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01 香港房屋委員會組織及職能

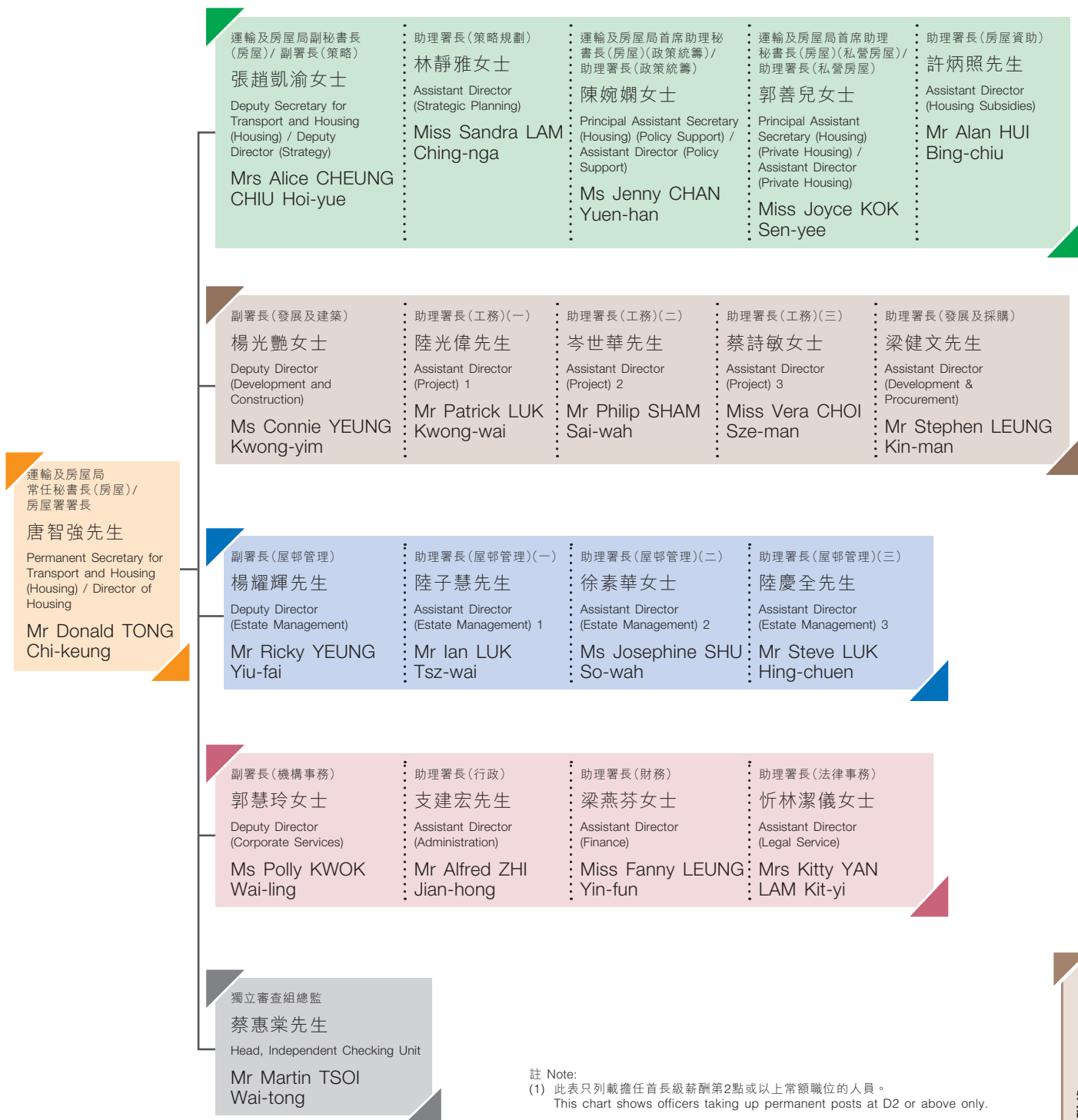
The Hong Kong Housing Authority Organisation and Functions

截至 As at 31.3.2020



02 房屋署首長級人員⁽¹⁾ Housing Department Directorate⁽¹⁾

截至 As at 31.3.2020



註 Note:

(1) 此表只列載擔任首長級薪酬第2點或以上常額職位的人員。
This chart shows officers taking up permanent posts at D2 or above only.

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

類別	Categories	截至 As at 31.3.2020		截至 As at 31.3.2019	
		單位 Flats	人數 People	單位 Flats	人數 People
公屋申請	Public Rental Housing Applications	12 128	32 352	26 889	73 208
屋邨清拆及大型維修	Estate Clearance and Major Repairs	42	92	375	1 118
政府清拆項目 / 市區重建局	Government Clearance Projects / Urban Renewal Authority	713	1 589	127	278
緊急安置	Emergency	0	0	0	0
初級公務員及退休公務員	Junior Civil Servants and Pensioners	933	2 743	1 502	4 411
體恤安置	Compassionate Rehousing	765	1 742	873	2 015
各類調遷及紓緩擠迫 / 改善居住空間調遷計劃	Transfers and Overcrowding Relief / Living Space Improvement Transfer Scheme	2 919	7 153	4 913	13 679
合計	Total	17 500⁽¹⁾	45 671	34 679⁽²⁾	94 709

註 Notes:

(1) 不包括5 278個編配中的單位。
Excluding 5 278 flats under offer.

(2) 不包括2 425個編配中的單位。
Excluding 2 425 flats under offer.

04 租住房屋數目 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	
		單位數目 No. of Flats	認可居民人數 Authorised Population	單位數目 No. of Flats	認可居民人數 Authorised Population
區議會分區	District Council District				
中西區	Central and Western	636	2 039	636	2 051
東區	Eastern	35 352	96 737	35 405	97 966
南區	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
九龍城	Kowloon City	29 609	73 804	29 609	74 400
黃大仙	Wong Tai Sin	75 173	198 912	75 371	202 313
觀塘	Kwun Tong	146 563	377 801	146 438	380 516
葵青	Kwai Tsing	101 328	273 229	101 492	276 656
荃灣	Tsuen Wan	21 729	56 594	21 729	57 360
屯門	Tuen Mun	57 824	143 887	58 204	145 875
元朗	Yuen Long	67 903	196 542	68 031	198 314
北區	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
西貢	Sai Kung	28 735	80 731	28 885	81 943
離島	Islands	23 128	71 427	23 128	70 127
合計	Total	795 079	2 111 088	793 428	2 126 111

中轉房屋	Interim Housing	截至 As at 31.3.2020		截至 As at 31.3.2019	
		單位數目 ⁽²⁾ No. of Flats ⁽²⁾	認可居民人數 ⁽³⁾ Authorised Population ⁽³⁾	單位數目 ⁽²⁾ No. of Flats ⁽²⁾	認可居民人數 ⁽³⁾ Authorised Population ⁽³⁾
區議會分區	District Council District				
屯門	Tuen Mun	3 967	4 258	3 844	4 201
葵青	Kwai Tsing	1 928	627	1 928	781
合計	Total	5 895	4 885	5 772	4 982

