售单位。现正推出的主要资助出售单位计划为居者有其屋计划、绿表置居计划和白表居屋第二市场计划。

¹ 房委会辖下的其他资助出售单位主要包括居者有其屋计划单位。

² 轮候时间由公屋申请登记日期开始计算，直至首次配屋为止，但不包括申请期间的任何冻结时段（例如申请者尚未符合居港年期规定；申请者正在等待家庭成员来港团聚而要求暂缓申请；申请者在狱中服刑等）。一般申请者的平均轮候时间，是指在过去12个月获安置入住公屋的一般申请者轮候时间的平均数。

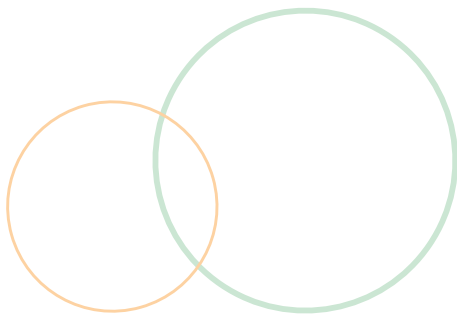
居者有其屋计划(居屋)

居屋旨在协助中低收入家庭(包括合格的公屋租户)以大幅低于公开市场的价格自置居所。房委会于2019年5月推售第五批合共4 871个新居屋单位,其中603个单位已于2019/20年度落成,其余4 268个单位将于2020/21至2023/24年度落成,合格的申请者在2019年12月开始拣选单位。

该批新建居屋单位的售价,是根据行政长官2018年6月公布的修订居屋定价机制而厘定。在该机制下,居屋单位的定价不再与市价挂钩,而是按非业主住户家庭每月入息中位数厘定,令其更切合市民的负担能力。至于绿表置居计划和「港人首次置业先导项目」的单位,则根据前一期居屋出售计划的折扣率,经调整后厘定售价。

绿表置居计划(绿置居)

绿置居为绿表申请者提供自置居所的机会,以较上一期居屋出售计划的折扣率多10%的折扣率购买绿置居单位。绿表人士主要是现有的公屋租户和已通过详细资格审核的公屋申请者。房委会2018年1月把绿置居恒常化,为绿表人士提供居屋以外的另一置业途径。2019年12月推出的「出售绿置居单位2019」计划,提供合共3 696个单位。该批单位原本属于两个公屋项目,分别位于柴湾柴湾道和青衣青衣路,经房委会2019年3月议决后转为「绿置居」单位,预计于2022/23和2023/24年度落成,合格的申请者可于2020年6月开始拣选单位。



居者有其屋计划网页

白表居屋第二市场计划(白居二)

白表申请者包括合格的私人住宅住户和其他各类经济能力较佳的住户。「白居二」让这些合格的白表申请者可在第二市场购买未补价的资助出售单位,并藉此促进资助出售单位的流转,善用现有房屋资源。最新一期「白居二2019」已于2019年5月与「出售居屋单位2019」一并推出。房委会2019年3月通过把全年的「白居二」配额由2 500个增加至3 000个。

在约3 000名成功申请「白居二2019」人士中,约2 600名申请者向房委会和/或香港房屋协会申请「购买资格证明书」。「购买资格证明书」持有人可以与持有「可供出售证明书」的居屋第二市场业主签订临时买卖协议。然后,买方的律师向房委会申请「提名信」,以订立买卖协议。截至2020年3月31日,房委会已发出约500封「提名信」。

加快出售「租者置其屋计划」(租置计划) 未售单位

在租置计划下,租置屋邨的现租户可选择购买其现居的出租单位。虽然房委会在2005年后没有推售新的租置屋邨,但租置屋邨的现租户仍可购买其现居单位。截至2020年3月底,在39个租置屋邨当中,约22%的租置单位(即约41 000个单位)尚未售出。

行政长官在《2019年施政报告》中建议,为进一步满足公屋租户的置业需求,房委会应积极部署,加快出售租置计划的未售单位。其后,房委会资助房屋小组委员会于2020年3月通过冻结出租从租置屋邨回收的出租单位,以便日后将这些单位出售。



位于粉岭的居屋雍盛苑



租金援助计划的宣传海报

租金政策与租金援助

低收入的公屋租户受惠于获大幅补贴的租金，租金均已包含差饷、管理费及维修保养费用。截至2020年3月底，公屋单位的平均月租约为2,070元，位于各区不同屋邨的公屋单位实际月租介乎443元至5,159元。

截至2020年3月底，约有19 020个因财政问题而暂时无力缴付租金的租户受惠于房委会的**租金援助计划**。在该计划下，符合资格的租户可获减租25%或50%，视乎其负担能力如租金与入息比例，或对照公共房屋入息限额的收入水平。为确保租户知悉这重要的安全网，房委会通过房屋资讯台、电台、YouTube影片分享平台、Facebook面书信息、「房署资讯通」流动應用程式、房委会／房屋署网站、海报、单张和《屋邨通讯》，广泛宣传租金援助计划。非政府机构、区议会和**屋邨管理咨询委员会（邨管咨委会）**等亦转介一些租户接受租金援助。

家庭和谐共融措施

房委会推行四项「天伦乐」计划，目的是在公共屋邨内建立更紧密家庭网络，支援延伸家庭的居住安排，并鼓励长者居家安老。2019/20年度，该四项计划为接近5 000个家庭作出安排，方便亲属互相照应：

「天伦乐」计划	受惠家庭数目(个)(约数)
天伦乐优先配屋计划	2 030
天伦乐调迁计划	130
天伦乐加户计划	2 580
天伦乐合户计划	40



「天伦乐」计划鼓励子女与年长父母同住或就近居住

天伦乐优先配屋计划为公屋申请者而设，让年轻家庭与年长父母或其他受供养亲属（必须年届60岁）在本港任何地区同住一个公屋单位，或在市区以外地区分别入住两个就近的公屋单位。这项计划的合资格申请较一般家庭的申请提早六个月获得处理。

其他三项「天伦乐」计划均为现有的公屋租户而设，以不同方式鼓励延伸家庭同住或就近居住。租户如有子女或年长父母居于不同区议会分区的公共屋邨，可通过**天伦乐调迁计划**迁往其亲属现居或附近的屋邨居住。天伦乐加户计划容许公屋长者租户的一名成年子女，连同其家庭成员申请加入户籍³。至于天伦乐合户计划，则为分别居于两个公屋单位的年轻家庭与年长父母（或受供养年长亲属）而设，成功申请者可合并户籍，在资源许可的情况下迁往其选择地区的公屋单位。

改善居住质素的调迁计划

2019/20年度，约270个住户通过房委会两项改善居住质素的调迁计划（即每年推出的「公屋租户纾缓挤迫调迁计划」和「改善居住空间调迁计划」），改善居住环境，获提供更大的居住空间。这些计划让居住密度低于每人7平方米（以室内楼面面积计算）的公屋住户，申请调迁到较大的单位。

³ 必须符合「一个家系」的条件（即若户籍内已包括成年子女，便不得加入其他已婚子女；若户籍内已包括已婚子女，便不得加入其他成年子女），而且全家必须通过全面经济状况审查及住宅物业权审查。



珍惜公屋资源嘉年华

租住资格

我们致力确保公屋资源优先分配予真正有需要的家庭，因此定期核实公屋申请者和现有租户的资格。2019/20年度，我们根据「**富户政策**」⁴和其他租约事务管理政策，核实由个别人士递交约25万份入息和资产申报资料，藉此确定现有租户符合资格继续在公屋单位居住，并有助厘定合适的租金水平。

滥用公屋指不当使用公屋单位，例如租户丢空单位、让非认可人士占用单位、分租单位，或在单位内进行不法活动。我们以三管齐下的方法侦测和打击滥用公屋个案。第一，我们采取恒常的屋邨管理措施，辅以屋邨职员每两年一次的家访，以核实单位是否用得其所。第二，善用公屋资源分组负责调查怀疑滥用公屋个案；除了处理随机抽选的个案之外，亦会调查由前线管理人员

转介或公众举报的个案；分组辖下设有一个特别小组，负责执法事宜。2019/20年度，善用公屋资源分组处理6 300宗与住用情况有关的个案和5 800宗涉及入息及资产申报的个案。

第三项打击滥用公屋的措施，是提高公众对此措施的认识，并鼓励市民举报怀疑滥用个案。为此，我们年内推出多项宣传和教育活动，计有伙拍香港电台在房委会「大本型」商场举行「珍惜公屋大行动开展礼2019」，由房屋署副署长主持，并邀请屋邨管理咨询委员会代表出席；又在全港各区共27个公共屋邨举办嘉年华，当中设有摊位游戏、展板，派发纪念品和气球，以及设立拍照区供市民与「防护侠」拍照，以宣扬珍惜公屋资源，并鼓励市民举报怀疑滥用的个案。同时，我们通过不同广告媒体和渠道，向租户和市民传递切勿滥用公屋的重要信息，包括在香港电台第二台播放五出以「**公屋资源 切勿滥用**」为主题的广播剧；使用公共交通工具车身、候车站的广告，以及屋邨内的海报、横额，向公众广泛传递「公屋资源 切勿滥用」的信息。租户方面，我们向所有屋邨居民派发举报滥用公屋邮柬及年历卡，又定期出版《屋邨通讯》，并在房屋资讯台播放短片，宣扬相关信息。

⁴ 「富户政策」指房委会的「公屋住户资助政策」和「维护公屋资源的合理分配政策」。



珍惜公屋大行动开展礼

The theme for this Annual Report of the Hong Kong Housing Authority (HA) for 2019/20 is “Work Together for Quality Public Housing”. The expression “Work Together” highlights that the HA’s work in delivering the housing our city needs is *collaborative*, involving multiple parties working in harmony towards a common goal. In this chapter, our focus is on the collaborative planning efforts that are helping to bring new affordable quality housing into existence, and that are addressing the Government’s long-term housing supply targets. We also describe some of the most important of the many policies and schemes that are administered by the HA and that work together to improve the lives of public rental housing (PRH) applicants and tenants alike, as well as those who aspire to home ownership. Multiple dedicated parties over the past year – including planners, managers and committee members – have worked hard to ensure the steady progress of our goals of delivering quality housing to those in need, and meeting the home ownership aspirations of those trying to set foot on the housing ladder.

All these planning efforts in the year have had a direct impact on very large numbers of people. At the end of the first quarter of 2020, approximately two million people, or around 29% of the entire population of Hong Kong, were residing in the PRH provided by the HA. In addition, during the year many eligible low- to middle-income families gained the opportunity to become home owners by purchasing subsidised sale flats (SSFs) offered by the HA.

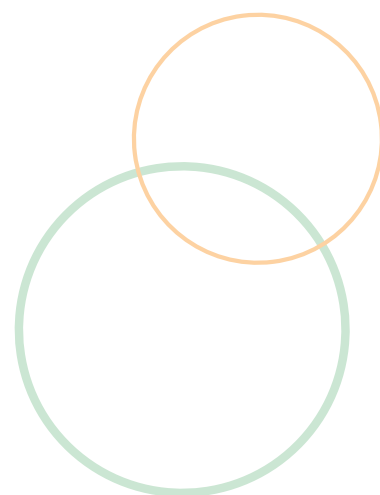
Our Long-term Housing Goals

A major priority of the Government in recent years is to exhaust all possible means to increase the supply of housing for Hong Kong, both public and private. To this end, the Government publishes annual reports which set out the latest progress of key aspects of the Long Term Housing Strategy (LTHS) and present its rolling 10-year housing supply target. The most recent of these, the LTHS Annual Progress Report 2019, was released in December 2019. This report lays out a total housing supply target of 430 000 units for the 10-year period from 2020/21 to 2029/30. Within this total, the public/private split of new housing supply is 70:30, representing a supply target of 301 000 public housing units and 129 000 private housing units to be built over this decade.

Assuming that all sites identified for public housing development can be smoothly delivered on time, we estimate that the public housing production for the period is about 272 000 units. This represents a shortfall of 29 000 units against the Government’s target (i.e. 301 000 units). Despite this, the extent of shortfall is much less than the projected shortfall of 67 000 units for the last 10-year period (i.e. from 2019/20 to 2028/29) as announced in 2018.



Some public housing developments in Shek Kip Mei





Newly completed Tung Wui Estate



Family applicants, together with elderly applicants, are given priority for the allocation of PRH units

To meet the Government's public housing supply target, the HA is continuing to do its utmost to further increase the flat production. This is contingent upon the collaborative effort, and close liaison with other government bureaux and departments at early planning stage to ensure timely availability of sites and supporting infrastructure. We also strive to enhance the development intensity of land where technically feasible, and to adopt site-specific design with a view to optimising the development potential of each site. Besides, we enlist stakeholder partners that are highly experienced at managing complex projects. As far as possible, we are also looking at all safe practical ways to enhance the productivity of public housing production through means such as mechanised construction, robotic application, etc.

As at March 2020, we estimate that we should be able to build a total of around 95 900 units in the five-year period from 2019/20 to 2023/24 under the HA's rolling five-year Housing Construction Programme. These will consist of around 72 700 PRH/Green Form Subsidised Home Ownership Scheme units and 23 200 Other SSFs¹. Details of all the projects completed in 2019/20 can be found in Chapter 2 of the Business Review of this report.

Allocating PRH Units as They Become Available

In 2019/20, a total of around 12 100 PRH units were allocated to general applicants (i.e. family and elderly one-person applicants), and to non-elderly one-person applicants under the Quota and Points System (QPS). These consisted of 3 600 newly-built units and about 8 500 refurbished units.

The HA aims to provide the first flat offer to general applicants after around three years on average. However, due to the current strong demand for PRH, the average waiting time² of general applicants who had been housed in the previous 12 months was 5.4 years as at the end of March 2020. Within this group, the average waiting time for elderly one-person applicants was 3.0 years. The HA is doing its utmost to get more PRH units built, as well as looking at ways to better utilise its existing housing resources, in order to shorten the waiting time.

¹ Other SSFs under the HA mainly include Home Ownership Scheme units.

² Waiting time refers to the time between registration for PRH and first flat offer, excluding any frozen periods during the application period (e.g. when the applicant has not yet fulfilled the residence requirement; the applicant has asked to have his/her application put on hold pending the arrival of family members for family reunion; the applicant is imprisoned, etc.). The average waiting time for general applicants refers to the average waiting time of those general applicants housed in PRH in the past 12 months.

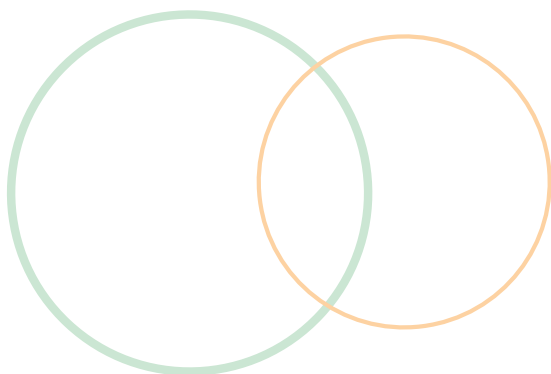
The HA has a policy for the allocation of PRH units under which general applicants (i.e. family and elderly applicants) are given priority over non-elderly one-person applicants. These latter applicants must apply under the QPS, and the PRH units allocated to them are limited by an annual quota. QPS applicants have their priority determined according to the points they accumulate under a points system, which are based on factors such as their age at the time of application, waiting time, and whether they are currently living in PRH. The target of providing the first flat offer at around three years on average does not apply to QPS applicants.

Subsidised Sale Flats (SSFs)

In addition to providing PRH units for those in pressing need, another task of the HA is to address the aspirations of low- to middle-income earners wishing to get a foot on the housing ladder. It does this through a series of schemes under which it sells SSFs to various target groups. The HA is responsible for constructing and managing the sale of many of these SSFs. The main SSF schemes currently operating are the Home Ownership Scheme, the Green Form Subsidised Home Ownership Scheme, and the White Form Secondary Market Scheme.

Home Ownership Scheme (HOS)

The HOS aims to help low- to middle-income families, including eligible PRH tenants, achieve home ownership at prices considerably lower than open market prices. The HA put up for sale in May 2019 the fifth batch of 4 871 new HOS flats, of which 603 flats have been completed in 2019/20 and the remaining 4 268 flats are scheduled for completion between 2020/21 and 2023/24. Flat selection for eligible applicants began in December 2019.



This new batch of HOS flats were priced according to the revised HOS pricing mechanism announced by the Chief Executive in June 2018, designed to make HOS flats more affordable. The pricing of HOS flats is no longer linked to market prices. Instead, the flats are priced according to the median monthly income of non-owner occupier households. The Green Form Subsidised Home Ownership Scheme and the “Starter Homes” pilot projects for Hong Kong residents are both priced according to adjusted discounts based on the preceding HOS sale exercise.

Green Form Subsidised Home Ownership Scheme (GSH)

The GSH is a scheme that offers Green Form applicants the chance to become home owners by purchasing GSH flats at a discount that is 10% greater than that determined for the preceding HOS sale exercise. Green Form applicants are mainly sitting PRH tenants and PRH applicants who have passed the detailed eligibility vetting process. The HA regularised GSH in January 2018 to provide an additional avenue by which Green Form applicants can achieve home ownership, apart from the HOS. In December 2019, a total of 3 696 flats were offered for sale under the Sale of GSH Flats 2019 exercise. These GSH flats were converted from two PRH developments, following a decision by the HA in March 2019. One is at Chai Wan Road in Chai Wan, and the other at Tsing Yi Road in Tsing Yi, and the flats there are estimated to be completed in 2022/23 and 2023/24 respectively. Eligible applicants will be able to make their flat selections starting from June 2020.



Three generations of family enjoying life in their HOS flat

White Form Secondary Market Scheme (WSM)

White Form applicants include eligible households in private housing, as well as various other categories of better-off households. The WSM allows these eligible White Form applicants to purchase SSFs with premium unpaid in the Secondary Market, and in this way it facilitates the circulation of SSFs so that our existing housing resources are better used. The latest round of this scheme, WSM 2019, was launched in May 2019 in parallel with the launch of the Sale of HOS Flats 2019. This year, following endorsement by the HA in March 2019, the annual WSM quota was raised to 3 000 from 2 500 previously.

Of the around 3 000 successful WSM 2019 applicants, around 2 600 applied for the Certificate of Eligibility to Purchase (CEP) from the HA and/or the Hong Kong Housing Society. A CEP holder can enter into a provisional agreement for sale and purchase with an owner holding a Certificate of Availability for Sale in the HOS Secondary Market. The buyer's solicitor will then apply to the HA for a Letter of Nomination to enter into an agreement for sale and purchase. Up to 31 March 2020, the HA had issued some 500 such letters.

Accelerating the Sale of Unsold Tenants Purchase Scheme (TPS) Flats

Under the TPS, sitting tenants in TPS estates can opt to purchase the rental flats in which they reside. Although no new TPS estates were launched after 2005, sitting tenants in TPS estates still have the option of purchasing their flats. As at the end of March 2020, around 22% of the TPS flats in 39 TPS estates (i.e. around 41 000 units) remained unsold.



Po Ming and Kwong Ming – HOS courts in Tseung Kwan O

In the 2019 Policy Address, the Chief Executive proposed that, to further meet PRH tenants' home ownership aspirations, the HA should make active preparations to accelerate the sale of the unsold TPS flats. Subsequently, in March 2020, the HA's Subsidised Housing Committee endorsed freezing the letting of rental flats recovered from TPS estates, with a view to putting them up for sale in the future.

Rent Policies and Rent Assistance

Low-income PRH tenants benefit from significantly subsidised rents, which also include rates, management fees, and maintenance costs. As at the end of March 2020, the average monthly rent for a PRH unit was approximately \$2,070, with the actual rents charged in different estates across Hong Kong ranging from \$443 to \$5,159 per month.

As at the end of March 2020, around 19 020 households that had been experiencing temporary difficulties in meeting their rent obligations due to financial issues had taken advantage of the HA's [Rent Assistance Scheme](#). Under this scheme, eligible tenants can be given a rent reduction of 25% or 50%, depending on factors such as their rent-to-income ratio or their income level relative to the Public Housing Income Limit. To ensure our tenants are fully aware of this important safety net, the HA advertises the Rent Assistance Scheme widely on the Housing Channel, radio, YouTube, Facebook posts, the iHousing app, our HA/Housing Department Website, and in posters, leaflets and *Estate Newsletters*. Some households are also referred for assistance under the scheme by other bodies, including non-governmental organisations, local District Councils, and [Estate Management Advisory Committees \(EMACs\)](#).



Information on the Rent Assistance Scheme is available on the HA/HD Website

“Harmonious Families” Initiatives

The HA’s four “Harmonious Families” schemes are each designed to enhance family networks, support extended family living arrangements, and encourage “ageing in place” in PRH estates. They delivered valuable kinship benefits to almost 5 000 households in 2019/20.

Harmonious Families Schemes	Number of households benefiting (approximate)
Priority Scheme	2 030
Transfer Scheme	130
Addition Scheme	2 580
Amalgamation Scheme	40

The [Harmonious Families Priority Scheme](#) is for PRH applicants. It is designed to enable young families and their elderly parents or other dependent relatives (who must have reached the age of 60) to live together in the same PRH flat in any district in Hong Kong, or to live separately in two nearby PRH flats in a non-urban district. Eligible applications enjoy a six-month period of priority processing over applications submitted by ordinary families.

The other three Harmonious Families schemes are for sitting PRH tenants, and all in different ways encourage extended families to live together or close by. Under the [Harmonious Families Transfer Scheme](#), tenants whose offspring or elderly parents are living in a PRH estate in a different District Council district can transfer to the estate where these relatives are living, or to one nearby. The Harmonious Families Addition Scheme allows elderly PRH tenants to add an adult offspring, together with his or her family members, to the tenancy³. Finally, the Harmonious Families Amalgamation Scheme caters for young families and their elderly parents (or elderly dependent relatives) living separately in two PRH units. Successful applicants can amalgamate their tenancies and move to a PRH unit in any district of their choice, subject to the availability of resources.



The Harmonious Families Priority Scheme gives priority to PRH applicants with elderly family members

Transfer Schemes to Improve Living Quality

In 2019/20, around 270 PRH households were provided with larger accommodation under two HA schemes, the annual Territory-wide Overcrowding Relief Exercise and the Living Space Improvement Transfer Scheme. These schemes allow PRH households with a living density of less than seven square metres of Internal Floor Area per person to apply for relocation to larger accommodation.

Tenancy Eligibility

Our priority is to ensure that families in genuine need have priority in the allocation of PRH resources. One way that we do this is by regularly checking the eligibility status of both PRH applicants and sitting tenants. In 2019/20, we checked around 250 000 individual income and asset declarations received under the [Well-off Tenants Policies](#) (WTP)⁴ and various other tenancy management policies. These checks enabled us to confirm that the sitting tenants were eligible to continue occupying a PRH unit, as well as help determine the correct level of rent to be charged.

³ Subject to the “one-line continuation” rule (i.e. a branch family cannot be added when there is already an adult offspring in the tenancy, and an adult offspring cannot be added when there is already a branch family in the tenancy); and the whole family must pass a comprehensive means test and domestic property test.

⁴ The WTP refers to the HA’s Housing Subsidy Policy and the Policy on Safeguarding Rational Allocation of Public Housing Resources.

Tenancy abuse relates to the misuse of PRH units, for example by non-occupation, unauthorised occupation, sub-letting, or using them for illegal activities. We rely on a three-pronged approach to identify and curb such cases. One involves regular estate management measures, supplemented by biennial flat inspections by estate staff to check that the flats are genuinely occupied and are not being misused. Secondly, the Public Housing Resources Management (PHRM) Sub-section investigates suspected abuse cases. Apart from carrying out checks on randomly selected cases, it also deals with referrals from frontline management and reports from members of the public. Within the PHRM Sub-section, a special sub-unit deals with enforcement actions. The PHRM Sub-section handled 6 300 occupancy-related cases and 5 800 cases involving income and assets declarations in 2019/20.

The third prong of our initiatives to fight tenancy abuse is to raise public awareness of the problem and encourage people to speak out if they become aware of cases. To this end, we ran various publicity and educational programmes throughout the year, including the Cherish Public Housing Resources Campaign 2019. The Kick-off Ceremony for the campaign was held at the HA's commercial complex, Domain, in collaboration with Radio Television Hong Kong (RTHK). The Housing Department's Deputy Director officiated at this event, which was attended by Estate Management Advisory Committee (EMAC) representatives. Elsewhere, 27 PRH estates hosted Fun Fairs that included educational games, exhibition panels, the distribution of souvenirs and balloons, and

photo-taking opportunities in photo corners featuring a model of the Housing Protector theme character. All of these aimed at promoting the importance of cherishing our public housing resources, and encouraging the reporting of suspected tenancy abuse cases. Meanwhile, a host of different advertising media and promotional channels were used to get this important message across to tenants and citizens. Five radio drama episodes on the theme “Cherish Public Housing Resources” were broadcast on RTHK Radio 2, each promoting the importance of fighting tenancy abuse. Advertisements on public transport and at bus shelters, as well as publicity posters and banners posted in estates, all made the “Cherish Public Housing Resources” message highly visible to the wider population. Specifically for our tenants, we distributed thematic report aerogrammes and calendar cards to all estate residents and supplemented the message with regular publicity through *Estate Newsletters* and video broadcasts on the Housing Channel.



Having fun at the Cherish Public Housing Resources Fun Fair



A poster encouraging the public to “Cherish Public Housing Resources”

巧构妙筑 建优拓新

Design and Construction –
a Quality Built Environment



香港房屋委员会(房委会)今年年报的主题是「优化公屋 同心同行」,用以形容房委会的建筑工程最为恰当。全赖众多来自不同范畴的人员齐心协力,彼此合作,方能达至质优量高的工作成效。这些人员包括规划师、建筑师、工程师、设计师、环保专家、核数师、行政人员,当然还有不同服务的承办商。这些参与房委会建筑工程的人员各具专才,各司其职,但都抱持同一愿景、同一信念,均以「质素」为先,无论施工、物料、环境,以至香港的房屋,均讲求优质。本章阐释在建筑工程的各层面,我们如何采取一些重要方法兴建优质房屋,为最有需要的市民建造结构稳固、设计理想、选料耐用的居所。

纯就数量而言,2019/20年度房委会完成七个公共租赁住房(公屋)／绿表置居计划(绿置居)发展项目和三个其他资助出售单位发展项目,合共建成约13 100个新单位,其中公屋／绿置居单位约10 100个,其他资助出售单位约3 000个。此外,年内落成的零售设施的总楼面面积约为17 600平方米,并增设私家车和货车泊车位约660个。

过去一年,我们亦为多个即将开展的新发展项目拟订计划设计方案和制备工程预算。

2019/20年度完成的公屋／绿置居发展项目(依时序):

秀明道	秀茂坪邨	秀润楼
彩园路	宝石湖邨	珊瑚楼、紫晶楼、碧玉楼
石硤尾邨第六期	石硤尾邨	美禧楼、美柏楼
火炭	骏洋邨	骏逸楼、骏尔楼、骏山楼、骏时楼、骏湖楼
粉岭第49区	晖明邨	升晖楼、泰晖楼
丰盛街	富山邨	富晖楼
东头邨第八期	东汇邨	汇智楼

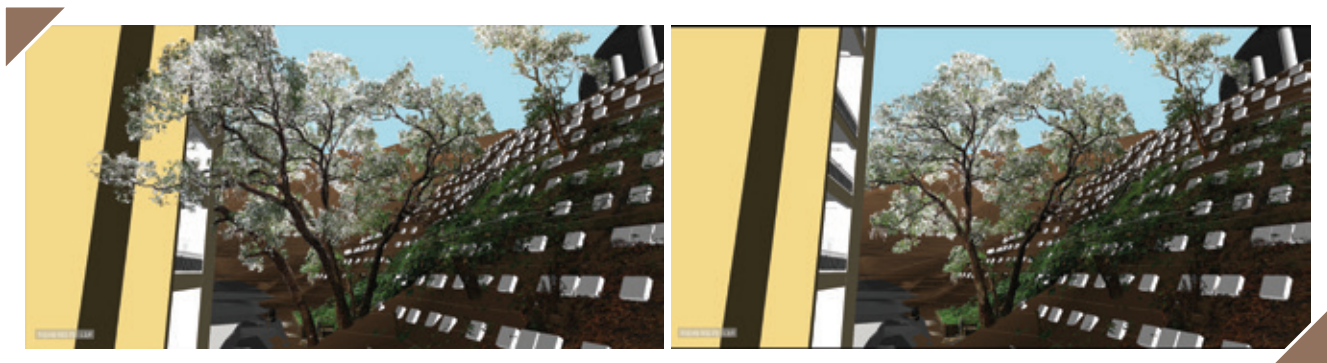
2019/20年度完成的其他资助出售单位发展项目(依时序):

长沙湾副食品批发市场5号地盘第二期	凯乐苑	凯莎阁、凯葶阁、凯旭阁、凯瞳阁
德士古道	尚文苑	尚文苑
禾上墩街	彩禾苑	彩禾苑

巧构妙筑 建优拓新
Design and Construction -
a Quality Built Environment



新落成的公屋项目秀茂坪邨(左图)和居屋彩禾苑



结合建筑信息模拟技术与「现实捕捉」技术以作树木保育研究 — 结合前(左图)和结合后的影像

运用科技提升设计质素

我们在设计过程中，利用先进技术提升质素，效果理想。举例来说，最近我们在新葵街的一个发展项目中，采用「现实捕捉」技术以加强树木保育。「现实捕捉」是指获取物件、建筑物或工地的三维表面特徵和空间信息的一个过程，从中可建立准确的数码形象。在新葵街项目中，我们利用激光扫描技术收集该处现有树木的一组三维点云数据，再把相关数据与房屋发展项目所采用的建筑信息模拟技术结合，这样建筑师就能准确预见现有树木与拟建楼宇之间的距离与布局，有助于决定如何设计楼宇和适度地修剪树木。

建筑信息模拟 — 房委会的设计图库

建筑信息模拟技术虽可用于制作三维模型，但本质上主要是一种管理信息的策略。2019年我们选取标准构件式单位设计的楼宇单位，配合建筑信息模拟技术，建立把两者结合为模型的数码「图库」。这些模型涵盖工程项目由开始至结束的各个阶段，包括计划设计、详细设计、招标、建造和递交建筑图则。楼宇单位「图库」所载资料易于修改，并可随时应用于不同的公营房屋项目，除了可提高设计效率，加快制备标书的过程以外，更有助加强工程团队各成员在整个工作流程中的沟通与合作。

活用资讯科技

今时今日，对房委会公营房屋发展项目的规划工作和建造工程来说，资讯科技资源已经是一个不可缺少的部分。当中以建筑信息模拟技术、地理信息系统、房屋建设管理系统、无线射频识别技术，以及发展及建筑工流动系统为建筑师和工程师最常采纳的工具。

早于2016年推出发展及建筑工流动系统第一阶段时，房委会已向驻工地人员提供两个应用程序，以便他们利用流动通讯技术进行现场实地检查。驻工地人员只须携带智能电话，并下载系统内的流动应用程序，包括「建

筑工程检查应用程序」和「屋宇装备工程检查应用程序」，便能快捷地与承建商直接沟通，而且完全可以追查过往记录。此外，我们推出「安全警报应用程序」以便房委会驻工地人员向管理层报告意外或事故。这些措施让房委会驻工地人员更易监察工程进度，令工作更有效率。据用家反映，新系统亦有助加强工地安全管理、提升工程质素，甚至提高承建商的生产力。

2019年我们推出第二阶段的发展及建筑工流动系统后，承建商每当完成一项建筑工序，便可利用「申请检查要求应用程序」，提交检查要求，并查阅该项要求的处理进度。该系统第二阶段的另一特色是设有「工地警报应用程序」，让驻工地人员发布工地提示给承建商，并透过应用程序与承建商即时联络。我们亦加强在系统第一阶段所推出「安全警报应用程序」的功能，以协助房委会编制意外统计报告，并让承建商递交意外／事故报告和分析意外／事故的根本成因。这不但进一步理顺程序，而且可让我们更有效处理意外／事故、编制全面的意外统计数字，以及减少使用纸本记录。系统第二阶段还包含其他应用程序 — 「工地指引应用程序」(供驻工地人员向承建商发出工地指引)和「结构工程检查应用程序」。

我们现正展开系统第三阶段的研发工作，包括编写「每个单位的最后验收检查应用程序」和「地基工程检查应用程序」。前者用于支援驻工地人员就建筑工程和屋宇装备工程进行各个住户单位的最后验收检查，并取代现行已过时的工业级个人数码助理装置上运作的「房屋建设管理 — 工地(建筑)监管流动系统」。我们于2019年7月开始试行该应用程序，并预计2020年年中推出。我们亦同时研发「地基工程检查应用程序」，用以支援驻工地人员就最常用的三种桩柱(即大口径钻孔桩、嵌岩工字钢桩和小直径灌注桩)检查地基工程。该应用程序预计于2020年年底试行，并计划于2021年年中推出，届时取代仍在已过时的视窗平板电脑上运作的「建造(地基)监管流动系统」。



(左图)利用「发展及建筑工地流动系统」的应用程式，
精简建筑工地的安全管理工作
(右图)为机械人设定试水要求



因应《施政报告》提出的上述措施，房委会正探讨在建造公营房屋时采用「组装合成」建筑法，以提高生产力的可行性。同时，房委会已扩大预制混凝土组件技术至其他地方，如预装电线喉管的半预制走廊楼板。我们将继续探讨其他方法，以进一步提高生产力，例如在公营房屋的天台使用立体预制升降机机房。

自2016年起，我们的员工已受惠于发展及建筑工地流动系统的七个應用程式，即「建筑工程检查應用程式」、「屋宇装备工程检查應用程式」、「结构工程检查應用程式」、「申请检查要求應用程式」、「工地指引 應用程式」、「安全警报應用程式」和「工地警报應用程式」。该系统将进入第三阶段，并推出另一系列实用的程式，逐步迈向全面善用资讯科技，以提升公营房屋发展项目的质素。

探讨「组装合成」建筑法的发展潜力

自2008年起，房委会的公营房屋项目发展策略，一直采用实而不华的构件式单位设计，并配以简朴的饰面和装置。单位的预制和组装组件均在场外施工，然后运送至建筑工地作最后装配。行政长官在《二零一七年施政报告》中公布多项新措施，以推动建造业界采用「组装合成」建筑法。这项建筑法的特色是在工地外预先制造和装配已完成墙身、地板和天花板饰面工序的独立立体组件。这方法原则上与房委会的组装系统相若，但对组件的饰面完成度有较高要求。



使用半预制走廊楼板的预装电线喉管，增强预制技术

推广使用机器人 提升建筑质素

现今的崭新建筑技术发展一日千里，在建筑工地利用机器人来提升生产力和施工质素，不乏成功例子。我们相信在建筑工地应用机器人技术，有助缓解香港工人老龄化和劳工短缺的问题，改善工地安全，从而提供更理想的优质居所。为鼓励承建商更广泛应用机器人技术，房委会自2020年3月起，在评审复杂建筑新工程合约的标书时，加入关于应用机器人建筑法的规定，并在评审投标者所提交的技术建议书时给予技术评分。投标者如能展示在墙身油漆和铺砌地砖等方面所运用的机器人技术，有助提升建筑工地的生产力、建筑质素、安全水平和环保表现，将获得技术评分。我们亦会与业界相关人士或机构合作，透过研究和发展工作，共同探讨如何在建筑工程中更广泛应用机器人技术。

环保屋邨 优质生活

近年我们利用更多科学研究和科技工具，使各屋邨符合环保原则，成为长久安居之所。从一开始设计新的公屋发展项目时，我们便利用碳排放量估算方法，估算有关屋邨在100年的生命周期内的总碳排放量，包括经由建筑物料、建筑构筑物、公用屋宇装备装置、能源消耗、植树、拆卸工程等产生的碳排放量。根据这些资料，我们便可修订设计，藉以减少碳排放量，提升项目可持续发展的整体表现。屋邨启用后，我们利用ISO 50001能源管理体系量度和监测每幢住宅大厦的公用能源消耗量。2019/20年度我们在七个新工程项目应用碳排放量估算和能源消耗量估算的方法，并根据有关资料调低住宅大厦的估计公用能源消耗量，得出的消耗量较基准数量少约29%。

为配合政府推广使用可再生能源的政策，房委会自2011年起，在具备足够空间和符合相关设计准则的新建公屋发展项目中，为每幢住宅大厦装设连接电网的**光伏发电系统**。光伏发电系统可把太阳能转化为电力，而房委会采用的光伏发电系统，可向电网输入相等于大厦公用地方约 1.5% 至 2.5% 电力需求的电量。截至2020年3月底，房委会辖下屋邨共有109幢住宅大厦装设光伏发电系统，可提供的总发电量为1 010千瓦。

我们在设计时，继续采用「顺应自然」的设计原则和**微气候研究成果**。这些工具帮助我们了解建筑工地的具体地理环境和气候特徵，并据此修订设计，例如更加善用日照的分布、避免产生「热点」、改善自然通风等。

在某些情况下，矿渣微粉是一种可以代替混凝土的环保物料，我们早已在新建筑合约的规格中订明必须使用这种物料。此外，我们规定用于预制混凝土外墙和预制楼梯的混凝土中，35% 的水泥成分必须以矿渣微粉代替。我们现正进行可行性研究，如证实可行，将把这项规定的适用范围扩大至半预制楼板。

广种植物是缔造更为环保绿化屋邨环境的有效方法。根据我们的政策，在可行的情况下，各新建屋邨预留作绿化的面积不应少于用地的两成，而占地两公顷以上的屋邨则增至三成。至于树木与单位的比例目标，是每建造15个单位种植一棵树。在环境挤迫的市区用地种植，确保树木和植物获得足够水份是一大难题。自2016年起，我们使用现场零灌溉系统，为所有公屋和资助出售房屋项目的选定花槽灌溉，结果证明这个系统有效管理雨水，减少耗用食水灌溉植物。我们继续研究如何利用更多不破坏生态平衡的物料以改善这个系统。其他绿化措施还包括研发预制绿化组件系统，使屋邨大厦地面和平台的植树工作更快捷、简便，以及在合适的发展项目中使用更多预植攀缘植物组件，以收「即时绿化」之效。



屏欣苑的预植攀缘植物组件

绿色建筑 金级标准

房委会每当建筑项目完工，需要申请总楼面面积宽免时，便把该项目交由香港绿色建筑议会根据绿色建筑环评计划（绿建环评新建建筑）评级，以获得外间机构对新发展项目整个生命周期的可持续发展特点的客观评估。我们的目标是在该评分制下最少达到「金级」标准。2019/20年度房委会在绿建环评新建建筑（1.2版本）中获得认证的成绩如下：

建筑项目与评级（暂定评级）

马鞍山路资助出售房屋发展计划（金级）

大埔第9区公共房屋发展项目和大埔颂雅路东公共房屋发展项目（金级）

沙田石门安睦街第一期资助出售房发展计划（金级）

「通用设计」 安全通达

房委会所有新建和翻新屋邨均以「通用设计」概念来设计，目的是令周围环境尽可能方便所有人（不分老幼或伤健）出入、理解和使用。公屋居民中有不少长者，「通用设计」尤其令他们受惠。现时这方面的预设设计特色包括：加阔通道、单位大门、厨房门和浴室门，以方便轮椅进出。我们亦采用对长者较为安全易用的物料和装置，例如防滑地砖和较大的开关掣。

保障工人安全

房委会致力保障工人安全，详见每年更新的《工地安全策略》，当中包括为新工程工地和维修保养工程工地上一切建造工程而订立的详细规定，也有为房委会委聘的物业管理服务公司、洁净服务承办商和保安服务承办商所负责工作而设的规定。我们亦定下目标，严控意外，现时的目标是每年每千名工人发生不多于九宗意外。一宗意外也嫌多，庆幸房委会在2019年涉及新工程合约的意外率为每千名工人仅5.2宗，涉及维修保养工程合约的意外率为每千名工人5.3宗；相比起来，全港工业意外率平均每千名工人29宗意外。此外，年内香港建造业界共录得16宗致命工业意外，当中并无涉及房委会的新工程合约或维修保养工程合约。房委会的工地安全网站 (<https://www.housingauthority.gov.hk/sitesafety>) 载有更多关于房委会工程合约和香港整个建造业界的意外个案统计数字。



大埔第9区公共房屋发展项目和大埔颂雅路东公共房屋发展项目的三维视像模型图



为工人而设的工地休息处，备有风扇和饮水设施

为了维持高安全水平，过去一年我们加强一些风险管理措施和工序管控。为更有效监察承办商在安全方面的表现，我们改善多个安全稽核制度，包括为新工程而设的「房委会安全稽核制度」和「房委会升降机及自动梯指定分包合约安全稽核制度」，以及为维修保养及改善工程而设的「房委会安全稽核制度（维修保养及改善工程）」和「房委会升降机及自动梯安装工程安全稽核制度」。我们亦改进了突击安全巡查计划，提升我们突击巡查的能力，以检查新工程合约工地的安全情况。

稽核与巡查是我们用以监察和改善安全作业方式的重要方法，而我们亦在「房委会安全稽核制度」中订明多项相关措施，例如定期稽核新工程和维修保养工程，并进行突击安全巡查，改进我们的安全作业方式和表现。年内，我们为新课程合约推出多项新的和经修订的安全规格，当中包括在安全稽核中新获认可的创新安全措施、用以提高安全意识和防止意外的新订良好工地作业方式、安全气候指数调查，以及为加深工人认识正确的安全程序而推出的工作安全行为计划。我们又为维修保养及改善工程推出改善措施，包括在突击巡查中加入更全面的棚架评估。

要做到安全至上，提供安全培训是另一重要法门。年内，我们为承建商和工程人员举办了数个安全研讨会、讲座和工作坊，当中包括每年一度的安全研讨会，今届研讨会2019年7月举行，题为「安全工地作业之关爱文化——关爱文化常推广 工友安全又健康」。房委会的工地安全网站亦发放和定期更新安全资讯，包括意外统计数字、安全健康警示、安全研讨会和讲座的投影片与短片、良好工地作业方式的资讯和创新的工地安全措施、工地安全手册及其他刊物。新修订的《楼宇保养及维修工程安全手册》已经出版，并分发至屋邨管理处辖下各单位，电子版本亦已上载至房委会的工地安全网站。

新型冠状病毒病（2019冠状病毒病）于2020年1月在香港爆发，我们迅速采取行动，保障工地人员的健康。首先，我们提醒承建商务必加强防止病毒传播的措施，包括严格遵守政府所订规定，以及遵从卫生署卫生防护中心发出的指引，而承建商采取的具体措施计有：监察工地以找出有病徵的工人、在特别简报会上向工人发放抗疫信息。工人如感不适，将被劝谕留在家中并延医诊治。此外，我们亦加强保持工地卫生的工作，包括加强清洁厕所和便具，并改善休息处的通风情况。



安全研讨会于2019年7月举行



工人粉饰公屋大厦外墙

全面品质管理

房委会持有多项国际品质管理系统的认证，亦要求辖下承建商持有相关认证，以确保我们的表现符合国际标准，并能与世界各地其他类似组织的表现看齐。房委会辖下的发展及建筑处部分工作采用欧洲品质管理基金会的卓越模式，而房委会所有承建商均须取得ISO 9001、ISO 14001和OHSAS 18001认证。此外，房委会的建筑（新工程）承建商和打桩工程承建商须具备ISO 50001能源管理体系的认证。2018年3月，新的ISO 45001认证推出，并于三年内取代现有的OHSAS 18001标准，而ISO 50001认证的新版本亦已于2018年8月推出。我们已因应上述情况提醒相关承建商有需要取得ISO 45001认证，并转换至2018年版的ISO 50001认证。

获取认证的标准和日常营运所采用的管理体系下载下表：

认证标准	认证范畴		首次认证年份
发展及建筑处			
ISO 9001：品质管理	公营房屋建筑工程的规划、设计、项目管理和合约管理		1993
ISO 14001：环境管理	公营房屋建筑工程的规划、设计、项目管理、合约管理和材料试验		2009
ISO 50001：能源管理	公营房屋建筑工程的规划、设计、项目管理和合约管理		2012
ISO 45001：职业健康及安全管理体系	公营房屋建筑工程的材料试验		2020
屋邨管理处			
ISO 9001：品质管理	公营房屋维修保养及改善工程的规划、设计、项目管理和合约管理		1993
ISO 14001：环境管理	公共屋邨维修保养及改善工程的规划、设计、项目管理和合约管理，以及在公共屋邨提供的物业管理服务（包括洁净、保安、园景美化和办事处管理）		2011
ISO 50001：能源管理	公屋住宅大厦设施管理和公用地方改善工程的规划、设计、营运、项目管理和合约管理		2013
ISO 45001：职业健康及安全管理体系	公营房屋维修保养及改善工程的规划、设计、项目管理和合约管理		2019
独立审查组			
ISO 9001：品质管理	公营房屋的屋宇管制		2014
ISO 14001：环境管理	公营房屋的屋宇管制		2014
其他品质管理计划／标准	范畴	首次采用年份	备注
发展及建筑处			
ISO 26000：社会责任	公营房屋建筑工程的规划、设计、项目管理和合约管理	2010	已纳入发展及建筑处其他管理体系内。此项并非认证标准，但采用了香港品质保证局「社会责任先导者指数」作为评分指标。由2012年起，发展及建筑处连续第八年获得5.0分满分。

其他品质管理计划／标准	范畴	首次采用年份	备注
发展及建筑处			
ISO 31000：风险管理	公营房屋建筑工程的规划、设计、项目管理和合约管理	2010	已纳入发展及建筑处其他管理体系内。
欧洲品质管理基金会卓越模式	公营房屋建筑工程的规划、设计、项目管理和合约管理	2010	已纳入发展及建筑处其他管理体系内。
屋邨管理处			
ISO 19011：稽核管理体系	为公营房屋维修保养及改善工程的规划、设计、项目管理和合约管理进行的内部稽核	2012	已纳入屋邨管理处其他管理体系内。此项并非认证标准，但曾于2013年获香港品质保证局的「验证声明」予以核实。
ISO 26000：社会责任	公营房屋维修保养及改善工程的规划、设计、项目管理和合约管理	2012	已纳入屋邨管理处其他管理体系内。此项并非认证标准，但采用了香港品质保证局「社会责任先导者指数」作为评分指标。由2014年起，屋邨管理处连续第六年获得5.0分满分。
ISO 31000：风险管理	公营房屋维修保养及改善工程的规划、设计、项目管理和合约管理	2012	已纳入屋邨管理处其他管理体系内。此项并非认证标准，但曾于2013年获香港品质保证局的「验证声明」予以核实。
香港品质保证局「楼宇可持续发展指数计划」	在10个包含所有主要大厦设计类型的屋邨中，其住宅大厦（在环境、社会和经济方面）的可持续发展表现。	2012	<p>此项并非认证标准，但已通过香港品质保证局的「楼宇可持续发展指数计划」核实。</p> <p>房委会于2012年成为首个获得香港品质保证局「楼宇可持续发展指数验证标志」的机构。</p>

房委会辖下的发展及建筑处和屋邨管理处每年均根据香港品质保证局的「社会责任先导者指数」，就其社会责任表现接受评估。根据ISO 26000的标准，该指数衡量发展及建筑处和屋邨管理处在实践社会责任方面所作承担和贡献的深度，范围涵盖机构管治、人权、劳工实务、

环境保育、公平营运操守、消费者事宜、社区参与及发展等。2019年，发展及建筑处连续第八年获得香港品质保证局「社会责任先导者指数」5.0分满分，而屋邨管理处则连续第六年获得5.0分满分。



测量地基工程项目的钢套管长度(左)和监督在反循环钻孔机平台上的大口径钻孔桩工程，以确保建筑质素



承建商须选用附有英国标准协会风筝标记的阀门(左)和喉管配件

主要建筑物料的品质

尽管房委会所有承建商均须符合ISO 9001的规定，我们仍力求保证由这些承建商搜购并用于房委会建筑工程的多种建筑物料品质良好，方法之一是规定产品必须取得认证，以便在供应链上游多提供一重品质保证。现时，我们规定须取得认证的主要建筑物料或产品共有12种，包括：防火木门、板间墙、建筑用的袋装水泥、瓷砖黏合剂、瓷砖、修葺用砂浆、铝窗、uPVC排水管道与配件、连体座厕设备、钢筋网、发光二极管凸面照明器和丙烯酸多层漆料。

我们亦规定房委会建筑工程或维修保养工程所使用的主要喉管和喉管配件，均须附有英国标准协会风筝标记(B.S. Kitemark)或获水务署所接纳的其他产品认证计划认证。此外，我们会在喉管物料运抵工地后进行监控测试；由于很多水管工程均由房委会的总承包商分判给其他承造商，为了控制喉管品质，我们在合约内规定，该等总承包商必须聘用列于发展局《认可公共工程物料供应商及专门承造商名册》中「水管装置」工程类别内的本地水喉分判商。再者，为避免出现工作过分集中的风险，我们已为认可水喉分判商和持牌水喉匠设定工作量上限，并规定建筑承建商在制订和推行管理计划时，必须加入有关密切监督水喉分判商和持牌水喉匠的规定。

为确保建筑物料品质上乘，我们进一步规定房委会所有新工程承建商必须就其建筑物料(包括由分判商和供应商供应的物料)，制订专属的物料风险评估制度，然后并入该承建商的品质监控制度和分判商管理计划内。承建商须就其参与的每个房委会工程项目，委托第三方核证团体，为其品质监控制度进行年度稽核。



「公营房屋入则易」的网页

独立第三方的监管工作

独立审查组隶属运输及房屋局常任秘书长(房屋)办公室，房委会凭藉该组的专业知识，多方监察和制衡其工作。房委会为新发展项目所提交的建筑图则和结构图则，以及就现有楼宇的加建与改建工程(包括小型工程)所提交的图则，均须接受独立审查组以第三方身分审查。独立审查组依据《建筑物条例》和建筑事务监督的政策与指引，对房委会的新发展工程和现有楼宇进行行政监管。此外，独立审查组须根据建筑事务监督的授权，负责就房委会在资助出售房屋计划下出售的有关物业，以及拆售予领展或其后转售予私人业主的零售与停车场设施，执行法定楼宇监管的工作。独立审查组须负责处理这些楼宇的改建与加建工程和小型工程的申请，并就处所是否适合改作其他用途(跟由其他政府部门转介的发牌事宜相关的个案)提供意见。独立审查组亦负责监督小型工程监管制、强制验楼计划和强制验窗计划的执行工作，以及执行管制违例建筑工程和失修楼宇的规则。

自2016年起，房委会就其新发展项目和现有房委会楼宇的加建与改建工程，透过独立审查组的「公营房屋入则易」电子系统，在网上递交电子图则，供审查组使用电子方式审批。与此同时，市民也可利用审查组的「房屋署图则查阅网」在网上查阅房委会建筑物图则的记录和索取记录副本，并查阅小型工程、强制验楼计划和强制验窗计划的记录，以了解有关申请处理的进度。

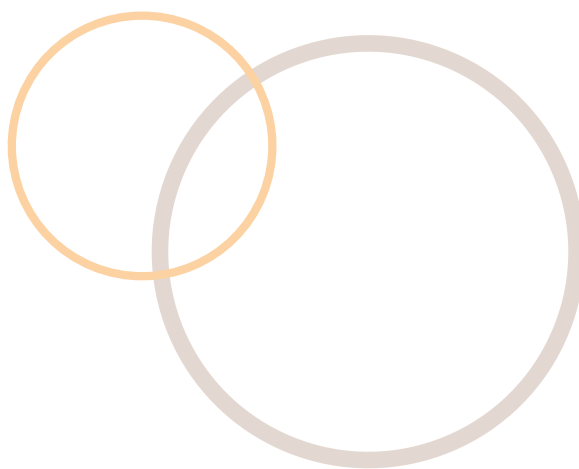
升降机巡查专责小组负责就房委会管理的升降机和自动梯实施稽核巡查制度，此举有助我们提高升降机和自动梯的安全水平，并降低发生意外的风险。

采购质素

房委会聘用不同的工程承办商建造和维修保养屋邨，又聘用多家物业管理服务供应商管理辖下屋邨及设施。房委会本着伙伴合作精神，并为配合其机构理念与工作目标，致力以公平的采购模式，与可靠、胜任的公司建立长远的合作伙伴关系，秉持下列原则：

- (1) 维护开放公平的市场竞争环境；
- (2) 以公平、合理和合乎专业操守的方式与承办商合作；
- (3) 采用具问责性和透明度高的机制作出有效管理；
- (4) 力求符合经济效益；
- (5) 采取全面的风险管理；以及
- (6) 不断求进。

房委会是受世界贸易组织《政府采购协定》规管的采购单位，在为大部分核心业务进行采购时，均采用选择性招标程序。房委会亦因应情况作出其他类型的采购安排，包括公开招标、有限度招标和资格预审投标方式。多年来，房委会一直根据《工程承办商及物业管理服务供应商登记指引》（《指引》），因应合资格工程承办商和物业管理服务供应商的业务性质，备存各类名册。现时，房委会备存共九份工程承办商名册和三份物业管理服务供应商名册。房委会采用选择性招标时，一般会以公平和不偏不倚的方式，邀请房委会名册内合格的承办商竞投工程合约和物业管理服务合约。不在房委会名册内的承办商亦可申请列入名册，有关申请根据《指引》处理。



巧构妙筑 建优拓新
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新落成的东汇邨汇智楼（前排）

公众参与 广纳意见 —— 华富邨重建项目



公共房屋乃为民而建，市民大众就其居住地区的发展建议表达的意见应当参考。香港房屋委员会（房委会）深明让社区参与的意义，近年在推行华富邨重建计划这个大型项目时，趁机举办公众参与活动，广纳意见。

华富邨早于1968年举行揭幕典礼，属本港其中一个历史最悠久的公共租住屋邨。该屋邨见证数代本港居民生于斯、长于斯，至今仍是不少居民的安居之所。行政长官在《2014年施政报告》公布华富邨重建计划，房委会按一贯安排，推动区内居民参与整个重建过程，尤其在拟定初步清拆计划的阶段。这个重建项目复杂且规模庞大，既须重置公用设施，又要安置居民；区内居民的岁月回忆、珍视的价值、各种需要和愿望，也应获充分考虑。



「华富半世纪历史文化之旅」宣传海报

华富邨于2018年踏入50周年，为庆祝这个新里程，我们在2019年4月7日于该邨举办「华富半世纪历史文化之旅」的活动。该项活动由房委会与19个团体（包括华富邨居民组织、区内非牟利机构和学校等）合办。开幕礼上，很荣幸邀请到第一任房屋署署长、华富邨的总设计师廖本怀博士担任主礼嘉宾，与时任运输及房屋局常任秘书长（房屋）兼房屋署署长应耀康先生、19个合办团体和南区区议会代表一同为活动主礼。活动饶富趣味，包括「华富今昔」嘉年华和多个文化表演节目。



「华富半世纪历史文化之旅」开展仪式上，廖本怀博士（前排左七）、应耀康先生（左六）与一众来宾合照



参加者全程投入工作坊，讨论气氛热烈

这项盛事造就良机，同日举办首个重建计划的社区参与工作坊。约百名参加者在工作坊聚首一堂，主要为华富居民，还有12个地区团体的代表和当区区议员，当天各持份者就工作坊举行前派发的华富邨重建通讯《重建路上》创刊号及问卷，分享对重建计划的意见，交流讨论。工作坊的讨论成果和问卷调查统计结果继而在2020年1月出版的第二期通讯，向持份者汇报。



培英中学学生表演「鼓乐喧天」

我们举办公众参与活动的其中一个目的，是推动房委会、华富邨租户和地区团体携手合作，在华富邨未来的重建过程中，共同寻找和保育屋邨最珍贵的历史和文化元素。而首个社区参与工作坊的目的，是在早期即为房委会提供推动社区参与的平台，务求达成广泛共识，为日后重建计划奠下基础。在整个过程中，我们尝试与整个社区建立信任，维持良好的互动关系，好让将来的重建工作得以和谐、顺畅地推展。

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房屋署代表简介工作坊的讨论流程

缩短流程 加快建屋 —— 海盈邨、凯乐苑与长跨度行人天桥



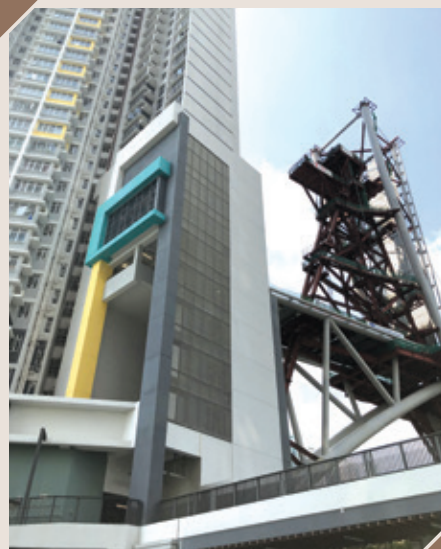
海盈邨(左)和凯乐苑

海盈邨和凯乐苑为新近落成的公营房屋项目，坐落于西九龙公路与长沙湾海旁之间，所处用地一度预留作副食品批发市场。这两个项目属加快建屋项目，从设计至建造，需时仅五年多。2013年展开可行性研究和初步设计后，海盈邨和凯乐苑一期于2018年落成，凯乐苑二期则于2019年竣工。海盈邨和凯乐苑合共兴建约3 840个单位，为大约11 300名居民提供宁静舒适、可负担的居所。尽管地理位置自成一隅、发展限制重重，整个项目的发展速度却份外理想，足见设计巧妙，建造匠心。

这两个项目的成功，取决于全面周详的规划。我们在规划和设计阶段，早已决定把海盈邨和凯乐苑作单一社区发展。两幅用地均受严重噪音影响，主因是接近毗邻的西九龙公路与连翔道合共16条行车道，北面又受制于港铁东涌线和机场快线。另一方面，土地包含指定的非建筑用地和已存在的大幅渠务专用范围，并须在发展项目内划出3 800平方米的公共休憩空间，可供兴建住宅大厦的面积相对较小。



公共休憩空间，设计尽显心思



连接盈昌楼和行人天桥的升降机



半地库停车场的通风井



盈昌楼的零售设施

为减缓高速公路和港铁地面路段的道路交通噪音，我们的设计师因地制宜，地尽其用，为两个屋邨设计七座各具特色的大厦。首先，项目内的住宅大厦尽量远离三号干线，并大致上采用单向设计，使住宅单位背向行车道。我们继而优化每幢住宅大厦的坐向、设计和布局，令各幢大厦互为彼此的隔音屏障，却无碍空气流通。我们再为一些单位加装隔声鳍和隔音窗，并透过在面向行车道的那面大厦外墙以色彩、图案和建筑鳍片展现细致设计，打破单调感觉。整个建筑群因而更为悦目，既与邻近社区融和一致，亦令环境恬静安谧。

除着力减缓噪音外，海盈邨和凯乐苑均设计得美观实用，建设一个悠闲社区，让居民可享户外空间和康乐设施，舒展身心。屋邨内的主要行车通道均在面向繁忙道路的一边，为居民辟出一个不受车辆干扰的中庭和休憩区，宁静宜人。海盈邨与凯乐苑之间设置公共休憩空间，不但发挥通风走廊的降温效应，也可用作举行节庆活动的地方，让居民聚首联谊。这个发展项目及其公共休憩空间位处填海区，我们把长沙湾历年不断变迁的海岸线巧妙地设计元素上勾划出来。位于中央的观景台是另一建筑特色，居民可饱览维多利亚港海景。在另一边的凯乐苑停车场，以半地库形式建造，为居民提供园景花园平台，而半地库停车场的通风井与平台花园的外形设计浑然成一，配合得宜。

从凯乐苑步行至港铁南昌站虽然仅需十分钟，但海盈邨和凯乐苑与长沙湾繁嚣的中心地带却相距甚远。为这两个屋邨兴建经海达邨连接到长沙湾较中心区域的行人通道，成为我们的重大挑战。海达邨是位于西九龙公路另一面的公营房屋项目，与上述两个临海屋邨之间分隔16条主干道行车线。解决上述问题的方法，是兴建一座长跨度的高架行人天桥，跨越多条行车线。该行人天桥全长约145米，将是全香港连接公共屋邨的最长行人天桥。天桥采用系拱与桁架结构，克服天桥长跨度而毋须中段支撑的限制，令天桥架设于行车道之上，又不阻碍下方驾驶者的视线。

在接合海盈邨与海达邨预先架设的天桥结构构架期间，连翔道与西九龙公路部分路段须全面封闭。我们与海外专家和对造桥和临时交通管理具备丰富经验的多个政府部门紧密协作，两端的结构构架降下和接合工序于2019年12月29日凌晨得以顺利完成。我们现正为行人天桥进行屋宇装备和饰面工程，预计2020年年底或之前竣工。这座玻璃上盖的行人天桥，将成为邻近一带公营房屋群的特色地标，亦是长沙湾海旁这饶富活力新社区的枢纽。

长跨度行人天桥接合过程：



1 连接天桥前 — 结构架矗立公路两旁



2 天桥2019年12月29日清晨完成接合



3 天桥建成

This year's theme for the Annual Report of the Hong Kong Housing Authority (HA), "Work Together for Quality Public Housing", is especially appropriate when applied to the HA's construction activities. For this we rely on the collaborative efforts of dozens of different parties working together for a high-quality outcome. They include planners, architects, engineers, designers, environmental experts, auditors, administrators, and, of course, contractors of all kinds. Despite their varied expertise and widely differing modes of operation, all the HA's construction stakeholders share a common vision and a set of common values. "Quality" remains the central goal: quality of work, quality of materials, quality of environment, and quality of housing for Hong Kong. In this chapter, we lay out some of the most important ways in which we are achieving quality housing at every level of our construction activities, in

the process helping to build strong, well-designed, lasting homes for those who most need them.

In terms of simple quantity, the HA completed construction of around 13 100 new flats in 2019/20. These included around 10 100 public rental housing (PRH) / Green Form Subsidised Home Ownership Scheme (GSH) flats in seven projects, and around 3 000 other subsidised sale flats (Other SSFs) in three projects. We also completed construction of around 17 600 square metres of gross floor area for retail facilities, and around 660 private car and lorry parking spaces.

At the same time, over the year we developed scheme designs and worked out project budgets for several new and upcoming projects.

PRH/GSH Projects Completed in 2019/20 (in chronological order):

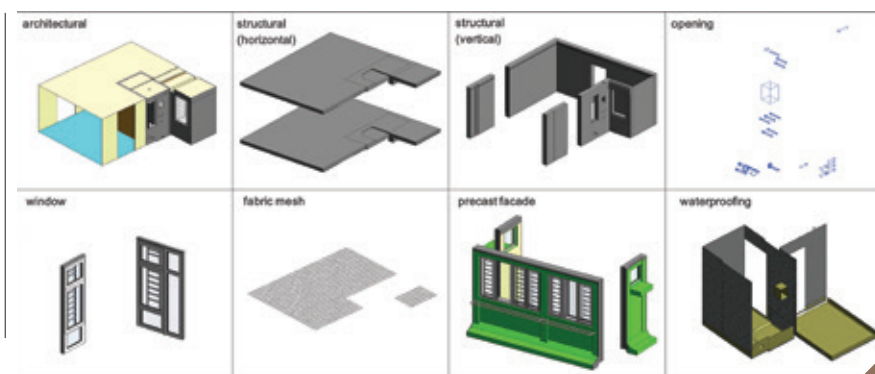
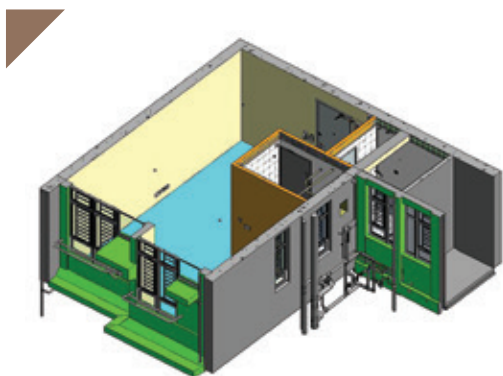
Sau Ming Road	Sau Mau Ping Estate	Sau Yun House
Choi Yuen Road	Po Shek Wu Estate	Shan Wu House, Tsz Jing House, Bik Yuk House
Shek Kip Mei Phase 6	Shek Kip Mei Estate	Mei Hei House, Mei Pak House
Fo Tan	Chun Yeung Estate	Chun Yat House, Chun Yi House, Chun San House, Chun Sze House, Chun Wu House
Fanling Area 49	Fai Ming Estate	Sing Fai House, Tai Fai House
Fung Shing Street	Fu Shan Estate	Fu Fai House
Tung Tau Estate Phase 8	Tung Wui Estate	Wui Chi House

Other SSFs Projects Completed in 2019/20 (in chronological order):

Cheung Sha Wan Wholesale Food Market Site 5 Phase 2	Hoi Lok Court	Hoi Sha House, Hoi Ting House, Hoi Yuk House, Hoi Tung House
Texaco Road	Sheung Man Court	Sheung Man Court
Wo Sheung Tun Street	Choi Wo Court	Choi Wo Court



Shek Kip Mei Phase 6 (two blocks on left)



MFD BIM models break down flats into separate components for easier and more efficient design

Technology in the Service of Design Quality

New technologies are providing us with valuable ways of enhancing the quality of our design processes. Recently, for example, we have been using “reality capture” technology to enhance tree preservation in a project at San Kwai Street. “Reality capture” is the process of obtaining surface characteristics and spatial information of an object, building or site in three dimensions, from which accurate digital representations can be created. For the San Kwai Street project, we used laser scanning technology to capture a set of 3D point clouds of the existing trees on the site. By integrating the 3D point clouds with the Building Information Model (BIM) of the housing development, our architects were able to accurately visualise the proximity and disposition of the existing trees in relation to the proposed buildings. This enabled us to make well-informed decisions about both the building design and appropriate levels of tree pruning.

BIM: Our Design Library

Although BIM technology can be used to produce 3D models, at heart it is essentially an information management strategy. In 2019, we applied BIM technology to our standard Modular Flat Design (MFD) flat units and develop a digital “library” of MFD BIM models. These models cover different stages of the project life cycle from start to finish, including scheme design, detailed design, tender, construction, and General Building Plan submission. The MFD BIM “library” of flat units can be easily modified and readily applied to different public housing projects. Having it available helps to enhance our efficiency in the design

and tender preparation processes, and improves collaboration between project team members throughout the entire workflow.

IT at Work

IT resources are nowadays a very important part of planning and construction works for HA's public housing development. Some of the most valuable IT tools used by our architects and engineers include Building Information Modelling (BIM), the Geographic Information System (GIS), the Housing Construction Management Enterprise System (HOMES), Radio Frequency Identification (RFID), and the Development and Construction Site Mobile System (DCSMS).

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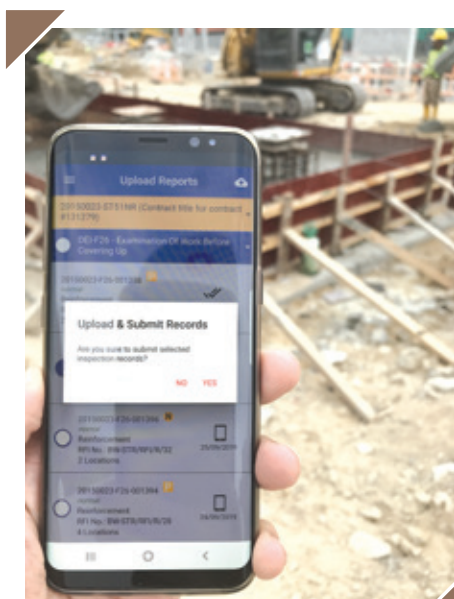
Sheung Man Court in Kwai Tsing

After the mass rollout of DCSMS Phase 1 in 2016, HA site staff were given two applications enabling them to carry out site inspections using mobile technology. With a smart phone and the DCSMS mobile applications (Apps), which include Building Works and Building Services Works Inspection Apps, site staff were able to communicate quickly and directly with contractors, and in a fully traceable way. A Safety Alert App was also introduced to enable HA site staff to report accident/incident to HA top management. These measures have made monitoring the progress of projects easier and more effective. Feedbacks from users suggest that the new system is also enhancing site safety management, quality of work and even contractor productivity.

Subsequent to the roll out of Phase 2 of the DCSMS in 2019, contractors can now use a Request for Inspection App to submit inspection requests once they have completed a construction task, as well as to check the status of their requests. Another Phase 2 feature is a Site Alert App, which enables HA site staff to post site alerts for contractors and communicate with them by instant messaging. Further, the Safety Alert App developed in Phase 1 has been enhanced to enable HA to generate accident statistics report and contractors to submit accident/incident reports and carry out root cause analysis. This has further streamlined our procedures and improved our ability to manage accidents/incidents effectively, generate comprehensive accident statistics and reduce paper records. Other Apps that have been included in Phase 2 are a Site Direction / Site Memo App, used by site staff to issue site directions or memos to contractors, and a Structural Works Inspection App.

We are now proceeding with the development of Phase 3 of the DCSMS, which will consist of Final Flats Inspection Apps and a Foundation Works Inspection App. The Final Flats Inspection Apps are a group of Apps that will support our site staff when they carry out the final flat-to-flat inspection of building and building services works. The Apps will replace the existing HOMES Mobile Site Inspection (HMSI) system, which currently runs on ageing industrial grade Personal Digital Assistants. In July 2019 we began a trial run of the Final Flats Inspection Apps, with roll-out scheduled for mid-2020. Meanwhile, the Foundation Works Inspection App is also under development. This App will support site staff carrying out foundation inspections of the three most frequently used pile types – large diameter bored piles, socketed steel H-piles, and mini-piles. A trial run for this App is scheduled for late 2020, with rollout planned for mid-2021. It will replace the existing Construction Mobile Inspection System (CMIS), which currently runs on ageing Windows tablets.

Since 2016, our staff have benefited from the launch of seven Apps under the DCSMS, namely a Building Works Inspection App, a Building Services Works Inspection App, a Structural Works Inspection App, a Request for Inspection App, a Site Direction / Site Memo App, a Safety Alert App and a Site Alert App. With Phase 3 further expanding the suite of useful Apps, we are ensuring that IT continues to be exploited to the full to enhance the quality of public housing development.



(Left) The DCSMS Apps on mobile devices are streamlining safety management and enhancing quality and productivity at our sites

(Right) Enhanced Precast Technology: Precast plank for semi-precast corridor slab with pre-installed conduits

Exploring the Potential of Modular Integrated Construction

Since 2008, the HA has adopted Modular Flat Design with no-frills finishes and fittings as its development strategy for all public housing developments. The Modular Flat Design involves the use of precast concrete components which are constructed off-site and transported to the building site for final assembly. In her 2017 Policy Address, the Chief Executive announced new initiatives for promotion of Modular Integrated Construction (MiC) in the construction industry. The MiC refers to the manufacture of free-standing volumetric modules which are completed with most of the finishes required for walls, floors and ceilings off-site before they are assembled on site. Although the MiC is similar to the HA's modular system, it involves a higher amount of finishes to be pre-installed to the components as compared with HA's no-frills design.

In line with the Policy Address, the HA has been exploring the viability of applying the MiC in public housing construction for further enhancing our productivity. In parallel, the HA has extended the application of the precast concrete construction technology to areas such as semi-precast corridor slab with pre-installed conduits. We are continuing to explore other opportunities to further increase the site productivity, for example by using volumetric precast lift machine rooms located on the main roofs of housing blocks.



A robot conducting water test at bathroom

Promoting the Use of Robotics Technology for Quality Construction

Nowadays, new construction technologies are developing at a rapid pace, and there are success stories concerning the application of robotics technology to enhance productivity and quality of works in construction sites. We believe that the use of robotics technology at construction sites could also help address challenges being posed by Hong Kong's ageing workforce and the city's labour shortage. Robotics also has the potential to improve site safety and to deliver better quality housing. To encourage wider use of robotics technology by contractors, the HA has incorporated requirements relating to robotics construction in tender assessment of complex building new works contracts since March 2020. Technical scores would be allocated to applications of robotics for tasks such as wall painting and the laying of floor tiles that would enhance productivity, quality, safety and environmental performance. We are also exploring ways of wider application of robotics technology in our construction through R&D collaborations with stakeholders.

Greener Estates for Better Living Quality

Increasingly, we are using scientific studies and technological tools to ensure our estates are green and operate sustainably. From the very start, at the level of designing a new PRH development, we use Carbon Emission Estimation (CEE) to estimate the total carbon emissions of the estate – including emissions generated by construction materials, building structures, communal building services installations, energy usage, tree-planting, and demolition – over its expected life of 100 years. With this information, we can adjust the design in ways that reduce carbon emissions and improve the overall sustainability of the development. Once the estate is operational, we also use the ISO 50001 Energy Management System to measure and monitor the communal energy consumption of each domestic block. In 2019/20, we applied CEE and energy estimations to seven new projects, using this information to reduce the estimated communal energy consumption for their domestic blocks by about 29% compared with the baseline figure.



The Zero Irrigation System in use at Yau Lai Estate

To promote the use of renewable energy in line with Government policy, since 2011 the HA has been providing a **grid-connected photovoltaic (PV) system** for each domestic block in new PRH developments whenever sufficient space is available and the relevant design criteria can be met. PV systems convert solar energy into electricity, and the HA's PV systems are designed to feed in electricity equivalent to about 1.5% to 2.5% of the demand of the building communal area to the electricity grid. Up to the end of March 2020, PV systems with a total system capacity of 1 010 kW had been installed in 109 domestic blocks in HA estates.

We have also continued to incorporate “passive design” and **micro-climate studies** into our design activities. These tools enable us to understand the specific geographical and climatic features of our building sites and use this knowledge to adjust our designs, for example by using the distribution of daylight better, avoiding “hot spots”, and improving natural ventilation.

Ground Granular Blast Furnace Slag (GGBS) is an environmentally friendly replacement for concrete in some circumstances, and its use has been mandated in our specifications for new building contracts for some time. In addition, 35% of the cement in concrete used for the construction of precast concrete façades and precast staircases is required to be replaced with GGBS. We are currently conducting viability studies which, if successful, will extend this requirement to semi-precast slabs.

Planting is another way of enhancing the greening of our estates. Our policies stipulate that wherever possible, at least 20% of the site area of each new estate should be reserved for greening, rising to 30%

for estates covering more than two hectares. Our target tree-to-flat ratio is one tree for every 15 flats built. One challenge with planting in dense urban sites is to ensure trees and plants receive adequate water. Since 2016, we have been using an in-situ type of Zero Irrigation System to irrigate selected planters in all our PRH and Subsidised Sale Flat (SSF) projects. This system has also proved effective in enhancing our storm water management and reducing the use of potable water for irrigation. We are continuing to look at ways of improving this system by incorporating more sustainable materials. Other greening initiatives have included the development of a prefabricated modular system to make the planting of trees at ground level and on the podiums of estate blocks quicker and easier, and the use of more pre-grown vertical green panels at appropriate projects to create “instant greening” effects.

Green Buildings, Gold Ratings

Every building project completed by the HA that requires a gross floor area (GFA) concession is submitted for assessment under the Hong Kong Green Building Council's green building assessment scheme, the Building Environmental Assessment Method Plus for New Buildings (BEAM Plus NB). This scheme provides us with an objective external assessment of the sustainability features of our new developments throughout their entire life-cycles. As a matter of policy, we aim to achieve at least a Gold rating standard under the scheme. The HA's 2019/20 certification results under BEAM Plus NB (Version 1.2) are as follows:



3D illustration of Subsidised Sale Flats Development at On Muk Street Phase 1

Project & Rating (Provisional Assessment)
Subsidised Sales Flat Development at Ma On Shan Road (Gold)
Public Housing Development at Tai Po Area 9 and Public Housing Development at Chung Nga Road East, Tai Po (Gold)
Subsidised Sale Flat Development at On Muk Street Phase 1, Shek Mun, Sha Tin (Gold)

Universal Design for Safety and Accessibility

All of the HA's new and refurbished estates are designed in accordance with the **Universal Design** approach. This approach refers to design that ensures an environment can be accessed, understood and used to the greatest extent possible by all people regardless of their age or abilities. Universal Design brings particular benefits for the elderly, who make up a significant percentage of our PRH residents. Default design features these days include wheelchair-accessible corridors, flat entrances, and kitchen and bathroom doorways. We also incorporate materials and fittings that are safer and easier to use for the elderly, such as non-slip floor tiles and large-sized switches.

Safety for All Workers

The HA's safety commitments are laid out in detail in our annually updated Site Safety Strategy. This contains detailed requirements for all construction work carried out on our New Works and Maintenance Works sites, and for work carried out by the HA's property services agents, cleansing services contractors and security services contractors. It also includes stringent tolerance to accident, currently not more than nine accidents per 1 000 workers in any year. Although any accident is one too many, we are pleased that the HA's accident rates for 2019 were just 5.2 cases per 1 000 workers for New Works contracts and 5.3 per 1 000 workers for Maintenance Works contracts. By comparison, the average industry accident rate for Hong Kong overall is 29 per 1 000 workers. Furthermore, although 16 industrial fatal accidents were recorded in the Hong Kong construction industry during the year, none of these occurred under HA New Works or Maintenance Works contracts. The HA's site safety website at <https://www.housingauthority.gov.hk/sitesafety> provides further accident statistics relating to the HA's works contracts and the Hong Kong construction industry as a whole.



A worker working under the tower crane



A mist jet gun helps lower the temperature on a site

To maintain such high standards of safety, during the year we enhanced some of our risk management measures and work process controls. In order to better monitor the safety performance of our contractors, we made improvements to our safety auditing systems, including the HA Safety Auditing System and the HA Lift and Escalator Nominated Sub-contracts Safety Auditing System for New Works, and the HA Safety Auditing System (M&I) and HA Lift and Escalator Installation Safety Auditing System for Maintenance and Improvement works. Also strengthened was the Surprise Safety Inspection Programme, which improved our ability to run surprise site safety checks of New Works contracts.

Audits and inspections are important ways by which we monitor and improve safety practices, and we specify a number of these in the HA Safety Auditing System. For example, we run regular audits of New Works and Maintenance Works, together with surprise safety inspections of these works, which are used to improve our safety practices and performance. During the year we introduced new and revised safety specifications for New Works contracts that included new safety innovations recognised in the safety audit, new good site practices to heighten safety awareness and prevent accidents, a safety climate index survey, and a work safe behaviour programme to raise workers' awareness of correct safety procedures. For Maintenance and Improvement Works, enhancements were introduced that included a more comprehensive scaffold assessment as a part of the surprise inspection.

Safety training is another important way of keeping our safety standards high. During the year we ran several safety forums, seminars and workshops for our contractors and works staff. These included our annual Safety Forum in July 2019, run under the slogan "Caring Culture for Safe Work Practice – We Bolster Caring Culture for Safety and Health of Our Workers". Safety information was also made available and regularly updated on the HA Site Safety Website, which included information on accident statistics, Safety & Health Alerts, powerpoints and videos of safety forums and seminars, good site practices and innovative site safety measures, safety handbooks and other publications. An updated edition of the *Site Safety Handbook for Maintenance and Improvement Works* was published and distributed to all units in the Estate Management Division, with the electronic copy uploaded onto the HA Site Safety Website.

With the outbreak of novel coronavirus disease (COVID-19) in January 2020 in Hong Kong, we moved quickly to protect site workers' health. To start with, we alerted our contractors of the importance of stepping up measures to prevent the spread of the disease by strengthening their compliance with requirements imposed by the Government and observing advice issued by the Department of Health's Centre for Health Protection. Specific measures adopted included site monitoring to identify any workers showing symptoms, and anti-disease messages disseminated to workers at special briefing sessions. Workers who were feeling sick were advised to stay at home and seek medical advice. Enhancements were also made to site hygiene arrangements, including enhanced cleaning of toilet and latrine facilities and improved ventilation of rest areas.

Comprehensive Quality Management

The HA holds, or requires its contractors to hold, certifications for various international quality management systems. This is to ensure that our performance is in line with international standards, and can be measured against that of other similar organisations worldwide. Our Development and Construction Division bases some of its work on the European Foundation for Quality Management Excellence Model, while all HA contractors must be ISO 9001, ISO 14001 and OHSAS 18001 certified. In addition, our building (New Works) contractors and

piling contractors must operate a certified ISO 50001 energy management system. In March 2018, new ISO 45001 certification was rolled out that will replace the existing OHSAS 18001 standard in three years' time, while new ISO 50001 certification was introduced in August 2018. We have accordingly alerted relevant contractors of the need for them to acquire ISO 45001 certification and to transit to the 2018 edition of ISO 50001.