註 Notes:

(1) 數字不包括在租者置其屋計劃下所出售的租住單位。

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

(2) 數字包括位於石籬(二)中轉房屋大廈中用作臨時居所的單位。

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

(3) 數字不包括居於石籬(二)中轉房屋大廈中用作臨時居所單位的人口。

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

	區議會分區	District Council District	單位數目 Number of Flats
居者有其屋計劃(居屋)單位 ⁽¹⁾ Home Ownership Scheme (HOS) Flats ⁽¹⁾	東區	Eastern	13 893
	南區	Southern	6 726
	深水埗	Sham Shui Po	6 360
	九龍城	Kowloon City	3 086
	黃大仙	Wong Tai Sin	20 506
	觀塘	Kwun Tong	28 454
	葵青	Kwai Tsing	13 284
	荃灣	Tsuen Wan	962
	屯門	Tuen Mun	20 835
	元朗	Yuen Long	21 966
	北區	North	12 566
	大埔	Tai Po	13 037
	沙田	Sha Tin	39 853
	西貢	Sai Kung	22 127
	離島	Islands	3 750
	合計	Total	227 405
私人機構參建居屋計劃(私人參建計劃)及 中等入息家庭房屋計劃單位 ⁽¹⁾ Private Sector Participation Scheme (PSPS) and Middle Income Housing Scheme (MIHS) Flats ⁽¹⁾	東區	Eastern	17 990
	南區	Southern	3 130
	油尖旺	Yau Tsim Mong	3 908
	黃大仙	Wong Tai Sin	11 364
	觀塘	Kwun Tong	6 410
	葵青	Kwai Tsing	840
	屯門	Tuen Mun	19 712
	北區	North	5 872
	大埔	Tai Po	3 928
	沙田	Sha Tin	12 914
	西貢	Sai Kung	13 766
	合計	Total	99 834
可租可買計劃、重建置業計劃單位及綠表置居計劃 ⁽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
	九龍城	Kowloon City	1 096
	黃大仙	Wong Tai Sin	1 497
	葵青	Kwai Tsing	1 920
	元朗	Yuen Long	2 560
	北區	North	800
	合計	Total	11 033
已出售的租者置其屋計劃(租置計劃)單位 ⁽²⁾ Tenants Purchase Scheme (TPS) Sold Flats ⁽²⁾	東區	Eastern	2 840
	南區	Southern	8 407
	深水埗	Sham Shui Po	5 245
	黃大仙	Wong Tai Sin	18 438
	觀塘	Kwun Tong	11 618
	葵青	Kwai Tsing	12 055
	屯門	Tuen Mun	13 494
	元朗	Yuen Long	6 059
	北區	North	14 304
	大埔	Tai Po	16 081
	沙田	Sha Tin	23 026
西貢	Sai Kung	11 901	
	合計	Total	143 468
	總計	Grand Total	481 740

註 Notes:

(1) 居屋 / 私人參建計劃 / 中等入息家庭房屋計劃 / 可租可買計劃 / 重建置業計劃 / 綠表置居計劃單位包括可在公開市場買賣的單位(居屋第三期乙之前出售的單位或已繳交補價的單位), 但不包括未售出的單位。

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) 已出售的租置計劃單位包括可在公開市場買賣的單位(已繳交補價的單位), 但不包括售回給香港房屋委員會的單位。

TPS sold flats include flats that are tradable in the open market (flats with premium paid), but exclude cases in which buyers had sold back their flats to the Hong Kong Housing Authority.

06A 資格準則 Eligibility Criteria

公共租住房屋的申請資格準則 Eligibility Criteria for Public Rental Housing Applications				
資格準則 Eligibility Criteria	申請類別 Type of Applications	「高齡單身人士」優先配屋計劃 Single Elderly Persons Priority Scheme	「共享頤年」優先配屋計劃 Elderly Persons Priority Scheme	「天倫樂」優先配屋計劃 ⁽¹⁾ Harmonious Families Priority Scheme ⁽¹⁾
申請者年齡 Applicant's Age	年滿18歲 Must be 18 years of age or above	申請者必須年滿58歲，而在配屋時必須年滿60歲。 The Applicant must be 58 years of age or above, and must have attained the age of 60 at the time of PRH allocation.	申請表內的所有人士必須年滿58歲，而在配屋時全部人士必須年滿60歲。 All of them must be 58 years of age or above at the time of filing in their application and must have attained the age of 60 at the time of PRH allocation.	年滿18歲(有關的高齡人士必須年滿60歲或以上)。 Must be 18 years of age or above (the elderly persons must have attained the age of 60 or above).
住戶人數 Household Size	最少兩名有親屬關係 ⁽²⁾ 的人士合伙共住。非長者一人申請者會納入「配額及計分制」辦理。 At least two related ⁽²⁾ persons living together. Non-elderly One-person applicants are placed on the Quota and Points System.	高齡單身人士會被編配入住長者住屋、經改建的單位或獨立單位。 Single elderly applicants will be allocated Housing for Senior Citizens, converted flats or self-contained flats.	兩名或更多長者，無論有親屬關係 ⁽²⁾ 與否，獲配單位後須合伙共住。 Two or more elderly persons, either related ⁽²⁾ or unrelated, who undertake to live together upon flat allocation.	申請家庭最少有兩名成員，其中必須包括最少一名年長父/母或受供養的年長親屬。 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.
每月住戶收入 Monthly Household Income	住戶收入不得超逾入息限額，該限額每年檢討一次。 Not exceeding the income limits which are reviewed annually.			
家庭資產總值 Household Asset	申請者及家庭成員所擁有的總資產淨值不得超逾總資產淨值限額，該限額每年檢討一次。 The applicant and his / her family members should not own total net assets exceeding the total net asset limits which are reviewed annually.			
擁有物業 Property Ownership	由填寫公屋申請表當日起計，直至透過申請獲配公屋並簽訂新租約該日為止，申請者及其家庭成員在香港並無： (a) 擁有或與他人共同擁有香港任何住宅物業或該類物業的任何權益(例如：擁有香港任何住宅物業權益的產業受託人、遺囑執行人、管理人或受益人均不合資格提出申請)；或(b) 簽訂任何協議(包括臨時協議)購買香港的住宅物業；或(c) 持有任何直接或透過附屬公司擁有香港住宅物業的公司50%以上的股權。住宅物業包括在香港的任何住宅樓宇、未落成的私人住宅樓宇、經建築事務監督認可的天台構築物、用作居住用途的屋地及由地政總署批出的小型屋宇批地(包括丁屋批地)。 From the date of completing the Public Rental Housing (PRH) application form to the date of signing the tenancy agreement of the PRH unit allocated in consequence of the application, the Applicant and his / her family members must not: (a) own or co-own or have an interest in any domestic property in Hong Kong (for example, trustee, executor, administrator or beneficiary having an interest in any domestic property in Hong Kong shall not be eligible to submit the application); or (b) have entered into any agreement (including provisional agreement) to purchase any domestic property in Hong Kong; or (c) hold more than 50% of shares in a company which owns, directly or through its subsidiaries, any domestic property in Hong Kong. Domestic property includes any domestic property, uncompleted private domestic property, rooftop structure approved by the Building Authority, domestic building lots and Small House Grants approved by the Lands Department in Hong Kong.			
居港年期 Length of Residence	配屋時，申請內必須有至少一半成員在香港住滿七年及所有成員仍在香港居住。18歲以下子女在以下情況一律視作已符合七年居港年期規定： (a) 不論在何處出生，只要父母其中一人居港滿七年；或 (b) 在香港出生並已確立香港永久居民身份。 At the time of allocation, at least half of the family members included in the application must have lived in Hong Kong for seven years and all family members must be still living in Hong Kong. Under the following circumstances, all children under the age of 18 are deemed to have fulfilled the seven-year residence rule: (a) one of the parents, regardless of the children's place of birth, has lived in Hong Kong for seven years; or (b) the children were born in Hong Kong with established permanent resident status.			