The standards to which we are certified and the management systems we adopt in our operations are shown in the following tables:

Certified Standard	Scope	Certified since
Development & Construction Division (DCD)		
ISO 9001: Quality Management	Planning, design, project management and contract administration for the construction of public housing	1993
ISO 14001: Environmental Management	Planning, design, project management, contract administration and materials testing for the construction of public housing	2009
ISO 50001: Energy Management	Planning, design, project management and contract administration for the construction of public housing	2012
ISO 45001: Occupational Health and Safety Management System	Materials testing for the construction of public housing	2020
Estate Management Division (EMD)		
ISO 9001: Quality Management	Planning, design, project management and contract administration for the maintenance and improvement of public housing	1993
ISO 14001: Environmental Management	Planning, design, project management and contract administration for the maintenance and improvement of public housing estates. Provision of property management services (including cleansing, security, landscaping and office administration) in public housing estates	2011
ISO 50001: Energy Management	Planning, design, operation, project management and contract administration for facility management and improvement works of the communal areas of PRH domestic blocks	2013
ISO 45001: Occupational Health and Safety Management System	Planning, design, project management and contract administration for the maintenance and improvement of public housing	2019
Independent Checking Unit (ICU)		
ISO 9001: Quality Management	Building Control for Public Housing	2014
ISO 14001: Environmental Management	Building Control for Public Housing	2014

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Other Quality Schemes/ Standards	Scope	Adopted since	Remarks
DCD			
ISO 26000: Social Responsibility	Planning, design, project management and contract administration for the construction of public housing	2010	Integrated with other management systems of DCD. A non-certifiable standard, but measured through the HKQAA CSR Advocate Index. For the eighth consecutive year since 2012, DCD achieved the full score of 5.0.
ISO 31000: Risk Management	Planning, design, project management and contract administration for the construction of public housing	2010	Integrated with other management systems of DCD.
European Foundation for Quality Management (EFQM) Excellence Model	Planning, design, project management and contract administration for the construction of public housing	2010	Integrated with other management systems in DCD.
EMD			
ISO 19011: Auditing Management System	Internal audit for planning, design, project management and contract administration for the maintenance and improvement of public housing	2012	Integrated with other management systems of EMD. A non-certifiable standard, but verified through HKQAA with Verification Statement obtained in 2013.
ISO 26000: Social Responsibility	Planning, design, project management and contract administration for the maintenance and improvement of public housing	2012	Integrated with other management systems of EMD. A non-certifiable standard, but measured through the HKQAA CSR Advocate Index. For the sixth consecutive year since 2014, EMD achieved the full score of 5.0.
ISO 31000: Risk Management	Planning, design, project management and contract administration for the planned maintenance and improvement of public housing	2012	Integrated with other management systems of EMD. A non-certifiable standard, but verified through HKQAA with Verification Statement obtained in 2013.
HKQAA Sustainable Building Index (SBI) Scheme	Sustainability performance (environmental, social and economic) of domestic blocks in 10 estates containing all major block types	2012	A non-certifiable standard, but verified through the HKQAA SBI Scheme. In 2012, the HA became the first organisation to obtain the HKQAA SBI Verified Mark.



Measuring the verticality of pile steel casing (left) and supervising the construction of driven H-piles to ensure building quality

The social responsibility performances of the HA's Development and Construction Division (DCD) and Estate Management Division (EMD) are both assessed annually under the Corporate Social Responsibility (CSR) Advocate Index of the Hong Kong Quality Assurance Agency (HKQAA). Based on ISO 26000 standards, the index measures the level of maturity of the Divisions' social responsibility undertakings and their contributions in areas of organisational governance, human rights, labour practices, the environment, fair operating practices, consumer issues, and community involvement and development. In 2019, the DCD achieved the full HKQAA CSR Advocate Index score of 5.0 for the eighth consecutive year, and the EMD achieved 5.0 for the sixth consecutive year.

Quality in Core Building Materials

While all the HA's contractors must be ISO 9001 compliant, we also look to guarantee the quality of many of the building materials sourced by these contractors for use in HA construction. Our product certification requirements are one way of doing this, proving an extra layer of quality assurance on the upstream side of the supply chain. The 12 key building materials or products for which we currently require product certification are fire resistant timber doors, panel wall partitions, packed cement for architectural use, tile adhesives, ceramic tiles, repair mortars, aluminium windows, uPVC drainage pipes and fittings, close-coupled water closet suites, mesh reinforcement, LED bulkheads, and multi-layer acrylic paints.

Separately, we also require major plumbing pipes and pipes fittings used in HA construction or maintenance works to carry the Kitemark of the British Standards Institution or to be covered by other product certification schemes accepted by the Water Supplies Department. In addition, we carry out surveillance tests on plumbing materials after delivery. Much plumbing work is sub-contracted by the HA's main contractors. In order to maintain the plumbing quality, these main contractors are contractually required to appoint domestic plumbing sub-contractors from the Plumbing Installation Category of the Development Bureau's List of Approved Suppliers of Materials and Specialist Contractors for Public Works. Further, to avoid concentration risks, we have imposed workload capping limits on the approved plumbing sub-contractors and our Licensed Plumbers. When developing and implementing their building management plans, our building contractors are required to include provisions for the close supervision of plumbing sub-contractors and Licensed Plumbers.

As an extra step to ensure the highest quality of building materials, we require all our new works contractors to develop project-specific materials risk assessment systems for their building materials, including those supplied by their sub-contractors and suppliers. These systems are then incorporated into the contractors' Quality Control Systems and Sub-contractor Management Plans. Contractors are required to appoint third-party Certification Bodies to conduct annual audits of their Quality Control Systems for each HA project they are involved in.



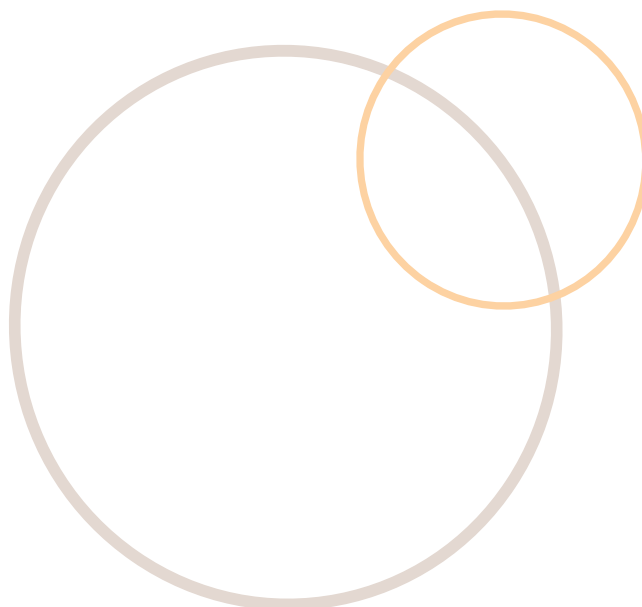
LED bulkhead (left) and aluminium windows are two of the 12 key building products for which we currently require product certification

Independent Third-party Overseeing

The HA draws on the expertise of the [Independent Checking Unit \(ICU\)](#), under the Office of the Permanent Secretary for Transport and Housing (Housing), to provide a range of checks and balances on its work. Building plans and structural plans submitted for the HA's new development projects are all subject to third-party checking by the ICU, as well as plans for Alterations & Additions (A&A) works in our existing buildings (including Minor Works). The ICU exercises administrative building control over the HA's new development works and existing buildings in line with the Buildings Ordinance and the Building Authority (BA)'s policies and guidelines. In addition, under the authority delegated by the BA, the ICU is responsible for statutory building controls in relation to properties with subsidised sale flats sold by the HA, as well as retail and car parking facilities divested to Link or their subsequent private owners. For these buildings, the ICU processes submissions for A&A and Minor Works applications, and offers advisory input on the suitability of using premises for different purposes (in relation to various licensing referrals from other government departments). The ICU is also responsible for overseeing the implementation of the Minor Works Control System, the Mandatory Building Inspection Scheme (MBIS) and the Mandatory Window Inspection Scheme (MWIS), and for enforcing the rules on unauthorised building works and dilapidated buildings.

Since 2016, the HA has been able to submit building and structural plans for both its new development projects and A&A works for existing HA buildings to the ICU by e-submission via the ICU's [Housing Electronic Plan Submission System \(HePlan\)](#), which enables the submission to be processed electronically. The ICU's [Housing Electronic Building Records Online System \(HeBROS\)](#), meanwhile, provides the public with on-line inspection and copying services for HA building records, and enables searches on the submission status of Minor Works, MBIS and MWIS records.

The Lift Inspection Focus Team operates an audit inspection system for lifts and escalators managed by the HA, which helps us improve lift and escalator safety and reduce the risk of accidents.



Procurement Quality

The HA engages various works contractors to build and maintain its estates, and property management service providers to manage its estates and facilities. Embracing the partnering spirit and in line with its corporate vision and mission, the HA is committed to securing competent, reliable and long-term partners through equitable procurement operations in accordance with the following principles:

- (1) Safeguard open and fair competition in the marketplace;
- (2) Partner in a fair, reasonable and ethical manner;
- (3) Provide effective administration which is accountable and transparent;
- (4) Obtain value for money;
- (5) Incorporate risk management on a holistic basis; and
- (6) Maintain continuous improvement.

The HA is a procuring entity governed by the Agreement on Government Procurement (GPA) of the World Trade Organisation, and it adopts selective tendering procedures in procuring most of its core businesses. Other types of tendering arrangements, including open tendering, limited tendering and prequalified tendering, may also be adopted as appropriate. For many years, the HA has maintained lists of qualified works contractors and property management services providers appropriate to the nature of its business, in accordance with the Guide to Registration of Works Contractors and Property Management Services Providers (the “Guide”). Currently, the HA has nine Lists of Works Contractors and three Lists of Property Management Services Providers. For selective tendering, HA normally invites those qualified contractors on the relevant HA Lists to submit tenders for works contracts and property management services contracts, in a fair and non-discriminatory manner. Contractors who are not on the HA Lists can apply for admission, and these applications are processed in accordance with the “Guide”.



The newly completed PRH project – Shek Kip Mei Phase 6

Public Engagement —
The Wah Fu Estate Redevelopment



Dr Liao Poon-huai (left) and Mr Stanley Ying – two Directors spanning over half a century – share the development of public housing over the past 50 years

Public housing is ultimately for the community, so it is logical to take into account opinions of members of the community in any proposed developments to the area they live in. The value of community engagement is well understood by the Hong Kong Housing Authority (HA), and recently we have had the opportunity of rolling out public engagement activities for a major redevelopment project: the Wah Fu Estate Redevelopment.

Wah Fu Estate is one of Hong Kong's oldest public rental housing (PRH) developments, having been officially unveiled back in 1968. Several generations of Hong Kong residents have grown up there, and it remains a much-loved home to many. When the Chief Executive announced the Wah Fu Estate Redevelopment in the 2014 Policy Address, the HA engaged the local community in the redevelopment process as a consistent approach, especially when developing a preliminary clearance plan. The redevelopment project is a complex and large-scale one, and includes the need for reprovisioning

communal facilities and rehousing residents. It was vital that the memories, values, needs and aspirations of the local community would be well considered.

Wah Fu Estate reached its 50th anniversary in 2018, and we celebrated this milestone with an event titled "A Cultural Journey through Half-Century Wah Fu", held in the estate on 7 April 2019. This historic celebration event was organised in collaboration with 19 co-organisers, including tenants' associations of Wah Fu Estate, local non-profit making organisations, and local schools, etc. A highlight of the opening ceremony was the presence of the first Director of Housing and the chief designer of Wah Fu Estate, Dr Donald Liao Poon-huai, who officiated along with the then Permanent Secretary for Transport and Housing (Housing)/Director of Housing, Mr Stanley Ying, and representatives of the 19 co-organisers and of Southern District Council. Fun activities at the event included a "Wah Fu Today and Yesterday" carnival and a series of cultural performances.



Wah Fu Carnival is well received by the tenants

This wonderful event was the perfect occasion to launch our first community engagement workshop on the redevelopment programme. That workshop brought together around 100 participants to share their views, most of them were residents of Wah Fu Estate and representatives from 12 local groups and the local district councilor. Their discussions were based on a questionnaire and the first issue of Wah Fu redevelopment newsletter “On the Road to Redevelopment”, which was distributed to all Wah Fu Estate stakeholders before the event. Following the valuable exchanges during the workshop, a second newsletter was published in January 2020 to update stakeholders on the workshop findings and the consolidated results of the questionnaire survey.



Wah Fu newsletter “On the Road to Redevelopment” issue nos.1 (left) and 2

One of the goals of the public engagement campaign was to bring together the HA, Wah Fu Estate tenants and other local groups in a joint effort to identify and preserve the most valuable historical and cultural elements of the estate during its future redevelopment. The aim of the first community workshop was to provide the HA with a channel to engage with the local community at a very early stage, in order to arrive at a general consensus for the future redevelopment plan to base on. We are trying to build trust and productive relationships with the local community in the whole process, thus enabling the upcoming redevelopment process to progress smoothly and harmoniously.

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The kick-off ceremony of the project “A Cultural Journey through Half-Century Wah Fu”

Fast-track Housing Development: Hoi Ying Estate, Hoi Lok Court & the Long-span Footbridge



The single-aspect wings facing the West Kowloon Highway

Sitting between the West Kowloon Highway and the Cheung Sha Wan waterfront are two recently completed public housing projects – Hoi Ying Estate and Hoi Lok Court. Occupying a site once reserved as a wholesale food market, the two developments have been designed and built under a fast-track programme spanning just over five years. The feasibility study and the initial design of the project began in 2013, with Hoi Ying Estate and Hoi Lok Court Phase 1 completed in 2018 and Hoi Lok Court Phase 2 in 2019. The two developments are now providing about 3 840 comfortable, quiet and affordable homes for around 11 300 residents. The speed that these two sites were developed is all remarkable given the isolated nature of the site geographically and the severe site constraints, and is a testament to some exceptional design and construction efforts.

The secret to the success of these two developments was holistic and comprehensive planning. From the outset, both Hoi Ying and Hoi Lok were planned, designed and developed as a single community. Both sites were subject to severe noise challenges, primarily due to their proximity to the 16 traffic lanes of the adjacent West Kowloon Highway and Lin Cheung Road, as well as being bounded by the MTR Tung Chung Line

and Airport Express to the north. The area available for building the domestic blocks on the site was relatively small due to the need to maintain a designated non-building area, the existence of an extensive drainage reserve area within the site, and the need to provide a 3 800-sq.m. public open space in the development.

Our designers came up with seven different site-specific blocks for the estates that would maximise the site development potential while also mitigating road traffic noise from the highway and railway noise from the above-ground MTR lines. First, domestic blocks in the development were set as far apart from Route 3 as possible, and single-aspect design was largely adopted on this side of the blocks so that flats faced away from the road. The orientation, design and disposition of each domestic block were then optimised to provide mutual noise-screening without compromising ventilation. Acoustic fins and acoustic windows were also provided for some flats. Added articulation through colour patterns and architectural fins helps enliven the single-aspect “walls” facing the roads. The result is a group of buildings that has a pleasant visual impact, harmonises with the neighbourhood, and offers a surprisingly quiet environment.



The well-designed public open space for relaxation

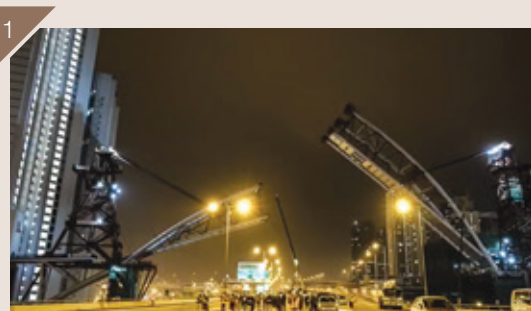
The estates have also been designed to foster a harmonious community life, with many external spaces and amenities provided for relaxation and recreation. Vehicular traffic is limited to the periphery facing the busy roads, enabling a quiet and traffic-free central court and amenity area to be created for residents. The public open space between Hoi Ying and Hoi Lok takes advantage of a ventilation corridor for cooling, and has been designed to act as a social hub for seasonal and festive social events. With the development built on reclaimed land, its landscape elements reflect the changing coastline of Cheung Sha Wan over the years. Another special feature is a viewing deck located in the centre of the public open space that offers panoramic views of the harbour waterfront. Elsewhere, the roof of a semi-basement carpark in Hoi Lok provides a platform for a landscaped garden for residents, with its ventilation shafts cleverly integrated into the roof garden's contours.

Although Hoi Lok is only a 10-minute walk from the MTR Nam Cheong Station, Hoi Ying and Hoi Lok are indeed quite a distance from the busy centre of Cheung Sha Wan. Creating a pedestrian connection between the two estates and the centre of Cheung Sha Wan through Hoi Tat Estate, a public housing development on the other side of the West Kowloon Highway, posed a major design challenge. These two waterfront estates are separated from Hoi Tat Estate by 16 lanes of major roads. The solution was an elevated walkway that would span these laneways in the form of a single long-span footbridge. With a length of about 145 metres, it will be the longest pedestrian footbridge connecting public housing estates in Hong Kong. Its tied arch and warren truss design enables the footbridge to have a wide span without intermediate supports, providing unobstructed sightlines for drivers on the roads below.

Connecting the pre-erected halves of the bridge between Hoi Ying and Hoi Tat Estates took place overnight and required a large section of Lin Cheung Road and the West Kowloon Highway to be completely closed for traffic. Both structural frames were lowered and joined to create the bridge link in the early morning of 29 December 2019, in an operation that involved collaboration with overseas experts and various government departments. Building services and finishing works on the structural frames are currently in progress, with the footbridge due for completion by late 2020. Eventually to be topped with a glass canopy, the footbridge will become an iconic feature of this cluster of public housing estates and a vital component of the vibrant new community on the Cheung Sha Wan waterfront.

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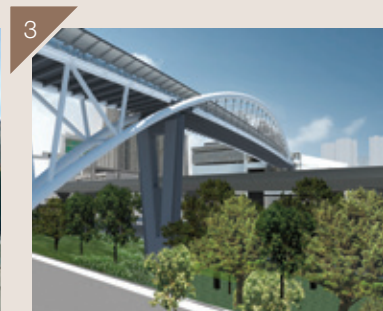
The erection process of the long-span footbridge:



The operation in progress before dawn of 29 December 2019



Finishing works on the footbridge (June 2020)



Footbridge completed

管优理善 万户安居

Management and Maintenance –
Safe and Healthy Living



为了让屋邨保持最佳状况，居民安居无忧，香港房屋委员会（房委会）的运作模式，以及团队和专家的工作均以「优化公屋 同心同行」为目标。「优化」是指保持屋邨设施完善和环境卫生、改善租户的居住环境、保障安全等。「同心同行」则包括服务承办商、屋邨管理咨询委员会（邨管咨委会）、租户等的协作活动，培养居民对社区的归属感，为居所环境而感自豪。本章阐述我们推行的其中一些主要计划和系统，有助于缔造安全清洁、舒适和谐的屋邨环境，造福社群。

全方位维修计划和强制验窗计划

房委会在2006年推出全方位维修计划，目的是满足租户日渐提高的期望、提升房委会资产的经济效益和延长其使用年期。通过这项计划，我们主动勘察楼龄达十年或以上的公共租住房屋（公屋）单位的室内状况，并提供全面的维修服务。2019/20年度，我们在37个公共屋邨推行全方位维修计划。

全方位维修计划采取三管齐下的方针，即主动查找维修问题、迅速回应租户提出的维修要求，以及加强推广与教育的工作。家居维修大使在室内勘察时，检查和记录单位的室内情况、教育租户有关楼宇维修的知识，并安排一站式的修葺服务，包括即场提供小型修葺服务、即时发出施工通知单予承办商跟进较复杂的修葺工程。

除全方位维修计划外，强制验窗计划是政府为加强楼宇安全而推行的措施。窗户如欠缺妥善维修，玻璃、窗框等物件可能从高处坠下，构成危险。在强制验窗计划下，楼龄达十年以上且高于三层的楼宇有机会被拣选接受检验，当中包括房委会屋邨的楼宇。运输及房屋局常任秘书长（房屋）办公室辖下的独立审查组根据建筑事务监督授予的权力，负责选出房委会的楼宇进行检验，并依据这项计划规定发出法定通知。当房委会的楼宇被选进行验窗，我们便会委聘屋宇署的注册合格人士，检验和监督所需进行的修葺工程。2019/20年度，房委会共有17个屋邨推行强制验窗计划。

其他保养改善服务和计划

房委会因应公共屋邨的生命周期，推行多项维修和活化计划，确保租户享有既安全又舒适的居住环境。例如推行「日常家居维修服务」，透过专责室内技术小队，与租户保持紧密联系，迅速回应租户的施工要求，为他们提供小型室内维修服务。

为进一步勘察高龄屋邨的基本结构安全，第二轮全面结构勘察计划2018年展开，涵盖71个屋邨，包括已纳入第一轮勘察计划的屋邨，以及未有纳入第一轮勘察计划但将于2018年至2032年间成为「高楼层」的屋邨。勘察计划旨在确保公共屋邨的结构安全和合乎财政效益。

较旧的屋邨经全面结构勘察后，如确定结构稳固，房委会便会推行屋邨改善计划；2019/20年度涵盖共九个屋邨。屋邨改善计划旨在活化并改善较旧的屋邨，让租户得享更宜人的居住环境。计划一般包括改善邨内康乐设施、翻新大厦外墙和公用地方，以及改良园景、花园和花木种植。

升降机是公屋居民赖以出入的重要设施，因此我们致力确保升降机性能良好，可供安全使用，升降机现代化计划正是为达此目标的一项措施。在此计划下，我们首先检查和评估公共屋邨内所有使用逾25年的升降机，再厘定各项现代化工程的优次。2019/20年度，我们在公共屋邨完成54部升降机的现代化工程，另为六个屋邨内87部升降机的现代化工程六次招标。

全方位维修计划小册子



全方位维修计划的家居维修大使勘察单位的室内情况后，向租户讲解家居维修保养的知识

为改善个别单位的装置，房委会近年推行多项措施，包括为部分租户加设晾衣杆，以及更换单位门口的摺闸。因应租户对晾晒衣物的需求，房委会一直在可行情况下为七种类型的公屋大厦加设晾衣杆作为业主固定装置。我们已为约260 000个公屋单位加设晾衣杆，并按个别租户要求，把固定窗花改为活动窗花，方便租户使用新的晾衣杆。此外，房委会2015年开始把公屋单位门口的所有旧式摺闸更换为较稳固的新式摺闸，这项大规模计划2019/20年度完成，年内更换的摺闸约有9 600道。

基础设施方面，房委会因应需要进行大型屋邨维修保养工作，包括在基础设施耗损至维修并不合乎经济效益的情况下，为较旧屋邨进行一系列土木改善工程，工程范围主要包括更换地下水管、修复地下排水渠，以及重建屋邨道路。这些在较旧屋邨施行的工程是根据长期计划进行，并以屋邨的现况调查结果，以及地下水管、地下排水渠和屋邨道路的损坏和维修记录为依据，以厘定所需工程。2019/20年度，横头磡邨、顺安邨和大坑东邨分别进行土木改善工程。



长康邨食水水压改善工程



丽阁邨刚完成全面结构勘察计划

2019年7月，十个获选定在设计类型上极具代表性的公共屋邨，全部通过房委会的楼宇可持续发展验证体系的验证，并获发香港品质保证局「楼宇可持续发展指数验证标志」。这项验证让房委会更能衡量辖下公屋楼宇可持续发展的绩效表现，从而制定有效的长远维修和改善策略。

安全、清洁、卫生的环境

ISO 45001职业健康安全管理体系

房委会致力在各层面维护职业健康安全。对于公营房屋的维修和改善工程，我们一直采用职业健康安全管理体系，并于2019年6月把体系标准由原本的OHSAS 18001:2007转换至ISO 45001:2018。新标准有助加深前线人员对工作所涉危险的认识，并提升整体职业健康和安全管理表现。此外，房委会与建造业议会、职业安全健康局和其他支持机构2019年7月签署《安全约章》，表达全心全意推广关爱文化的承诺，以及竭力保障工友健康和生命的决心。



顺安邨更换地下供水管道



「屋邨防火嘉年华」以有趣游戏方式宣传防火信息

防火安全

我们非常重视公共屋邨的防火安全；继续透过日常维修和保养计划进行消防安全改善工程，提升公共屋邨的消防安全标准和符合《消防安全（建筑物）条例》的要求。除了定期举行火警演习之外，我们每年推行「屋邨防火安全运动」，令所有租户保持高度警觉，而更重要是确保他们知道当发生火警时应如何应变。年内我们于33个公共屋邨举办一系列「屋邨防火嘉年华」，设计多个游戏和饶有趣味的活动，教育居民如何预防家居火警。我们也透过房委会房屋资讯台的短片、「屋邨防火安全运动」网页、房委会Facebook和Instagram专页，以及推广不同防火主题的海报，传递防火安全信息。所有公屋大厦每一楼层均装设消防喉轆，旁边当眼处张贴简单易明的操作步骤。此外，我们继续按《消防安全（建筑物）条例》的要求进行消防改善工程。

不少邨管谘委会均在邨内积极推广防火安全，例如举办防火安全活动，邀请消防处人员主讲防火安全讲座。年内，我们提供资源予邨管谘委会筹办上述活动，并颁发奖项予21个积极推动屋邨防火工作的邨管谘委会。同时，我们继续与消防处合作，由该处派出流动宣传车和消防安全教育巴士到访多个公共屋邨，推广重要的防火安全信息。

升降机及自动梯安全

房委会一向着重居民使用升降机和自动梯的安全，而建立使用者的安全意识是当中一大关键。在2019/20年度的升降机及自动梯安全运动中，我们张贴一系列设计鲜明的安全教育海报、竖立自动梯安全告示板，以及在房屋资讯台播放宣传短片，推广使用升降机和自动梯的安全。此外，我们张贴警告标贴，提醒注册升降机工程人员在进入升降机槽进行维修保养工作前，务须先按下紧急按钮和锁定升降机机厢位置。



宣传安全使用升降机和扶手电梯的其中一款海报

公屋清洁行动

香港公共屋邨人口密集，要居民生活安全又健康，必须人人注重环境卫生。为确保环境符合最高卫生标准，房委会主要从两方面着手：积极推行清洁行动和住户卫生教育。值得一提的是，为配合政府全城清洁工作，我们2019年6月至2020年2月期间在所有公共屋邨展开屋邨清洁行动，包括一连串加强防治鼠患和蚊患的措施。

我们从老鼠「食」、「住」、「行」三方面基本生存需要，设法打击鼠患问题。藉着断绝食物来源、消除藏匿点，以及堵塞来往的通道，大幅减少甚至歼灭老鼠。在清洁行动时，我们参照食物环境卫生署（食环署）的建议，在现有楼宇的合适地点加装防鼠装置，例如鼠挡、钢丝网和金属门脚护板。我们也参考屋宇署的指引，在新落成的楼宇加入防鼠设计。灭蚊措施也同样重要，我们持续在常规工作中，消除可导致蚊虫滋生的环境（例如积水），并于雨季时每周在民居附近植物茂盛的地点喷洒雾化灭蚊剂杀灭成蚊。年内，我们购入多部灭蚊机，包括食环署推荐的In2Care灭蚊器，加强防蚊和灭蚊工作。

我们相当重视公共屋邨在清洁和防治虫鼠方面的宣传和公众教育工作，藉以鼓励住户保持屋邨清洁卫生。我们通过不同途径分享卫生知识和健康锦囊，包括宣传单张、海报、防治虫鼠讲座、《屋邨通讯》、房屋资讯台和社交媒体平台。同时，我们实施扣分制，防止和遏阻住户和非住宅租户的不良卫生行为。

在进行屋邨清洁行动时，房委会、食环署与当区持份者共同巡查重点屋邨，寻找在防治虫鼠方面可改善的地方，并拣选合共约90个重点屋邨，在2019年6月至2020年2月期间分三个阶段推行清洁和防治虫鼠的额外措施。



彩云(一)邨办事处、邨管谘委会与食环署合办推广屋邨清洁行动



「减废先蜂」与「瘦身垃圾桶」出席和乐邨的社区活动，宣传减废信息

扣分制

房委会在公共屋邨实施的屋邨管理扣分制，订明28项可处惩罚的「不当行为」，藉此改善屋邨卫生和培养租户的公民责任感。根据扣分制，租户或认可住客如在所住屋邨作出订明的不当行为，可被扣分，所扣分数有效期为两年。截至2019年12月31日，约有32 100户被扣分，导致他们不得申请任何自愿调迁计划。租户如在24个月内被扣的有效分数累计达16分，可被终止租约。截至2019年12月31日，有106户的累积分数已达上限16分。

扣分制对打击关乎环境卫生和屋邨管理的不当行为非常有效，甚受公屋住户支持。除扣分制外，我们也推行其他积极措施遏止不当行为。屋邨职员和特别任务队人员分别在屋邨和区域层面巡逻和执法，以处理乱抛垃圾、吸烟、高空掷物等不当行为。我们继续透过海报、单张、短片、社交媒体贴文等各种宣传工具，向租户推广公民责任和保持居住环境舒适宜人的重要信息。

可持续的绿色生活

环保计划

房委会持续推行为期两年期的「绿乐无穷在屋邨」计划，于全港各公共屋邨推动可持续的绿色生活。第十二期计划2019年1月展开，涵盖共80个公共屋邨(2019年和2020年每年各40个)，主题是「减废回收、转废为材」，以配合政府倡议推行的都市固体废物收费计划。在「绿乐无穷在屋邨」计划下，房委会委托三个环保团体在选定的公共屋邨推行宣传和教育活动，包括环保嘉年华、绿色生态游和教育工作坊等，旨在鼓励公屋居民实践废物源头分类。多项活动由商界环保协会、绿领行动和世界绿色组织举办。

为响应环境保护署(环保署)的「家居废物源头分类计划」，鼓励市民把废物分类回收，我们在全港每幢公屋住宅大厦地下公用地方设置三色回收桶，以协助居民减少家居废物量。此外，我们在公共屋邨举办形式多样的嘉年华会和推广活动，鼓励租户源头减废和实践乾淨回收。我们又安排房委会两个减废主题角色——「减废先蜂」和「瘦身垃圾桶」，走访约20个屋邨，提高公众的减废意识。

上述各项推广工作带来令人鼓舞的成绩。过去一年，公屋居民每日产生的废物量降至平均每人0.59公斤，低于我们所定每人0.70公斤的目标。除了从三色回收桶收集可回收物料外，我们亦配合环保署继续试行玻璃樽回收计划，在公共屋邨回收约511公吨玻璃樽。至于其他回收活动，我们在中秋节后回收约47 800个月饼盒(约14公吨)，另在农历新年后收集约6 600盆年桔循环再植。

废物管理

为政府即将实施的都市固体废物收费计划作好准备，房委会于2018年11月开始为拣选的公屋住户推行为期半年的都市固体废物收费实践计划。该计划与环保署合办，在嘉福邨、大坑东邨和渔湾邨推行，获选住宅楼宇的居民按照计划获免费派发模拟垃圾袋弃置废物；而环保署委聘的非政府机构在屋邨进行宣传推广活动。实践计划旨在让更多公屋持份者和住户在现实生活中试行都市固体废物收费，以助居民为收费计划作好准备，并有效传递减废和回收的信息。日后我们会与环保署进一步合作推行类似的实践计划，同时继续推广减少废物和废物源头分类的可持续生活方式，在公共屋邨进行相关宣传和教育活动。

房委会、环保署和食环署合办另一项以废物源头分类为主题的活动，2018年7月展开先导计划，每天从房委会辖下九个商场和湿货街市收集经源头分类的厨余，放置于所属商场的指定收集站，然后由食环署承办商运送到有机资源回收中心进行场外处理。先导计划成功推行，商户积极参与，促使我们计划于2020年年中把厨余收集服务推展至更多房委会商场和湿货街市。房委会与环保署一直努力鼓励更多商户和档户参与先导计划，又举办各种宣传教育活动，提升他们的环保意识。

环保署的「废塑胶回收先导计划」是近期一项推动可持续发展和减少废物的措施，目的是增加废塑胶回收量。先导计划在三个地区推行，2019年年底首先在东区展开。房委会与环保署协作，环保署的承办商直接从区内非工商业处所，包括公私营住宅、学校、公营机构等收集各类废塑胶（例如不同类型的塑胶樽、塑胶容器和用具、包装物料和发泡胶），再经进一步处理后制成再生原材料或再造产品，供应本地市场或出口。承办商定期到参与屋邨进行宣传推广活动，并设置流动收集点，在收集废塑胶的同时，教育市民妥善回收。先导计划即将在观塘和沙田区展开。

实施ISO 50001能源管理体系和ISO 14001环境管理体系

2019年6月，房委会屋邨管理处成功更新ISO 50001认证，证明房委会的能源管理标准达到国际品质标准。房委会自2013年起获得ISO 50001认证，涵盖范围包括公共屋邨住宅楼宇公用地方的设施管理和改善工程的规划、设计、营运、项目管理和合约管理。定期维修和物业管理方面，认证机构在2019年5月就ISO 14001环境管理体系进行年度监督审核，确定这项认证资格持续有效。

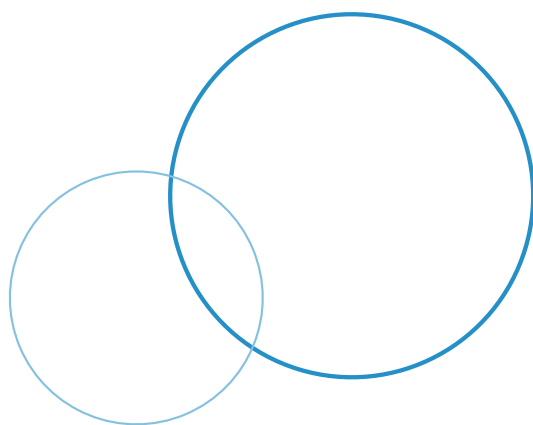
节约能源

近年，房委会在公共屋邨引入多项节能措施，例如在维修故障时，使用装有发光二极管的照明装置代替装有钨电胆的凸面照明器、出口指示牌和方向指示牌；把传统加压食水泵系统更换为变频式加压食水泵系统；并在进行升降机现代化工程时，采用节能的升降机驱动控制系统。年内，我们也继续进行碳审计，监察14幢经选定公屋住宅大厦内碳排放水平。

绿化和树木管理

绿化屋邨带来清新景象，令人舒畅。年内20个公共屋邨引入新品种植物美化庭园，当中不乏特别为配合区内环境而挑选的植物。我们更与邨管谘委会携手合作，在20个屋邨举办绿化推广活动，让居民参与屋邨绿化。

房委会公共屋邨栽植种类繁多、形态各异的树木，共约94 000株。我们的企业树木管理系统记录每棵树的最新资料，简化树木风险评估和管理程序。年内十个屋邨举办植树日，补充和重新种植树木，进一步绿化屋邨。每棵新栽种的树木都记录在企业树木管理系统内。同时，屋邨树木大使计划逾700名热心义工继续积极推广树木护养。年内我们为屋邨树木大使开办两个专题训练课程，一个有关识别树种，另一个教导辨识树木问题。



和輦邨(左)和怡明邨的园景改善工程



顺安邨举办的植树日



为「屋邨树木大使」举办的识别问题树木讲座

协力改善屋邨管理 推广健康生活方式

邨管谘委会的参与

邨管谘委会是在个别屋邨运作的咨询组织，通常由屋邨职员、民选区议员和租户代表组成。他们担当多项重任，包括作为联系房委会职员与租户的桥梁、就管理事宜提供意见、争取租户支持新的管理政策、评核服务承办商的表现，以及为居民筹办社区活动。

所有成立邨管谘委会的公共屋邨每年均获房委会拨款，以举办屋邨社区建设活动。房委会也从中央储备拨出其他款项，让邨管谘委会与非政府机构合办不同主题的社区建设活动。2019/20年度这类合办活动共约360项，包括长者外展服务、鼓励建立绿化和健康环境的活动，以及建设和谐快乐社区的计划。这些活动以研讨会、工作坊、表演、嘉年华会等形式进行。

多年来，房委会一直与卫生署合作，定期举办不同主题的社区健康推广计划，鼓励公屋租户实践健康生活。邨管谘委会与非政府机构在这些计划下合办活动，例如为居民举办日常健体活动，并讲解健康饮食之道。2019/20年度，17个邨管谘委会曾参与这类活动，主题集中于推广低盐健康饮食和鼓励多步行、多运动。

每年邨管谘委会与非政府机构均就恒常主题合办活动，当中至少一项以「关怀长者」为主题。此举既可以让获选的非政府机构在个别屋邨为长者租户提供外展服务，亦可邀请邨内年轻人或屋邨学校学生参与探访活动，与长者积极互动接触。除外展服务外，2019/20年度为长者而设的活动还包括嘉年华会、健康推广工作坊、展览和讲座，以及基本健康评估检查。年内这类合办活动约160多项。

长者康健在屋邨

很多长者以公屋为家。为了向长者住户推广健康生活安享晚年的信息，多年来我们推行「长者康健在屋邨」计划。年内，该计划依然广受欢迎，吸引约5 700名长者参与。

我们在本年度筹办多项活动，包括各式节目、展览、讲座和免费健康评估。我们与卫生署口腔健康教育事务科携手合作，推行各类口腔健康教育活动；又伙拍香港大学(港大)护理学院，藉上门探访和设立流动健康评估站，为众多屋邨长者提供免费健康评估检查。长者年纪愈大，肌肉流失愈多，容易失足跌倒，因此「少肌症」仍是计划下教育活动的一大主题。我们在流动健康评估站设置「少肌症」小型展览，并举办预防「少肌症」的讲座和工作坊。

惟2019冠状病毒病在2020年初爆发，三个原定于2月和3月举行的预防「少肌症」健康讲座暨工作坊全部取消；我们因此联同港大护理学院制作以长者为重点的强化肌肉运动影片，以取代讲座，鼓励长者于疫情期间在家中锻炼肌肉。影片已上载于房委会三个网上平台——Facebook专页「公屋人情风貌」、Instagram和YouTube，方便长者在家中依照指示做运动。

管理服务供应商

房委会把不少基本服务外判予不同的服务供应商，因此一直致力确保服务供应商在运作上达至最高标准：提供优质的商品和服务，并关顾受聘员工。为此，房委会只委聘在经验和财政能力均符合规定的承办商。举例而言，只有背景符合严格要求的服务承办商，方可列入房委会的洁净服务承办商、护卫服务承办商名册和物业管理服务公司名册(即获准承投房委会洁净服务、护卫服务和物业管理服务合约的公司名单)。此外，服务承办商的表现按季评核，评核由屋邨房屋事务经理或物业服务经理和邨管谘委会委员负责，并参考相关屋邨的租户



房委会的社交网站Facebook专页「房委会 — 公屋人情风貌」、Instagram专页和YouTube频道发布的短片，鼓励长者在家做运动

问卷调查结果。此外，承办商检讨小组委员会(服务)也按季覆核所有服务承办商的表现，如发现承办商违反任何法定或合约规定，可作出规管行动或纪律处分，例如限制或暂时禁止参与投标或终止合约，甚至从名册中除名。季度工作表现评核的结果也可能影响承办商日后竞投合约或延续服务合约的机会。

我们的服务合约订有条文确保服务承办商善待员工，尤其是非技术工人。如非技术工人的雇佣期超过七天，服务承办商必须与他们签订标准雇佣合约。房委会已落实政府就2019年4月1日起招标的服务合约所推行的新措施，包括为非技术工人提供合约酬金、法定假日薪酬和额外台风工资。雇用非技术工人的服务承办商必须与雇员签订新的标准雇佣合约，确保雇员在新服务合约下享有加强的雇佣福利保障。

屋邨管理人员定期与非技术工人会谈，查核其雇主有否遵从相关的劳工法例。如发现不当或违规情况，我们会向承办商发出劝谕信、警告信或失责通知书，这或会影响日后其标书评审和续约申请事宜。



坪石邨举办的快乐耆程「情」常在

管理保养工程承办商

房委会十分重视保养工程须达到最佳标准，因此在投标和合约管理层面均设有制度把关。举例而言，在审批建筑保养的分区定期合约过程中，我们继续根据优先投标机会和综合评分投标制，考虑投标者过往的表现和绩效。对于现行合约的承办商，我们采用保养工作表现评分制，以密切监察和评核其表现。

保障工人权益

突击巡查承办商，能有效侦察一些可能涉及侵害工人权益的违规行为。2019/20年度，我们就27份独立的服务合约突击巡查24个公共屋邨，包括与约749名非技术工人会谈，以了解他们的工作情况和合约条件。这些突击巡查由房委会与多个劳工团体联合进行。另一个有助消除合约违规行为的方法，是教导非技术工人认识自身权益。2019年11月，我们联同劳工处和廉政公署在房屋署培训中心举行研讨会，协助非技术工人加深了解《雇佣条例》、《雇佣补偿条例》和《防止贿赂条例》下的权利和责任，以及其他与雇佣相关的权益。研讨会共有125名非技术工人参加。

零售和商业楼宇

除公屋外，房委会也负责管理约179万平方米的非住宅设施(截至2020年3月底)，当中约49%为福利和社区设施，约15%为零售设施，其余36%作其他用途，包括工厂大厦单位和办公室。

房委会辖下的非住宅设施，大部分以照顾公屋居民的需要为先。以房委会的零售设施为例，首要目的是为满足区内公屋租户各式各样的基本需要。为此，我们采取灵活的市场推广和租赁策略，确保商场的行业组合理想，其中超级市场、食肆、药房等为主要的基本零售设施。至于新落成的商场(例如丽翠商场)，我们在商业租赁方面采取策略性和多元化的规划，以扩展店舖的行业种类，提供更多购物选择。



丽翠商场

近年，我们注意到公屋租户对便捷银行服务的需要，因此一直与主要银行合作引入流动分行服务。截至2020年3月31日，流动分行服务已遍及30个屋邨，日后将扩展至更多屋邨，特别是那些附近缺乏合适银行设施的屋邨。此外，房委会把辖下一些商铺出租予银行开设分行或提供自助银行服务，并在邨内指定地点设置自动柜员机。上述种种措施能利便公屋租户使用基本的理财服务。