註 Notes:

- (1) 凡參加此項計劃而符合資格的申請，會比一般家庭申請提早六個月獲得處理。
Eligible applications under this scheme will enjoy a six-month period of priority processing over the application by ordinary families.
- (a) 選擇與長者同住一單位：
 - 申請家庭最少有兩名成員，其中必須包括最少一名年長父/母或受供養的年長親屬及最少一名年滿18歲的家庭成員，申請者可以選擇任何地區作為編配公屋單位。
 - 不論申請者是由年長親屬還是另一名成年的家庭成員擔任，雙方均須於接受詳細資格審查面晤時簽署一份聲明書，聲明較年輕的一方成員會照顧年長父/母或受供養的年長親屬，並一同居住。
 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) 選擇分別入住兩個就近的單位：
 - 申請家庭必須為核心家庭，連同最少一名年長父/母或受供養的年長親屬，分別以兩份申請表，選擇位於市區以外同一地區內兩個就近的公屋單位。
 - 雙方均須於詳細資格審查面晤時簽署一份聲明書，聲明在獲得編配有關單位後，年輕家庭會給予其年長父/母或受供養的年長親屬適當的照顧。
 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) 申請者與家庭成員的關係，及家庭成員之間的關係，必須為夫婦、父母、子女、祖父母、孫。申請者的單身兄弟姊妹亦可以獲得接納一同申請(單身兄弟姊妹即從來沒有辦妥任何正式結婚手續或舊式婚禮、已離婚或喪偶的兄弟姊妹。單身兄弟姊妹若於公屋申請登記後結婚，不論其配偶是否已獲香港入境權，亦必須即時在公屋申請內除名)。
The relationship between the applicant and family members and between family members must be either husband and wife, parent and child, grandparent and grandchild. Applicant may apply with his/her single sibling (Single sibling means never undergone any formal or customary marriage formalities, divorced or widowed. If the single sibling gets married after registration of PRH application, he/she must delete his/her name from the PRH application as soon as possible despite his/her spouse has not been granted the right to land in Hong Kong).

06A 資格準則 (續)

Eligibility Criteria (continued)

入息及總資產淨值限額 (2020年4月1日起生效) Income and Total Net Asset Limits (Effective from 1 April 2020)	家庭人數 Family Size	每月最高入息限額 ⁽¹⁾ (1.4.2020生效) Maximum Income Limit (per Month) ⁽¹⁾ (Effective from 1.4.2020)	總資產淨值限額 ⁽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

非親屬關係之長者住戶入息及 總資產淨值限額 (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)	住戶人數 Household Size	每月最高入息限額 ⁽¹⁾ (1.4.2020生效) Maximum Income Limit (per Month) ⁽¹⁾ (Effective from 1.4.2020)	總資產淨值限額 ⁽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

註 Notes:

(1) 強制性公積金或公積金計劃下的法定供款可於申報入息時獲得扣除。

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

(2) 若全部家庭成員均為年滿60歲或以上的長者，其總資產淨值限額為上表所示限額的兩倍(即1人至10人或以上長者家庭的總資產淨值限額分別為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 資格準則 (續) Eligibility Criteria (continued)

購買居者有其屋計劃單位的資格準則 Eligibility Criteria for Purchase of a Flat under the Home Ownership Scheme (HOS)		
申請者類別 Categories of Applicants	<p>綠表 Green Form</p> <p>1. 香港房屋委員會(房委會)或香港房屋協會(房協)轄下公共租住房屋(公屋)的住戶(「有條件租約」住戶除外)： 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);</p> <p>2. 持有由房屋署或市區重建局發出有效《綠表資格證明書》的人士： Holders of a valid Green Form Certificate issued by the Housing Department (HD) / the Urban Renewal Authority (URA);</p> <p>3. 持有由房屋署簽發有效《保證書》的房屋署屋宇事務助理職系人員；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</p> <p>4. 房委會「長者租金津貼計劃」的受惠者。 Recipients of Rent Allowance for the Elderly Scheme (RAES) administered by the HA.</p>	<p>白表 White Form</p> <p>1. 私營房屋的住戶； Households living in private housing;</p> <p>2. 房委會及房協轄下的公屋或任何資助房屋計劃單位住戶的家庭成員；及 Family member(s) of households living in PRH or any subsidised housing scheme units under the HA or the HS; and</p> <p>3. 根據房委會「租者置其屋計劃」(「租置計劃」)與房委會簽訂轉讓契據日期起計十年內的「租置計劃」單位業主及其認可家庭成員。 Flat owners and their authorised family member(s) under the Tenants Purchase Scheme (TPS) within 10 years from the date of Assignment for the purchase of their TPS flats from the HA.</p>
家庭收入及資產限額 Household Income and Asset Limits	公屋住戶 / 持證人不受入息及資產限額的規定。 Tenants / Licensees of PRH are not subject to the requirement on household income and asset limits.	申請者及其家庭成員須符合房委會就每期銷售計劃訂定的入息及資產限額的規定。 ⁽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⁾
住宅物業擁有權 Domestic Property Ownership	公屋住戶 / 持證人不受住宅物業擁有權限制。 Tenants / Licensees of PRH are not subject to the restriction of ownership of domestic property.	申請者及其家庭成員須符合本計劃有關住宅物業擁有權限制的規定。 ⁽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	不適用。 Not applicable.	申請者須符合本計劃的居港年期的規定。 ⁽³⁾ The applicants are subject to the requirement on length of residence of the scheme. ⁽³⁾
申請者年齡 Applicant's Age	年滿18歲。 At least 18 years old.	年滿18歲。 At least 18 years old.
申請類別 Application Category	<p>1. 受房委會公屋清拆計劃影響的家庭申請者； Family applicants living in PRH estates affected by the HA's clearance programmes;</p> <p>2. 參加「家有長者優先選樓計劃」的家庭申請者； Family applicants applying under the "Priority Scheme for Families with Elderly Members";</p> <p>3. 其他家庭申請者； Other Family applicants;</p> <p>4. 受房委會公屋清拆計劃影響的一人申請者；及 One-person applicants living in PRH estates affected by the HA's clearance programmes; and</p> <p>5. 一人申請者。 One-person applicants.</p>	<p>1. 參加「家有長者優先選樓計劃」的核心家庭申請者； Nuclear family applicants applying under the "Priority Scheme for Families with Elderly Members";</p> <p>2. 其他核心家庭申請者； Other nuclear family applicants;</p> <p>3. 非核心家庭申請者；及 Non-nuclear family applicants; and</p> <p>4. 一人申請者。 One-person applicants.</p>

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

註 Notes:

- (1) 「出售居者有其屋計劃單位2019」下白表申請者的每月家庭總入息限額及家庭總資產淨值限額。
Total Monthly Household Income and Total Net Household Asset Limits for White Form applicants under the Sale of HOS Flats 2019.

家庭人數	Household Size	家庭每月總入息限額* Total Monthly Household Income Limit*	家庭總資產淨值限額 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

在審查申請者的申請資格時，按強制性公積金(強積金)計劃或其他公積金計劃所作的法定供款會從申請者/家庭成員收入中扣除以計算入息(以法定的5%強制性僱員供款，及現行每月最高僱員供款限額為上限，其他非強制性的額外供款屬自願性供款，所以不能扣減)。

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) 由申請截止日期之前的24個月起計，直至簽署買賣協議購買有關銷售計劃的居屋單位時，申請者及名列申請表上的其家庭成員不得(i)擁有或與他人共同擁有香港任何住宅樓宇或該類樓宇的任何權益；或(ii)簽訂任何協議(包括臨時協議)購買香港任何住宅樓宇；或(iii)持有任何直接或透過附屬公司擁有香港住宅樓宇的公司一半以上的股權；或(iv)為香港任何住宅樓宇(包括土地)的受益人；或(v)轉售香港任何住宅樓宇或出讓與香港住宅樓宇有關的任何權益(轉售或出讓的日期，以簽訂轉讓契據當日為準)，或(vi)退出任何持有一半以上股權而擁有香港住宅樓宇的公司。住宅樓宇包括在香港的任何住宅樓宇、未落成的私人住宅樓宇、經建築事務監督認可的天台建築物、用作居住用途的土地及由地政總署批出的小型屋宇批地(包括丁屋批地)。

Neither the applicant nor any member of the family 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) 申請者須在申請截止日期當日已在香港居住滿七年，其在香港的居留不受附帶逗留條件所限制(與逗留期限有關的條件除外)。
The applicant must have lived in Hong Kong for at least seven years on 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 資格準則 (續) Eligibility Criteria (continued)

申請白表居屋第二市場計劃(白居二)的資格準則 Eligibility Criteria for applying the White Form Secondary Market Scheme (WSM)	
申請者類別 Categories of Applicants	1. 私營房屋的住戶； Households living in private housing; 2. 香港房屋委員會(房委會)或香港房屋協會轄下公共租住房屋或任何資助房屋計劃單位住戶的家庭成員；及 Family members of households living in public rental housing (PRH) or any subsidised housing scheme units under the Hong Kong Housing Authority (HA) or the Hong Kong Housing Society; and 3. 根據房委會「租者置其屋計劃」(租置計劃)與房委會簽訂轉讓契據日期起計十年內的「租置計劃」單位業主及其認可家庭成員。 Flat owners and their authorised family member(s) under the Tenants Purchase Scheme (TPS) within 10 years from the date of Assignment for the purchase of their TPS flats from the HA.
家庭收入及資產限額 Household Income and Asset Limits	申請者及其家庭成員須符合房委會就本計劃訂定的家庭每月總入息及總資產淨值限額。 ⁽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⁾
住宅物業擁有權 Domestic Property Ownership	申請者及其家庭成員須符合本計劃所列住宅物業擁有權的限制。 ⁽²⁾ The applicant and his / her family members have to fulfil the domestic property ownership restriction of the scheme. ⁽²⁾
居港年期 Length of Residence	申請者須符合本計劃所列的居港年期限制。 ⁽³⁾ The applicant has to fulfil the length of residence restriction of the scheme. ⁽³⁾
申請者年齡 Applicant's Age	申請截止日期當日已年滿18歲。 At least 18 years old on the closing date of application.
申請類別 Application Category	一人申請者或家庭申請者(即二人或以上的組合)。 One-person applicants or family applicants (i.e. a composition of two or more persons).

註 Notes:

(1) 2019年「白表居屋第二市場計劃(白居二)」的入息及資產限額。
Income and Asset Limits for the 2019 White Form Secondary Market Scheme (WSM).

家庭人數	Household Size	家庭每月總入息限額* Total Monthly Household Income Limit*	家庭總資產淨值限額 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

* 按強制性公積金(強積金)計劃或其他公積金計劃所作的法定供款會從申請者/家庭成員收入中扣除5%法定強積金供款以計算入息。
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) 由申請截止日期之前的24個月起計，直至簽訂臨時買賣合約當日，申請者及其家庭成員不得(i)擁有或與他人共同擁有香港任何住宅樓宇或該類樓宇的任何權益；或(ii)簽訂任何協議(包括臨時協議)購買香港任何住宅樓宇；或(iii)持有任何直接或透過附屬公司擁有香港住宅樓宇的公司一半以上的股權；或(iv)為香港任何住宅樓宇(包括土地)的受益人；或(v)轉售香港任何住宅樓宇或出讓與香港住宅樓宇有關的任何權益(轉售或出讓的日期，以簽訂轉讓契據當日為準)；或(vi)退出任何持有一半以上股權而擁有香港住宅樓宇的公司。住宅樓宇包括在香港的任何住宅樓宇、未落成的私人住宅樓宇、經建築事務監督認可的天台構築物、用作居住用途的土地及由地政總署批出的小型屋宇批地(包括丁屋批地)。
Neither the applicant nor any member of the family 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) 申請者須在申請截止日期當日已在香港居住滿七年，而其在香港的居留不受附帶逗留條件所限制(與逗留期限有關的條件除外)。
The applicant must have lived in Hong Kong for at least seven years on 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 單位面積及租金 Size and Rent of Flats

截至 As at 31.3.2020

類型 Type	落成年份 Year of completion	居住單位總數 Stock of flats	選取單位的面積* (以平方米計) Size of selected flats* (in m ²)	居住單位數目 Number of flats	每月平均租金 (元) Average monthly rents (\$)	元 (每平方米 每月計) \$/m ² per month
前屋宇建設 委員會屋邨 Former Housing Authority Estates	1958-1965	14 765	24.1	2 381	1,408	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 委員會屋邨 The Hong Kong Housing Authority Estates	1973年以後 Post 1973	355 986 (市區) ⁽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 (擴展市區) ⁽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

註 Notes:

* 載於此附錄的居住單位，其面積為每一類型單位中所屬面積範圍內為數最多者。
In compiling this appendix, the dominant size of each type of flat was selected.