网上购物和家居送递服务日趋普及，加上2019冠状病毒病于2020年的影响，因此我们安排把更多商铺出租予快递服务供应商。很多市民选择从包裹储物柜提取网购物品，房委会不断努力在其辖下屋邨和商场物色合适地点设置包裹储存柜。截至2020年3月31日，已有43个公共屋邨和商场设有这类包裹储存柜。

大本型

「大本型」是房委会辖下最大的商场，也是区内重要的购物和娱乐消闲热点，一直深受区内区外顾客欢迎。为保持商场的吸引力，年内我们于一些重要节日及特别日子举行节庆活动，并举办适合一家大小的合家欢节目。本年度举办的特别主题节目包括「大屿山鱼类巡礼—自然水族展览」、环保基金「生活的减法：一切从简开始」、动感亲子农庄、香港潜摄大赛2019、Pororo冬日飞车乐园，以及与知名品牌合办的时尚生活展销会和博览会。



在「大本型」举办的Pororo冬日飞车乐园



我们继续在「大本型」网站(<http://www.domain-mall.hk/>)和相关社交媒体平台大力宣传商场活动。「型人会」忠诚计划也成功维系现有顾客。年内，房委会安排短期租赁的销售亭、路演和节日展销会，为商场增添新鲜感。

年内，「大本型」引入新商户，其中有意大利特色餐厅、知名面包店和绘画教室。我们亦增设或提升多项设施，包括在停车场安装五个电动车辆中速充电器，以满足电动车车主的需求，并体现我们对环境保护的承担。

推广活动

房委会继续以中央统筹方式，为其他商场就主要节庆安排推广活动和节庆装饰，包括为欣田商场举行开幕志庆仪式；又定期推出短期租赁的销售亭、路演和展销会，增加商品和服务的选择，令顾客更添购物乐趣。

为优化购物环境以进一步方便顾客，房委会辖下37个商场和15个主要零售设施已设有免费Wi-Fi无线上网服务，供公众使用。这项免费Wi-Fi服务自2020年年初全面启用，让顾客可享用快捷稳定的无线上网服务。



位于沙田的水泉澳广场

优化非住宅设施

房委会辖下的非住宅空间和设施具备多种不同用途，我们持续检视运用这些空间的成效，研究如何尽量善用空间。就此，我们推行五年向前推展计划，为辖下零售和停车场设施的资产优化工作厘订优先次序。「资产优化」工作包括进行大型改善工程、重订行业组合、增设商铺或更改设施用途等。我们于2019/20年度把油丽邨、彩盈邨和天晴邨的零售设施纳入资产优化计划，并深入研究可行的资产优化选项。年内，石排湾商场的改善工程已经完成；梨木树商场和彩德商场，以及石碇尾邨和博康邨街市设施的研究或工程也进展良好。这项计划的改善和改建工程配合灵活的市场推广和租赁策略，不但大大改善房委会辖下商业设施的使用情况，更能善用资源，满足居民需要。

我们一直探讨如何更有效运用房委会辖下部分非住宅设施如储物室或其他空间，例如提升储物室的租用率，以及研究可否把储物室改建为住宅单位或作其他合适用途。相关工作进展良好，部分合适的非住宅设施（如公共屋邨的空格）已改作福利和零售用途的单位。

支持环保

房委会在规划和营运零售设施过程中，十分重视环境保护和绿色生活。房委会签署《节能约章》和《户外灯光约章》，表明对减低零售设施的能源消耗量有所承担。作为香港绿建商铺联盟成员，我们鼓励商户在日常营运中采取可持续发展的环保措施，例如参与由非政府机构举办的食物捐赠计划。

我们尝试举办各种环保活动，推动租户和市民减少和回收厨馕，并逐步减少使用即弃塑胶餐具。2019年8月至10月期间，我们把鼓励减少使用即弃塑胶餐具的推广活动从「大本型」扩展至油丽商场、安泰商场、水泉澳广场和晴朗商场。该活动透过礼品换领和其他推广计划提高公众的环保意识，广受顾客欢迎。推而广之，我们更鼓励房委会物业的其他食肆经营者减少或避免使用即弃餐具。房委会七个商场/主要零售设施——「大本型」、油丽商场、海丽商场、水泉澳广场、美田商场、晴朗商场和坪石邨，亦有参与「利是封重用回收大行动2020」，藉以培养公众重用和回收物资的习惯。



位于九龙城的晴朗商场

房委会屋邨的抗疫措施

2019冠状病毒病于2020年初在本港爆发，我们面临可说是历来最严峻的公共卫生威胁。在人烟稠密的香港，要控制这高传染性病毒的传播异常困难。香港房屋委员会（房委会）负责管理全港180多个公共租住屋邨（公共屋邨），居民占全港总人口约29%，当中不少更是高风险的长者，因此抗疫对房委会而言是一项切身挑战。凭藉2003年应对严重急性呼吸系统综合症的经验，房委会迅速采取一连串行动，务求在冠状病毒病疫情下，尽力保障租户、承办商和员工的健康。本专题故事阐述房委会为保障辖下屋邨居民健康和防止疫情扩散所采取的部分措施，以响应全城「同心抗疫」。

随着冠状病毒病的威胁变得严重，香港政府迅速应变，1月25日宣布把「对公共卫生有重要性的新型传染病预备及应变计划」的应变级别由1月4日的「严重」提升至「紧急」，并推行多项严厉措施，以保持良好卫生环境，减低疫情传播的风险。我们随即作出配合，在全港公共屋邨采取多项针对性抗疫措施，保障租户和员工健康。我们增加在所有屋邨的清洁和消毒次数，特别是屋邨内人流较多的公用地方，同时加强清洁入口闸机和升降机的按钮和按钮板、升降机大堂、升降机电梯、自动梯、楼梯、扶手等，以及房委会辖下商场、街市和公厕。此外，我们在每座住宅大厦的地下大堂、商场和屋邨管理处提供酒精搓手液和设置消毒地毯。

保持良好卫生环境委实有赖社区各方合作。为使信息深入人心，除了教导市民如何在个人和家庭层面防疫抗疫之外，我们更透过一系列宣传和健康教育的通告、海报和社交媒体贴文，推广个人、家庭和商户的良好卫生习惯，呼吁居民和非住宅租户同心抗疫，又把这些信息在公共屋邨布告板和邨内其他显眼位置展示。此外，我们

加强执法行动，根据扣分制和相关法例，打击与卫生有关的不当行为和违例事项，强调齐心抗疫，人人有责。

自政府指令减少社交接触以来，保持社交距离已成为抗疫新常态；因此我们安排房委会不少员工在家工作，并暂时关闭辖下康乐及社区设施，取消所有大型活动；只有若干推广摊位或流动展览，以及处理防疫物品的活动才获豁免。为了让市民在人流密集的地方保持社交距离，我们采取适当措施，在屋邨办事处的接待大堂管制人流和排队方式，并为所有进入屋邨办事处的市民量度体温。

房委会辖下屋邨工作的服务承办商众多，保障外判服务合约工人的安全是我们应对2019冠状病毒病的另一重要环节。首先，我们提醒承办商管理层有责任为公共屋邨清洁、消毒及其他所需服务的前线员工提供合适和足够的个人防护装备。在全港口罩短缺的情况下，政府决定向受雇于政府外判服务合约承办商的前线清洁工人每月免费派发惩教署生产的口罩。由2020年2月中起，房委会把这些口罩分派予辖下服务合约的清洁工人。

因应疫情，政府在「防疫抗疫基金」下推出「物业管理业界抗疫支援计划」，旨在支援物业管理业的防疫工作，并肯定前线员工（例如清洁和保安员工）的服务。房委会着力配合这项计划，加快相应的政府拨款安排，自2020年3月起，向受雇于房委会服务承办商的每名清洁和保安员工发放每月1,000元津贴。

当房委会屋邨出现2019冠状病毒病确诊个案时，我们实施严谨慎密的应变计划。穿上个人防护装备的工人按照政府指引，彻底清洁和消毒出现个案的楼宇，又加密清



游乐设施暂停开放



为进入屋邨办事处大堂人士量度体温



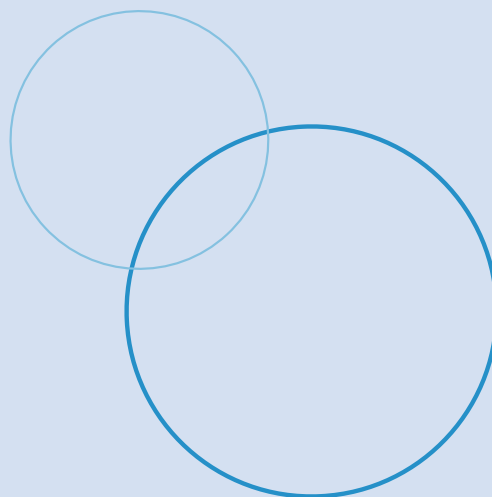
清洁大厦地下大堂信箱

洁和消毒屋邨的公用地方，而技术人员则视察与出现感染个案单位共用排水管和排气管的所有单位。病毒有机会通过不合格或安装欠妥的喉管和通风系统传播，为了尽量消除这个风险，我们张贴通告，提醒住户在改动单位前，必须先征得房委会批准，并且警告他们若擅自改装喉管可能带来卫生风险，后果严重。我们亦在通告中劝谕居民须妥善保养单位内的排水管，定期把半公升清水倒进去水口（U形隔气弯管），保持管道畅通及环境卫生。

为防止病毒在公共屋邨传播，我们呼吁全体员工、承办商和租户同心抗疫。这项工作殊不容易，需要各方竭尽所能、保持警觉、和衷合作。大家为守护彼此的安全和健康而齐心努力；房委会与各持份者尽心竭力对抗疫情，成效有目共睹。



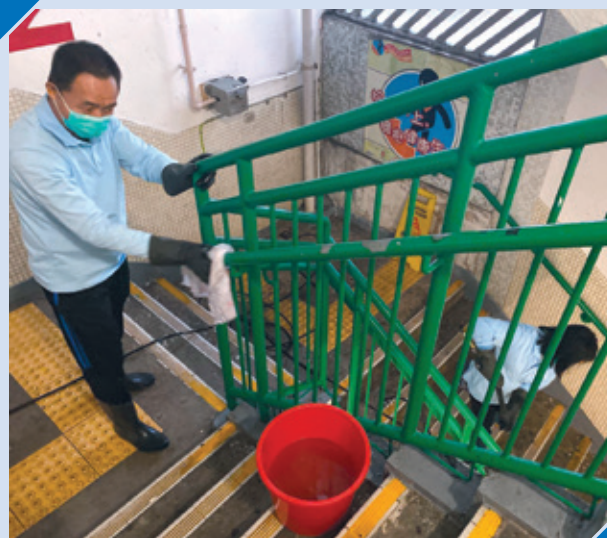
使用洗地机清洁大厦楼层



管优理善 万户安居
Management and Maintenance -
Safe and Healthy Living



加强清洁大厦密码按钮



用1比99浓度的稀释家用漂白水拖抹和洗擦楼梯和扶手

To keep our estates in excellent condition and our residents contented, the Hong Kong Housing Authority (HA) operates systems, teams and experts whose job is to “Work Together for Quality Public Housing”. For them all, “quality” means keeping our estate environments in tip-top condition in terms of facilities and hygiene, improving the living conditions for tenants, keeping them safe, and much more. This working together also includes service contractors, [Estate Management Advisory Committees \(EMACs\)](#), and tenants themselves, in collaborative activities that help foster a sense of community and pride in one’s living environment. In this chapter, we describe some of the most significant of the schemes and systems we have in place and the benefits they are bringing by helping make our public rental housing (PRH) estates safe, clean and comfortable, and providing harmonious environments for our communities.

Total Maintenance Scheme & Mandatory Window Inspection Scheme

To meet the expectations of our tenants, enhance economic efficiency and lengthen the usable life of our assets; the HA’s [Total Maintenance Scheme \(TMS\)](#), launched since 2006, proactively inspects in-flat conditions and provides comprehensive repair services for PRH flats in buildings aged 10 years or above. In 2019/20, the TMS was implemented in 37 PRH estates.

The three-pronged approach of the TMS includes identifying maintenance problems proactively, responding to tenants’ maintenance requests promptly, and strengthening promotion and education. During in-flat inspections, In-flat Inspection Ambassadors inspect and record the condition of each flat, educate tenants about building maintenance, and arrange one-stop repair services, including carrying out minor repairs on the spot and immediately issuing works orders to contractors to follow up more complicated repairs.

Supplementing the TMS is the Mandatory Window Inspection Scheme (MWIS), a Government initiative to improve building safety. Poorly-maintained windows can result in objects such as glass and window frames falling from height. Under the MWIS, any building over 10 years old that is higher than three storeys may be selected for inspection, including buildings in estates under the HA. The responsibility for selecting HA buildings for inspection and for issuing any statutory notices under the MWIS rests with the Independent Checking Unit of the Office of the Permanent Secretary for Transport and Housing (Housing), under the delegated authority of the Building Authority. If one of the HA’s buildings is selected for window inspection, we engage “Qualified Persons” (registered with the Buildings Department) to carry out the inspection and supervise any necessary repair works. In 2019/20, 17 of our estates had the MWIS implemented in them.



A TMS Mobile Education Booth



A “Qualified Person” undertaking a mandatory window inspection at Lai Kok Estate



A workman repairs door hinges of a flat under the Responsive In-flat Maintenance Services



Wah Fu Estate was one of the estates where the CSIP was implemented

Other Maintenance and Improvement Services and Programmes

The HA runs various maintenance and rejuvenation programmes, linked with the life cycles of different PRH estates, to ensure a safe and pleasant living environment for tenants. For example, our Responsive In-flat Maintenance Services sends dedicated in-flat technical teams to closely coordinate with tenants, promptly respond to tenants' works requests, and provide them with indoor minor maintenance services.

The second cycle of the Comprehensive Structural Investigation Programme (CSIP) commenced in 2018. This CSIP cycle ascertains the structural safety and financial sustainability of PRH estates not covered by the first cycle but which will become aged during the period from 2018 to 2032, as well as checks the continuing structural safety and financial sustainability of PRH estates covered in the first cycle. This cycle will involve a total of 71 PRH estates.

In older estates that have undergone a CSIP assessment and have been confirmed to be structurally sound, the HA implements its Estate Improvement Programme. Nine estates were covered by this programme in 2019/20. As the name suggests, this is a programme to refresh and upgrade older estates and make them more liveable for tenants. The programme typically involves adding enhancements to the estate's recreational facilities, renovating the building exteriors and shared areas, and revamping the landscaping, gardens and planting.

Lifts represent essential mobility items for many PRH residents, so we are committed to ensuring our lifts are safe for use and in good working order. Our Lift Modernisation Programme is one means of achieving this goal. Under this programme, we first check and assess all lifts aged over 25 years in various PRH estates, and prioritise modernisation works. In 2019/20, we completed modernisation works for 54 lifts in PRH estates, and issued six tenders for the upcoming modernisation works of 87 lifts in six estates.

Recent initiatives to improve the amenities of individual flats have included programmes to provide laundry rods for some tenants, and to replace the collapsible gates at flat entrances. The HA has been meeting the needs of its tenants for laundry-drying by installing laundry rods as landlord's fixtures in seven kinds of housing block wherever practicable. In total, we have installed laundry rods for around 260 000 PRH flats. At the same time, we replaced fixed window grilles with openable ones upon requests by tenants, to make it easier for them to access the new laundry rods. The year 2019/20 also saw the completion of a large-scale programme begun in 2015 to replace all the old-type collapsible gates at the entrances to rental flats with new and more secure gates. Around 9 600 gates were replaced in the year.

The HA also carries out major repair and maintenance activities at the level of basic infrastructure where necessary, including a range of Civil Engineering Improvement (CEI) works at older estates where facilities have deteriorated beyond economic repair.



The new covered walkway at Lei Muk Shue (II) Estate



An Estate Fire Safety Fun Fair held at Tsui Ping South Estate, where messages about fire safety were conveyed to children through fun games

Typical CEI works mainly involve the replacement of underground water mains, the rehabilitation of underground drains, and the reconstruction of estate roads. These kinds of works have been implemented at our older estates according to a rolling programme, based on annual surveys that assess current conditions alongside the failure and repair history of the underground water mains and drains as well as of the estate roads at these estates. In 2019/20, CEI works were carried out in Wang Tau Hom Estate, Shun On Estate and Tai Hang Tung Estate.

In July 2019, 10 selected PRH estates that offered a good representation of all typical block types were fully verified under the HA's Building Sustainability Verification System, and awarded the Hong Kong Quality Assurance Agency Sustainable Building Index Verified Mark. This verification enables the HA to better gauge the sustainability performance of its PRH blocks, allowing us to formulate effective long-term maintenance and improvement strategies.

Safe, Clean and Healthy Environment

ISO 45001 OHSMS

The HA is wholly committed to safeguarding health and safety at every level, and consequently we have adopted the Occupational Health and Safety Management System (OHSMS) for planned maintenance and improvement of public housing. In June 2019, we successfully migrated the original OHSAS 18001:2007 OHSMS to ISO 45001:2018 OHSMS for planned maintenance and improvement works. The new system is helping to raise the awareness of our frontline staff of occupational hazards,

and to enhance the HA's overall occupational health and safety performance. In addition, in July 2019 the HA signed a Safety Charter with the Construction Industry Council, the Occupational Safety & Health Council and other supporting organisations signifying its commitment to bolstering a caring culture for the safety and health of workers.

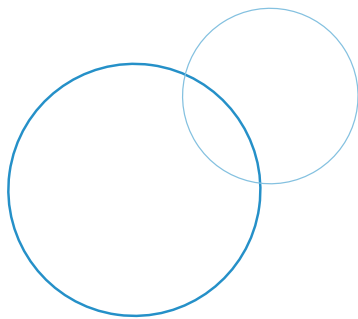
Fire Safety

High priority has always been accorded to fire safety at PRH estates. Through our regular repair and maintenance programmes, we have continued to implement fire safety improvement works, enhance fire safety standards and ensure we comply with requirements under the Fire Safety (Buildings) Ordinance. Apart from regular fire drills, we run a year-round [Fire Safety Campaign](#) for all tenants to keep alert levels high and, more importantly, to ensure that tenants know what to do should a fire break out. During the year, we organised a series of Estate Fire Safety Fun Fairs under the campaign at 33 PRH estates. These delivered games and other fun activities designed to educate tenants about preventing fires at home. Messages on fire safety were also circulated through video broadcasts on the HA's Housing Channel network, information uploaded to the Estate Fire Safety Campaign website, the HA's Facebook, Instagram pages, and via posters with different fire prevention themes. Simple step-by-step guides for operating fire hose reels have been prominently displayed next to every reel on each floor of all housing blocks. In addition, we have been conducting fire safety improvement works to enhance fire safety standards and comply with the requirements under the Fire Safety (Buildings) Ordinance.

Many EMACs were also active in promoting fire safety in their estates, for example by organising fire safety activities and inviting officers from the Fire Services Department (FSD) to give fire safety talks. We provided EMACs with resources for these activities, and presented awards to 21 EMACs that had been most active in promoting fire safety awareness at their estates during the year. Meanwhile, we continued partnering with the FSD, which sent its Mobile Publicity Unit and Fire Safety Education Bus to various PRH estates to disseminate important fire safety messages.

Lift & Escalator Safety

The safety of our residents in using lifts and escalators has always been a priority for the HA. The key here is creating a safety-conscious mindset among users. Our Lift and Escalator Safety Campaign for 2019/20 incorporated a range of eye-catching educational posters and escalator safety stand boards, along with safety videos broadcast on the Housing Channel. In addition, we produced warning stickers to remind registered lift workers to press the emergency stop button and lock the position of the lift car before they enter the lift shaft to carry out maintenance works.



An escalator safety stand-board at the entrance to Domain

PRH Cleansing Programme

In the densely populated PRH estates across Hong Kong, good hygiene is a crucial part of **safe and healthy living** for all. For the HA, ensuring the highest standards of hygiene takes two main forms – active cleaning programmes and hygiene education for residents. In particular, we launched an Estate Cleaning Campaign in all PRH estates from June 2019 to February 2020 to tie directly in with the Government's territory-wide cleaning work. Our campaign included a series of extra measures to enhance rodent and mosquito controls.

We approached the rodent challenge by recognising the three basic survival needs of rodents: food, shelter, and passageways. By eliminating food sources and blocking hiding places and dispersal routes, the rodent population can be significantly reduced or even eliminated completely. Under our campaign, and in line with suggestions by the Food and Environmental Hygiene Department (FEHD), we installed more rodent-proofing facilities such as rat guards, wire mesh and metal kicking plates in suitable locations in our existing buildings. As for new buildings, rodent-proofing designs have been developed with reference to the guidelines from the Buildings Department. Mosquito control measures are also important; we continued to implement routine measures to eliminate environments where mosquitos can breed (e.g. stagnant water sources), while carrying out weekly fogging of scrubby areas near PRH residences in the rainy season to kill adult mosquitos. During the year we also purchased more mosquito trapping devices, including the In2Care traps recommended by the FEHD, to enhance our mosquito prevention and control work.

We attach great importance to promotional and public education efforts on cleansing and pest control in PRH estates, which encourage our residents to keep their estates clean and hygienic. Hygiene facts and tips were shared via multiple channels, including leaflets, posters, pest control talks, estate newsletters, the Housing Channel, and social media platforms. At the same time, we applied the Marking Scheme to discourage poor hygiene practices among residents and non-domestic tenants.



Jointly held by the Choi Wan (1) Estate Office, EMAC and the FEHD, the pest control talk boosts tenants' awareness of rodent and pest prevention and control work

Under the Estate Cleansing Campaign, joint inspections of priority estates were conducted by the HA, the FEHD and local stakeholders to identify areas for improvements in pest control. A total of around 90 priority estates were selected to have extra cleansing and pest control measures implemented in three phases running from June 2019 to February 2020.

Marking Scheme

The HA's [Marking Scheme](#) for Estate Management Enforcement in Public Housing Estates is a scheme to enhance hygiene and civic responsibility on PRH estates by penalising residents who commit any of the 28 specified "misdeeds". Under the scheme, a tenant or authorised occupant who commits any of the misdeeds in the estate where he or she resides may have Marking Scheme points allotted to them, which are valid for two years. As at 31 December 2019, around 32 100 households had penalty points allotted to them, debarring them from applying for any of our voluntary transfer schemes. Households accumulating 16 valid points within 24 months may have their tenancies terminated. As of 31 December 2019, 106 households had reached this 16-point threshold.

The Marking Scheme has proved very effective in curbing environmental hygiene and estate management misdeeds, and is strongly supported by our PRH tenants. In addition to the scheme, we have been implementing other proactive measures to deter misdeeds. Patrols and enforcement actions are carried

out by staff at estate level and by Special Operation Teams at a regional level to tackle misdeeds such as littering, smoking, and throwing objects from height. We have continued to promote the importance of tenants showing civic responsibility and helping to maintain decent PRH living environments through publicity materials such as posters, leaflets, videos and social media posts.

Sustainable Green Living

Green Projects

The HA's [Green Delight in Estates \(GDE\)](#) programme is an ongoing two-year programme that brings projects for [sustainable green living](#) to PRH estates across Hong Kong. In January 2019 we launched Phase 12 of GDE to cover 80 PRH estates, 40 each year in 2019 and 2020 respectively. The main theme for Phase 12 was "Waste Reduction and Recycling", selected to tie in with the Government's proposed Municipal Solid Waste Charging Scheme. Under the GDE, the HA engaged three green groups to deliver promotional and educational programmes that included green carnivals, eco-tours and educational workshops to selected PRH estates. The focus of these activities was to encourage the practice of waste separation at source among our PRH residents. Various activities were organised by the Business Environment Council, Greeners Action, and World Green Organisation.

Three-coloured recycling bins have now been placed in the ground floor common areas of each PRH domestic block across Hong Kong to help all residents reduce the amount of domestic waste they produce. This has been done in support of the Environmental Protection Department (EPD)'s "Source Separation of Domestic Waste Scheme", which has been set up to encourage people to separate their waste for recycling. Elsewhere, we organised various carnivals and promotional activities in PRH estates specifically to encourage tenants to reduce waste at source and embrace clean recycling, and sent the HA's two Waste Reduction theme characters, "Waste Reduction Bee" and "Slim Garbage Bin", on visits to around 20 estates to raise community awareness of waste reduction.

All this promotional work has achieved encouraging results. Over the year, the daily waste generated by PRH residents was reduced to an average of 0.59 kg per person, lower than our target of 0.70 kg per person. In addition to the collection of recyclables from the three-coloured recycling bins, we also collected some 511 tonnes of glass bottles from PRH estates as part of an ongoing glass recycling trial being spearheaded by the EPD. In other initiatives, we collected around 47 800 moon cake boxes (about 14 tonnes) for recycling after the Mid-Autumn Festival, and about 6 600 potted citrus plants for replanting after the Lunar New Year.

Waste Management

In preparation for the implementation of the Government's Municipal Solid Waste (MSW) Charging Scheme, the HA set up a half-year trial for selected PRH residents that started in November 2018. Run in

collaboration with the EPD, the trial was conducted in Ka Fuk, Tai Hang Tung and Yue Wan Estates. Residents in the designated trial blocks at those estates were provided with free dummy garbage bags for disposing of waste in accordance with the scheme, and a non-governmental organisation commissioned by the EPD was engaged to carry out promotion and publicity in the estates. The trial aimed at enabling stakeholders and residents in PRH settings to try out MSW charging in real life, and was effective in preparing residents for the scheme as well as conveying the message of the importance of waste reduction and recycling. We will collaborate further with the EPD on similar trial schemes in the future, and continue to implement promotional and educational programmes in PRH estates on adopting a sustainable lifestyle of waste reduction and separating waste at source.

Waste separation at source was also the theme in another initiative that involved collaboration among the HA, the EPD and the Food and Environmental Hygiene Department (FEHD). This saw the launch of a pilot scheme in July 2018 to collect source-separated food waste daily from nine HA shopping centres and wet markets and deposit it to designated collection points within each of the respective locations. FEHD contractors then delivered the waste to the Organic Resources Recovery Centre for off-site recycling. The success of this pilot scheme and the level of engagement by tenants has led to the extension of the food waste collection service to include several more of the HA's shopping centres and wet markets from around the middle of 2020. Together with the EPD, the HA has been working to get more shop and stall tenants to join the trial programme, at the same time



Environmental Recycling Day held at Ko Yee Estate to promote separation of waste for recycling



Food waste is collected from stalls at Ching Long wet market

organising various promotional and educational programmes to boost their awareness of environmental protection.

A further sustainability and waste reduction initiative undertaken recently was the launch of the Pilot Scheme on Collection and Recycling Services on Plastic Recyclable Materials. This is a scheme organised in collaboration with the EPD to enhance the recycling of waste plastics. The Pilot Scheme will run in three districts, with its first location being the Eastern District in late 2019. Under the Pilot Scheme, EPD contractors collected all types of waste plastics (e.g. different types of plastic bottles, containers and utensils, packaging materials and polyfoam) directly from non-commercial/industrial premises in the districts, including private and public housing estates, schools, and public institutions. These were further treated in order to produce either recycled raw materials or products for local or external markets. The contractors also carry out regular publicity and promotional activities, and mobile collection points have been set up both to collect waste plastics and to educate the public on proper recycling in PRH estates. The Pilot Scheme will soon be rolled out in Kwun Tong and Sha Tin Districts.

Implementation of ISO 50001 and ISO 14001

In June 2019, the HA's Estate Management Division successfully renewed its ISO 50001 certification, which recognises the international quality of the HA's energy management standards. The scope of ISO 50001 certification, which has been held since 2013, includes the planning, design, operation, project management and contract administration for facilities management and improvement works at communal areas of PRH domestic blocks. In addition, the relevant certification body carried out an annual surveillance audit for the ISO 14001 Environmental Management System on planned maintenance and property management in May 2019, as a step towards keeping the certification up to date.

Energy Conservation

In recent years, the HA has incorporated a number of energy-saving initiatives into its PRH estates. For example, we now use Light Emitting Diode (LED)

luminaires in place of Compact Fluorescent Lamp (CFL) in bulkhead light fittings, exit signs and directional signs during breakdown maintenance, and variable speed booster fresh water pump systems in place of conventional booster pump systems. We have also incorporated energy-efficient lift drive control systems in our lift modernisation works. Our Carbon Audit exercise, which monitors carbon emissions in 14 selected PRH domestic blocks, was continued in the year.

Greening & Tree Management

Greening makes an important positive difference to the ambience of estates. During the year we introduced new types of plants to enhance the landscape of 20 PRH estates, many of which were selected to match the local environmental conditions. We have also made greening promotional activities available to residents, collaborating with EMACs in 20 estates to organise events to get local PRH communities involved.

In total, PRH estates under the HA are home to approximately 94 000 trees of various species of different sizes. The HA operates an Enterprise Tree Management System (ETMS), which both keeps track of each individual tree and also streamlines our processes for assessing and managing tree risk. To replenish the tree supply and further green our estates, we organised tree planting days in 10 estates during the year and recorded the newly planted trees in our ETMS. Meanwhile, more than 700 enthusiastic volunteers in our Estate Tree Ambassador Scheme remained active in promoting tree care. During the year we ran two special training courses for them, one on tree identification and the other on identifying problems in trees.



A landscape improvement project at Wu King Estate



An EMAC-funded greening activity at Kwong Fuk Estate



A Healthy Diet – Green Health Workshop for the elderly held at Lee On Estate

Partnering for Better Estate Management and Healthy Living

EMAC Involvement

Estate Management Advisory Committees (EMACs) are advisory groups that operate in individual estates, and are typically made up of estate staff, elected District Councillors and tenants' representatives. They perform multiple valuable roles, including liaising between HA staff and tenants, offering advice on management issues, gaining support from tenants for new management policies, evaluating the performance of service contractors, and organising community activities for residents.

All PRH estates that have EMACs in place are allocated funding annually by the HA specifically for EMACs to use in organising estate community-building activities. Other funding may also be provided to EMACs from the HA's central reserve to enable them to partner with non-governmental organisations (NGOs) in organising community-building activities with central themes. In 2019/20, a total of around 360 partnering activities were organised by EMACs, including outreach services for the elderly, activities to encourage a green and healthy environment, and initiatives to build a happy and harmonious community. These took the form of seminars, workshops, performances and carnivals.

In a longstanding collaboration with the Department of Health, the HA participates in regular thematic community health promotion programmes to encourage our PRH tenants to adopt a healthy lifestyle. EMACs have partnered with NGOs to deliver activities under

these programmes, such as giving residents regular physical activities along with healthy eating advice. In 2019/20, 17 EMACs participated in the programmes, with themes that focused on promoting a low-salt diet for better health and encouraging people to walk and exercise more.

Among the regular themes adopted each year for EMAC-NGO partnering activities, all EMACs conduct at least one partnering function with the theme of "Caring for the Elderly". This is an opportunity for selected NGOs to deliver outreach services to the elderly tenants of individual estates, as well as to invite young people from the estates or students at estate schools to join in these visits and interact with the elderly in positive ways. In addition to outreach services, other events for the elderly in 2019/20 included carnivals, health promotion workshops, exhibitions and talks, and basic health assessment tests. During the year, some 160 of these partnering functions were held.

Healthy Ageing in Public Housing Estates

Many elderly people call a PRH estate their home. To promote happy and healthy living for our elderly tenants, we run a longstanding [Healthy Ageing in PRH Estates programme](#). The programme continued to be popular and attracted around 5 700 elderly tenants during the year.

Many activities were arranged during the year, including events, exhibitions, talks and free health assessments. Various oral health education initiatives were undertaken as part of our collaboration with the Department of Health's Oral Health Education Division.



Volunteers on a visit to an elderly resident of Lai Kok Estate



Elderly tenants receive health assessments at a mobile health assessment station set up at Upper Ngau Tau Kok Estate by the HKU School of Nursing Team

Meanwhile, our partnership with the School of Nursing of the University of Hong Kong (HKU) delivered free health assessment checks to elderly tenants in different housing estates, done either during home visits or at mobile health assessment stations. Sarcopenia, a condition of muscle loss with ageing that increases the risk of falling among the elderly, remained a major theme of our education activities under the programme. We included a mini exhibition on sarcopenia at the mobile health assessment stations, and also ran talks and workshops on preventing sarcopenia.

With the outbreak of coronavirus (COVID-19) in early 2020, unfortunately, three Health Talks cum workshops on preventing sarcopenia planned for February and March had to be cancelled. However, in lieu of the talks, we collaborated with HKU's School of Nursing to produce videos on muscle-strengthening exercises specially designed for the elderly, to encourage our elderly tenants to work out at home during the pandemic. The videos were posted on three of the HA's online platforms, Public Housing Vistas (Facebook), Instagram and YouTube, making it easy for the elderly to follow along with the video instructions at home.

Service Provider Management

The HA contracts outsource many essential services to a wide range of service providers. We are committed to ensuring that these service providers operate to the highest standards, not only in terms of delivering quality goods and services, but also in the care they show to their own employees. One way we do this is by limiting the contractors used by the HA to qualified service contractors that meet certain requirements relating to

experience and financial capability. For example, to be admitted onto the HA's List of Cleansing and Security Service Contractors and Property Services Agents (the list of the companies permitted to bid for our Cleansing, Security service and Property Services contracts), service contractors must meet strict background criteria. In addition, their performance is assessed quarterly, a process that may involve input from Housing Managers or Property Services Managers and EMAC members, as well as reference to tenant surveys from the relevant estate. Also on a quarterly basis, the performance of all our service contractors is reviewed by the Contractors Review Committee (Services). Contractors that are found to be in breach of any statutory or contractual requirement may have regulatory or disciplinary action imposed on them, such as restriction or suspension from tendering, contract termination and even removal from the List. The results of these quarterly performance assessments may also have an impact on a contractor's chance of bidding for future tenders, or having a service contract extended.

We also have provisions in place for ensuring that our service providers treat their workers, especially their non-skilled workers, well. Service contractors must enter into a Standard Employment Contract (SEC) with their non-skilled workers if the employment period exceeds seven days. The HA has put into effect the Government's new measures for tenders of service contracts invited from 1 April 2019 onwards, which include the provision of gratuity, statutory holiday pay and extra typhoon wages to non-skilled workers. In addition, relevant service contractors who employ non-skilled workers are required to sign a new SEC with their employees to ensure they are entitled to enhanced employment benefits under the new service contracts.

Our estate management staff regularly speak to non-skilled workers to check on whether their employers are complying with the relevant labour legislation. If we identify irregularities or non-compliance, we may issue advisory letters, warning letters or default notices to contractors, all of which may affect our evaluation of any future tenders or applications for contract extension.

Maintenance Contractor Management

Ensuring that maintenance works is carried out to the best standards is of particular importance for the HA, and we have systems in place to do this at both the tendering and contract management levels. For example, we have continued to implement the Preferential Tendering Opportunities and Preferential Tender Award System in the procurement of all building maintenance District Term Contracts, which take into account the past performance and track records of tenderers. For contractors who are currently fulfilling their contracts, we operate the Maintenance Assessment Scoring System, which allows us to monitor and assess their performance closely.

Protecting the Rights of Workers

Making surprise checks on contractors is a valuable way of detecting irregularities that may involve potential breaches to workers' rights. In 2019/20, we carried out surprise checks at 24 PRH estates in relation to 27 separate service contracts. These checks included talking with around 749 non-skilled workers to learn more about their working and contract conditions, and were carried out in collaboration with various labour unions. Education of non-skilled workers on their rights is another way of helping stamp out contract irregularities. We played our part by organising a seminar attended by 125 non-skilled workers at the Housing Department's Training Centre in November 2019, in conjunction with the Labour Department and the Independent Commission Against Corruption. This was aimed at helping non-skilled workers become more aware of their rights and responsibilities under the Employment Ordinance, the Employees' Compensation Ordinance and the Prevention of Bribery Ordinance, and other employment related rights.

Retail and Commercial Properties

Apart from PRH management, the HA is responsible for managing around 1.79 million square metres of non-domestic facilities (as at the end of March 2020). Among these, about 49% are welfare and community facilities, about 15% are retail facilities, and the remaining 36% are for other purposes, including factory units and office use.

Most of the non-domestic facilities under the HA are set up with the priority of catering for the needs of PRH residents. For example, the HA's retail facilities have the primary aim of providing a wide range of basic necessities to local PRH tenants. To ensure this is the case, we adopt flexible marketing and leasing strategies to ensure that the trade mix in [our shopping centres](#) is an optimum one, providing mainly basic retail facilities such as supermarkets, eateries and pharmacies. For new shopping centres, such as the Lai Tsui Shopping Centre, we also adopt strategic and diversified planning for commercial leasing that widens the trade mix and provides more shopping choices.

Recognising the need of PRH tenants for convenient banking services, we have been collaborating with major banks on provision of mobile services in recent years. As at 31 March 2020, mobile branch services served 30 estates, and these will be extended to more estates over time, especially those that lack suitable banking facilities nearby. In addition, some HA shops are let to banks for branch services or self-service banking, and some spaces in estates are designated for automatic teller machines. As a result of these initiatives, PRH tenants enjoy good access to essential financial services.

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Mei Tin Shopping Centre in Sha Tin



Parcel collection lockers in Cheung Shan Estate

As the popularity of online shopping and home delivery has increased, especially with the arrival of COVID-19 in 2020, we have arranged to let more shops to express delivery service providers. Parcel lockers for delivery are a popular way of receiving goods ordered online, and the HA has been identifying suitable sites for setting up parcel lockers in its estates as well as in its shopping centres. As at 31 March 2020, parcel lockers had been set up in 43 PRH estates and shopping centres.

Domain

Domain, the largest of the HA's shopping malls and an important regional mall and entertainment hub, has continued to be a popular destination for many shoppers from within and outside the district. To keep it in the spotlight, a programme of special events for some of the major festivals and special days during the year was run. These were supplemented by events specially targeting children and their families. Some of the special themed events held in the year included the Fish Kaleidoscope – Stream Explorer in Lantau Nature Aquarium Exhibition; the Environment and Conservation Fund Decluttering Lifestyle: The Joy of Less; Summer Dynamic Green Farm; the Hong Kong Underwater Photo & Video Competition 2019; Pororo Winter Amusement Park; and a series of lifestyle-themed trade fairs and expos in partnership with renowned brands.

All these events and more have continued to be promoted widely on the mall's designated website, <http://www.domain-mall.hk/>, and associated social media platforms. The Domain Club loyalty programme has also been successful in maintaining the loyalty of



The themed Dynamic Green Farm event at Domain

customers. Throughout the year, the HA made available short-term kiosks and venues suitable for holding roadshows and festive trade fairs, adding new interest to the mall environment.

New businesses introduced to the mall during the year included an Italian-style specialty restaurant, a well-known bakery shop and a Drawing Studio, among others. We added or upgraded various facilities in the year, including installing five medium chargers for electric vehicles in the car park to meet demand from electric vehicle owners and show our commitment to environment protection.

Promotional Activities

We continued to launch centrally arranged promotional activities and festive decorations during major festivals in other HA shopping centres, including a special opening celebration ceremony to mark the opening of Yan Tin Shopping Centre. We also arranged for short-term lettings of kiosks and venues for roadshows and trade fairs periodically at other shopping centres, widening the choice of products and services and enhancing the shopping experience.

To enhance the user-friendly shopping environment, free Wi-Fi has been provided for public use in 37 of the HA's shopping centres and 15 major retail facilities. This fast and stable Wi-Fi service has been available for shoppers since early 2020.

Enhancing Our Non-domestic Facilities

The HA's non-domestic spaces and facilities are used for many different purposes, and we are continually looking at how effectively we are using these spaces and how they can best be utilised. To this end, we run a five-year rolling programme to prioritise asset enhancement of our retail and carparking facilities. Our "asset enhancement" work includes major improvement works, re-designating the trade mix, providing additional shops, or converting the use of the premises. In 2019/20, we included retail facilities in Yau Lai Estate, Choi Ying Estate and Tin Ching Estate in the asset enhancement programme, and carried out detailed studies of enhancement options at these sites. Meanwhile, the improvement work at Shek Pai Wan Shopping Centre was completed during the year, while good progress was made on our studies or work at Lei Muk Shue and Choi Tak Shopping Centres as well as at the market facilities in Shek Kip Mei and Pok Hong Estates. The improvement and conversion works carried out under the programme, together with flexible marketing and leasing strategies, have helped us significantly improve the utilisation of our commercial premises and optimise the use of resources to meet residents' needs.

We have also been exploring ways to better utilise some of our non-domestic facilities such as storerooms or other spaces, for example by improving the letting rate of storerooms and studying the feasibility of converting them into domestic flats or for other uses as appropriate. Progress has been made in converting some suitable non-domestic facilities (e.g. empty bays in PRH estates) for use as welfare and retail premises.

Supporting Environmental Protection

Environmental protection and green living are important aspects of our retail environment planning and operations. The HA is a signatory of the Energy Saving Charter and the Charter on External Lighting, as part of its commitment to reducing energy consumption at its retail premises. As a member of the Hong Kong Green Shop Alliance, we encourage our shop tenants to incorporate sustainable green measures into their daily operations, such as by joining food donation schemes organised by NGOs.