(1) 市區包括香港島及九龍。

Urban includes Hong Kong Island and Kowloon.

(2) 擴展市區包括荃灣、葵涌、青衣、沙田、馬鞍山、將軍澳及東涌。

Extended Urban includes Tsuen Wan, Kwai Chung, Tsing Yi, Shatin, Ma On Shan, Tseung Kwan O and Tung Chung.

(3) 新界包括粉嶺、上水、屯門、元朗、天水圍、大埔及離島，但不包括東涌。

N.T. includes Fanling, Sheung Shui, Tuen Mun, Yuen Long, Tin Shui Wai, Tai Po and Outlying Islands excluding Tung Chung.

08 統計數字一覽表

Statistics

截至 As at 31.3.2020

		數目 Number
屋邨/屋苑	Estates/Courts	437
租住公屋 ⁽¹⁾	Public Rental Housing (PRH) ⁽¹⁾	186
居者有其屋計劃(居屋) ⁽²⁾	Home Ownership Scheme (HOS) ⁽²⁾	156
私人機構參建居屋計劃(私人參建計劃) / 中等入息家庭房屋計劃 ⁽²⁾	Private Sector Participation Scheme (PSPS) / Middle Income Housing Scheme (MIHS) ⁽²⁾	48
可租可買計劃 / 重建置業計劃 / 綠表置居計劃 ⁽³⁾	Buy or Rent Option Scheme (BRO) / Mortgage Subsidy Scheme (MSS) / Green Form Subsidised Home Ownership Scheme (GSH) ⁽³⁾	8
租者置其屋計劃(租置計劃)	Tenants Purchase Scheme (TPS)	39
租住公屋認可人口	Authorised Population	2 115 973
租住公屋	PRH	2 111 088
中轉房屋 ⁽⁴⁾	Interim Housing (IH) ⁽⁴⁾	4 885
資助出售房屋居住人口(估計數字)⁽⁵⁾	Resident Population in Subsidised Sale Flats (estimated population)⁽⁵⁾	1 053 400
居住單位數目	Stock of Flats	1 282 735
租住公屋	PRH	795 079
中轉房屋 ⁽⁶⁾	IH ⁽⁶⁾	5 895
居屋 ⁽⁷⁾	HOS ⁽⁷⁾	227 405
私人參建計劃 / 中等入息家庭房屋計劃 ⁽⁷⁾	PSPS / MIHS ⁽⁷⁾	99 834
可租可買計劃 / 重建置業計劃 / 綠表置居計劃 ⁽⁷⁾	BRO / MSS / GSH ⁽⁷⁾	11 033
租置計劃(已售單位) ⁽⁸⁾	TPS (sold flats) ⁽⁸⁾	143 468
未售出的單位	Unsold flats	21
興建中的單位數目	Number of Flats under Construction	84 864
租住屋邨 / 綠表置居計劃 / 資助出售單位	Rental / GSH / Subsidised Sale Flats	84 864
臨時收容中心 ⁽⁹⁾	Transit Centres ⁽⁹⁾	3
租住認可人口	Authorised Rental Population	57
托兒所 ⁽¹⁰⁾	Nurseries ⁽¹⁰⁾	355
幼兒園 ⁽¹⁰⁾	Kindergartens ⁽¹⁰⁾	241
學校 ⁽¹⁰⁾	Schools ⁽¹⁰⁾	259
圖書館及溫習室 ⁽¹⁰⁾	Libraries and Study Rooms ⁽¹⁰⁾	234
福利及康樂用途單位 ⁽¹⁰⁾⁽¹¹⁾	Welfare and Amenity Premises ⁽¹⁰⁾⁽¹¹⁾	6 901
舖位	Shops	2 297
街市檔位(包括熟食檔位)	Market Stalls (including cooked food stalls)	1 091
工廠單位 ⁽¹²⁾	Factory Units ⁽¹²⁾	8 658

註 Notes:

- (1) 租住公屋屋邨不包括有租住公屋單位的39個租者置其屋計劃(租置計劃)屋邨、三個可租可買計劃 / 重建置業計劃 / 綠表置居計劃屋苑及一個居者有其屋計劃(居屋計劃)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 / 私人參建計劃屋苑包括第三期乙之前出售的居屋屋苑。
HOS / PSPS courts include pre-Phase 3B HOS courts.
- (3) 可租可買計劃 / 重建置業計劃 / 綠表置居計劃屋苑不包括一個有可租可買計劃 / 重建置業計劃單位的居屋屋苑(天頌苑)。
BRO / MSS / GSH courts exclude 1 HOS court (Tin Chung Court) with BRO / MSS units.
- (4) 中轉房屋人口不包括居於石籬(二)中轉房屋大廈中用作臨時居所單位的居民。
Population in Interim Housing (IH) excludes persons living in those flats used as temporary accommodation in Shek Lei (II) IH blocks.
- (5) 資助出售房屋居住人數包括居住於居屋、私人參建計劃 / 中等入息家庭房屋計劃、可租可買計劃 / 重建置業計劃 / 綠表置居計劃及租置計劃單位的居民，但不包括居於可在公開市場買賣單位(已繳交補價的單位)的居民。居住人口數字是根據政府統計處進行的綜合住戶統計調查結果計算。
Subsidised sale flats population include those residing in HOS, PSPS / MIHS, BRO / MSS / 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) 中轉房屋單位數目包括140個位於石籬(二)中轉房屋大廈中用作臨時居所的單位。
Stock of flats in Interim Housing (IH) includes 140 flats used as temporary accommodation in Shek Lei (II) IH blocks.
- (7) 居屋 / 私人參建計劃 / 中等入息家庭房屋計劃 / 可租可買計劃 / 重建置業計劃 / 綠表置居計劃單位包括可在公開市場買賣的單位(居屋第三期乙之前出售的單位或已繳交補價的單位)，但不包括未售出的單位。
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) 已售出的租置計劃單位包括可在公開市場買賣的單位(已繳交補價的單位)，但不包括售回給香港房屋委員會的單位。
TPS sold flats include flats that are tradable in the open market (flats with premium paid), but exclude cases in which buyers had sold back their flats to the Hong Kong Housing Authority.
- (9) 包括石梨臨時居所。
Including Shek Lei temporary accommodation.
- (10) 數字為單位總數目。
Figures refer to total number of stock units.
- (11) 包括托兒所、圖書館和溫習室。
Including nurseries, libraries and study rooms.
- (12) 包括位於工廠大廈的非製造業用途舖位。
Including non-manufacturing shops in factory buildings.

09 2015/16至2019/20財政年度運作結果的撮要

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

		2015/16 百萬元 \$M	2016/17 百萬元 \$M	2017/18 百萬元 \$M	2018/19 百萬元 \$M	2019/20 百萬元 \$M
租住房屋	Rental Housing					
收入	Income	14,365	14,444	15,379	16,414	17,435
開支	Expenditure	(14,376)	(14,118)	(14,996)	(15,651)	(16,717)
運作盈餘/(赤字)	Operating surplus/(deficit)	(11)	326	383	763	718
商業樓宇	Commercial					
收入	Income	2,469	2,714	2,975	3,253	3,335
開支	Expenditure	(1,383)	(1,448)	(1,604)	(1,647)	(1,789)
運作盈餘	Operating surplus	1,086	1,266	1,371	1,606	1,546
資助自置居所	Home Ownership Assistance					
收入	Income	2,596	2,729	10,021	9,799	24,229
開支	Expenditure	(611)	(1,326)	(5,281)	(6,871)	(13,227)
運作盈餘	Operating surplus	1,985	1,403	4,740	2,928	11,002
未計入非運作收入淨額的綜合運作盈餘	Consolidated Operating Surplus before net non-operating income					
收入	Income	19,430	19,887	28,375	29,466	44,999
開支	Expenditure	(16,370)	(16,892)	(21,881)	(24,169)	(31,733)
未計入非運作收入淨額的綜合運作盈餘	Consolidated operating surplus before net non-operating income	3,060	2,995	6,494	5,297	13,266
非運作收入淨額	Net non-operating income	56	15	7	11	60
包括非運作收入淨額的綜合運作盈餘	Consolidated Operating Surplus including net non-operating income	3,116	3,010	6,501	5,308	13,326

10 2015/16至2019/20財政年度資本開支的撮要

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

		2015/16 百萬元 \$M	2016/17 百萬元 \$M	2017/18 百萬元 \$M	2018/19 百萬元 \$M	2019/20 百萬元 \$M
建築工程	Construction	17,411	16,766	19,585	18,555	15,376
改善工程	Improvement works	812	659	674	584	651
電腦器材/汽車	Computer equipment/motor vehicles	129	105	121	134	203
資本開支總額	Total Capital Expenditure	18,352	17,530	20,380	19,273	16,230

11 過去十年公營房屋建屋量

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
出租單位	Rental Flats										
香港房屋委員會 (房委會) ⁽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
房屋協會(房協) ⁽²⁾	Housing Society (HS) ⁽²⁾	0	0	0	0	0	0	140	0	0	0
合計	Total	13 672	11 186	13 114	14 057	9 938	14 264	11 416	13 413	17 658	10 107
出售單位 ⁽³⁾⁽⁴⁾	Sale Flats ⁽³⁾⁽⁴⁾										
房委會 ⁽⁵⁾	HA ⁽⁵⁾	1 110	0	0	0	0	0	3 017	248	9 121	2 998
房協 ⁽⁶⁾	HS ⁽⁶⁾	0	0	0	0	0	988	0	0	0	1 640
合計	Total	1 110	0	0	0	0	988	3 017	248	9 121	4 638
總計	Grand Total	14 782	11 186	13 114	14 057	9 938	15 252	14 433	13 661	26 779	14 745

註 Notes:

- 房委會租住房屋建屋量包括公共租住房屋(公屋)、中轉房屋單位和由居者有其屋計劃(居屋)轉作公屋項目的單位。由公屋轉作出售用途的可租可買計劃 / 重建置業計劃的單位則不包括在內。
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.
- 房協租住房屋建屋量包括租住房屋和長者安居樂計劃的單位。長者安居樂計劃的單位是以長期租約推出，並需申請人繳付一筆租住權費。
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.
- 就於2002年至2004年期間落成，並於2007年起才分開發售的居屋 / 私人機構參建居屋計劃(私人參建計劃) / 住宅發售計劃的單位而言，上表所指的「年份」為其首次推售時間。
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.
- 數字不包括市區重建局於2015/16年度一次性提供的322個資助出售單位。
Figures do not include the 322 subsidised sale flats provided by the Urban Renewal Authority (URA) on a one-off basis in 2015/16.
- 房委會的資助出售單位建屋量包括居屋、私人參建計劃、可租可買計劃 / 重建置業計劃和綠表置居計劃(綠置居)的單位。
Production of HA subsidised sale flats includes the flats under the HOS, PSPS, BRO / MSS and Green Form Subsidised Home Ownership Scheme (GSH).
- 房協資助出售房屋單位的建屋量包括住宅發售計劃、夾心階層住屋計劃和資助出售房屋項目的單位。
Production of HS subsidised sale flats includes the flats under FFSS, Sandwich Class Housing Scheme (SCHS) and Subsidised Sale Flats Projects.

12 2019建造業意外統計

Construction Accidents Statistics 2019

意外數字	Accidents	
總數(全港)	Total number (Hong Kong)	2 947
新建工程(房屋委員會)	New construction works (Housing Authority)	61
維修及保養(房屋委員會)	Repair and Maintenance works (Housing Authority)	17
總數(房屋委員會)	Total number (Housing Authority)	78
房屋委員會佔全港總數百分比	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(房屋委員會新建工程)	Number per 1 000 workers (Housing Authority new construction works)	5.2
每千名工人(房屋委員會維修及保養工程)	Number per 1 000 workers (Housing Authority Repair and Maintenance works)	5.3
死亡數字	Deaths	
總數(全港)	Total number (Hong Kong)	16
總數(房屋委員會新建工程)	Total number (Housing Authority new construction works)	0
總數(房屋委員會維修及保養工程)	Total number (Housing Authority Repair and Maintenance works)	0
房屋委員會新建工程佔總數百分比	Housing Authority new construction works as % total	0%
房屋委員會維修及保養工程佔總數百分比	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(房屋委員會新建工程)	Number per 1 000 workers (Housing Authority new construction works)	0
每千名工人(房屋委員會維修及保養工程)	Number per 1 000 workers (Housing Authority Repair and Maintenance works)	0
建造業工人受聘數字	Construction Workers Employed	
總數(全港)	Total number (Hong Kong)	101 750
總數(房屋委員會新建工程)	Total number (Housing Authority new construction works)	11 842
房屋委員會新建工程佔總數百分比	Housing Authority new construction works as % total	11.6%
總數(房屋委員會維修及保養工程)	Total number (Housing Authority Repair and Maintenance works)	3 189
房屋委員會維修及保養工程佔總數百分比	Housing Authority Repair and Maintenance works as % total	3.1%

13 服務承諾 Performance Pledge

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

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.