We also try to get our tenants and members of the public to embrace various environmental protection practices on reducing and recycling food waste and phasing out the use of disposable plastic tableware. A promotional campaign to encourage reducing the use of disposable plastic tableware was extended from Domain to Yau Lai Shopping Centre, On Tai Shopping Centre, Shui Chuen O Plaza and Ching Long Shopping Centre, running from August to October 2019. The campaign was welcomed by shoppers, whose awareness of the issue was raised through various gift redemption and promotion schemes. More widely, the HA encouraged other operators of food establishments in HA premises to reduce or avoid the use of disposable tableware. Seven of the HA's shopping centres and major retail facilities – Domain, Yau Lai Shopping Centre, Hoi Lai Shopping Centre, Shui Chuen O Plaza, Mei Tin Shopping Centre, Ching Long Shopping Centre and Ping Shek Estate – also participated in the Lai See Reuse and Recycle Programme 2020, which aimed at promoting the habit of reusing and recycling.



A lion dance being performed at the Grand Opening of Yan Tin Shopping Centre



Yan Tin Shopping Centre in Tuen Mun

How the HA Fought the Virus in its Estates

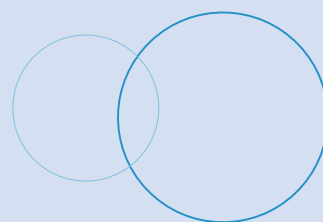
In early 2020, Hong Kong faced perhaps its biggest-ever public health threat with the outbreak of COVID-19. In a city as densely populated as ours, the highly contagious nature of the virus posed special difficulties for controlling its spread. This was a challenge of special relevance to the HA, which is responsible for managing more than 180 public rental housing (PRH) estates where around 29% of the city's population live, including many high-risk elderly. Drawing on its experience in handling SARS in 2003, the HA quickly launched a host of actions designed to keep its tenants, contractors and staff as safe as possible in the face of COVID-19. This feature story describes some of the moves that have been helping to protect HA estates and people against the spread of the virus, while hammering home the importance of our city-wide slogan, 'Together, we fight the virus!'

The Hong Kong Government moved quickly as soon as the seriousness of the COVID-19 threat became clear. On 25 January, it announced that Hong Kong would move to the "Emergency Response Level" of the "Preparedness and Response Plan for Novel Infectious Disease of Public Health Significance", up from the "Serious Response Level" introduced on 4 January. A number of stringent measures to maintain good hygiene and reduce the spread of the disease were introduced. In line with these, we launched a number of targeted anti-infection measures at our PRH estates across Hong Kong, all aimed at protecting the health of tenants and workers. To begin with, we stepped up the frequency of our cleansing and disinfection work in all estates. We gave special attention to the common areas of estates with high visitor flows, and cleaning was also enhanced for buttons and button panels of entrance gates and lifts, as well as areas such as lift lobbies, lift cars, escalators, stairs and handrails, and at our commercial centres, markets, and public toilets. In addition, we provided alcohol-based hand-rubs and sanitising mats in the ground floor lobbies of every residential block, shopping centre and estate management office.

Ultimately, good hygiene standards require the co-operation of every individual in the community. To get this message out, along with education about how to fight the virus on an individual and household level,

we circulated a range of publicity and educational notices, posters and social media posts that promoted good hygiene practices for personal and household living and in shops, and appealed to residents and non-domestic tenants for support in the battle against COVID-19. These were prominently displayed on notice boards and in other conspicuous locations in PRH estates. Supplementing this, we increased our enforcement actions against hygiene misdeeds and offences under the Marking Scheme and relevant legislation, emphasising just how seriously everyone needed to take the virus situation.

Social distancing became the new norm as a strategy of containing the virus, as the Government issued directives for reducing social contact. In response, we implemented work-from-home arrangements for many of our HA staff, as well as temporarily closing our recreation and community facilities and suspending all major events. Exceptions were only approved for certain promotional booths or mobile exhibitions, and for the handling of items required to prevent and control the disease. To maintain social distancing in crowded locations, we took measures where necessary to control the flow of people and queuing practices at estate office reception lobbies. We supplemented this by introducing body temperature checks for all members of the public entering estate offices.



Recreation facilities have been temporarily closed



Temperature check before entering an estate office



Cleansing in wet market

With so many service contractors working in our estates, keeping workers of outsourced service contracts safe was another essential part of our COVID-19 response plan. To begin with, we reminded the management of these contractors of their responsibility to provide appropriate and adequate personal protective equipment for frontline staff responsible for cleansing, disinfection and other essential services in PRH estates. With masks in short supply across Hong Kong, the Government decided to distribute masks produced by the Correctional Services Department each month for free to frontline cleansing workers engaged by government outsourced service contractors. From mid-February 2020 onwards, the HA distributed these masks to cleansing workers under its service contracts.

We also played our part in facilitating another scheme introduced by the Government in the face of COVID-19. This was the “Anti-epidemic Support Scheme for Property Management Sector”, launched under the Government’s Anti-epidemic Fund to support the property management sector in its anti-epidemic efforts and to recognise the services of frontline workers such as cleansing and security personnel. We have been expediting the Government’s funding arrangements for this scheme by providing the monthly allowance of \$1,000 to each cleansing worker and security worker employed by our service contractors since March 2020.

When confirmed cases of COVID-19 have come to light on HA estates, we have implemented a strict and thorough response plan. Staff wearing personal protective equipment is sent in to carry out thorough cleansing and disinfection of the affected buildings, in accordance with Government guidelines, while increased cleansing and disinfection of the common areas of the estate is also undertaken. Technical staff then inspect all units that shared drainage and vent pipes with the units of the infection cases. To minimise the risk of the disease spreading through faulty or incorrect pipework and venting, we have posted notices widely reminding tenants that they must obtain prior approval from the HA before carrying out any alterations to their units, and warning that, because of the health risks, unauthorised modification of pipes is a serious matter. The notices also encourages good environmental hygiene by reminding residents to maintain their drainage pipes properly and to regularly pour half a litre of water into each drain outlet (U-trap) to keep them clear.

Our staff, contractors and tenants have all been called upon to work together and fight the virus on PRH estates. The task has not been easy as it required much commitment, vigilance and co-operation from everyone involved. We all have pulled together to keep each other safe and healthy. In Hong Kong’s fight against the virus, the HA has done its utmost to play its part effectively, together with its stakeholders.

齐心连系 同谱佳章

Engagement and Communication –
Support behind the Scenes



前 两章阐述香港房屋委员会(房委会)过去一年兴建并管理公共租住屋邨(公屋)和资助出售单位所付出的努力,成绩有目共睹,背后有赖众多同事和团队互相支持,实现「优化公屋 同心同行」的目标。房委会幕后人才济济,各司其职,有的负责媒体传讯,维持公共资讯流通;有的解答查询,处理投诉,循不同途径与住户保持联系;有的促进员工的身心健康;有的确保资讯科技资源得以善用,与时俱进。没有他们默默耕耘,房委会便无法取得如此亮丽成绩。本章介绍其中一些令房委会有效畅顺运作的支援途径和工作。

有效的沟通途径

2019/20年度,房委会致力开拓与公众沟通的途径,特别是透过互联网和不同社交媒体平台,促进信息交流。现今网络用户的上网装置五花八门,昔日「一款走天涯」的网页设计已不足以配合实际需要,因此我们着力建立无障碍网页。2019年年中,我们完成房委会/房屋署网站的「适应性网页设计」项目,提升用户的浏览体验。无论所用的是桌上电脑、平板电脑或手提电话,经改良的「适应性网页设计」都能因应不同装置的屏幕大小,自动显示网页内容。我们网站的浏览人数众多,这项技术无疑是一项重大进展。2019/20年度,房委会/房屋署网站录得平均每月超过5百万次的网页浏览量,而2019年5月份推出「出售居者有其屋(居屋)计划单位2019」期间,浏览量更飙升至逾千万次。

除了现有的Facebook和YouTube平台外,我们在2020年1月开设房委会Instagram帐户(www.instagram.com/hkhousingauthority),扩展社交媒体的领域。2020年1月至3月间,我们在Instagram发布超过50篇贴文和15个限时动态,涵盖不同主题,包括公营房屋新发展、资助自置居所计划、屋邨管理事宜、社区活动等。年内在Facebook专页发布约200篇贴文,并在YouTube分享30段影片。关注我们Facebook专页的人数正稳步增加,截至2020年3月底,已有逾12 000个用户追踪我们的专页。



我们继续出版电子月刊《互信》,报道房委会的发展动向和最新活动等有趣资讯,藉此与员工和其他持份者保持联系。另一份定期出版的刊物是《屋邨通讯》,每半年一次派发给公屋租户,提供一些与屋邨生活息息相关的有用资讯。

我们亦沿用一贯的通讯方式(包括电话、电邮和信件)与市民沟通。2019/20年度,我们经热线接获逾607 100个来电,处理约87 100宗口头或书面查询/投诉。

短片创作比赛

我们于2018年举办「家•邨•情:公共屋邨短片创作比赛」,2019年颁发奖项予各得奖者和组别。全港现居于和曾居于公屋的人士均可参加比赛,以家人、朋友或邻里之间的情谊为主题,制作短片分享在屋邨生活的温馨回忆和美好体验。逾百名公屋居民报名参赛,作品题材广泛、质素甚高,抒发他们对多年公屋生活的铭感之情。评判根据参赛作品的故事内容、创意、感染力和视听效果,从各个组别选出11名得奖者,并嘉许六组「最佳演绎奖」的优胜者。



短片创作比赛的部分得奖短片缩图 — 公开组(左一)和中学组

(左图)房委会Instagram帐户

机构访问

房委会欢迎有意了解香港公屋制度的各地访客参观公共屋邨。惟自2019年6月起，香港社会情况不稳，随后更出现2019冠状病毒疫情，令我们不得不把多项早已计划的参观活动延期或取消。年内仅能安排八次参观活动，其中四次接待内地代表团，四次接待海外团体；亦为本地关注团体安排了一次参观活动。

传媒活动

香港房屋政策在年内的变化和发展，吸引传媒对房委会及其工作的关注。我们尽力向传媒提供一切所需资料，安排新闻访问及传媒简报会，令其能翔实有据地报道。年内我们发布61份新闻稿、解答1 368项传媒查询，并处理58宗由新闻界转介的投诉。

员工发展

我们年内继续为房委会员工安排培训及发展活动，以助培育专业干练、积极进取的团队，在各业务范畴作出贡献。2019/20年度，每名员工平均接受18.8小时培训，包括课堂授课、短期派任、导师计划、实地参观和考察团。我们亦把新学习材料上载「房委会易学网」(易学网)，供员工自学进修。为应对2019冠状病毒疫情，我们把一些课堂教学改为在易学网上授课，包括自选影片和其他电子学习资源。

年内，「心意卡」计划继续推行，以表扬员工的卓越表现。我们把杰出团队的成功故事上载至易学网，以供分享交流。同时，我们为管理人员举办工作坊，深化他们在工作间的关爱文化。

重视员工健康和安

房委会的「员工身心乐健系列」举办多个讲座，主题包括精神健康、急救、中医药、眼睛护理、伸展运动等；亦定期把最新的健康资讯上载至房委会的「乐健坊」网站。

我们定期举办职业安全与健康(职安健)培训课程和讲座，2019年举办200个讲座和课程，逾8 300名员工参加。房委会内联网的职安健网站亦已更新，加入职业安全健康局和劳工处编制的安全资料、健康锦囊和相关刊物。我们继续进行一年一度的办公室安全视察工作，找出并消除办公室环境的潜在危险。

工作场地的员工安全

鉴于2019冠状病毒病的疫情，我们迅速加强房委会总部的清洁及消毒工作，并不时提醒同事注重个人卫生。总部各入口已装置体温扫描系统，为所有进入总部的员工和访客量度体温，另在各主要入口放置消毒地毡(定时以1:49稀释漂白水进行消毒)。总部多个地点亦摆放了专为弃置用过口罩而设的有盖垃圾筒。

我们为有需要的员工提供口罩、酒精搓手液和胶手套等个人防护装备，并定期透过电子邮件向员工发放卫生署的最新资讯，包括预防措施和健康锦囊，以提高他们的防护意识。



中华人民共和国驻比利时王国特命全权大使团参观安泰邨的岩石公园



员工参观位于屯门的环境教育中心<源·区>



房委会总部各出入口增设体温扫描系统(左)和洁手液

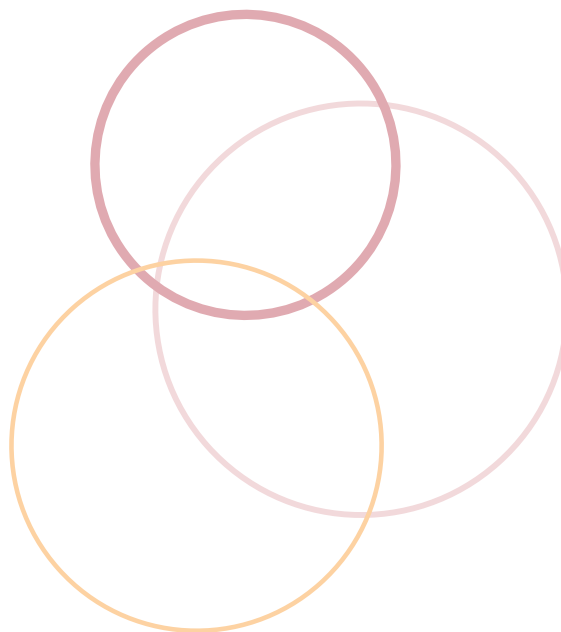


善用科技 提升效率

房委会云端运算基础设施(房委会云端平台)为房委会辖下所有资讯科技系统,提供共享硬件资源、标准化资源分配和中央控制的系统支援。该平台自2018年12月投入运作以来,我们把旧有资讯科技系统迁移至房委会云端平台的工作进度理想;逾70个资讯科技系统当中,有27个系统的迁移工作已顺利完成。我们的目标是在2021/22年度或之前,把余下的资讯科技系统迁移至房委会云端平台。

房委会一直为市民开拓更广泛的电子服务。2019年5月,我们推出一项网上递交申请服务,让市民透过互联网递交居屋和「白表居屋第二市场计划」(白居二)的申请表;结果约七成的申请表经网上递交,过程方便快捷,广受市民欢迎。有见及此,我们继续改进该项服务,以配合2019年12月推出的「绿置居2019」。我们将继续探讨运用电子途径,提供更多服务。

房委会的资讯科技工作一向与时俱进,符合国际标准。为保护我们的资讯科技系统和资讯资产,避免受到攻击或出现保安漏洞,我们不断检视并提升现有的保安措施,以确保其效能,同时保持ISO 27001:2013资讯保安管理的认证资格。我们继续致力提高员工对资讯保安的意识和警觉性,以及对良好作业模式的认知。



齐心连系 同谱佳章
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出售居屋单位(左)及白居二的网页

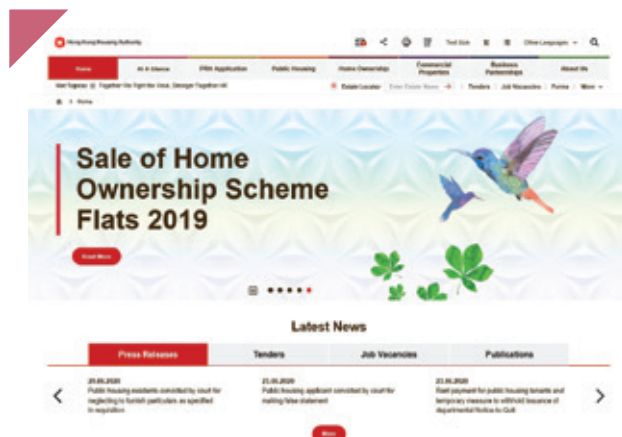


The public face of the Hong Kong Housing Authority (HA), as seen in its efforts to construct and manage public rental housing (PRH) estates and subsidised sale flats over the year, has been introduced in the previous two chapters. Behind the scenes, though, many other individuals and groups have also been involved to “work together for quality housing” in supporting roles. These roles are many and varied, and include maintaining media channels and the flow of public information, handling queries and complaints, engaging with tenants in various ways, keeping HA staff happy and healthy, and ensuring our IT resources are efficient and up to date. Without these efforts, the more publicly visible achievements of the HA would not be possible. In this chapter, we showcase some of the behind-the-scenes channels and roles that are crucial to the smooth efficient functioning of our organisation.

Efficient Communication Channels

In 2019/20, the HA has worked hard to expand the range and quality of its communication with the public, especially through the internet and various social media platforms. One area we have been focusing on is web accessibility, recognising that web users nowadays use many types of devices to access the internet and that a “one-size-fits-all” web presence is no longer adequate. In mid-2019 we completed our “responsive web design” (RWD) project for the [Housing Authority / Housing Department Website](#), which has optimised the browsing experience of its users. The RWD enhancement now enables web content to display in a way that automatically fits to the screen dimensions of different devices, whether they be desktop computers, tablets or mobile phones. This was an important development given the huge number of people who browse our website. In 2019/20, the website received more than five million web page views per month on average, with that number rising to over 10 million in May in response to the launch of the Sale of Home Ownership Scheme (HOS) Flats 2019.

In January 2020, we expanded our social media presence from the existing [Facebook](#) and YouTube platforms by adding an HA Instagram account (www.instagram.com/hkhousingauthority). Between January and March 2020, more than 50 posts and 15



A screenshot of the Housing Authority / Housing Department Website homepage

stories were published on Instagram, covering a variety of topics including our new public housing developments, subsidised home ownership schemes, estate management issues and community events. We also published around 200 posts on Facebook and 30 videos on YouTube during the year. In addition, we have seen steady growth in the number of followers of our HA Facebook page, with over 12 000 fan followers as at the end of March 2020.

We have continued to engage with our staff and other stakeholders by publishing our monthly e-newsletter *Housing Dimensions*, which provides much interesting information about HA developments and activities. Another regular publication is our bi-annual *Estate Newsletter*, which is delivered to PRH tenants and provides them with useful information relevant to life on their estate.

As always, we continue to offer traditional channels of communication for the general public including telephone hotlines, emails and letters. In 2019/20, we handled over 607 100 calls through our hotlines and dealt with some 87 100 verbal or written enquiries/complaints.

Short Video Contest

In 2018 we launched our territory-wide competition, the “Making Precious Memories – Life in Public Housing” Short Video Contest, and in 2019 we awarded prizes to the winners and to performing groups. The contest was open to all current and former public housing residents. Entrants were invited

to produce a short video that captured some of their warm memories and positive experiences of living in public housing, themed around relationships among family, friends and neighbours. Over 100 PRH residents took part in the video challenge, producing a wide range of high quality tributes to public housing life over the years. Eleven winners were selected in various categories, based on the content, creativity, impact and audio-visual effects of their entries. In addition, six groups of “Outstanding Performers” were recognised.

Corporate Visits

The HA has always welcomed overseas visitors seeking to learn more about our PRH system on visits to its estates. Regrettably, the unstable social situation in Hong Kong from June 2019 onwards, followed by the COVID-19 outbreak, meant we had to postpone or cancel a large number of planned visits. Throughout the year, we were only able to organise eight site visits, four of which were for Mainland delegations and the other four for groups from elsewhere in the world. We also ran one visit for a local interest group.

Our Media Activities

The changes and developments in Hong Kong's housing policies during the year generated considerable interest from the media in the HA and its activities. We have been striving to provide the media with all the relevant information needed. Press interviews and media briefings were arranged to arrive at a balanced and informed view of the situation. We issued 61 press releases, handled 1 368 media enquiries and dealt with 58 complaints referred to us by the press during the year.



Visiting delegation of Hawaii State Senate trying recycled plastic walking trail in On Tat Estate

Staff Development

The HA's staff training and development activities continued over the year, with the goal of maintaining a highly skilled and motivated workforce across our operations. In 2019/20, we provided an average of 18.8 hours of training per staff member, delivered in the form of classroom training, attachment programmes, mentoring programmes, site visits and study tours. New learning materials were also uploaded to the HA e-Learning Portal for self-learning. Due to the outbreak of the COVID-19 pandemic, we transformed some of our classroom training programmes into electronically accessible formats and made them available on our e-Learning Portal. These included videos-on-demand and other e-learning resources.

Our Extra Mile Card Plan, which recognises exemplary performances by staff members, continued during the year. Success stories about team achievements were shared on the HA e-Learning Portal. Workshops were organised for managers to reinforce the importance of building a caring culture at work.

Prioritising Staff Health and Safety

During the year, our Employee Wellness Programme featured seminars on topics such as mental health, first aid, Chinese medicine, eye care and stretching exercises. New health-related information was also regularly uploaded to the HA's Health Portal.



Participants using Therabands for exercise during a Seminar on Office Syndromes

Occupational safety and health (OSH) training courses and seminars were run regularly across the year, with over 8 300 staff members attending 200 seminars and courses in 2019. We also updated our dedicated OSH website on the HA intranet, 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.

Staff Safety in the Workplace

In response to the COVID-19 outbreak, we have stepped up cleansing and disinfection at the Housing Authority Headquarters (HAHQ), and from time to time reminded colleagues to observe high levels of personal hygiene. Temperature scanning systems were installed at the entrances to the HAHQ to check the body temperatures of all staff and visitors on arrival. In addition, sanitising mats (disinfected with 1:49 diluted bleach regularly) were laid at major entrances, and dedicated rubbish bins with covers were placed at various locations in the HAHQ for the disposal of used face masks.

Personal protective equipment such as face masks, alcohol-based hand-rubs and plastic gloves, etc have been provided to staff for meeting their needs. Updated information on precautionary measures and health tips from the Department of Health has also been regularly disseminated to staff via email to keep awareness high.



Temperature scanning systems have been installed at entrances to the HAHQ

Enhancing Efficiency Through IT

The HA-Cloud Infrastructure now provides the HA with a shared pool of hardware resources, a standardised model of resources allocation, and centralised support for all its IT systems. Since the infrastructure came into operation in December 2018, good progress has been made in migrating our older IT systems to HA-Cloud, with 27 of over 70 IT systems having now completed the migration. We target to complete the migration of all IT systems to HA-Cloud by 2021/22.

The HA has been increasing the range of e-services it provides for the public. In May 2019, we launched an e-submission service enabling members of the public to submit applications for HOS and the White Form Secondary Market Scheme through the internet. About 70% of the applications for these were submitted online. The service provided a convenient method for submitting applications and was generally welcomed by the community. Further enhancements were made to the e-submission service to coincide with the launch of the Green Form Subsidised Home Ownership Scheme 2019 in December. We will continue to explore options for providing more of our services via electronic channels.

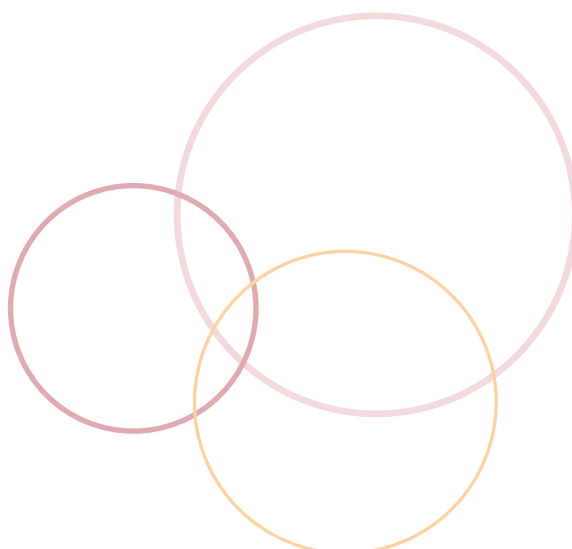
The HA has continued to maintain high quality in its IT work and to comply with relevant international standards. To protect our IT systems and information assets from security attacks and other vulnerabilities, we are continuously reviewing and strengthening our existing security measures to ensure their effectiveness, and maintaining ISO 27001:2013 certification on information security management. We will not rest in our efforts to raise awareness of security information, alerts and best practices in information security.



The HA-Cloud logo (left) and the HA-Cloud Computing Infrastructure

2019/20年度所获业界奖项及社会嘉许 Industrial Awards and Community Recognitions

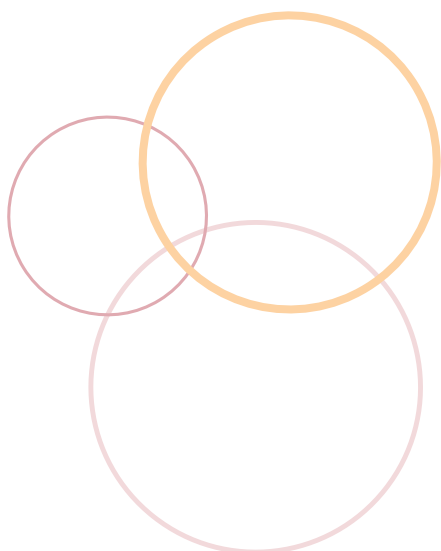
奖项／得奖项目 Award / Winning Project	颁发机构 Awarding Organisation
发展及建筑 Development and Construction	
<p>香港项目管理学会大奖2018</p> <p>连翠邨·柴湾连城道公共房屋发展计划 建造／工程 — 优胜者</p> <p>景泰苑(新蒲岗)「绿表置居先导计划」 可持续发展 — 优胜者</p> <p>Hong Kong Institute of Project Management Awards 2018</p> <p>Lin Tsui Estate, Public Rental Housing Development at Lin Shing Road, Chai Wan Construction / Engineering – Winner</p> <p>Green Form Subsidised Home Ownership Scheme at San Po Kong (King Tai Court) Sustainability – Winner</p> <p>香港项目管理学会大奖2019</p> <p>长沙湾副食品批发市场3号及5号地盘第1、2期公共房屋发展计划[海盈邨及凯乐苑] 2019年项目大奖 建造／工程 — 优胜者</p> <p>安达臣道地盘A至地盘E公共租住房屋发展项目(安泰邨及安达邨) 「可持续」组别 — 优胜者</p> <p>Hong Kong Institute of Project Management Awards 2019</p> <p>Public Housing Developments at Cheung Sha Wan Wholesale Food Market Site 3 and Site 5 Phases 1&2 [Hoi Ying Estate & Hoi Lok Court] Project of the Year 2019 Construction / Engineering – Winner</p> <p>Public Rental Housing at Anderson Road Site A to Site E, On Tai Estate and On Tat Estate Sustainable Project – Winner</p>	<p>香港项目管理学会 Hong Kong Institute of Project Management</p>
<p>亚太项目管理学会联盟大奖2019</p> <p>安达臣道地盘A至地盘E公共租住房屋发展项目(安泰邨及安达邨) 「可持续」组别 — 优胜者</p> <p>Asia Pacific Project Management Awards 2019</p> <p>Public Rental Housing at Anderson Road Site A to Site E, On Tai Estate and On Tat Estate Sustainable Project – Winner</p>	<p>亚太项目管理学会联盟 Asia Pacific Federation of Project Management</p>



奖项／得奖项目 Award / Winning Project	颁发机构 Awarding Organisation
香港建筑师学会2019年两岸四地建筑设计大奖 水泉澳邨 — 沙田第52区公共房屋发展计划 住宅 — 银奖 HKIA Cross-Strait Architectural Design Awards 2019 Shui Chuen O Estate – Public Rental Housing Development at Sha Tin Area 52 Residential – Silver Award	香港建筑师学会 Hong Kong Institute of Architects
2019年CIBSE香港大奖 宝乡邨(宝乡街·大埔) 住宅大厦年度奖 — 优胜者 CIBSE Hong Kong Awards 2019 Po Heung Estate (Po Heung Street, Tai Po) Project of the Year Awards – Residential Building – Winner	英国屋宇装备工程师学会 香港分会 The Chartered Institution of Building Services Engineers Hong Kong Branch
杰出见习工程师奖2019 见习土力工程师培训计划 培训 — 亚军奖 Trainee of the Year Award 2019 Geotechnical Engineering Graduate Training Scheme Training – Second Prize Award	香港工程师学会 Hong Kong Institution of Engineers
2019年欧特克香港建筑信息模拟设计大奖 公营房屋发展计划中的构件式单位设计 – 在协作和整合过程中采用建筑信息模拟技术 研究类别 — 荣誉奖 Hong Kong Building Information Modelling (BIM) Awards 2019 Modular Flat Design in Public Housing Developments – Adopting BIM for Collaboration and Integration Research Category – Honorable Mention	欧特克香港 Autodesk Hong Kong
第25届公德地盘嘉许计划 粉岭第49区公共租住房屋发展计划 公德地盘奖 — 优异奖 25 th Considerate Contractors Site Award Scheme Construction of Public Rental Housing Development at Fanling Area 49 Considerate Contractors Site Awards – Merit Award	发展局及建造业议会 Development Bureau and Construction Industry Council

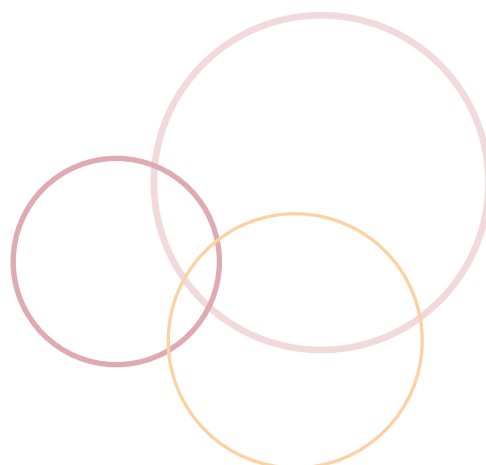
奖项／得奖项目 Award / Winning Project	颁发机构 Awarding Organisation
环保 Environmental Friendliness	
环保建筑大奖2019 建筑模拟驱动的系统化地基设计 研究类别 — 优异奖 前葵涌已婚警察宿舍公屋发展计划建筑工程 新建建筑类别 — 已落成项目 — 住宅建筑 — 入围项目 Green Building Award 2019 BIM-enabled Systematic Approach to Foundation Design (BIM-SAFD) Research Category – Merit Award Construction of Public Rental Housing Development at Ex-Kwai Chung Police Married Quarters New Buildings Category – Completed Projects – Residential Building – Finalist	香港绿色建筑议会及环保建筑专业议会 Hong Kong Green Building Council (HKGBC) & Professional Green Building Council (PGBC)
香港绿色机构认证 房委会的减废表现 减废证书 — 卓越级别 Hong Kong Green Organisation Certification HKHA Waste Reduction Performance Wastewi\$e Certificate – Excellence Level	环境运动委员会 Environmental Campaign Committee

屋邨管理 Estate Management	
建筑测量师大奖2019 连接新与旧 — 长青邨加装升降机塔 改动及加建工程组别(业主／业主代表) — 冠军 实践关怀奖 Building Surveyor Awards 2019 Connect Old and New – Addition of Lift Towers at Cheung Ching Estate A&A and Conversion Category (Client / Client's representative group) – Winner Caring Practice Award	香港测量师学会 The Hong Kong Institute of Surveyors
香港品质保证局「企业社会责任先导者标志」 房屋署 HKQAA CSR Advocate Mark Housing Department	香港品质保证局 Hong Kong Quality Assurance Agency



奖项／得奖项目 Award / Winning Project	颁发机构 Awarding Organisation
<p>黄大仙区第二十一届2019 / 2020优质大厦管理比赛 (公共屋邨组)</p> <p>冠军、环保大厦奖 — 慈康邨(领先管理有限公司) 亚军 — 慈民邨(领先管理有限公司) 季军 — 东汇邨(领先管理有限公司) 优异奖、环保大厦奖 — 慈正邨(香港房屋委员会) 优异奖 — 富山邨(领先管理有限公司) 优异奖 — 沙田坳邨(领先管理有限公司)</p> <p>The 21st (2019 / 20) Wong Tai Sin District Quality Building Management Competition (Public Housing Estate)</p> <p>Champion and Green Building Award – Tsz Hong Estate (Pioneer Management Limited) 1st Runner-up – Tsz Man Estate (Pioneer Management Limited) 2nd Runner-up – Tung Wui Estate (Pioneer Management Limited) Merit and Green Building Award – Tsz Ching Estate (Hong Kong Housing Authority) Merit – Fu Shan Estate (Pioneer Management Limited) Merit – Shatin Pass Estate (Pioneer Management Limited)</p>	<p>黄大仙区议会房屋事务委员会 Housing Committee of Wong Tai Sin District Council</p>
<p>第二十届建造业安全分享会暨颁奖典礼 最佳高处工作安全改善计划</p> <p>房屋署分区维修保养及空置房屋翻新定期合约 — 葵涌(1)区2018 / 2021 — 银奖</p> <p>20th Construction Safety Forum and Award Presentation Best Safety Enhancement Program for Working at Height</p> <p>District Term Contract for Maintenance, Improvement and Vacant Flat Refurbishment for Properties Managed by DMO KC(1) 2018 / 2021 – Silver</p>	<p>职业安全健康局，劳工处及建造业议会 Occupational Safety and Health Council, Labour Department, Construction Industry Council</p>
<p>第18届沙田区优质大厦管理比赛</p> <p>丰和邨 公共房屋组亚军 公共房屋组(大厦保安)冠军 公共房屋组(公用地方防止蚊患及鼠患措施)冠军 欣安邨 公共房屋组亚军 公共房屋组(大厦防火及消防设备)冠军 公共房屋组(大厦环境卫生)冠军 公共房屋组(公用地方防治蚊患及鼠患措施)冠军</p> <p>The 18th Quality Building Management Competition in Sha Tin</p> <p>Fung Wo Estate Runner-up of Public Housing Group Champion of Security of Public Housing Group Champion of Common Areas to Prevent Mosquito and Rodent Measures of Public Housing Group Yan On Estate Runner-up of Public Housing Group Champion of Fire Prevention and Fire Equipment of Public Housing Group Champion of Building Environmental Hygiene of Public Housing Group Champion of Common Areas to Prevent Mosquito and Rodent Measures of Public Housing Group</p>	<p>沙田区议会 Sha Tin District Council</p>

奖项／得奖项目 Award / Winning Project	颁发机构 Awarding Organisation
卓越设施管理奖(公营租住及资助购置房屋) 利安邨 Excellence in Facility Management Award 2019 (Public Rental & Subsidized Purchase Housing) Lee On Estate	香港设施管理学会 The Hong Kong Institute of Facility Management
香港绿色机构 大元邨 减废证书 — 卓越级别 利安邨 减废证书 — 基础级别 The Hong Kong Green Organisation Certificate Tai Yuen Estate Wastewi\$e Certificate – Excellence Level Lee On Estate Wastewi\$e Certificate – Basic Level	环境运动委员会 Environmental Campaign Committee
2018–2019年度东九龙「最佳伙伴」物业 牛头角下邨 The “Best Partner” Property, Kowloon East in the year of 2018–2019 Lower Ngau Tau Kok Estate 2018–2019年度东九龙「优秀伙伴」物业 大本型 The “Outstanding Partner” Property Kowloon East in the year of 2018–2019 Domain	香港警务处 东九龙总区防止罪案办公室 Hong Kong Police Regional Crime Prevention Office, Kowloon East
2019公务员优质服务奖励计划 园艺小组「社区种植乐悠悠，携手共建绿家园」 内部支援队伍奖 — 铜奖和特别嘉许(与市民互动) Civil Service Outstanding Service Award Scheme 2019 Horticulture Unit “Promoting Community Planting in Existing Public Rental Housing Estates” Internal Support Team Award – Bronze Prize and Special Citation (Interactive Communication with the Public)	公务员事务局 Civil Service Bureau



奖项／得奖项目 Award / Winning Project	颁发机构 Awarding Organisation
大厦优质供水认可计划 — 冲厕水(银) 嘉福邨 大元邨 Quality Water Supply Scheme For Buildings – Flushing Water (Silver) Ka Fuk Estate Tai Yuen Estate 大厦优质供水认可计划 — 冲厕水(蓝) 彩园邨 显耀邨 高怡邨 蓝田邨 利安邨 牛头角下邨 宝乡邨 新翠邨 Quality Water Supply Scheme For Buildings – Flushing Water (Blue) Choi Yuen Estate Hin Yiu Estate Ko Yee Estate Lam Tin Estate Lee On Estate Lower Ngau Tau Kok Estate Po Heung Estate Sun Chui Estate	水务署 Water Supplies Department

机构Corporate	
ISO/IEC 27001:2013资讯安全管理系统认证 香港房屋委员会 ISO/IEC 27001:2013 Information Security Management System Certification Hong Kong Housing Authority	英国标准协会 British Standard Institute
「同心展关怀」机构2019/20 「连续10年或以上同心展关怀」标志 — 房屋署 Caring Organisation 2019/20 10 Years Plus Caring Organisation Logo – Housing Department	香港社会服务联会 The Hong Kong Council of Social Service

The background features three large, overlapping circles. A large blue circle is positioned in the lower-left and bottom-center. A red circle is in the upper-left and top-center. A green circle is in the upper-right and top-center. The circles overlap in the center of the slide.

财务回顾 Financial Review

我们在2019/20年度的工作重点是透过维持稳健的财务和资金管理，以贯彻香港房屋委员会（房委会）的愿景和工作目标。我们继续致力改善和加强财务及风险的管理程序，务求尽量提升各项活动的财务和业务价值。

房委会是财政自主的机构，以内部衍生的资金，持续推行庞大的公营房屋计划。我们审慎管理财政资源，以顺利推行各项基本工程计划、营运服务及业务措施。

2019/20年度财务报表

房委会根据与政府的财政安排，以及房委会所通过的会计政策编制财务报表。2019/20年度的整套财务报表连同本年报夹附于共用的封套内。同时，房委会在过去五年的运作结果和资本开支的概要分别载于本年报的附录9和附录10。

财务摘要

年内的综合业绩概列如下：

	百万元
1. 综合运作帐目盈馀	13,326
2. 资金管理帐目盈馀	996
3. 代管服务帐目盈馀	43
年内盈馀	14,365

1. 综合运作帐目

综合运作帐目概列租住房屋、商业楼宇和资助自置居所业务的运作结果。在计入0.60亿元的非运作收入净额后，2019/20年度的整体运作盈馀为133.26亿元。

租住房屋业务在2019/20年度录得7.18亿元的盈馀。有关业务涉及下列类型房屋：

运作盈馀／(赤字)	百万元
租住房屋	763
中转房屋	(43)
长者租金津贴	(2)
	718

商业楼宇业务在扣除0.83亿元的特殊项目前，盈馀为16.29亿元。有关业务涉及下列类型设施：

运作盈馀	百万元
商场	856
停车场	354
工厂	75
福利用途楼宇	344
	1,629

特殊项目款额为0.83亿元，此金额是由房委会拨款进行的政府基建和社区设施的开支。

资助自置居所业务在计入100万元的特殊项目前，盈餘为110.01亿元。有关业务涉及下列自置居所计划：

运作盈餘／(赤字)	百万元
居者有其屋计划(居屋计划)/绿表置居计划(绿置居计划)	9,864
私人机构参建居屋计划(私人参建计划)	207
租者置其屋计划(租置计划)	954
自置居所贷款计划(自置贷款计划)及置业资助贷款计划(置业贷款计划)	(24)
	11,001

特殊项目款额为100万元，此金额包括调整居屋／绿置居计划单位年末未售存货的减值，以及就已售予香港按揭证券有限公司的自置贷款计划贷款组合中尚未偿还馀额的未来利息负债所作的调整。

2. 资金管理帐目

与房委会的投资资金管理有关的收入和开支，均纳入资金管理帐目。该帐目显示，2019/20年度的盈餘为9.96亿元。在2020年3月31日，房委会的投资资金为556.72亿元。房委会资金在2019/20年度的整体总回报率为2.0%。

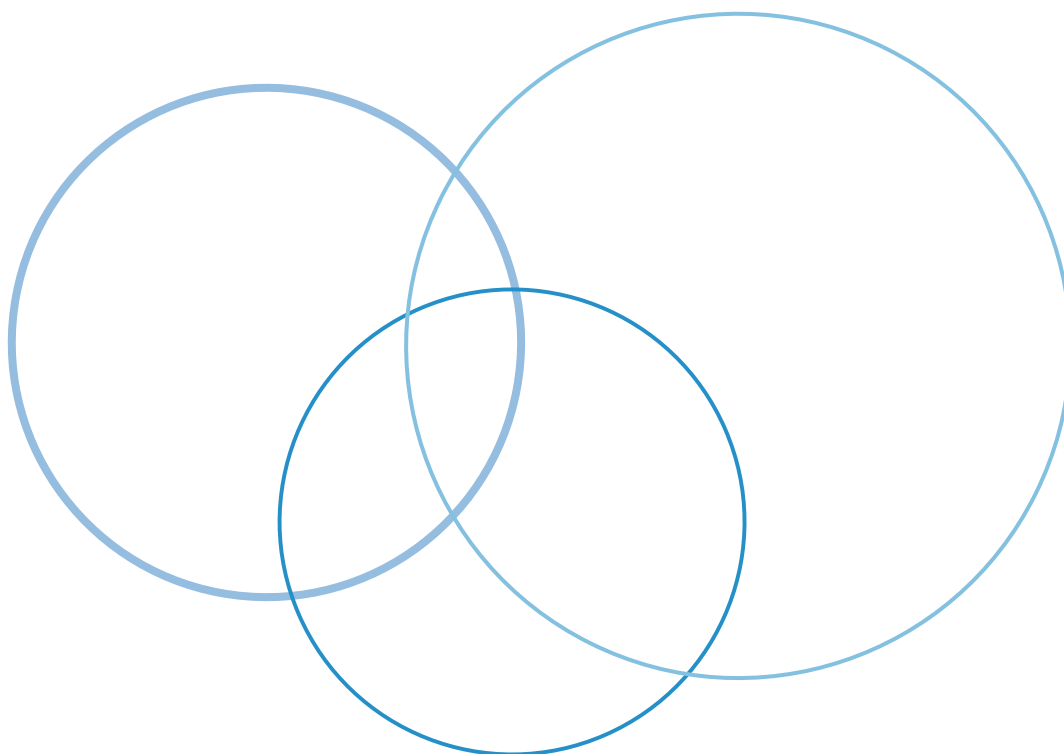
房委会的投资策略，是由房委会财务小组委员会经参考独立投资顾问的建议后制定。投资策略的目标，是确保有充足的流动资金应付房委会运作所需，并以审慎和分散的投资方式，把房委会馀下资金作较长线投资，以赚取较佳的长期回报。

财务小组委员会在辖下的资金管理附属小组委员会协助下，不时检讨房委会的投资策略和情况。资金管理附属小组委员会亦就投资经理的遴选事宜提供意见，并监察投资经理的表现，而房屋署则负责执行日常的监察工作。因应最新的金融市场情况和风险，房委会在2019/20年度就资产配置策略进行了稳健程度的周年检讨。资产配置策略概列如下：

外汇基金保本项目	约80.0%
港元／美元存款及债券	8.0%
股票	12.0%
	100.0%

3. 代管服务帐目

代管服务帐目显示的运作盈亏情况包括下列项目：代表政府执行的代理职务；已落成资助出售单位屋苑住宅和已拆售物业的屋邨内公用地方的物业代管服务；以及由政府付还款项的工程监督工作。



Supporting the vision and mission of the Hong Kong Housing Authority (HA), maintaining sound financial and funds management remained our key focus in 2019/20. We continued to explore opportunities to improve and strengthen our financial and risk-management processes to provide maximum financial and business value in all our activities.