服務承諾 Performance Pledge	服務目標 Performance Target	2019年實際成績* Achievement* in 2019
公共租住房屋(公屋)申請者 Public Rental Housing (PRH) Applicants		
1 我們會在確認收到申請表格後的3個月內，以書面通知申請者是否成功獲公屋登記。 We will within 3 months from the confirmed receipt of their applications notify the applicants in writing as to whether they are successful in public rental housing registration.	90%	99%
2 在申請到達詳細資格審查階段時，我們會預先1星期前通知申請者詳細資格審查面晤的時間。 When an application reaches the detailed vetting stage, we will give the applicant 1 week's advance notice of the detailed vetting interview.	99%	100%
3 我們會在30分鐘內接見準時出席詳細資格審查面晤的申請者。 We will conduct the detailed vetting interview within 30 minutes of the appointed time if the applicants arrive on time.	99%	100%
4 申請者在詳細資格審查階段的相關面晤中提供齊備的資料後，我們會進行審查及核實，於2個月內通知申請者是否符合編配資格。 Upon submission of full information by the applicants during the detailed vetting interview at detailed vetting stage, we will conduct checking and verification and advise the applicants on whether they are eligible for allocation within 2 months.	99%	100%
5 在接獲社會福利署體恤安置個案推薦後，我們會於3星期內與申請者面晤核實配屋資格。 We will conduct a vetting interview with the applicant within 3 weeks upon receipt of referral from the Social Welfare Department recommending "compassionate rehousing".	99%	100%
6 房屋署設有網上電子服務及房委會熱線2712 2712供申請者查詢申請進度。我們會更新系統內有關之申請進度資料至上一個工作天完結的情況。 We have set up the e-service on the web and the 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%
公屋住戶 PRH Tenants		
7 我們會在7分鐘內接待前來屋邨辦事處的公屋住戶。 We will attend to tenants within 7 minutes when they visit our estate office during office hours.	95%	100%
8 在收租服務時間內，我們會在18分鐘內接待前來屋邨辦事處繳交租金的公屋住戶。 We will attend to tenants within 18 minutes when they pay rent at our estate office during rent collection service hours.	95%	99.99%

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

服務承諾 Performance Pledge		服務目標 Performance Target	2019年實際成績* Achievement* in 2019
9	(a) 如前租戶提供齊備資料及沒有拖欠房委會款項，我們會在接獲其退款申請2星期內退回住宅單位的按金和多付的租金。 We will refund domestic rental deposit and overpaid rent to ex-tenants within 2 weeks upon receipt of application if adequate information is provided and no outstanding debt is owed to the HA.	90%	96.35%
	(b) 如租戶提供齊備資料，我們會在接獲租金援助申請2星期內通知申請結果。 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) 關於更換戶主、特別調遷、交回較低租金、平安鐘安裝津貼的申請，如公屋住戶提供的資料齊備，我們會在10天內作初步答覆。 We will provide interim replies for applications relating to change of head of household, special transfer, rent reversion and subsidy for the installation of an emergency alarm within 10 days if required documents are provided.	100%	100%
	(b) 就上述的申請，我們會在18天內給公屋住戶確實答覆。如我們未能在18天內作出確實答覆，會在作出確實答覆限期前及其後每月告知公屋住戶申請進展。 We will provide substantive replies for these applications within 18 days. If we cannot provide a substantive reply within 18 days, we will keep tenants informed of the progress on or before the substantive reply due date and on a monthly basis.	95%	100%
11	屋邨辦事處在收到有關屋邨的護衛和清潔服務的投訴後12小時內處理。 We will attend to complaints about security and cleansing services in the estate within 12 hours of report to the estate office.	95%	100%
12	如申請人提供的資料齊備，我們在收到根據「居屋第二市場計劃」提交的「購買資格證明書」申請，以購買「居者有其屋計劃」、「租者置其屋計劃」或「綠表置居計劃」的單位，會在2星期內通知申請結果。 We will notify PRH tenants of the outcome within 2 weeks upon receipt of their applications for Certificate of Eligibility to Purchase of a Home Ownership Scheme (HOS), 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	如申請人提供的資料齊備，我們在收到申請購買「租者置其屋計劃」屋邨單位的申請書後，會在60天內通知申請結果。 We will notify PRH tenants of the outcome within 60 days upon receipt of their applications for purchase of their flats in Tenants Purchase Scheme (TPS) estate, subject to the availability of required information.	95%	100%
14	升降機發生故障時： Maintenance personnel will arrive at the scene for report of lift breakdown:		
	(a) 如無人被困，維修人員會在接報後45分鐘內到場； within 45 minutes where no trapping of passengers is involved;	95%	99.28%
	(b) 如有乘客被困，維修人員會在25分鐘內到場； within 25 minutes if trapping of passengers is involved;	95%	99.24%
(c) 並於到場後30分鐘內救出被困的乘客。 have them rescued within 30 minutes of arrival.	90%	99.18%	

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

服務承諾 Performance Pledge		服務目標 Performance Target	2019年實際成績* Achievement* in 2019
15	遇有突然停電： For sudden interruption of electricity supply:		
	(a) 屋邨管理人員會在屋邨辦事處接報後15分鐘內到場處理； Estate management personnel will arrive at the scene to attend to the sudden interruption of electricity supply within 15 minutes upon receipt of report to the estate office;	99%	100%
	(b) 在辦公時間內，維修人員會在1小時內到場維修； Maintenance personnel will arrive within 1 hour for maintenance during office hours;	99%	99.85%
	(c) 在非辦公時間內，維修人員會在2小時內到場維修； Maintenance personnel will arrive within 2 hours for maintenance after office hours;	99%	99.76%
(d) 如住宅大廈停電涉及超過一個住宅單位和 / 或公用地方，供電會在檢查後8小時內恢復。 Supply will be resumed within 8 hours after inspection for interruption that affects more than one domestic flat and / or the common areas of the domestic block.	95%	100%	
16	遇有食水供應突然中斷： For sudden interruption of fresh water supply:		
	(a) 屋邨管理人員會在屋邨辦事處接報後15分鐘內到場處理； Estate management personnel will arrive at the scene to attend to the sudden interruption of fresh water supply within 15 minutes upon receipt of report to the estate office;	99%	100%
	(b) 維修人員會在1小時內到場維修； Maintenance personnel will arrive within 1 hour for maintenance;	95%	98.28%
(c) 若不涉及地底輸水管的維修，供水會在檢查後9小時內恢復。 Supply will be resumed within 9 hours after inspection where no repairs to underground water mains are required.	95%	100%	
17	遇有沖廁水供應突然中斷： For sudden interruption of flush water supply:		
	(a) 屋邨管理人員會在屋邨辦事處接報後15分鐘內到場處理； Estate management personnel will arrive at the scene to attend to the sudden interruption of flush water supply within 15 minutes upon receipt of report to the estate office;	99%	100%
	(b) 維修人員會在2小時內到場維修； Maintenance personnel will arrive within 2 hours for maintenance;	95%	100%
(c) 若不涉及地底輸水管的維修，供水會在檢查後20小時內恢復。 Supply will be resumed within 20 hours after inspection where no repairs to underground water mains are required.	95%	97.22%	
18	如屬房屋署負責維修的公眾地方排水道淤塞，我們會在屋邨辦事處接報後15分鐘內到場處理。 We will arrive at the scene to attend to blockage of drainage in public areas under the Housing Department's (HD's) care within 15 minutes upon receipt of report to the estate office.	99%	100%

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

服務承諾 Performance Pledge	服務目標 Performance Target	2019年實際成績* Achievement* in 2019
19 在接獲公屋住戶的維修要求後，如屬房屋署負責的項目，我們會在屋邨辦事處接報後12天內動工維修。如需較長時間始能動工，我們會在5天內將原因告知公屋住戶。(此維修要求不包括服務承諾第14至第18項所載者。) We will commence repairs within 12 days upon receipt of tenants' request to the estate office for repairs which the HD is responsible. We will inform tenants of the reasons for the delay within 5 days if longer time is needed to commence works. (The above repair requests exclude those as mentioned in pledge nos. 14 to 18)	90%	98.65%
20 在接獲報告房屋署管理的樹木懷疑有危險時： Upon receipt of report of suspected hazard imposed by trees managed by the HD:		
(a) 我們會在30分鐘內到場； We will arrive at the scene within 30 minutes;	95%	100%
(b) 我們會在到場後90分鐘內圍封現場有危險的地方； We will cordon off the hazardous zone within 90 minutes of arrival;	95%	100%
(c) 如果有倒下的枝條，我們會在到場後4小時內清理； We will arrange clearing of fallen branches, if any, within 4 hours of arrival;	90%	100%
(d) 我們會在3天內檢查有關樹木的狀況。 We will conduct an inspection to the condition of the tree in question within 3 days.	90%	100%

居者有其屋計劃(居屋) / 租者置其屋計劃(租置) / 綠表置居計劃(綠置居)單位業主 Home Ownership Scheme (HOS) / Tenants Purchase Scheme (TPS) / Green Form Subsidised Home Ownership Scheme (GSH) Flat Owners

21 如居屋 / 租置 / 綠置居申請人提供的資料齊備，我們在收到根據「居屋第二市場計劃」就其單位提交的「可供出售證明書」申請後，會在2星期內通知申請結果。 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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綠表置居計劃(綠置居)單位業主 Green Form Subsidised Home Ownership Scheme (GSH) Flat Owners

22 若綠置居業主選擇由首次轉讓日期起計第一及第二年內，以原來的買價出售其單位予房委會的提名人時，如綠置居業主申請人提供的資料齊備，我們在收到就其單位提交的「出售資格證明書」申請後，會在2星期內通知申請結果。 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 若綠置居業主選擇由首次轉讓日期起計第三至第五年內，以房屋署署長評定的售價出售其單位予房委會的提名人時，如綠置居業主申請人提供的資料齊備，我們在收到就其單位提交的「出售資格證明書」申請後，會在6星期內通知申請結果。 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 服務承諾 (續) Performance Pledge (continued)

服務承諾 Performance Pledge	服務目標 Performance Target	2019年實際成績* Achievement* in 2019
商業單位申請人 Commercial Premises Applicants		
24 我們會在招標期限屆滿後14天內，通知投標者租賃商業單位的標書是否有效。 We will notify tenderers of the validity of tender for leasing of commercial premises within 14 days of the closing date of tender invitation.	99.5%	100%
25 如投標者提供的資料齊備，我們會依照標書次序編排小組審批的結果，於招標期限屆滿後18天內，把投標按金退還標書未被接納的投標者，出價最高者則作別論。 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 我們會在招標期限屆滿後25天內，通知投標出價最高者有關租賃商業單位的招標結果。 If the tenderer is the highest bidder, we will inform him / her of the tender result for leasing of commercial premises within 25 days of the closing date of tender invitation.	99%	100%
商業單位 / 非住宅單位租戶 Commercial Premises / Non-domestic Premises Tenants		
27 如租戶提供的申請資料齊備，我們會按以下三類個案，從業主的角度審批租戶的裝修工程申請： We will vet from Landlord's role and approve tenants' applications for fitting-out works according to the following three classes, subject to the availability of requisite information: (a) 簡單個案： 不更改建築物的屋宇裝備、結構、防水設備、排水設施、間隔和外觀，於10天內完成。 Simple case: No alteration of Building Services installations, structure, waterproofing, drainage, compartmentation, outlook of the building. To be completed within 10 days.	95%	100%
(b) 一般個案： 相當大量建築工程、內部間隔移位、在樓板或牆壁開設開口，於20天內完成。 Normal case: Considerable amount of building works, relocation of internal partitions, forming of openings in floor or wall. To be completed within 20 days.	90%	100%
(c) 複雜個案： 涉及重大建築工程、加建樓板或牆壁、安裝重型機器或設備，於30天內完成。 Complicated case: Involved major building works, additional floor or wall, installation of heavy machine or equipment. To be completed within 30 days. (上述時間框架不計算運輸及房屋局常任秘書長(房屋)辦公室轄下獨立審查組所處理涉及改建和加建裝修工程需要的時間。) (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 服務承諾 (續) Performance Pledge (continued)

服務承諾 Performance Pledge	服務目標 Performance Target	2019年實際成績* Achievement* in 2019
28 如商業單位租戶續訂租約獲得批准，我們會在現行租約屆滿前3個月，把新租金和新租約條款通知他們。 We will provide commercial premises tenants with new rent and new tenancy terms 3 months before expiry of the existing tenancies if renewal is approved.	95%	100%
工程承建商及服務承辦商 Works and Services Contractors		
29 我們在收到關於申請列入房委會工程承建商及物業管理服務供應商名冊的完整資料後，會於3個月內完成處理。 Upon receipt of a complete set of information from the applicant for admission onto the HA's List of Works Contractors and Property Management Services Providers, the processing shall be completed within 3 months.	95%	100%
一般市民 General Public		
30 我們將於收到投訴和查詢個案10天內作初步答覆。 We will provide an interim reply within 10 days of receipt of complaint and enquiry cases.	100%	100%
31 我們將於收到投訴和查詢個案21天內作具體答覆。我們如未能於21天內作具體答覆，將於作具體答覆限期當天前及每月告知進展。 We will provide a substantive reply within 21 days of receipt of complaint and enquiry cases. If we cannot provide a substantive reply within 21 days, we will keep the complainant / enquirer informed of the progress on or before the substantive reply due date and on a monthly basis.	100%	100%
32 房委會熱線接到的所有來電均會於20秒內由電話系統接聽。 All telephone calls to Housing Authority Hotline will be answered by the hotline system within 20 seconds.	90%	100%

* 2019實際成績由1.1.2019起計算至31.12.2019。
The achievement in 2019 covers the period from 1.1.2019 to 31.12.2019.