The HA is financially autonomous. Our massive public housing programmes are sustained through internally generated funds. Our financial resources are prudently managed for smooth operation of our capital programmes, operational services and business initiatives.

The 2019/20 Financial Statements

The HA's Financial Statements have been prepared in accordance with accounting policies approved by the HA and the Financial Arrangements with the Government. A full set of the Financial Statements for 2019/20 is enclosed together with this Annual Report in a shared jacket. Additionally, summaries of the HA's operating results and capital expenditure for the past five years are depicted in Appendices 9 and 10 of this Annual Report respectively.

Financial Highlights

The consolidated result for the year is summarised as follows:

	\$M
1. Consolidated Operating Account Surplus	13,326
2. Funds Management Account Surplus	996
3. Agency Account Surplus	43
Surplus for the year	14,365

1. Consolidated Operating Account

The Consolidated Operating Account summarises the operating results for Rental Housing, Commercial and Home Ownership Assistance activities. It shows an overall operating surplus of \$13,326 million for 2019/20 after taking into account a net non-operating income of \$60 million.

Rental Housing Operations generated a surplus of \$718 million during 2019/20, analysed over the following types of housing:

Operating Surplus/(Deficit)	\$M
Rental Housing	763
Interim Housing	(43)
Rent Allowance for the Elderly	(2)
	718

Commercial Operations generated a surplus of \$1,629 million before charging exceptional items of \$83 million, analysed over the following types of facilities:

Operating Surplus	\$M
Commercial Complexes	856
Car Parks	354
Factories	75
Welfare Premises	344
	1,629

The exceptional items of \$83 million represent expenditure incurred on Government infrastructure and community facilities funded by the HA.

Home Ownership Assistance Operations generated a surplus of \$11,001 million, before including the exceptional items of \$1 million, analysed over the following home ownership schemes:

Operating Surplus/(Deficit)	\$M
Home Ownership Scheme (HOS)/Green Form Subsidised Home Ownership Scheme (GSH)	9,864
Private Sector Participation Scheme (PSPS)	207
Tenants Purchase Scheme (TPS)	954
Home Purchase Loan Scheme (HPLS) and Home Assistance Loan Scheme (HALS)	(24)
	11,001

The exceptional items of \$1 million represents adjustments of write-down of stock value of unsold HOS/GSH flats at year end and adjustments of future interest liability on the outstanding balance of the HPLS loan portfolio sold to the Hong Kong Mortgage Corporation Limited.

2. Funds Management Account

Income and expenditure relating to the management of the HA's funds available for investment are included in the Funds Management Account, which showed a surplus of \$996 million for 2019/20. As at 31 March 2020, the HA's funds available for investment stood at \$55,672 million. For 2019/20, the overall return (gross) on the HA's funds was 2.0%.

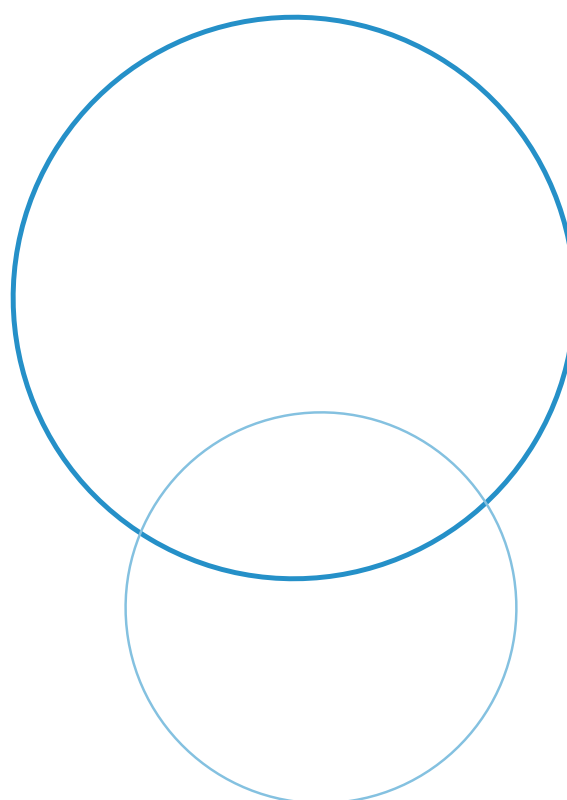
The HA's investment strategy is determined by the HA's Finance Committee with reference to the independent investment consultant's recommendations. The aim of the HA's investment strategy is to ensure that there is sufficient liquidity to meet the operational need of the HA, and to put the rest of the HA's funds into longer-term investments in a prudent and diversified manner to enhance long term returns.

The Finance Committee, with the assistance of its Funds Management Sub-Committee, reviews the HA's investment strategy and position from time to time. The Funds Management Sub-Committee also advises on the selection of fund managers and monitors their performance, while ongoing monitoring of day-to-day operations is conducted by the Housing Department. An annual health check on the HA's Strategic Asset Allocation was conducted in 2019/20 taking into account the latest financial market situation and risks. The Strategic Asset Allocation is highlighted below:

Principal protection placements with the Exchange Fund	around 80.0%
HKD/USD deposits and bonds	8.0%
Equities	12.0%
	100.0%

3. Agency Account

The Agency Account shows the operating results for agency functions undertaken on behalf of the Government, for agency management services for completed Subsidised Sale Flats domestic courts and the common areas of the estates with properties divested, and for the supervision of government reimbursable projects.



香港房屋委员会及辖下小组委员会

The Hong Kong Housing Authority and its Committees



2019/20 香港房屋委员会委员

The Hong Kong Housing Authority Members



陈帆先生
(运输及房屋局局长)
The Honourable Frank CHAN Fan
(Secretary for Transport and Housing)



唐智强先生
(房屋署署长) (由2019年10月21日开始)
Mr Donald TONG Chi-keung
(Director of Housing) (from 21.10.2019)

委员 Members



许美嫦女士
Ms Tennessy HUI Mei-sheung



苏晴女士
Ms SO Ching



雷绍麟先生
Mr Alan LUI Siu-lun

郭荣铿议员
The Honourable
Dennis KWOK Wing-hang



陈家乐教授
Professor CHAN Ka-lok



卢丽华博士
Dr Miranda LOU Lai-wah



陈志球博士
Dr Johnnie Casire
CHAN Chi-kau



陈正思女士
Ms Cissy CHAN Ching-sze



刘振江先生
Mr LAU Chun-kong



财经事务及库务局常任秘书长(库务)
(财经事务及库务局副局长(库务)(2)
黎志华先生或财经事务及库务局首席助理秘书长(库务)(管理会计)候补)
Permanent Secretary for Financial Services and the Treasury (Treasury) (with Mr Andrew LAI Chi-wah, Deputy Secretary for Financial Services and the Treasury (Treasury) (2) or Principal Assistant Secretary for Financial Services and the Treasury (Treasury) (Management Accounting) as her alternate)



黄远辉先生
Mr Stanley WONG Yuen-fai



张达棠先生
Mr CHEUNG Tat-tong

张国钧议员
The Honourable Horace
CHEUNG Kwok-kwan



李国麟议员
Professor the Honourable
Joseph LEE Kok-long



彭韵僖女士
Ms Melissa Kaye PANG

邵家辉议员
The Honourable SHIU Ka-fai



陈旭明先生
Mr Raymond CHAN Yuk-ming



招国伟先生
Mr Anthony CHIU Kwok-wai

陈婉珊女士
Ms Clara CHAN Yuen-shan



地政总署署长
(地政总署副署长(一般事务)
陈佩仪女士或地政总署副署长(专业事务)候补)
Director of Lands
(with Ms Karen CHAN Pui-ye, Deputy Director of Lands (General) or Deputy Director of Lands (Specialist) as his alternate)

蔡海伟先生
Mr CHUA Hoi-wai

卢伟国议员
Dr the Honourable
LO Wai-kwok

郭伟强议员
The Honourable
KWOK Wai-keung



柯创盛议员
The Honourable
Wilson OR Chong-shing



郑慧恩女士
Miss Vena CHENG
Wei-yan

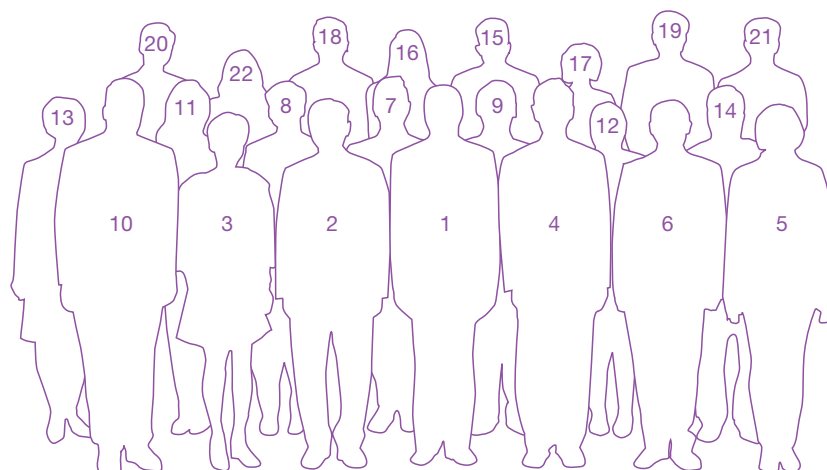
尹兆坚议员
The Honourable
Andrew WAN Siu-kin



黄碧如女士
Ms Cleresa WONG
Pie-yue



麦萃才博士
Dr Billy MAK Sui-choi





陈帆先生, JP

(主席)(运输及房屋局局长)

The Honourable Frank CHAN Fan, JP
(Chairman) (Secretary for Transport and Housing)

陈帆先生于2017年7月1日获委任为运输及房屋局局长，此前他自2011年12月起出任机电工程署署长，并兼任机电工程营运基金总经理。

作为运输及房屋局局长，陈先生分别是香港房屋委员会、香港海运港口局、香港物流发展局及航空发展与机场三跑道系统咨询委员会的主席。他亦是香港铁路有限公司、香港按揭证券有限公司、香港机场管理局的董事，以及可持续发展委员会和青年发展委员会的成员。

陈先生为英国机械工程师学会的荣誉资深会员及香港工程师学会的资深会员。他于香港大学取得工程学学士学位后，再于英国亚伯丁大学取得医学物理学硕士学位，以及于香港大学取得工商管理学硕士学位。

Mr Frank CHAN Fan was appointed Secretary for Transport and Housing on 1 July 2017. Before assuming this post, Mr Chan had been the Director of Electrical and Mechanical Services and the General Manager of the Electrical and Mechanical Services Trading Fund since December 2011.

As the Secretary for Transport and Housing, Mr Chan is the Chairman of the Hong Kong Housing Authority, Hong Kong Maritime and Port Board, Hong Kong Logistics Development Council and Aviation Development and Three-runway System Advisory Committee. He is also a board member of the MTR Corporation Limited, the Hong Kong Mortgage Corporation Limited and the Airport Authority Hong Kong; as well as a member of the Council for Sustainable Development and Youth Development Commission.

Mr Chan is an Honorary Fellow of the Institution of Mechanical Engineers and Fellow of the Hong Kong Institution of Engineers. Mr Chan received his Bachelor's degree in Engineering from the University of Hong Kong, Master's degree in Medical Physics from the University of Aberdeen, the UK, and Master's degree in Business Management from the University of Hong Kong.



唐智强先生, JP

(副主席)(房屋署署长)

Mr Donald TONG Chi-keung, JP

(Vice-Chairman) (Director of Housing)

唐智强先生在1987年7月加入政务职系后，于2018年4月晋升为首长级甲一级政务官。

唐先生曾在多个决策局及部门服务，包括运输署、前工商科、前政务总署、香港驻华盛顿经济贸易办事处、前新机场工程统筹署、香港驻多伦多经济贸易办事处、前环境食物局、食物环境卫生署及民政事务局。他于2008年10月至2014年2月出任香港驻美国总经济贸易专员，于2014年3月至2016年9月出任劳工处处长，并于2016年9月至2019年5月出任环境局常任秘书长／环境保护署署长。他于2019年10月出任运输及房屋局常任秘书长(房屋)及房屋署署长。

Mr Donald TONG Chi-keung joined the Administrative Service in July 1987 and rose to the rank of Administrative Officer Staff Grade A1 in April 2018.

Mr Tong has served in various bureaux and departments, including the Transport Department, the former Trade and Industry Branch, the former City and New Territories Administration, the Hong Kong Economic and Trade Office in Washington, the former New Airport Projects Co-ordination Office, the Hong Kong Economic and Trade Office in Toronto, the former Environment and Food Bureau, the Food and Environmental Hygiene Department and the Home Affairs Bureau. He served as Commissioner for Economic and Trade Affairs, USA from October 2008 to February 2014, Commissioner for Labour from March 2014 to September 2016 and Permanent Secretary for the Environment/Director of Environmental Protection from September 2016 to May 2019. In October 2019, he assumed his current posting as Permanent Secretary for Transport and Housing (Housing). He is concurrently the Director of Housing.



许美嫦女士, MH, JP
Ms Tennessy HUI Mei-sheung, MH, JP

许美嫦女士是香港执业律师，现为香港房屋委员会委员、香港考试及评核局委员会委员、酒牌局委员、香港中医药管理委员会中医组及道德事务小组成员、油尖旺区扑灭罪行委员会委员，以及独立监察警方处理投诉委员会观察员。许女士也是香港医务委员会业外委员、渔民特惠津贴上诉委员会（禁拖措施）主席，以及渔民特惠津贴上诉委员会（海事工程）主席。

许女士是香港各界妇女联合协进会的义务法律顾问，以及北角官立小学的学校管理委员会委员。

Ms Tennessy HUI Mei-sheung is a solicitor practising in Hong Kong, a member of the Hong Kong Housing Authority, Hong Kong Examinations and Assessment Authority Council, Liquor Licensing Board, Chinese Medicine Practitioners Board and Ethics Committee of Chinese Medicine Council of Hong Kong, Yau Tsim Mong District Fight Crime Committee and Observer of Independent Police Complaints Council. Ms Hui is also a lay member of the Medical Council of Hong Kong, the Chairman of the Fishermen Claims Appeal Board (Trawl Ban) and the Chairman of the Fishermen Claims Appeal Board (Marine Works Projects).

Ms Hui is an Honorary Legal Advisor of the Hong Kong Federation of Women and a member of the School Management Committee of North Point Government Primary School.



黄远辉先生, SBS, JP
Mr Stanley WONG Yuen-fai, SBS, JP

黄远辉先生生于香港。持有澳洲麦加里大学应用金融学硕士学位，是香港银行学会资深会士。黄先生现为香港房屋协会成员、离职公务员就业申请咨询委员会成员，以及博物馆咨询委员会主席。在环保方面，黄先生是环境咨询委员会主席。

黄先生在银行界累积逾37年经验。1974年加入渣打银行，1991年成为香港渣打银行司库，1995年跃升为渣打银行东北亚地区司库，2001至2003年为渣打银行中国区行政总裁。黄先生于2004年7月获委任为中国工商银行(亚洲)有限公司董事暨副总经理，至2011年8月退休。

Mr Stanley WONG Yuen-fai, was born in Hong Kong. Mr Wong holds a Master's degree in Applied Finance from the Macquarie University, Australia, and is a Fellow member of the Hong Kong Institute of Bankers. Mr Wong is a member of the Hong Kong Housing Society, a member of the Advisory Committee on Post-service Employment of Civil Servants and the Chairman of the Museum Advisory Panel. On the environmental aspect, Mr Wong chairs the Advisory Council on the Environment.

Mr Wong started his banking career, which spans over 37 years, in 1974 with Standard Chartered Bank. He became the treasurer of Standard Chartered Bank in 1991 and was further promoted in 1995 to the position of Regional Treasurer of North East Asia and eventually the Chief Executive Officer of Standard Chartered Bank's China operations from 2001 to 2003. He joined Industrial and Commercial Bank of China (Asia) Limited as the Executive Director and the Deputy General Manager in July 2004 and retired in August 2011.



蔡海伟先生, JP
Mr CHUA Hoi-wai, JP

蔡海伟先生是注册社会工作者，现任香港社会服务联会行政总裁。蔡先生于香港大学取得学士学位，主修机械工程，其后负笈美国芝加哥伊利诺大学取得社会工作硕士学位。

蔡先生现为香港房屋委员会委员、扶贫委员会辖下关爱基金专责小组副主席、土地及建设咨询委员会委员、安老事务委员会委员和精神健康咨询委员会委员。

Mr CHUA Hoi-wai is a registered social worker and currently the Chief Executive of The Hong Kong Council of Social Service. After graduating from the University of Hong Kong with a Bachelor's degree majoring in Mechanical Engineering, Mr Chua went on to complete his studies in Master of Social Work at the University of Illinois at Chicago, USA.

Mr Chua is a member of the Hong Kong Housing Authority and the Vice-Chairman of the Community Care Fund Task Force under the Commission on Poverty, as well as a member of the Land and Development Advisory Committee, the Elderly Commission and the Advisory Committee on Mental Health.



苏晴女士
Ms SO Ching

苏晴女士是香港注册建筑师，现为一间建筑顾问公司的执行董事，专长为大型建筑发展项目。她于2013年加入香港房屋委员会（房委会）辖下建筑小组委员会，2014年成为房委会委员，并由2018年起担任策划小组委员会委员及审计附属小组委员会主席。苏女士现为香港建筑师学会理事及该会辖下教育事务部主席、联合国教科文组织 — 国际建筑师协会建筑教育委员会成员、建造业创新及科技基金评审小组成员、输入优秀人才及专才咨询委员会成员、香港浸会大学校董会成员，以及职业训练局建筑、土木工程及建设环境训练委员会委员。

Ms SO Ching is a registered architect in Hong Kong and the Executive Director of an architectural consultant company, specialising in large scale building development. She joined the Building Committee of the Hong Kong Housing Authority (HA) in 2013 and has become a member of HA since 2014. She has also been a member of the Strategic Planning Committee and the Chairman of the Audit Sub-Committee since 2018. Ms So is currently a Council member of the Hong Kong Institute of Architects and the Chair of its Board of Educational Affairs, a member of the UNESCO-UIA Education Commission, a member of the Vetting Sub-committee on Construction Innovation and Technology Fund, a member of the Advisory Committee on Admission of Quality Migrants and Professionals, a Council member of Hong Kong Baptist University and a member of the Building, Civil Engineering and Built Environment Training Board of the Vocational Training Council.



张达棠先生, JP
Mr CHEUNG Tat-tong, JP

张达棠先生为昂遨顾问有限公司董事，本身是经验丰富的工料测量师，拥有理学硕士（建筑）及法律博士学位，并且是内地注册造价工程师。张先生对建造业充满热诚，除了是建造业议会和建造业工人注册管理局的创会会员外，他在过去多年亦曾任廉政公署防止贪污咨询委员会委员、上诉委员团（城市规划）委员和牌照上诉委员会成员。张先生是香港测量师学会前会长及测量师注册管理局前主席。除担任香港房屋委员会委员外，他也是大口环根德公爵夫人儿童医院管治委员会主席和香港弱能儿童护助会主席。张先生现任香港大学房地产及建设系客席教授，并为香港大学房地产及建设系和香港理工大学建筑及房地产学系担任兼任讲师。

Mr CHEUNG Tat-tong is the Director of Aria & Associates Limited. He is a very experienced quantity surveyor, and holds a Master of Science degree in Architecture and a Juris Doctor degree. He is also a registered cost engineer in China. Mr Cheung showed zeal for the construction field and was the founding member of the Construction Industry Council and the Construction Workers Registration Authority and had served as a member of the Corruption Prevention Advisory Committee of the Independent Commission Against Corruption, the Appeal Board Panel (Town Planning) and the Licensing Appeals Board for the past years. He was the former President of the Hong Kong Institute of Surveyors and the former Chairman of the Surveyors Registration Board. Apart from being a member of the Hong Kong Housing Authority, he is currently the Chairman of the Hospital Governing Committee of the Duchess of Kent Children Hospital and the Society for the Relief of Disabled Children. Mr Cheung is an Adjunct Professor in the Department of Real Estate and Construction, the University of Hong Kong, and a part-time lecturer in the Department of Real Estate and Construction, the University of Hong Kong and the Department of Building and Real Estate, The Hong Kong Polytechnic University.



卢伟国议员, SBS, MH, JP
Dr the Honourable LO Wai-kwok, SBS, MH, JP

卢伟国博士是立法会议员，他本身是机械工程师，拥有工业工程硕士及工学博士学位。卢博士除担任香港房屋委员会委员外，也是医院管理局大会、西九文化区管理局董事局及机场管理局董事会的成员。

Dr LO Wai-kwok is a member of the Legislative Council. He is a mechanical engineer and holds a Master of Science degree in Industrial Engineering and an Engineering Doctorate. Apart from being a member of the Hong Kong Housing Authority, Dr Lo is serving as a member of the Hospital Authority Board, the West Kowloon Cultural District Authority Board and the Airport Authority Board.



雷绍麟先生
Mr Alan LUI Siu-lun

雷绍麟先生现为富融银行市务总裁，同时担任竞争事务委员会、工业贸易咨询委员会、纪律人员薪俸及服务条件常务委员会、消费者委员会及香港房屋委员会的委员。

Mr Alan LUI Siu-lun is now Chief Marketing Officer with Fusion Bank. He is currently a member of Competition Commission, the Trade and Industry Advisory Board, Standing Committee on Disciplined Services Salaries and Conditions of Service, Consumer Council and the Hong Kong Housing Authority.



张国钧议员, JP
The Honourable
Horace CHEUNG Kwok-kwan, JP

张国钧先生是张国钧杨炜凯律师事务所的合夥人。他于2017年7月1日获行政长官委任为行政会议成员。此外，他是立法会民选议员，同时也是香港房屋委员会委员及香港按揭证券有限公司董事局成员。

Mr Horace CHEUNG Kwok-kwan is the partner of Messrs Cheung & Yeung, Solicitors, who has been appointed by the Chief Executive as a member of the Executive Council and assumed his duties on 1 July 2017. He is also an elected member of the Legislative Council. Apart from the above, he is currently a member of the Hong Kong Housing Authority, as well as a board member of The Hong Kong Mortgage Corporation Limited.



郭伟强议员, JP
The Honourable KWOK Wai-keung, JP

郭伟强先生是注册社会工作者，同时也是立法会民选议员及东区区议会民选议员。目前，他是香港房屋委员会及辖下资助房屋小组委员会的委员。

Mr KWOK Wai-keung is a registered social worker. He is also an elected member of the Legislative Council and the Eastern District Council. Apart from this, he is serving as a member of the Hong Kong Housing Authority and its Subsidised Housing Committee.



郭荣铿议员
The Honourable
Dennis KWOK Wing-hang

郭荣铿先生是代表法律界的立法会议员，于2012年当选，并于2016年连任。现为公民党执行委员会成员（党务发展）及专业议政召集人。

郭先生是公民党创党党员，也是公共专业联盟（公共政策的智库组织）及专业议政（立法会功能界别议员组成的联盟）的创办成员。他在2012至2016年担任市区重建局董事会非执行董事（非官方成员），亦曾任中国维权律师关注组的执行委员会委员，以及香港大律师公会中国业务发展常委会委员。他现为香港房屋委员会委员、竞争事务委员会委员及香港按揭证券有限公司董事。

郭先生1999年毕业于伦敦国王学院并取得法学学士学位，2002年获香港高等法院认许为事务律师，2003年获得英格兰及威尔斯事务律师资格，其后于2006年在香港取得大律师资格。

郭先生曾于跨国律师楼史密夫斐尔律师事务所实习及工作五年，而他现时的大律师业务则专门处理民事个案、国际仲裁及司法覆核。

Mr Dennis KWOK Wing-hang is a member of the Legislative Council representing the legal profession in Hong Kong. He was elected in 2012 and then re-elected in 2016. He is currently the Executive Committee Member (Party Development) of the Civic Party and the Convenor of The Professionals Guild.

Mr Kwok is a founding member of the Civic Party, The Professional Commons (a think-tank on public policies) and The Professionals Guild (an alliance formed among functional constituency Members in the Legislative Council). He was also a Non-executive Director (non-official) on the Board of the Urban Renewal Authority from 2012 to 2016, an Executive Committee Member on the Board of the China Human Rights Lawyers Concern Group, and a member of the Standing Committee on China Practice Development of the Hong Kong Bar Association. He is currently a member of the Hong Kong Housing Authority and the Competition Commission, as well as a Director of the Hong Kong Mortgage Corporation Limited.

Mr Kwok graduated from King's College London in 1999 where he received his LLB. He was admitted as a solicitor in the High Court of Hong Kong in 2002 and to the Roll of Solicitors of England and Wales in 2003. He was called to the Hong Kong Bar in 2006.

Mr Kwok was trained and worked as a solicitor at an international law firm Herbert Smith for five years. His current practice as a barrister focuses on civil cases, international arbitration and judicial review.



李国麟议员, SBS, JP
Professor the Honourable
Joseph LEE Kok-long, SBS, JP

李国麟教授现为立法会议员，身兼香港公开大学护理及健康学院创院院长、荣誉教授、顾问，以及荣休教授。

李教授于2006年获香港特别行政区政府委任为太平绅士，并于2009年获颁授银紫荆星章。

此外，他获行政长官委任多项社会服务公职，包括市区重建局非执行董事（非官方成员），以及大屿山发展咨询委员会成员。

李教授亦是香港护士协会主席、律敦治及邓肇坚医院管治委员会成员，以及香港岭南大学亚太老年学研究中心荣誉研究员。

Professor Joseph LEE Kok-long is a member of the Legislative Council, and also the Founding Dean, Honorary Professor, Advisor and Emeritus Professor of the School of Nursing and Health Studies of the Open University of Hong Kong.

Professor Lee was appointed Justice of the Peace in 2006 and awarded the Silver Bauhinia Star in 2009 by the Government of the Hong Kong Special Administrative Region.

He has been appointed by the Chief Executive to serve in a number of community services, including as Non-executive Director (non-official) of the Urban Renewal Authority and member of the Lantau Development Advisory Committee.

Professor Lee is also the Chairman of the Association of Hong Kong Nursing Staff, a member of the Hospital Governing Committee of Ruttonjee and Tang Shiu Kin Hospitals, and an Honorary Research Fellow of the Asia-Pacific Institute of Ageing Studies at the Lingnan University of Hong Kong.



柯创盛议员, MH
The Honourable
Wilson OR Chong-shing, MH

柯创盛先生是立法会议员(地方选区 — 九龙东)和观塘区议员。他现为香港房屋委员会及辖下商业楼宇小组委员会委员、医院管理局基督教联合医院管治委员会成员，以及立法会房屋事务委员会主席。

Mr Wilson OR Chong-shing is a member of the Legislative Council (Geographical Constituency – Kowloon East) and the Kwun Tong District Council. He is currently a member of the Hong Kong Housing Authority and its Commercial Properties Committee, a member of the Hospital Governing Committee of United Christian Hospital under the Hospital Authority and the Chairman of the Panel on Housing of the Legislative Council.



陈家乐教授
Professor CHAN Ka-lok

陈家乐教授现为香港中文大学(中大)商学院伟伦金融学教授，于2014至2019年期间出任中大商学院院长。

陈教授于2014年加入中大商学院前，曾任香港科技大学(科大)新昌 — 叶谋遵财务学讲座教授，并担任科大金融学系系主任(2003至2013年)和科大商学院署理院长(2013至2014年)。加入科大前，陈教授为亚利桑那州立大学金融学副教授。

陈教授热心参与金融业事务，不遗余力。他在多个委员会担任公职，包括「香港银行学会杰出财富管理师大奖」筹组委员会(担任主席)、香港金融发展局人力资源小组、恒生指数顾问委员会、香港房屋委员会、金融学院、香港金融研究中心应用研究顾问委员会、香港金融管理局外汇基金咨询委员会辖下的金融基建及市场发展委员会，以及证券及期货事务监察委员会咨询委员会。

陈教授于中大取得经济学社会科学学士学位，并于美国俄亥俄州立大学获得金融学哲学博士学位。

Professor CHAN Ka-lok is Wei Lun Professor of Finance at the Department of Finance of The Chinese University of Hong Kong (CUHK) Business School. He was the Dean of CUHK Business School from 2014 to 2019.

Before he joined CUHK Business School in 2014, Professor Chan was the Synergis-Geoffrey YEH Professor of Finance at The Hong Kong University of Science and Technology (HKUST), where he has served as the Head of Finance Department (2003–2013) and Acting Dean of HKUST Business School (2013–2014). Prior to joining HKUST, he was an Associate Professor of Finance at the Arizona State University.

Professor Chan is active in contributing to the profession. He currently serves in a number of committees, including the Organising Committee of the Hong Kong Institute of Bankers Outstanding Financial Management Planner Awards (Chairman), the Human Capital Committee of the Financial Services Development Council, the Hang Seng Index Advisory Committee, the Hong Kong Housing Authority, the Hong Kong Academy of Finance, the Hong Kong Institute for Monetary Research Council of Advisers for Applied Research, the Financial Infrastructure and Market Development Sub-Committee of the Exchange Fund Advisory Committee of the Hong Kong Monetary Authority, and the Advisory Committee of the Securities and Futures Commission.

Professor Chan obtained his B.S.Sc. in Economics from CUHK, and PhD in Finance from the Ohio State University.



彭韵僖女士, MH, JP
Ms Melissa Kaye PANG, MH, JP

彭韵僖女士是执业律师及彭耀樟律师事务所的合夥人。她具备国际公证人、婚姻监礼人、认可调解员及中国委托公证人的资格，在商业与公司诉讼方面拥有丰富经验。

彭女士现为香港律师会会长及公民教育委员会主席。

Ms Melissa Kaye PANG is a practising solicitor and the Managing Partner of Pang & Associates. She is also a notary public, civil celebrant, accredited mediator and China Appointed Attesting Officer. Ms Pang has substantial experience in commercial and company litigation.

Ms Pang is currently the President of The Law Society of Hong Kong and the Chairman of Committee on the Promotion of Civic Education.



郑慧恩女士
Miss Vena CHENG Wei-yan

郑慧恩女士是执业律师，现时于艾金•岗波律师事务所担任诉讼事务高级顾问律师，主要负责白领刑事案件和政府调查的辩护、反垄断事宜、复杂商业诉讼及争议调解。

郑女士现为能源咨询委员会成员、创科创投基金咨询委员会委员、暴力及执法伤亡赔偿委员会委员及人事登记审裁处审裁员。

Miss Vena CHENG Wei-yan is a practising solicitor. She is currently a senior consultant in Akin Gump Strauss Hauer & Feld's litigation practice, focusing on white collar criminal cases and government defense, antitrust, complex commercial litigation and dispute resolution.

Miss Cheng is a member of the Energy Advisory Committee, the Innovation and Technology Venture Fund Advisory Committee and the Criminal and Law Enforcement Injuries Compensation Boards, as well as an adjudicator of the Registration of Persons Tribunal.



卢丽华博士
Dr Miranda LOU Lai-wah

卢丽华博士现任香港理工大学(理大)行政副校长，负责策划和领导与大学事务及资源相关的行政及管理工作，除负责财务、人力资源、资讯科技等工作之外，还负责校园发展及设施管理、知识转移及企业发展、附属公司管理、传讯及公共事务、校友及学院发展、中国内地事务及管治事宜。

卢博士曾于商界及公营机构担任不同管理职位。加入理大前，她在东方海外集团最后担任的职位为东方海外物流首席营运官，负责领导和管理公司的全球业务发展与企业运作。

卢博士现为物流及供应链多元技术研发中心的董事局成员，并担任香港房屋委员会、公务员薪俸及服务条件常务委员会、保险事务上诉审裁处上诉委员团及香港管理专业协会物流管理委员会的委员。

Dr Miranda LOU Lai-wah is the Executive Vice President of The Hong Kong Polytechnic University (PolyU), responsible for planning and leading institutional matters in connection with the administration and management of the University's affairs and resources. The scope of responsibility covers finance, human resources, information technology, campus development and facilities management, knowledge transfer and entrepreneurship, subsidiaries management, communications and public affairs, alumni and institutional advancement, Chinese Mainland affairs as well as governance matters.

Before joining PolyU, Dr Lou assumed different management roles in the business and public sectors. Her last position at OOCL Group was Chief Operating Officer of OOCL Logistics, leading and managing its global business development and corporate functions.

Dr Lou is currently a Board Director of the Logistics and Supply Chain MultiTech R&D Centre, and a member of the Hong Kong Housing Authority, the Standing Commission on Civil Service Salaries & Conditions of Service, the Insurance Appeals Tribunal panel and the Logistics Management Committee of The Hong Kong Management Association.



邵家辉议员, JP
The Honourable SHIU Ka-fai, JP

邵家辉先生现为立法会议员(批发及零售界)。他从事建材的业务。邵先生亦是香港房屋委员会委员、方便营商咨询委员会和辖下批发及零售业工作小组的成员，以及工业贸易咨询委员会委员。

Mr SHIU Ka-fai is currently a member of the Legislative Council (Wholesale and Retail). He engages in the business of construction materials. Mr Shiu is also a member of the Hong Kong Housing Authority, the Business Facilitation Advisory Committee and its Wholesale and Retail Task Force, and Trade and Industry Advisory Board.



尹兆坚议员
The Honourable Andrew WAN Siu-kin

尹兆坚先生持有英国艾塞克斯大学社会学文学硕士学位和香港城市大学社会科学荣誉学士(社会工作)学位。他现为立法会议员、葵青区议员、博彩及奖券事务委员会和大屿山发展咨询委员会的委员。他亦是香港房屋委员会及辖下资助房屋小组委员会的委员。

Mr Andrew WAN Siu-kin holds a Master of Arts degree in Sociology from the University of Essex, UK and a Bachelor of Social Science (Honours) degree in Social Work from City University of Hong Kong. He is currently a member of the Legislative Council, the Kwai Tsing District Council, the Betting and Lotteries Commission and the Lantau Development Advisory Committee. He is also serving as a member of the Hong Kong Housing Authority and its Subsidised Housing Committee.



陈志球博士, BBS, JP
Dr Johnnie Casire CHAN Chi-kau, BBS, JP

陈志球博士是一个在伦敦证券交易所上市的国际房地产服务集团的行政总裁。他持有商业管理博士学位、房屋管理硕士学位及房屋管理专业文凭。他是注册专业房屋经理，也是香港房屋经理学会、英国特许房屋经理学会、英国皇家特许测量师学会及香港地产行政师学会的资深会员，以及香港设施管理学会名誉资深会员。

陈博士现为香港物业管理公司协会会长、中电客户谘询小组主席、香港水上运动议会副主席、香港拯溺总会义务秘书、香港大学城市规划及设计系客席教授、香港城市大学公共政策学系房屋学文学硕士课程副校外学术顾问，以及香港理工大学物业管理学(荣誉)理学士学位课程校外主考。他也是香港房屋经理学会上届会长，以及房屋经理注册管理局前任主席。

陈博士获委任担任多项公职及义务工作，现为香港房屋委员会及辖下建筑小组委员会和商业楼宇小组委员会的委员，也是医疗辅助队副总监、发展局社区参与绿化委员会成员、惩教署投诉上诉委员会非官方成员、职业训练局保安服务业训练委员会委员，以及香港吸烟与健康委员会辖下社区联络委员会增选委员。

数十年来，陈博士曾在多个政府委员会担任公职，包括廉政公署防止贪污谘询委员会、环境及自然保育基金减少废物项目审批小组、市政服务上诉委员会、机电工程署上诉委员会、职业训练局房地产服务业训练委员会、香港贸易发展局专业服务谘询委员会、香港吸烟与健康委员会等，并曾担任香港学术及职业资历评审局学科专家。

Dr Johnnie Casire CHAN Chi-kau is the Chief Executive Officer of a global real estate services group listed on the London Stock Exchange. He holds a Doctoral degree in Business, a Master's degree and a Professional Diploma in Housing Management. He is a Registered Professional Housing Manager. He is also a Fellow of The Hong Kong Institute of Housing, the Chartered Institute of Housing, the Royal Institution of Chartered Surveyors and the Hong Kong Institute of Real Estate Administrators, as well as an Honorary Fellow of The Hong Kong Institute of Facility Management.

Dr Chan is the incumbent President of The Hong Kong Association of Property Management Companies, the Chairman of the CLP Customer Consultative Group, the Vice-Chairman of the Hong Kong Water Sports Council, the Honorary Secretary of the Hong Kong Life Saving Society, an Adjunct Professor in the Department of Urban Planning and Design, The University of Hong Kong, the Deputy External Academic Advisor of the Master of Arts in Housing Studies Programme in the Department of Public Policy, City University of Hong Kong, and the External Examiner of Bachelor of Science (Honours) Programme in Property Management, The Hong Kong Polytechnic University. He is also the Immediate Past President of The Hong Kong Institute of Housing, and the former Chairman of the Housing Managers Registration Board.

Dr Chan has been appointed to serve in a number of public and voluntary services. Apart from being a member of the Hong Kong Housing Authority and its Building Committee and Commercial Properties Committee, he is currently the Deputy Commissioner of the Auxiliary Medical Service, a member of the Community Involvement Committee on Greening of the Development Bureau, a non-official member of the Correctional Services Department Complaints Appeal Board, a member of the Security Services Training Board of the Vocational Training Council (VTC), and a co-opted member of the Community Liaison Committee under the Hong Kong Council on Smoking and Health.

Over the decades, Dr Chan has served on a number of Government boards and committees, including the Corruption Prevention Advisory Committee of the Independent Commission Against Corruption, the Waste Reduction Projects Vetting Subcommittee of the Environment and Conservation Fund, the Municipal Services Appeals Board, the Appeal Board of the Electrical and Mechanical Services Department, the Real Estate Services Training Board of VTC, the Professional Services Advisory Committee of the Hong Kong Trade Development Council, the Hong Kong Council on Smoking and Health, etc. He has also been a Subject Specialist of the Hong Kong Council for Accreditation of Academic and Vocational Qualifications.



陈旭明先生
Mr Raymond CHAN Yuk-ming

陈旭明先生为陈旭明测计师行有限公司(香港主要的建筑测量服务顾问公司)董事总经理，在建筑工程项目规划和管理方面拥有逾30年经验。陈先生具有建筑测量师、项目管理测量师、物业设施管理测量师、规划及发展测量师等专业资格。他亦是香港测量师学会资深专业会员、英国皇家特许测量师学会资深会员、英国特许建筑工程师学会资深会员、英国特许建造师学会会员，以及英国特许仲裁人学会会员。陈先生现为世界建筑监督组织副会长、申诉专员公署顾问，以及中国人民政治协商会议青岛市委员会委员，曾任香港测量师学会会长及测量师注册管理局主席。

Mr Raymond CHAN Yuk-ming is the Managing Director of Raymond Chan Surveyors Limited, a leading surveying consultancy firm in Hong Kong. He has more than 30 years of experience in the planning and administration of building projects. Mr Chan is qualified as a Building Surveyor, Project Management Surveyor, Property and Facility Management Surveyor, and Planning and Development Surveyor. He is also a Fellow of the Hong Kong Institute of Surveyors (FHKIS), the Royal Institution of Chartered Surveyors (FRICS) and the Chartered Association of Building Engineers (FCABE), and a Member of the Chartered Institute of Building (MCIOB) and the Chartered Institute of Arbitrators (MCIArb). Mr Chan is currently the Vice President of the World Organisation of Building Officials, an Adviser of the Office of The Ombudsman and a QingDao Committee Member of the Chinese People's Political Consultative Conference. He was the President of the Hong Kong Institute of Surveyors and the Chairman of the Surveyors Registration Board.



黄碧如女士
Ms Cleresa WONG Pie-yue

黄碧如女士曾任一间律师行的合夥人。她于2018年3月底卸任合夥人职务，并成为该律师行的顾问⁽¹⁾。除了担任香港房屋委员会及辖下资助房屋小组委员会的委员外，黄女士亦是渔民特惠津贴上诉委员会（禁拖措施）成员、上诉审裁团（建筑物）主席小组成员及电讯（竞争条文）上诉委员会成员。她同时致力服务法律界，在香港律师会辖下的物业委员会及专业弥偿计划理赔委员会担任委员⁽²⁾。黄女士现为天主教香港教区辖下教区医院牧民委员会荣誉法律顾问。

Ms Cleresa WONG Pie-yue was a partner of a law firm. She retired from the partnership at the end of March 2018 and became a consultant of the law firm⁽¹⁾. Apart from serving on the Hong Kong Housing Authority and its Subsidised Housing Committee, Ms Wong is also a member of the Fishermen Claims Appeal Board (Trawl Ban), the Chairman panel of the Appeal Tribunal Panel (Buildings) and the Telecommunications (Competition Provisions) Appeal Board. She also devotes herself to serving the legal profession by taking up membership of the Property Committee and the Professional Indemnity Scheme Claims Committee of the Law Society of Hong Kong⁽²⁾. She is currently the Honorary Legal Advisor to the Diocesan Commission for Hospital Pastoral Care of the Catholic Diocese of Hong Kong.

注 Notes:

(1) 黄女士于2020年4月1日加入另一所律师行担任合夥人。

Ms Wong joined another law firm as a partner on 1 April 2020.

(2) 黄女士自2020年4月1日开始辞任香港律师会辖下的专业弥偿计划理赔委员会。

Ms Wong resigned from the Professional Indemnity Scheme Claims Committee of the Law Society effective from 1 April 2020.



陈正思女士
Ms Cissy CHAN Ching-size

陈正思女士现为香港机场管理局(机管局)商务执行总监。

陈女士主管香港国际机场的商务发展，负责制定和推行机场的商务组合策略(涵盖零售、广告、航空后勤等范畴)。她领导商务处，巩固香港国际机场在航空货运方面的领导地位，并为旅客提供优质的购物和餐饮体验。

陈女士曾于多间本地及跨国机构任职，拥有丰富的管理经验。加入机管局前，她曾任希慎兴业有限公司总监(商铺租务及市场推广)，并曾在利洁时公司(香港/台湾)及强生(香港)有限公司等跨国机构担任要职。

陈女士毕业于香港中文大学，取得工商管理硕士学位。

Ms Cissy CHAN Ching-size is the Executive Director, Commercial of the Airport Authority Hong Kong (AAHK).

Ms Chan oversees the commercial development of the Hong Kong International Airport (HKIA). She is responsible for developing and implementing strategies for the airport's commercial portfolio, which spans retail, advertising and aviation logistics. She leads the Commercial Division in reinforcing HKIA's air cargo leadership as well as delivering superior shopping and dining experience to passengers.

Ms Chan has a wealth of general management experience gained from local and multinational organisations. Before joining AAHK, she was the Director, Retail Portfolio and Marketing of Hysan Development Company Limited. Prior to that, she held senior positions in multinational companies, including Reckitt Benckiser (Hong Kong/Taiwan) and Johnson & Johnson (Hong Kong) Limited.

Ms Chan graduated from The Chinese University of Hong Kong with a Master's degree in Business Administration.



招国伟先生
Mr Anthony CHIU Kwok-wai

招国伟先生是公屋联会总干事，持有岭南大学中文(荣誉)文学士学位。他现为香港房屋委员会及辖下资助房屋小组委员会的委员。

Mr Anthony CHIU Kwok-wai is the Executive Director of the Federation of Public Housing Estates. He holds a Bachelor of Arts (Honours) degree in Chinese from the Lingnan University. Mr Chiu is currently a member of the Hong Kong Housing Authority and its Subsidised Housing Committee.



麦萃才博士
Dr Billy MAK Sui-choi

麦萃才博士是香港浸会大学财务及决策学系副教授。他现为证券及期货事务监察委员会程序覆检委员会及产品咨询委员会的委员、方便营商咨询委员会委员、最低工资委员会委员和证券及期货事务上诉审裁处成员。他亦是香港房屋委员会及辖下财务小组委员会、资助房屋小组委员会和资金管理附属小组委员会的委员。

Dr Billy MAK Sui-choi is an Associate Professor of the Department of Finance and Decision Sciences, Hong Kong Baptist University. He is currently a member of the Process Review Panel and Products Advisory Committee for the Securities and Futures Commission, the Business Facilitation Advisory Committee, the Minimum Wage Commission and the Securities and Futures Appeals Tribunal. He is also serving as a member of the Hong Kong Housing Authority and its Finance Committee, Subsidised Housing Committee and Funds Management Sub-Committee.



刘振江先生, JP
Mr LAU Chun-kong, JP

刘振江先生为高力国际常务董事，专责处理亚洲区估价及咨询业务。他是特许物业估价测量师，也是香港测量师学会前会长及资深专业会员。他在物业估价、房地产咨询服务、物业投资买卖市场等方面皆有丰富经验。

刘先生是香港房屋委员会及辖下资助房屋小组委员会和投标小组委员会的委员，也是工业贸易咨询委员会委员、大屿山发展咨询委员会委员和证券及期货事务监察委员会房地产投资信托基金委员会委员。他现为香港数码港管理有限公司董事，以及国际评估标准委员会有形资产标准委员会委员。

Mr LAU Chun-kong is the Managing Director of Colliers International, responsible for the valuation and advisory business in the Asian region. He is a chartered valuation surveyor, and a Past President and a Fellow of the Hong Kong Institute of Surveyors. He has a wide breadth of experience in property valuation, real estate consultancy and investment sales market.

Mr Lau is a member of the Hong Kong Housing Authority and its Subsidised Housing Committee and Tender Committee, the Trade and Industry Advisory Board, the Lantau Development Advisory Committee and the Committee on Real Estate Investment Trusts of the Securities and Futures Commission. He also serves as a Director of the Hong Kong Cyberport Management Company Limited and a member of the Tangible Assets Standards Board of the International Valuation Standards Council.



陈婉珊女士, MH
Ms Clara CHAN Yuen-shan, MH

陈婉珊女士为一间控股公司的副主席兼行政总裁。她现为严重急性呼吸系统综合症信托基金委员会成员、能源咨询委员会成员、香港生产力促进局理事会成员、香港贸易发展局一带一路及大湾区委员会经贸合作园区专案小组(中小企制造业合作及投资)委员,以及工商机构支援基金评审委员会委员。她亦是香港房屋委员会及辖下资助房屋小组委员会的委员。

Ms Clara CHAN Yuen-shan is the Vice-Chairman and Chief Executive Officer of a holding company. She is currently a member of the Committee on Trust Fund for Severe Acute Respiratory Syndrome, the Energy Advisory Committee, the Council of Hong Kong Productivity Council, the Industrial Parks: SMEs' Manufacturing Partnership and Investment Task Force of HKTDC Belt and Road & Greater Bay Area Committee, and the Vetting Committee of the Trade and Industrial Organisation Support Fund. She is also serving as a member of the Hong Kong Housing Authority and its Subsidised Housing Committee.



刘焯女士, JP

(财经事务及库务局常任秘书长(库务))

Ms Alice LAU Yim, JP

(Permanent Secretary for Financial Services and the Treasury
(Treasury))

刘焯女士1990年8月加入政务职系后，于2019年4月晋升为首长级甲一级政务官，曾在多个决策局及部门服务，包括前金融科、前布政司办公室、中央政策组、前宪制事务科、前库务局、政务司司长办公室、前经济局、前工商及科技局及食物环境卫生署。她于2010年3月至2012年3月出任财经事务及库务局副局长(库务)，2012年3月至6月出任候任行政长官办公室秘书长，并于2012年7月至2017年6月出任行政长官办公室常任秘书长。刘女士由2017年7月起出任财经事务及库务局常任秘书长(库务)。

Ms Alice LAU Yim joined the Administrative Service in August 1990 and rose to the rank of Administrative Officer Staff Grade A1 in April 2019. She has served in various policy bureaux and departments, including the former Monetary Affairs Branch, the former Chief Secretary's Office, the Central Policy Unit, the former Constitutional Affairs Branch, the former Finance Bureau, the Chief Secretary for Administration's Office, the former Economic Services Bureau, the former Commerce, Industry and Technology Bureau and the Food and Environmental Hygiene Department. She was Deputy Secretary for Financial Services and the Treasury (Treasury) from March 2010 to March 2012, Secretary-General, Office of the Chief Executive-elect from March 2012 to June 2012 and Permanent Secretary, Chief Executive's Office from July 2012 to June 2017. She has taken up the appointment of Permanent Secretary for Financial Services and the Treasury (Treasury) since July 2017.



陈松青先生, JP

(地政总署署长)

Mr Thomas CHAN Chung-ching, JP

(Director of Lands)

陈松青先生于1991年加入行政职系后转职政务职系，他曾于前政务总署、前规划环境地政科、前公务员事务科、香港驻日内瓦经济贸易办事处和前卫生福利及食物局服务。

他于2008年2月至2012年2月出任食物及卫生局副局长(卫生)，于2012年2月至6月出任防止及处理潜在利益冲突独立检讨委员会秘书，于2012年9月至2017年6月出任发展局副局长(规划及地政)。陈先生自2017年7月1日起出任地政总署署长。

Mr Thomas CHAN Chung-ching joined the Civil Service in June 1991, first served as an Executive Officer and then transferred to the Administrative Service. He has served the former City and New Territories Administration, the former Planning, Environment and Lands Branch, the former Civil Service Branch, the Hong Kong Economic and Trade Office in Geneva and the former Health, Welfare and Food Bureau.

He was Deputy Secretary for Food and Health (Health) from February 2008 to February 2012 and Secretary, Independent Review Committee for the Prevention and Handling of Potential Conflicts of Interests from February 2012 to June 2012, Deputy Secretary for Development (Planning and Lands) from September 2012 to June 2017. Mr Chan has been the Director of Lands since 1 July 2017.

2019/20 香港房屋委员会辖下各小组委员会委员名单

Membership of the Hong Kong Housing Authority Committees

常务小组委员会 Standing Committees

策划小组委员会 Strategic Planning Committee

- * 陈帆先生, JP (主席)
The Honourable Frank CHAN Fan, JP (Chairman)
- * 黄远辉先生, SBS, JP
Mr Stanley WONG Yuen-fai, SBS, JP
- * 许美嫦女士, MH, JP
Ms Tennessy HUI Mei-sheung, MH, JP
- * 张达棠先生, JP
Mr CHEUNG Tat-tong, JP
- * 陈家乐教授
Professor CHAN Ka-lok
- * 苏晴女士
Ms SO Ching
- * 郭荣铿议员
The Honourable Dennis KWOK Wing-hang
- * 房屋署署长(或代表)
Director of Housing (or representative)
- 运输及房屋局副局长
Under Secretary for Transport and Housing
- 发展局常任秘书长(工务)(或代表)
Permanent Secretary for Development (Works) (or representative)
- 民政事务总署署长(或代表)
Director of Home Affairs (or representative)
- 规划署提名代表
Nominated representative from Planning Department

审计附属小组委员会 Audit Sub-Committee

- * 苏晴女士(主席)
Ms SO Ching (Chairman)
- * 张达棠先生, JP
Mr CHEUNG Tat-tong, JP
- * 卢丽华博士
Dr Miranda LOU Lai-wah
- 李炳权先生, JP
Mr LEE Ping-kuen, JP
- 刘诗韵女士, JP
Ms Serena LAU Sze-wan, JP
- 顾晓楠女士
Ms Anna Mae KOO Mei-jong
- 熊璐珊女士
Ms Lusan HUNG Lo-shan
- 余雅芳女士
Ms Avon YUE Nga-fong
- 孙耀达先生
Mr Ted SUEN Yiu-tat

建筑小组委员会 Building Committee

- * 郭荣铿议员(主席)
The Honourable Dennis KWOK Wing-hang (Chairman)
- * 苏晴女士
Ms SO Ching
- * 张达棠先生, JP
Mr CHEUNG Tat-tong, JP
- * 陈志球博士, BBS, JP
Dr Johnnie Casire CHAN Chi-kau, BBS, JP
- * 李国麟议员, SBS, JP
Professor the Honourable Joseph LEE Kok-long, SBS, JP

- * 陈旭明先生
Mr Raymond CHAN Yuk-ming
- 关宝珍女士
Ms Helen KWAN Po-jen
- 文海亮先生
Mr Alan MAN Hoi-leung
- 赵汝恒教授
Professor Christopher CHAO Yu-hang
- 李炳权先生, JP
Mr LEE Ping-kuen, JP
- 何周礼先生, MH
Mr Barrie HO Chow-lai, MH
- 梁庆丰先生
Mr LEUNG Hing-fung
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Ms Scarlett PONG Oi-lan, BBS, JP
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Mr LO Kin-hei
- 霍天玮先生
Mr Bryan FOK
- 何沅蔚女士
Ms Vera HO Ivy Yuen-wei
- 李少颖女士
Ms Ivy LEE Siu-wing
- 梁邦媛女士
Miss Eviana LEUNG Bon-yuen
- 余烽立先生
Mr Franklin YU
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Director of Housing (or representative)
- 发展局常任秘书长(工务)(或代表)
Permanent Secretary for Development (Works) (or representative)
- 规划署提名代表
Nominated representative from Planning Department

商业楼宇小组委员会

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Ms Tennessy HUI Mei-sheung, MH, JP
(Chairman)
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The Honourable Wilson OR
Chong-shing, MH
- * 邵家辉议员, JP
The Honourable SHIU Ka-fai, JP
- * 陈正思女士
Ms Cissy CHAN Ching-sze
- * 陈志球博士, BBS, JP
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BBS, JP
- 刘诗韵女士, JP
Ms Serena LAU Sze-wan, JP

何志豪先生, BBS, JP
Mr David HO Chi-hoo, BBS, JP

潘国山先生, MH, JP
Mr PUN Kwok-shan, MH, JP

黄山先生
Mr Samson WONG San

叶毅明教授
Professor YIP Ngai-ming

罗健熙先生
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李鋈发先生, MH
Mr Herman LEE Yuk-fat, MH

梁文广先生, MH
Mr LEUNG Man-kwong, MH

欧楚筠女士
Ms AU Chor-kwan

刘梦霞女士
Ms LAU Mung-ha

李荣丰先生
Mr Jonathan LEE Wing-fung

康荣江先生, JP
Mr Wallace HONG Wing-kwong, JP

郑达鸿先生
Mr CHENG Tat-hung

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(or representative)

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(Chairman)

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- * 卢丽华博士
Dr Miranda LOU Lai-wah

- * 麦萃才博士
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熊璐珊女士
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何闻达先生
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林翠华女士
Ms Connie LAM Tsui-wa

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Mr Alex FAN Hoi-kit

孙耀达先生
Mr Ted SUEN Yiu-tat

高德兰博士
Dr Theresa CUNANAN

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Director of Housing
(or representative)

- * 财经事务及库务局常任秘书长
(库务)(或代表)
Permanent Secretary for
Financial Services and the
Treasury (Treasury)
(or representative)

公务员事务局局长(或代表)
Secretary for the Civil Service
(or representative)

资金管理附属小组委员会

Funds Management Sub-Committee

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(Chairman)

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- * 麦萃才博士
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Ms Anna WONG Wai-kwan

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Mr Stephen WONG
Yuen-shan

林曼雅女士
Ms Norris LAM Man-ngar

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Director of Housing
(or representative)

资助房屋小组委员会

Subsidised Housing Committee

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Mr Stanley WONG Yuen-fai, SBS, JP (Chairman)
- * 蔡海伟先生, JP
Mr CHUA Hoi-wai, JP
- * 雷绍麟先生
Mr Alan LUI Siu-lun
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The Honourable KWOK Wai-keung, JP
- * 李国麟议员, SBS, JP
Professor the Honourable Joseph LEE Kok-long, SBS, JP
- * 尹兆坚议员
The Honourable Andrew WAN Siu-kin
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Dr the Honourable LO Wai-kwok, SBS, MH, JP
- * 彭韵僊女士, MH, JP
Ms Melissa Kaye PANG, MH, JP
- * 卢丽华博士
Dr Miranda LOU Lai-wah
- * 黄碧如女士
Ms Cleresa WONG Pie-yue
- * 招国伟先生
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- * 刘振江先生, JP
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谭小莹女士, JP
Ms Iris TAM Siu-ying, JP

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Mr Mac CHAN Ho-ting

林晓雅女士
Ms Hilda LAM

范凯杰先生
Mr Alex FAN Hoi-kit

植洁铃女士
Miss Elaine CHIK Kit-ling

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Director of Housing
(or representative)

运输及房屋局副局长
Under Secretary for Transport
and Housing

民政事务总署署长(或代表)
Director of Home Affairs
(or representative)

社会福利署署长(或代表)
Director of Social Welfare
(or representative)

投标小组委员会

Tender Committee

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Mr CHEUNG Tat-tong, JP (Chairman)
- * 彭韵僊女士, MH, JP
Ms Melissa Kaye PANG, MH, JP
- * 陈旭明先生
Mr Raymond CHAN Yuk-ming
- * 刘振江先生, JP
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- * 雷绍麟先生
Mr Alan LUI Siu-lun

李炳权先生, JP
Mr LEE Ping-kuen, JP

梁庆丰先生
Mr LEUNG Hing-fung

罗健熙先生
Mr LO Kin-hei

陆劲光先生, MH
Mr LUK King-kwong, MH

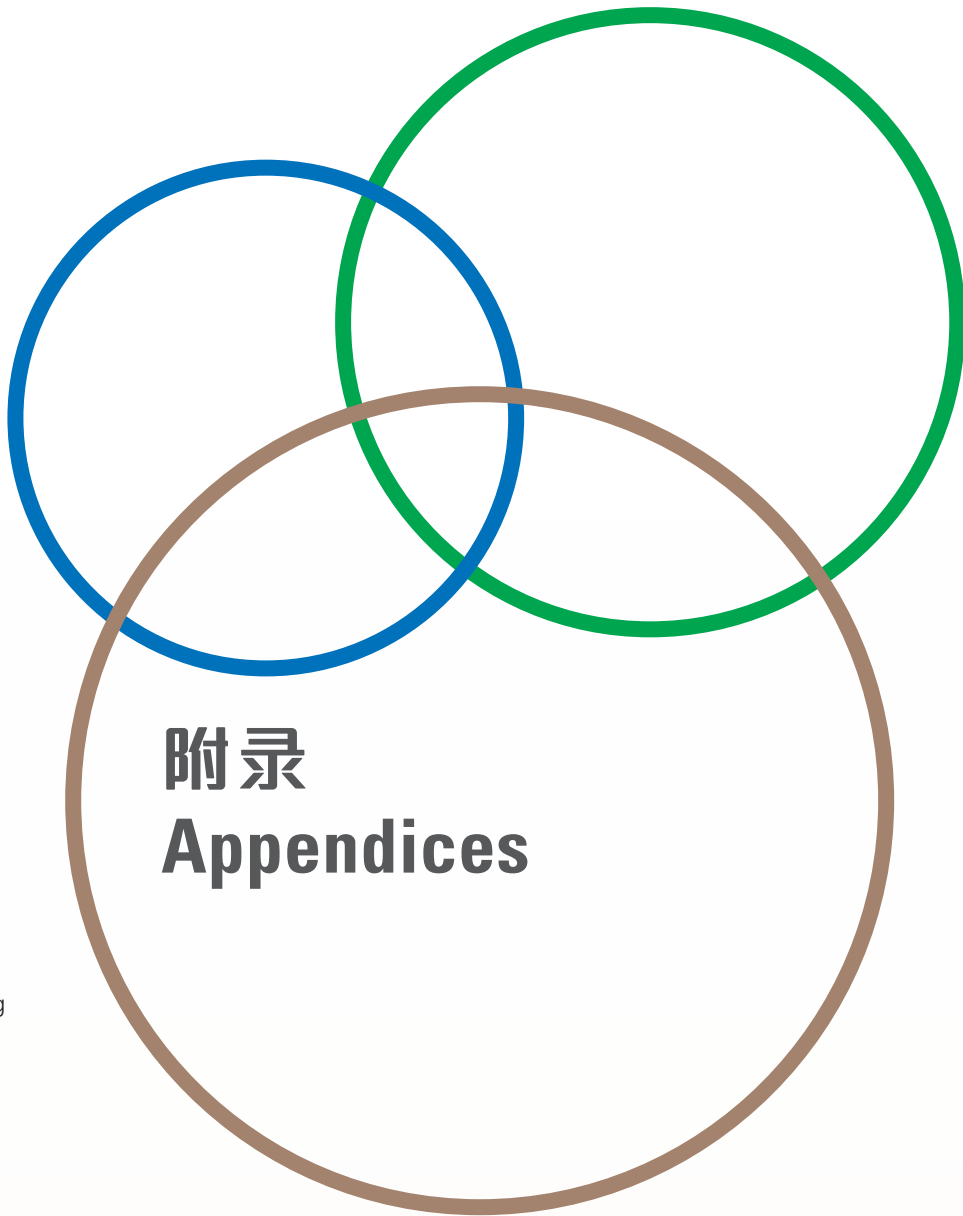
王家扬先生
Mr Roland WONG Ka-yeung

叶嘉伟先生
Mr Kelvin IP Kar-wai

- * 房屋署署长(或代表)
Director of Housing
(or representative)

- * 香港房屋委员会委员
Member of the Hong Kong
Housing Authority

各委员的简历及称谓是根据截至
2020年3月31日的资料编写。
Biographies and titles of members
were compiled with reference to
information as at 31 March 2020.



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01 香港房屋委员会组织及职能

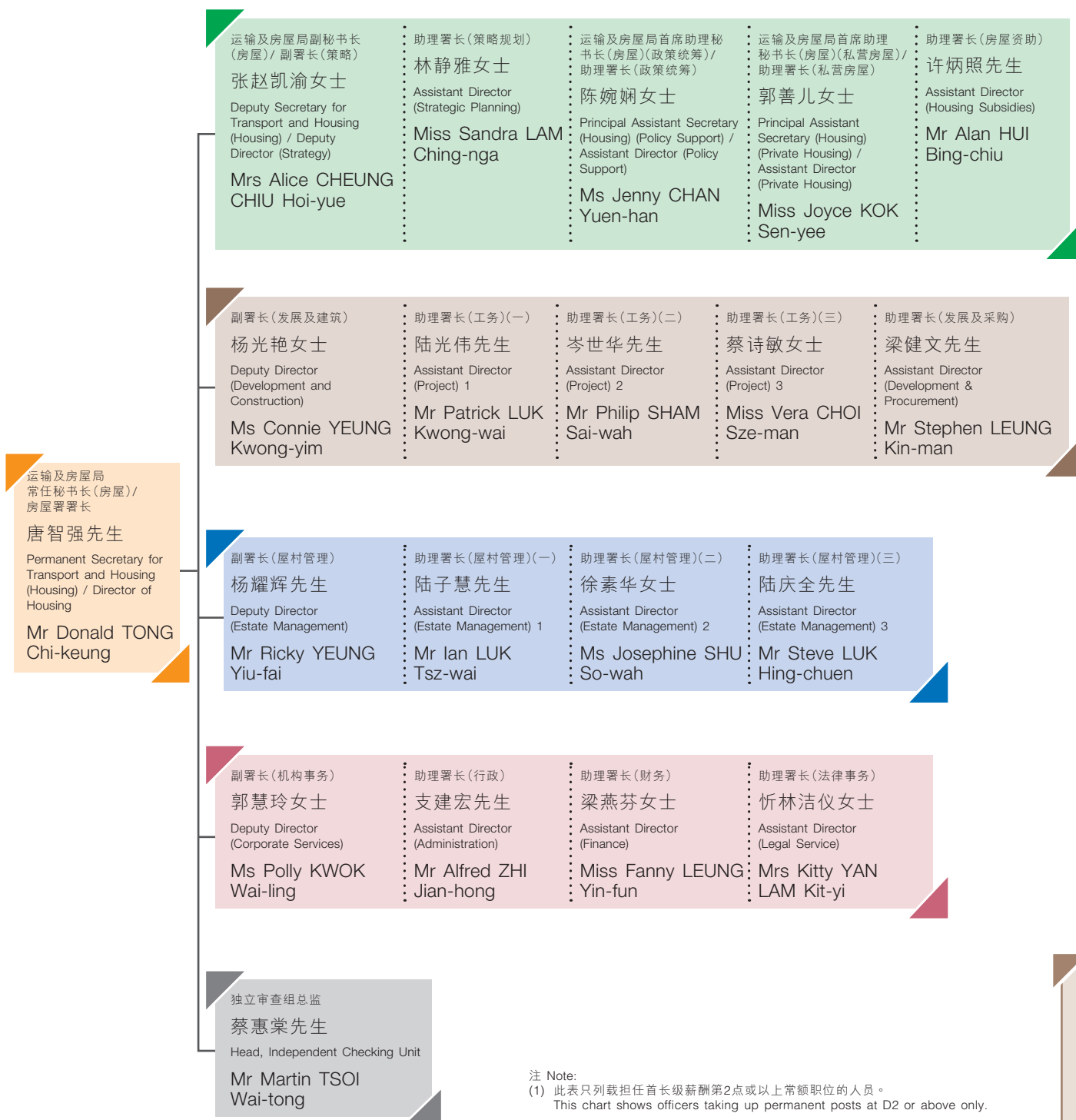
The Hong Kong Housing Authority Organisation and Functions

截至 As at 31.3.2020



02 房屋署首长级人员⁽¹⁾ Housing Department Directorate⁽¹⁾

截至 As at 31.3.2020



注 Note:

(1) 此表只列载担任首长级薪酬第2点或以上常额职位的人员。
This chart shows officers taking up permanent posts at D2 or above only.

03 公共租住房屋编配

Allocation of Public Rental Housing

类别	Categories	截至 As at 31.3.2020		截至 As at 31.3.2019	
		单位 Flats	人数 People	单位 Flats	人数 People
公屋申请	Public Rental Housing Applications	12 128	32 352	26 889	73 208
屋邨清拆及大型维修	Estate Clearance and Major Repairs	42	92	375	1 118
政府清拆项目 / 市区重建局	Government Clearance Projects / Urban Renewal Authority	713	1 589	127	278
紧急安置	Emergency	0	0	0	0
初级公务员及退休公务员	Junior Civil Servants and Pensioners	933	2 743	1 502	4 411
体恤安置	Compassionate Rehousing	765	1 742	873	2 015
各类调迁及纾缓挤迫 / 改善居住空间调迁计划	Transfers and Overcrowding Relief / Living Space Improvement Transfer Scheme	2 919	7 153	4 913	13 679
合计	Total	17 500 ⁽¹⁾	45 671	34 679 ⁽²⁾	94 709

注 Notes:

(1) 不包括5 278个编配中的单位。
Excluding 5 278 flats under offer.

(2) 不包括2 425个编配中的单位。
Excluding 2 425 flats under offer.

04 租住房屋数目 Rental Housing Stock

租住公屋 ⁽¹⁾	Public Rental Housing Estates ⁽¹⁾	截至 As at 31.3.2020		截至 As at 31.3.2019	
		单位数目 No. of Flats	认可居民人数 Authorised Population	单位数目 No. of Flats	认可居民人数 Authorised Population
区议会分区	District Council District				
中西区	Central and Western	636	2 039	636	2 051
东区	Eastern	35 352	96 737	35 405	97 966
南区	Southern	25 566	69 670	25 649	70 656
油尖旺	Yau Tsim Mong	2 820	7 802	2 820	7 947
深水埗	Sham Shui Po	64 645	160 627	62 364	156 702
九龙城	Kowloon City	29 609	73 804	29 609	74 400
黄大仙	Wong Tai Sin	75 173	198 912	75 371	202 313
观塘	Kwun Tong	146 563	377 801	146 438	380 516
葵青	Kwai Tsing	101 328	273 229	101 492	276 656
荃湾	Tsuen Wan	21 729	56 594	21 729	57 360
屯门	Tuen Mun	57 824	143 887	58 204	145 875
元朗	Yuen Long	67 903	196 542	68 031	198 314
北区	North	23 304	62 641	22 397	61 133
大埔	Tai Po	16 447	43 237	16 725	44 535
沙田	Sha Tin	74 317	195 408	74 545	197 617
西贡	Sai Kung	28 735	80 731	28 885	81 943
离岛	Islands	23 128	71 427	23 128	70 127
合计	Total	795 079	2 111 088	793 428	2 126 111

中转房屋	Interim Housing	截至 As at 31.3.2020		截至 As at 31.3.2019	
		单位数目 ⁽²⁾ No. of Flats ⁽²⁾	认可居民人数 ⁽³⁾ Authorised Population ⁽³⁾	单位数目 ⁽²⁾ No. of Flats ⁽²⁾	认可居民人数 ⁽³⁾ Authorised Population ⁽³⁾
区议会分区	District Council District				
屯门	Tuen Mun	3 967	4 258	3 844	4 201
葵青	Kwai Tsing	1 928	627	1 928	781
合计	Total	5 895	4 885	5 772	4 982

注 Notes:

(1) 数字不包括在租者置其屋计划下所出售的租住单位。

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

(2) 数字包括位于石篱(二)中转房屋大厦中用作临时居所的单位。

Figures include those flats used as temporary accommodation in Shek Lei (II) Interim Housing (IH) blocks.

(3) 数字不包括居于石篱(二)中转房屋大厦中用作临时居所单位的人口。

Figures exclude persons living in those flats used as temporary accommodation in Shek Lei (II) IH blocks.

05 出售房屋 Sale Flats

截至 As at 31.3.2020

	区议会分区	District Council District	单位数目 Number of Flats
居者有其屋计划(居屋)单位 ⁽¹⁾ Home Ownership Scheme (HOS) Flats ⁽¹⁾	东区	Eastern	13 893
	南区	Southern	6 726
	深水埗	Sham Shui Po	6 360
	九龙城	Kowloon City	3 086
	黄大仙	Wong Tai Sin	20 506
	观塘	Kwun Tong	28 454
	葵青	Kwai Tsing	13 284
	荃湾	Tsuen Wan	962
	屯门	Tuen Mun	20 835
	元朗	Yuen Long	21 966
	北区	North	12 566
	大埔	Tai Po	13 037
	沙田	Sha Tin	39 853
	西贡	Sai Kung	22 127
	离岛	Islands	3 750
	合计	Total	227 405
私人机构参建居屋计划(私人参建计划)及 中等入息家庭房屋计划单位 ⁽¹⁾ Private Sector Participation Scheme (PSPS) and Middle Income Housing Scheme (MIHS) Flats ⁽¹⁾	东区	Eastern	17 990
	南区	Southern	3 130
	油尖旺	Yau Tsim Mong	3 908
	黄大仙	Wong Tai Sin	11 364
	观塘	Kwun Tong	6 410
	葵青	Kwai Tsing	840
	屯门	Tuen Mun	19 712
	北区	North	5 872
	大埔	Tai Po	3 928
	沙田	Sha Tin	12 914
	西贡	Sai Kung	13 766
	合计	Total	99 834
可租可买计划、重建置业计划单位及绿表置居计划 ⁽¹⁾ Buy or Rent Option Scheme (BRO), Mortgage Subsidy Scheme (MSS), Green Form Subsidised Home Ownership Scheme (GSH) Flats ⁽¹⁾	油尖旺	Yau Tsim Mong	629
	深水埗	Sham Shui Po	2 531
	九龙城	Kowloon City	1 096
	黄大仙	Wong Tai Sin	1 497
	葵青	Kwai Tsing	1 920
	元朗	Yuen Long	2 560
	北区	North	800
	合计	Total	11 033
已出售的租者置其屋计划(租置计划)单位 ⁽²⁾ Tenants Purchase Scheme (TPS) Sold Flats ⁽²⁾	东区	Eastern	2 840
	南区	Southern	8 407
	深水埗	Sham Shui Po	5 245
	黄大仙	Wong Tai Sin	18 438
	观塘	Kwun Tong	11 618
	葵青	Kwai Tsing	12 055
	屯门	Tuen Mun	13 494
	元朗	Yuen Long	6 059
	北区	North	14 304
	大埔	Tai Po	16 081
	沙田	Sha Tin	23 026
	西贡	Sai Kung	11 901
	合计	Total	143 468
	总计	Grand Total	481 740

注 Notes:

(1) 居屋 / 私人参建计划 / 中等入息家庭房屋计划 / 可租可买计划 / 重建置业计划 / 绿表置居计划单位包括可在公开市场买卖的单位(居屋第三期乙之前出售的单位或已缴交补价的单位), 但不包括未售出的单位。
HOS / PSPS / MIHS / BRO / MSS / GSH flats include flats that are tradable in the open market (flats sold prior to HOS Phase 3B or flats with premium paid), but exclude unsold flats.

(2) 已出售的租置计划单位包括可在公开市场买卖的单位(已缴交补价的单位), 但不包括售回给香港房屋委员会的单位。
TPS sold flats include flats that are tradable in the open market (flats with premium paid), but exclude cases in which buyers had sold back their flats to the Hong Kong Housing Authority.

06A 资格准则 Eligibility Criteria

公共租住房屋的申请资格准则 Eligibility Criteria for Public Rental Housing Applications				
	申请类别 Type of Applications			
资格准则 Eligibility Criteria	一般家庭 Ordinary Families	「高龄单身人士」优先配屋计划 Single Elderly Persons Priority Scheme	「共享颐年」优先配屋计划 Elderly Persons Priority Scheme	「天伦乐」优先配屋计划 ⁽¹⁾ Harmonious Families Priority Scheme ⁽¹⁾
申请者年龄 Applicant's Age	年满18岁 Must be 18 years of age or above	申请者必须年满58岁，而在配屋时必须年满60岁。 The Applicant must be 58 years of age or above, and must have attained the age of 60 at the time of PRH allocation.	申请表内的所有人士必须年满58岁，而在配屋时全部人士必须年满60岁。 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 at the time of PRH allocation.	年满18岁（有关的高龄人士必须年满60岁或以上）。 Must be 18 years of age or above (the elderly persons must have attained the age of 60 or above).
住户人数 Household Size	最少两名有亲属关系 ⁽²⁾ 的人士合伙共住。非长者一人申请者会纳入「配额及计分制」办理。 At least two related ⁽²⁾ persons living together. Non-elderly One-person applicants are placed on the Quota and Points System.	高龄单身人士会被编配入长者住屋、经改建的单位或独立单位。 Single elderly applicants will be allocated Housing for Senior Citizens, converted flats or self-contained flats.	两名或更多长者，无论有亲属关系 ⁽²⁾ 与否，获配单位后须合伙共住。 Two or more elderly persons, either related ⁽²⁾ or unrelated, who undertake to live together upon flat allocation.	申请家庭最少有两名成员，其中必须包括最少一名年长父/母或受供养的年长亲属。 The applicant's family must consist of at least two members, and amongst which at least one of them must be an elderly parent or dependent relative.
每月住户收入 Monthly Household Income	住户收入不得超逾入息限额，该限额每年检讨一次。 Not exceeding the income limits which are reviewed annually.			
家庭资产总值 Household Asset	申请者及家庭成员所拥有的总资产净值不得超逾总资产净值限额，该限额每年检讨一次。 The applicant and his / her family members should not own total net assets exceeding the total net asset limits which are reviewed annually.			
拥有物业 Property Ownership	由填写公屋申请表当日起计，直至透过申请获配公屋并签订新租约该日为止，申请者及其家庭成员在香港并无： (a) 拥有或与他人共同拥有香港任何住宅物业或该类物业的任何权益（例如：拥有香港任何住宅物业权益的产业受托人、遗嘱执行人、管理人或受益人均不合资格提出申请）；或(b) 签订任何协议（包括临时协议）购买香港的住宅物业；或(c) 持有任何直接或透过附属公司拥有香港住宅物业的公司50%以上的股权。住宅物业包括在香港的任何住宅楼宇、未落成的私人住宅楼宇、经建筑事务监督认可的天台构筑物、用作居住用途的屋地及由地政总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	配屋时，申请内必须有至少一半成员在香港住满七年及所有成员仍在香港居住。18岁以下子女在以下情况一律视作已符合七年居港年期规定： (a) 不论在何处出生，只要父母其中一人居港满七年；或 (b) 在香港出生并已确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.			

注 Notes:

(1) 凡参加此项计划而符合资格的申请，会比一般家庭申请提早六个月获得处理。

Eligible applications under this scheme will enjoy a six-month period of priority processing over the application by ordinary families.

(a) 选择与长者同住一单位：

- 申请家庭最少有两名成员，其中必须包括最少一名年长父/母或受供养的年长亲属及最少一名年满18岁的家庭成员，申请者可以选择任何地区作为编配公屋单位。
- 不论申请者是由年长亲属还是另一名成年的家庭成员担任，双方均须于接受详细资格审查面晤时签署一份声明书，声明较年轻的一方成员会照顾年长父/母或受供养的年长亲属，并一同居住。

Opting to live in one unit with the elderly:

- The applicant's family must consist of at least two members, and amongst which at least one of them must be an elderly parent or 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 detailed vetting interview to the effect that the younger member would take care of and live together with the elderly parent(s) or dependent relative(s).

(b) 选择分别入住两个就近的单位：

- 申请家庭必须为核心家庭，连同最少一名年长父/母或受供养的年长亲属，分别以两份申请表，选择位于市区以外同一地区内两个就近的公屋单位。
- 双方均须于详细资格审查面晤时签署一份声明书，声明在获得编配有关单位后，年轻家庭会给予其年长父/母或受供养的年长亲属适当的照顾。

Opting to live in two nearby units in the same district:

- The applicant's family must be a nuclear family plus at least one elderly parent or dependent relative. They can opt for two nearby units 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) or dependent relative(s).

(2) 申请者与家庭成员的关系，及家庭成员之间的关系，必须为夫妇、父母、子女、祖父母、孙。申请者的单身兄弟姊妹亦可以获得接纳一同申请（单身兄弟姊妹即从来没有办妥任何正式结婚手续或旧式婚礼、已离婚或丧偶的兄弟姊妹。单身兄弟姊妹若于公屋申请登记后结婚，不论其配偶是否已获香港入境权，亦必须即时在公屋申请内除名）。

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 as soon as possible despite his/her spouse has not been granted the right to land in Hong Kong).

06A 资格准则 (续)

Eligibility Criteria (continued)

入息及总资产净值限额 (2020年4月1日起生效) Income and Total Net Asset Limits (Effective from 1 April 2020)	家庭人数 Family Size	每月最高入息限额 ⁽¹⁾ (1.4.2020生效) Maximum Income Limit (per Month) ⁽¹⁾ (Effective from 1.4.2020)	总资产净值限额 ⁽²⁾ (1.4.2020生效) Total Net Asset Limit ⁽²⁾ (Effective from 1.4.2020)	
	1人	1-person	\$12,800	\$266,000
	2人	2-person	\$19,430	\$360,000
	3人	3-person	\$24,410	\$469,000
	4人	4-person	\$30,950	\$548,000
	5人	5-person	\$36,890	\$609,000
	6人	6-person	\$40,840	\$659,000
	7人	7-person	\$46,770	\$703,000
	8人	8-person	\$52,310	\$737,000
	9人	9-person	\$57,710	\$815,000
	10人或以上	10-person or above	\$62,980	\$878,000

非亲属关系之长者住户入息及 总资产净值限额 (2020年4月1日起生效) Income and Total Net Asset Limits for Non-related Elderly Households (Effective from 1 April 2020)	住户人数 Household Size	每月最高入息限额 ⁽¹⁾ (1.4.2020生效) Maximum Income Limit (per Month) ⁽¹⁾ (Effective from 1.4.2020)	总资产净值限额 ⁽²⁾ (1.4.2020生效) Total Net Asset Limit ⁽²⁾ (Effective from 1.4.2020)	
	2人	2-person	\$23,320	\$720,000
	3人	3-person	\$29,290	\$938,000
	4人	4-person	\$37,140	\$1,096,000
	5人	5-person	\$44,270	\$1,218,000
	6人	6-person	\$49,010	\$1,318,000
	7人	7-person	\$56,120	\$1,406,000
	8人	8-person	\$62,770	\$1,474,000
	9人	9-person	\$69,250	\$1,630,000
	10人或以上	10-person or above	\$75,580	\$1,756,000

注 Notes:

(1) 强制性公积金或公积金计划下的法定供款可于申报入息时获得扣除。

The amount of statutory contribution to the Mandatory Provident Fund or Provident Fund Scheme can be deducted when making income declaration.

(2) 若全部家庭成员均为年满60岁或以上的长者，其总资产净值限额为上表所示限额的两倍（即1人至10人或以上长者家庭的总资产净值限额分别为532,000元、720,000元、938,000元、1,096,000元、1,218,000元、1,318,000元、1,406,000元、1,474,000元、1,630,000元和1,756,000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-person to 10-person or above are \$532,000, \$720,000, \$938,000, \$1,096,000, \$1,218,000, \$1,318,000, \$1,406,000, \$1,474,000, \$1,630,000 and \$1,756,000).

06B 资格准则 (续)

Eligibility Criteria (continued)

购买居者有其屋计划单位的资格准则 Eligibility Criteria for Purchase of a Flat under the Home Ownership Scheme (HOS)		
申请者类别 Categories of Applicants	绿表 Green Form 1. 香港房屋委员会(房委会)或香港房屋协会(房协)辖下公共租住房屋(公屋)的住户(「有条件租约」住户除外): Households of public rental housing (PRH) units under the Housing Authority (HA) (with the exception of tenants under conditional tenancies) or the Housing Society (HS); 2. 持有由房屋署或市区重建局发出有效《绿表资格证明书》的人士: Holders of a valid Green Form Certificate issued by the Housing Department (HD) / the Urban Renewal Authority (URA); 3. 持有由房屋署签发有效《保证书》的房屋署屋宇事务助理职系人员;及 Staff of the Estate Assistant (EA) grade of the HD who is holding a valid Letter of Assurance (LA) issued by the HD; and 4. 房委会「长者租金津贴计划」的受惠者。 Recipients of Rent Allowance for the Elderly Scheme (RAES) administered by the HA.	白表 White Form 1. 私营房屋的住户; Households living in private housing; 2. 房委会及房协辖下的公屋或任何资助房屋计划单位住户的家庭成员;及 Family member(s) of households living in PRH or any subsidised housing scheme units under the HA or the HS; and 3. 根据房委会「租者置其屋计划」(「租置计划」)与房委会签订转让契据日期起计十年内的「租置计划」单位业主及其认可家庭成员。 Flat owners and their authorised family member(s) under the Tenants Purchase Scheme (TPS) within 10 years from the date of Assignment for the purchase of their TPS flats from the HA.
家庭收入及资产限额 Household Income and Asset Limits	公屋住户 / 持证人不受入息及资产限额的规定。 Tenants / Licensees of PRH are not subject to the requirement on household income and asset limits.	申请者及其家庭成员须符合房委会就每期销售计划订定的入息及资产限额的规定。 ⁽¹⁾ The total monthly household income and the total net value of their assets should meet the limits set by the HA for each sale exercise. ⁽¹⁾
住宅物业拥有权 Domestic Property Ownership	公屋住户 / 持证人不受住宅物业拥有权限制。 Tenants / Licensees of PRH are not subject to the restriction of ownership of domestic property.	申请者及其家庭成员须符合本计划有关住宅物业拥有权限制的规定。 ⁽²⁾ The applicant and his / her family member(s) are subject to the domestic property ownership restriction of the scheme. ⁽²⁾
居港年期 Length of Residence	不适用。 Not applicable.	申请者须符合本计划的居港年期的规定。 ⁽³⁾ The applicants are subject to the requirement on length of residence of the scheme. ⁽³⁾
申请者年龄 Applicant's Age	年满18岁。 At least 18 years old.	年满18岁。 At least 18 years old.
申请类别 Application Category	1. 受房委会公屋清拆计划影响的家庭申请者; Family applicants living in PRH estates affected by the HA's clearance programmes; 2. 参加「家有长者优先选楼计划」的家庭申请者; Family applicants applying under the "Priority Scheme for Families with Elderly Members"; 3. 其他家庭申请者; Other Family applicants; 4. 受房委会公屋清拆计划影响的一人申请者;及 One-person applicants living in PRH estates affected by the HA's clearance programmes; and 5. 一人申请者。 One-person applicants.	1. 参加「家有长者优先选楼计划」的核心家庭申请者; Nuclear family applicants applying under the "Priority Scheme for Families with Elderly Members"; 2. 其他核心家庭申请者; Other nuclear family applicants; 3. 非核心家庭申请者;及 Non-nuclear family applicants; and 4. 一人申请者。 One-person applicants.

06B 资格准则 (续)

Eligibility Criteria (continued)

注 Notes:

(1) 「出售居者有其屋计划单位2019」下白表申请人的每月家庭总收入限额及家庭总资产净值限额。

Total Monthly Household Income and Total Net Household Asset Limits for White Form applicants under the Sale of HOS Flats 2019.

家庭人数	Household Size	家庭每月总收入限额* Total Monthly Household Income Limit*	家庭总资产净值限额 Total Net Household Asset Value Limit
1人	1 person	\$29,000	\$1,005,000
2人或以上	2 persons or above	\$58,000	\$2,010,000

在审查申请人的申请资格时，按强制性公积金(强积金)计划或其他公积金计划所作的法定供款会从申请者 / 家庭成员收入中扣除以计算入息(以法定的5%强制性雇员供款，及现行每月最高雇员供款限额为上限，其他非强制性的额外供款属自愿性供款，所以不能扣减)。

Statutory contributions under the Mandatory Provident Fund (MPF) Scheme or other provident fund schemes are deductible from a household's income for the purpose of vetting the applicant's eligibility. (At the statutory rate of 5% of employees' mandatory contribution and subject to a ceiling at the current maximum employees' monthly mandatory contribution, all contributions other than mandatory contributions are voluntary and cannot be deducted.)

- (2) 由申请截止日期之前的24个月起计，直至签署买卖协议购买有关销售计划的居屋单位时，申请者及名列申请表上的其家庭成员不得(i)拥有或与他人共同拥有香港任何住宅楼宇或该类楼宇的任何权益；或(ii)签订任何协议(包括临时协议)购买香港任何住宅楼宇；或(iii)持有任何直接或透过附属公司拥有香港住宅楼宇的公司一半以上的股权；或(iv)为香港任何住宅楼宇(包括土地)的受益人；或(v)转售香港任何住宅楼宇或出让与香港住宅楼宇有关的任何权益(转售或出让的日期，以签订转让契据当日为准)，或(vi)退出任何持有一半以上股权而拥有香港住宅楼宇的公司。住宅楼宇包括在香港的任何住宅楼宇、未落成的私人住宅楼宇、经建筑事务监督认可的天台建筑物、用作居住用途的土地及由地政总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 listed in the application form has, during the period from 24 months preceding the closing date for submitting the application and up to the time of purchase of signing the Agreement for Sale and Purchase (ASP) for a HOS flat under the sale exercise, (i) owned or co-owned any domestic property in Hong Kong or any interest in such kind of property; or (ii) entered into any agreement (including preliminary agreement) to purchase any domestic property in Hong Kong; or (iii) owned more than 50% of the shares in a company in Hong Kong which directly or through a subsidiary company owned any domestic property in Hong Kong; or (iv) been a beneficiary of any domestic property (including land) in Hong Kong; or (v) assigned any domestic properties in Hong Kong or any interest in such properties in Hong Kong (the date of assignment means the date of execution of the Deed of Assignment), or (vi) withdrawn from any company which owned any domestic property in Hong Kong in which the applicant/family member owned more than 50% of the shares. 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) 申请者须在申请截止日期当日已在香港居住满七年，其在香港的居留不受附带逗留条件所限制(与逗留期限有关的条件除外)。
- The applicant must have lived in Hong Kong for at least seven years on the closing date of application, and his/her stay in Hong Kong is not subject to any conditions of stay (except the condition on the limit of stay).

06C 资格准则 (续) Eligibility Criteria (continued)

申请白表居屋第二市场计划(白居二)的资格准则 Eligibility Criteria for applying the White Form Secondary Market Scheme (WSM)	
申请者类别 Categories of Applicants	<ol style="list-style-type: none"> 1. 私营房屋的住户； Households living in private housing; 2. 香港房屋委员会(房委会)或香港房屋协会辖下公共租住房屋或任何资助房屋计划单位住户的家庭成员；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 Hong Kong Housing Society; and 3. 根据房委会「租者置其屋计划」(租置计划)与房委会签订转让契据日期起计十年内的「租置计划」单位业主及其认可家庭成员。 Flat owners and their authorised family member(s) under the Tenants Purchase Scheme (TPS) within 10 years from the date of Assignment for the purchase of their TPS flats from the HA.
家庭收入及资产限额 Household Income and Asset Limits	申请者及其家庭成员须符合房委会就本计划订定的家庭每月总收入及总资产净值限额。 ⁽¹⁾ The total monthly household income and the total net household assets value of the applicant and his / her family members should meet the limits set by the HA for the scheme. ⁽¹⁾
住宅物业拥有权 Domestic Property Ownership	申请者及其家庭成员须符合本计划所列住宅物业拥有权的限制。 ⁽²⁾ The applicant and his / her family members have to fulfil the domestic property ownership restriction of the scheme. ⁽²⁾
居港年期 Length of Residence	申请者须符合本计划所列的居港年期限制。 ⁽³⁾ The applicant has to fulfil the length of residence restriction of the scheme. ⁽³⁾
申请者年龄 Applicant's Age	申请截止日期当日已年满18岁。 At least 18 years old on the closing date of application.
申请类别 Application Category	一人申请者或家庭申请者(即二人或以上的组合)。 One-person applicants or family applicants (i.e. a composition of two or more persons).

注 Notes:

- (1) 2019年「白表居屋第二市场计划(白居二)」的入息及资产限额。
Income and Asset Limits for the 2019 White Form Secondary Market Scheme (WSM).

家庭人数	Household Size	家庭每月总收入限额* Total Monthly Household Income Limit*	家庭总资产净值限额 Total Net Household Asset Value Limit
1人	1 person	\$29,000	\$1,005,000
2人或以上	2 persons or above	\$58,000	\$2,010,000

- * 按强制性公积金(强积金)计划或其他公积金计划所作的法定供款会从申请者 / 家庭成员收入中扣除5%法定强积金供款以计算入息。
Statutory contributions under the Mandatory Provident Fund (MPF) Scheme or other provident fund schemes at the statutory rate of 5% are deductible from applicant's / family member's income for the purpose of vetting the applicant's eligibility.

- (2) 由申请截止日期之前的24个月起计，直至签订临时买卖合同当日，申请者及其家庭成员不得(i)拥有或与他人共同拥有香港任何住宅楼宇或该类楼宇的任何权益；或(ii)签订任何协议(包括临时协议)购买香港任何住宅楼宇；或(iii)持有任何直接或透过附属公司拥有香港住宅楼宇的公司一半以上的股权；或(iv)为香港任何住宅楼宇(包括土地)的受益人；或(v)转售香港任何住宅楼宇或出让与香港住宅楼宇有关的任何权益(转售或出让的日期，以签订转让契据当日为准)，或(vi)退出任何持有一半以上股权而拥有香港住宅楼宇的公司。住宅楼宇包括在香港的任何住宅楼宇、未落成的私人住宅楼宇、经建筑事务监督认可的天台构筑物、用作居住用途的土地及由地政总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 listed in the application form has, during the period from 24 months preceding the closing date for submitting the application and up to the time of purchase of signing the Provisional Agreement for Sale and Purchase for a flat under the scheme, (i) owned or co-owned any domestic property in Hong Kong or any interest in such kind of property; or (ii) entered into any agreement (including preliminary 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) been a beneficiary of any domestic property (including land) in Hong Kong; or (v) assigned any domestic properties in Hong Kong or any interest in such properties (the date of assignment means the date of execution of the Deed of Assignment), or (vi) withdrawn from any company which owned any domestic property in Hong Kong in which the applicant/family members owned more than 50% of the shares. 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) 申请者须在申请截止日期当日已在香港居住满七年，而其在香港的居留不受附带逗留条件所限制(与逗留期限有关的条件除外)。
The applicant must have lived in Hong Kong for at least seven years on the closing date of application and his/her stay in Hong Kong is not subject to any conditions of stay (except the condition on the limit of stay).

07 单位面积及租金 Size and Rent of Flats

截至 As at 31.3.2020

类型 Type	落成年份 Year of completion	居住单位总数 Stock of flats	选取单位的面积* (以平方米计) Size of selected flats* (in m ²)	居住单位数目 Number of flats	每月平均租金 (元) Average monthly rents (\$)	元 (每平方米每月计) \$/m ² per month
前屋宇建设委员会屋邨 Former Housing Authority Estates	1958-1965	14 765	24.1	2 381	1,408	58.4
			30.6	3 733	1,786	58.4
			41.2	1 298	2,405	58.4
	1966-1973	12 742	28.3	2 698	1,530	54.1
			30.6	3 770	1,794	58.6
			33.1	2 058	1,938	58.6
			36.5	1 256	2,000	54.8
香港房屋委员会屋邨 The Hong Kong Housing Authority Estates	1973年以后 Post 1973	355 986 (市区) ⁽¹⁾ (Urban) ⁽¹⁾	16.3	6 973	1,406	86.1
			23.5	4 892	1,353	57.5
			34.4	14 997	2,950	85.7
			43.3	12 101	3,709	85.7
			53.6	1 238	5,051	94.3
		244 069 (扩展市区) ⁽²⁾ (Extended Urban) ⁽²⁾	14.1	2 455	1,161	82.6
			22.0	3 295	1,811	82.5
			34.4	5 322	2,856	82.9
			43.3	5 746	3,587	82.9
			51.8	2 240	3,451	66.7
		167 517 (新界) ⁽³⁾ (N.T.) ⁽³⁾	17.1	2 136	931	54.4
			24.9	3 552	1,120	44.9
			34.4	4 202	1,961	56.9
			43.3	3 764	2,476	57.2
			51.8	3 200	3,249	62.7

注 Notes:

* 载于此附录的居住单位，其面积为每一类型单位中所属面积范围内为数最多者。
In compiling this appendix, the dominant size of each type of flat was selected.

(1) 市区包括香港岛及九龙。
Urban includes Hong Kong Island and Kowloon.

(2) 扩展市区包括荃湾、葵涌、青衣、沙田、马鞍山、将军澳及东涌。
Extended Urban includes Tsuen Wan, Kwai Chung, Tsing Yi, Shatin, Ma On Shan, Tseung Kwan O and Tung Chung.

(3) 新界包括粉岭、上水、屯门、元朗、天水围、大埔及离岛，但不包括东涌。
N.T. includes Fanling, Sheung Shui, Tuen Mun, Yuen Long, Tin Shui Wai, Tai Po and Outlying Islands excluding Tung Chung.

08 统计数字一览表 Statistics

截至 As at 31.3.2020

		数目 Number
屋邨/屋苑	Estates/Courts	437
租住公屋 ⁽¹⁾	Public Rental Housing (PRH) ⁽¹⁾	186
居者有其屋计划(居屋) ⁽²⁾	Home Ownership Scheme (HOS) ⁽²⁾	156
私人机构参建居屋计划(私人参建计划) / 中等入息家庭房屋计划 ⁽²⁾	Private Sector Participation Scheme (PSPS) / Middle Income Housing Scheme (MIHS) ⁽²⁾	48
可租可买计划 / 重建置业计划 / 绿表置居计划 ⁽³⁾	Buy or Rent Option Scheme (BRO) / Mortgage Subsidy Scheme (MSS) / Green Form Subsidised Home Ownership Scheme (GSH) ⁽³⁾	8
租者置其屋计划(租置计划)	Tenants Purchase Scheme (TPS)	39
租住公屋认可人口	Authorised Population	2 115 973
租住公屋	PRH	2 111 088
中转房屋 ⁽⁴⁾	Interim Housing (IH) ⁽⁴⁾	4 885
资助出售房屋居住人口(估计数字)⁽⁵⁾	Resident Population in Subsidised Sale Flats (estimated population)⁽⁵⁾	1 053 400
居住单位数目	Stock of Flats	1 282 735
租住公屋	PRH	795 079
中转房屋 ⁽⁶⁾	IH ⁽⁶⁾	5 895
居屋 ⁽⁷⁾	HOS ⁽⁷⁾	227 405
私人参建计划 / 中等入息家庭房屋计划 ⁽⁷⁾	PSPS / MIHS ⁽⁷⁾	99 834
可租可买计划 / 重建置业计划 / 绿表置居计划 ⁽⁷⁾	BRO / MSS / GSH ⁽⁷⁾	11 033
租置计划(已出售单位) ⁽⁸⁾	TPS (sold flats) ⁽⁸⁾	143 468
未售出的单位	Unsold flats	21
兴建中的单位数目	Number of Flats under Construction	84 864
租住屋邨 / 绿表置居计划 / 资助出售单位	Rental / GSH / Subsidised Sale Flats	84 864
临时收容中心 ⁽⁹⁾	Transit Centres ⁽⁹⁾	3
租住认可人口	Authorised Rental Population	57
托儿所 ⁽¹⁰⁾	Nurseries ⁽¹⁰⁾	355
幼儿园 ⁽¹⁰⁾	Kindergartens ⁽¹⁰⁾	241
学校 ⁽¹⁰⁾	Schools ⁽¹⁰⁾	259
图书馆及温习室 ⁽¹⁰⁾	Libraries and Study Rooms ⁽¹⁰⁾	234
福利及康乐用途单位 ⁽¹⁰⁾⁽¹¹⁾	Welfare and Amenity Premises ⁽¹⁰⁾⁽¹¹⁾	6 901
舖位	Shops	2 297
街市档位(包括熟食档位)	Market Stalls (including cooked food stalls)	1 091
工厂单位 ⁽¹²⁾	Factory Units ⁽¹²⁾	8 658

注 Notes:

- (1) 租住公屋屋邨不包括有租住公屋单位的39个租者置其屋计划(租置计划)屋邨、三个可租可买计划 / 重建置业计划 / 绿表置居计划屋苑及一个居者有其屋计划(居屋计划)屋苑。
Public Rental Housing (PRH) estates exclude those 39 Tenants Purchase Scheme (TPS) estates, 3 Buy or Rent Option Scheme (BRO) / Mortgage Subsidy Scheme (MSS) / Green Form Subsidised Home Ownership Scheme (GSH) courts and 1 Home Ownership Scheme (HOS) courts with PRH units.
- (2) 居屋 / 私人参建计划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.
- (3) 可租可买计划 / 重建置业计划 / 绿表置居计划屋苑不包括一个有可租可买计划 / 重建置业计划单位的居屋屋苑(天颂苑)。
BRO / MSS / GSH courts exclude 1 HOS court (Tin Chung Court) with BRO / MSS units.
- (4) 中转房屋人口不包括居于石篱(二)中转房屋大厦中用作临时居所单位的人口。
Population in Interim Housing (IH) excludes persons living in those flats used as temporary accommodation in Shek Lei (II) IH blocks.
- (5) 资助出售房屋居住人数包括居于居屋、私人参建计划 / 中等入息家庭房屋计划、可租可买计划 / 重建置业计划 / 绿表置居计划及租置计划单位的居民，但不包括居于可在公开市场买卖单位(已缴交补价的单位)的居民。居住人口数字是根据政府统计处进行的综合住户统计调查结果计算。
Subsidised sale flats population include those residing in HOS, PSPS / MIHS, BRO / MSS / GSH and TPS flats but exclude those residing in flats that are tradable in the open market (flats with premium paid). Figure for resident population is based on the General Household Survey conducted by the Census and Statistics Department.
- (6) 中转房屋单位数目包括140个位于石篱(二)中转房屋大厦中用作临时居所的单位。
Stock of flats in Interim Housing (IH) includes 140 flats used as temporary accommodation in Shek Lei (II) IH blocks.
- (7) 居屋 / 私人参建计划 / 中等入息家庭房屋计划 / 可租可买计划 / 重建置业计划 / 绿表置居计划单位包括可在公开市场买卖的单位(居屋第三期乙之前出售的单位或已缴交补价的单位)，但不包括未售出的单位。
HOS / PSPS / MIHS / BRO / MSS / GSH flats include flats that are tradable in the open market (flats sold prior to HOS Phase 3B or flats with premium paid), but exclude unsold flats.
- (8) 已售出的租置计划单位包括可在公开市场买卖的单位(已缴交补价的单位)，但不包括售回给香港房屋委员会的单位。
TPS sold flats include flats that are tradable in the open market (flats with premium paid), but exclude cases in which buyers had sold back their flats to the Hong Kong Housing Authority.
- (9) 包括石梨临时居所。
Including Shek Lei temporary accommodation.
- (10) 数字为单位总数目。
Figures refer to total number of stock units.
- (11) 包括托儿所、图书馆及温习室。
Including nurseries, libraries and study rooms.
- (12) 包括位于工厂大厦的非制造业用途单位。
Including non-manufacturing shops in factory buildings.

09 2015/16至2019/20财政年度运作结果的撮要

Summary of Operating Results for Financial Years 2015/16 to 2019/20

		2015/16 百万元 \$M	2016/17 百万元 \$M	2017/18 百万元 \$M	2018/19 百万元 \$M	2019/20 百万元 \$M
租住房屋	Rental Housing					
收入	Income	14,365	14,444	15,379	16,414	17,435
开支	Expenditure	(14,376)	(14,118)	(14,996)	(15,651)	(16,717)
运作盈餘／(赤字)	Operating surplus/(deficit)	(11)	326	383	763	718
商业楼宇	Commercial					
收入	Income	2,469	2,714	2,975	3,253	3,335
开支	Expenditure	(1,383)	(1,448)	(1,604)	(1,647)	(1,789)
运作盈餘	Operating surplus	1,086	1,266	1,371	1,606	1,546
资助自置居所	Home Ownership Assistance					
收入	Income	2,596	2,729	10,021	9,799	24,229
开支	Expenditure	(611)	(1,326)	(5,281)	(6,871)	(13,227)
运作盈餘	Operating surplus	1,985	1,403	4,740	2,928	11,002
未计入非运作收入 净额的综合运作盈餘	Consolidated Operating Surplus before net non-operating income					
收入	Income	19,430	19,887	28,375	29,466	44,999
开支	Expenditure	(16,370)	(16,892)	(21,881)	(24,169)	(31,733)
未计入非运作收入 净额的综合运作盈餘	Consolidated operating surplus before net non-operating income	3,060	2,995	6,494	5,297	13,266
非运作收入净额	Net non-operating income	56	15	7	11	60
包括非运作收入 净额的综合运作盈餘	Consolidated Operating Surplus including net non-operating income	3,116	3,010	6,501	5,308	13,326

10 2015/16至2019/20财政年度资本开支的撮要

Summary of Capital Expenditure for Financial Years 2015/16 to 2019/20

		2015/16 百万元 \$M	2016/17 百万元 \$M	2017/18 百万元 \$M	2018/19 百万元 \$M	2019/20 百万元 \$M
建筑工程	Construction	17,411	16,766	19,585	18,555	15,376
改善工程	Improvement works	812	659	674	584	651
电脑器材／汽车	Computer equipment/motor vehicles	129	105	121	134	203
资本开支总额	Total Capital Expenditure	18,352	17,530	20,380	19,273	16,230

11 过去十年公营房屋建屋量

Public Housing Production in the Past 10 Years

年份	Year	10/11	11/12	12/13	13/14	14/15	15/16	16/17	17/18	18/19	19/20
出租单位	Rental Flats										
香港房屋委员会 (房委会) ⁽¹⁾	The Hong Kong Housing Authority (HA) ⁽¹⁾	13 672	11 186	13 114	14 057	9 938	14 264	11 276	13 413	17 658	10 107
房屋协会 (房协) ⁽²⁾	Housing Society (HS) ⁽²⁾	0	0	0	0	0	0	140	0	0	0
合计	Total	13 672	11 186	13 114	14 057	9 938	14 264	11 416	13 413	17 658	10 107
出售单位 ⁽³⁾⁽⁴⁾	Sale Flats ⁽³⁾⁽⁴⁾										
房委会 ⁽⁵⁾	HA ⁽⁵⁾	1 110	0	0	0	0	0	3 017	248	9 121	2 998
房协 ⁽⁶⁾	HS ⁽⁶⁾	0	0	0	0	0	988	0	0	0	1 640
合计	Total	1 110	0	0	0	0	988	3 017	248	9 121	4 638
总计	Grand Total	14 782	11 186	13 114	14 057	9 938	15 252	14 433	13 661	26 779	14 745

注 Notes:

- (1) 房委会租住房屋建屋量包括公共租住房屋(公屋)、中转房屋单位和由居者有其屋计划(居屋)转作公屋项目的单位。由公屋转作出售用途的可租可买计划 / 重建置业计划的单位则不包括在内。
Production of HA rental flats includes public rental housing (PRH), interim housing flats and flats of projects transferred from the Home Ownership Scheme (HOS) to PRH. Flats under projects built as rental housing but subsequently transferred to the Buy or Rent Option Scheme (BRO) / Mortgage Subsidy Scheme (MSS) housing are not included.
- (2) 房协租住房屋建屋量包括租住房屋和长者安居乐计划的单位。长者安居乐计划的单位是以长期租约推出，并需申请人缴付一笔租住权费。
Production of HS rental flats includes rental flats and the 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) 就于2002年至2004年期间落成，并于2007年起才分批发售的居屋 / 私人机构参建居屋计划(私人参建计划) / 住宅发售计划的单位而言，上表所指的「年份」为其首次推售时间。
For those HOS / Private Sector Participation Scheme (PSPS) / Flat-For-Sale Scheme (FFSS) flats completed during 2002 to 2004 and subsequently put up for sale by phase as from 2007, the first time when they were put up for sale was taken as the time of production.
- (4) 数字不包括市区重建局于2015/16年度一次性提供的322个资助出售单位。
Figures do not include the 322 subsidised sale flats provided by the Urban Renewal Authority (URA) on a one-off basis in 2015/16.
- (5) 房委会的资助出售单位建屋量包括居屋、私人参建计划、可租可买计划 / 重建置业计划和绿表置居计划(绿置居)的单位。
Production of HA subsidised sale flats includes the flats under the HOS, PSPS, BRO / MSS and Green Form Subsidised Home Ownership Scheme (GSH).
- (6) 房协资助出售房屋单位的建屋量包括住宅发售计划、夹心阶层住屋计划和资助出售房屋项目的单位。
Production of HS subsidised sale flats includes the flats under FFSS, Sandwich Class Housing Scheme (SCHS) and Subsidised Sale Flats Projects.

12 2019建造业意外统计

Construction Accidents Statistics 2019

意外数字	Accidents	
总数(全港)	Total number (Hong Kong)	2 947
新建工程(房屋委员会)	New construction works (Housing Authority)	61
维修及保养(房屋委员会)	Repair and Maintenance works (Housing Authority)	17
总数(房屋委员会)	Total number (Housing Authority)	78
房屋委员会占全港总数百分比	Housing Authority as % total	2.6%
每千名工人(全港)	Number per 1 000 workers (Hong Kong)	29.0
每千名工人(房屋委员会新建工程)	Number per 1 000 workers (Housing Authority new construction works)	5.2
每千名工人(房屋委员会维修及保养工程)	Number per 1 000 workers (Housing Authority Repair and Maintenance works)	5.3
死亡数字	Deaths	
总数(全港)	Total number (Hong Kong)	16
总数(房屋委员会新建工程)	Total number (Housing Authority new construction works)	0
总数(房屋委员会维修及保养工程)	Total number (Housing Authority Repair and Maintenance works)	0
房屋委员会新建工程占总数百分比	Housing Authority new construction works as % total	0%
房屋委员会维修及保养工程占总数百分比	Housing Authority Repair and Maintenance works as % total	0%
每千名工人(全港)	Number per 1 000 workers (Hong Kong)	0.16
每千名工人(房屋委员会新建工程)	Number per 1 000 workers (Housing Authority new construction works)	0
每千名工人(房屋委员会维修及保养工程)	Number per 1 000 workers (Housing Authority Repair and Maintenance works)	0
建造业工人受聘数字	Construction Workers Employed	
总数(全港)	Total number (Hong Kong)	101 750
总数(房屋委员会新建工程)	Total number (Housing Authority new construction works)	11 842
房屋委员会新建工程占总数百分比	Housing Authority new construction works as % total	11.6%
总数(房屋委员会维修及保养工程)	Total number (Housing Authority Repair and Maintenance works)	3 189
房屋委员会维修及保养工程占总数百分比	Housing Authority Repair and Maintenance works as % total	3.1%

13 服务承诺 Performance Pledge

为确保服务更能符合公众期望，与时俱进，香港房屋委员会（房委会）订立了一套服务承诺。这套服务承诺涵盖我们与市民大众及主要服务对象有所接触的部门运作。我们将因应服务对象的需求而就有关服务承诺作出适时检讨。

To ensure our services better meet public expectation and move with the times, the Hong Kong Housing Authority (HA) has formulated a set of performance pledges. These pledges cover our operations that have an interface with the general public and our major client groups. We will conduct reviews on the performance pledges according to the needs of the clients.

服务承诺 Performance Pledge	服务目标 Performance Target	2019年实际成绩* Achievement* in 2019
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公共租住房屋（公屋）申请者 Public Rental Housing (PRH) Applicants

1	我们会在确认收到申请表格后的3个月内，以书面通知申请者是否成功获公屋登记。 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%
2	在申请到达详细资格审查阶段时，我们会预先1星期前通知申请者详细资格审查面晤的时间。 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	我们会在30分钟内接见准时出席详细资格审查面晤的申请者。 We will conduct the detailed vetting interview within 30 minutes of the appointed time if the applicants arrive on time.	99%	100%
4	申请者在详细资格审查阶段的相关面晤中提供齐备的资料后，我们会进行审查及核实，于2个月内通知申请者是否符合编配资格。 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	在接获社会福利署体恤安置个案推荐后，我们会于3星期内与申请者面晤核实配屋资格。 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	房屋署设有网上电子服务及房委会热线2712 2712供申请者查询申请进度。我们会更新系统内有关之申请进度资料至上一个工作天完结的情况。 We have set up the e-service on the web and the Housing Authority 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%

公屋住户 PRH Tenants

7	我们会在7分钟内接待前来屋邨办事处的公屋住户。 We will attend to tenants within 7 minutes when they visit our estate office during office hours.	95%	100%
8	在收租服务时间内，我们会在18分钟内接待前来屋邨办事处缴交租金的公屋住户。 We will attend to tenants within 18 minutes when they pay rent at our estate office during rent collection service hours.	95%	99.99%

13 服务承诺 (续)

Performance Pledge (continued)

服务承诺 Performance Pledge		服务目标 Performance Target	2019年实际成绩* Achievement* in 2019
9	(a) 如前租户提供齐备资料及没有拖欠房委会款项，我们会在接获其退款申请2星期内退回住宅单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%	96.35%
	(b) 如租户提供齐备资料，我们会在接获租金援助申请2星期内通知申请结果。 We will notify tenants of the outcome within 2 weeks upon receipt of application for rent assistance if adequate information is provided.	95%	99.84%
10	(a) 关于更换户主、特别调迁、交回较低租金、平安钟安装津贴的申请，如公屋住户提供的资料齐备，我们会在10天内作初步答覆。 We will provide interim replies for applications relating to change of head of household, special transfer, rent reversion and subsidy for the installation of an emergency alarm within 10 days if required documents are provided.	100%	100%
	(b) 就上述的申请，我们会在18天内给公屋住户确实答覆。如我们未能在18天内作出确实答覆，会在作出确实答覆限期前及其后每月告知公屋住户申请进展。 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	屋邨办事处在收到有关屋邨的护卫和清洁服务的投诉后12小时内处理。 We will attend to complaints about security and cleansing services in the estate within 12 hours of report to the estate office.	95%	100%
12	如申请人提供的资料齐备，我们在收到根据「居屋第二市场计划」提交的「购买资格证明书」申请，以购买「居者有其屋计划」、「租者置其屋计划」或「绿表置居计划」的单位，会在2星期内通知申请结果。 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), Tenants Purchase Scheme (TPS) or Green Form Subsidised Home Ownership Scheme (GSH) flat under the HOS Secondary Market Scheme, subject to the availability of required information.	90%	98.07%
13	如申请人提供的资料齐备，我们在收到申请购买「租者置其屋计划」屋邨单位的申请书后，会在60天内通知申请结果。 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%	100%
14	升降机发生故障时： Maintenance personnel will arrive at the scene for report of lift breakdown:	95%	99.28%
	(a) 如无人被困，维修人员会在接报后45分钟内到场； within 45 minutes where no trapping of passengers is involved;		
	(b) 如有乘客被困，维修人员会在25分钟内到场； within 25 minutes if trapping of passengers is involved;	95%	99.24%
	(c) 并于到场后30分钟内救出被困的乘客。 have them rescued within 30 minutes of arrival.	90%	99.18%

13 服务承诺 (续)

Performance Pledge (continued)

服务承诺 Performance Pledge		服务目标 Performance Target	2019年实际成绩* Achievement* in 2019
15	遇有突然停电： For sudden interruption of electricity supply:		
	(a) 屋邨管理人员会在屋邨办事处接报后15分钟内到场处理： 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%
	(b) 在办公时间内，维修人员会在1小时内到场维修： Maintenance personnel will arrive within 1 hour for maintenance during office hours;	99%	99.85%
	(c) 在非办公时间内，维修人员会在2小时内到场维修： Maintenance personnel will arrive within 2 hours for maintenance after office hours;	99%	99.76%
	(d) 如住宅大厦停电涉及超过一个住宅单位和 / 或公用地方，供电会在检查后8小时内恢复。 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	遇有食水供应突然中断： For sudden interruption of fresh water supply:		
	(a) 屋邨管理人员会在屋邨办事处接报后15分钟内到场处理： 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%
	(b) 维修人员会在1小时内到场维修： Maintenance personnel will arrive within 1 hour for maintenance;	95%	98.28%
	(c) 若不涉及地底输水管的维修，供水会在检查后9小时内恢复。 Supply will be resumed within 9 hours after inspection where no repairs to underground water mains are required.	95%	100%
17	遇有冲厕水供应突然中断： For sudden interruption of flush water supply:		
	(a) 屋邨管理人员会在屋邨办事处接报后15分钟内到场处理： 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%
	(b) 维修人员会在2小时内到场维修： Maintenance personnel will arrive within 2 hours for maintenance;	95%	100%
	(c) 若不涉及地底输水管的维修，供水会在检查后20小时内恢复。 Supply will be resumed within 20 hours after inspection where no repairs to underground water mains are required.	95%	97.22%
18	如属房屋署负责维修的公众地方排水道淤塞，我们会在屋邨办事处接报后15分钟内到场处理。 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%

13 服务承诺 (续) Performance Pledge (continued)

服务承诺 Performance Pledge	服务目标 Performance Target	2019年实际成绩* Achievement* in 2019
19 在接获公屋住户的维修要求后，如属房屋署负责的项目，我们会在屋邨办事处接报后12天内动工维修。如需较长时间始能动工，我们会在5天内将原因告知公屋住户。(此维修要求不包括服务承诺第14至第18项所载者。) 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)	90%	98.65%
20 在接获报告房屋署管理的树木怀疑有危险时： Upon receipt of report of suspected hazard imposed by trees managed by the HD:	95%	100%
(a) 我们会在30分钟内到场； We will arrive at the scene within 30 minutes;	95%	100%
(b) 我们会在到场后90分钟内围封现场有危险的地方； We will cordon off the hazardous zone within 90 minutes of arrival;	90%	100%
(c) 如果有倒下的枝条，我们会在到场后4小时内清理； We will arrange clearing of fallen branches, if any, within 4 hours of arrival;	90%	100%
(d) 我们会在3天内检查有关树木的状况。 We will conduct an inspection to the condition of the tree in question within 3 days.	90%	100%

居者有其屋计划(居屋) / 租者置其屋计划(租置) / 绿表置居计划(绿置居)单位业主

Home Ownership Scheme (HOS) / Tenants Purchase Scheme (TPS) / Green Form Subsidised Home Ownership Scheme (GSH) Flat Owners

21	如居屋 / 租置 / 绿置居申请人提供的资料齐备，我们在收到根据「居屋第二市场计划」就其单位提交的「可供出售证明书」申请后，会在2星期内通知申请结果。 We will notify HOS / TPS / GSH flat owners of the outcome within 2 weeks upon receipt of their applications for Certificate of Availability for Sale (CAS) of their flats under the HOS Secondary Market Scheme, subject to the availability of required information.	90%	98.72%
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绿表置居计划(绿置居)单位业主 Green Form Subsidised Home Ownership Scheme (GSH) Flat Owners

22	若绿置居业主选择由首次转让日期起计第一及第二年内，以原来的买价出售其单位予房委会的提名人时，如绿置居业主申请人提供的资料齐备，我们在收到就其单位提交的「出售资格证明书」申请后，会在2星期内通知申请结果。 We will notify GSH flat owners of the outcome within 2 weeks upon receipt of their applications for Certificate of Eligibility to Sell (CES) if they opt to sell their flats to HA's nominees within the 1 st and 2 nd year (at original price), subject to the availability of required information.	90%	100%
23	若绿置居业主选择由首次转让日期起计第三至第五年内，以房屋署署长评定的售价出售其单位予房委会的提名人时，如绿置居业主申请人提供的资料齐备，我们在收到就其单位提交的「出售资格证明书」申请后，会在6星期内通知申请结果。 We will notify GSH flat owners of the outcome within 6 weeks upon receipt of their applications for CES if they opt to sell their flats to HA's nominees from the 3 rd to 5 th year (at the price assessed by the Director of Housing), subject to the availability of required information.	90%	100%

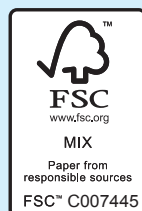
13 服务承诺 (续) Performance Pledge (continued)

服务承诺 Performance Pledge		服务目标 Performance Target	2019年实际成绩* Achievement* in 2019
商业单位申请人 Commercial Premises Applicants			
24	我们会在招标期限届满后14天内，通知投标者租赁商业单位的标书是否有效。 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%
25	如投标者提供的资料齐备，我们会依照标书次序编排小组审批的结果，于招标期限届满后18天内，把投标按金退还标书未被接纳的投标者，出价最高者则作别论。 Subject to the availability of required information, 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%
26	我们会在招标期限届满后25天内，通知投标出价最高者有关租赁商业单位的招标结果。 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%
商业单位 / 非住宅单位租户 Commercial Premises / Non-domestic Premises Tenants			
27	如租户提供的申请资料齐备，我们会按以下三类个案，从业主的角度审批租户的装修工程申请： We will vet from Landlord's role and approve tenants' applications for fitting-out works according to the following three classes, subject to the availability of requisite information: (a) 简单个案： 不更改建筑物的屋宇装备、结构、防水设备、排水设施、间隔和外观，于10天内完成。 Simple case: No alteration of Building Services installations, structure, waterproofing, drainage, compartmentation, outlook of the building. To be completed within 10 days.	95%	100%
	(b) 一般个案： 相当大量建筑工程、内部间隔移位、在楼板或墙壁辟设开口，于20天内完成。 Normal case: Considerable amount of building works, relocation of internal partitions, forming of openings in floor or wall. To be completed within 20 days.	90%	100%
	(c) 复杂个案： 涉及重大建筑工程、加建楼板或墙壁、安装重型机器或设备，于30天内完成。 Complicated case: Involved major building works, additional floor or wall, installation of heavy machine or equipment. To be completed within 30 days. (上述时间框架不计算运输及房屋局常任秘书长(房屋)办公室辖下独立审查组所处理涉及改建和加建装修工程需要的时间。) (The above time frames exclude the time required for processing by the Independent Checking Unit under the Office of the Permanent Secretary for Transport and Housing (Housing) for fitting-out works which involve alteration and addition.)	90%	100%

13 服务承诺 (续) Performance Pledge (continued)

服务承诺 Performance Pledge		服务目标 Performance Target	2019年实际成绩* Achievement* in 2019
28	如商业单位租户续订租约获得批准，我们会在现行租约届满前3个月，把新租金和新租约条款通知他们。 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%
工程承建商及服务承办商 Works and Services Contractors			
29	我们在收到关于申请列入房委会工程承建商及物业管理服务供应商名册的完整资料后，会于3个月内完成处理。 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%
一般市民 General Public			
30	我们将于收到投诉和查询个案10天内作初步答覆。 We will provide an interim reply within 10 days of receipt of complaint and enquiry cases.	100%	100%
31	我们将于收到投诉和查询个案21天内作具体答覆。我们如未能于21天内作具体答覆，将于作具体答覆限期当天及每月告知进展。 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%
32	房委会热线接到的所有来电均会于20秒内由电话系统接听。 All telephone calls to Housing Authority Hotline will be answered by the hotline system within 20 seconds.	90%	100%

* 2019实际成绩由1.1.2019起计算至31.12.2019。
The achievement in 2019 covers the period from 1.1.2019 to 31.12.2019.



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