



上下一心 携手抗疫

Working in Concert to Fight the Virus



全港近三成人□居于香港房屋委员会(房委会)的公共租住房屋(公屋)，自2019冠状病毒病在香港爆发以来，房委会及其员工随即站在抗疫最前线。除了加强辖下屋邨、商场、街市和办公室的卫生和清洁措施以外，我们亦为各类租户提供特别财政纾困方案，并在屋邨、商场和街市推行多项社交安全措施。我们也参与政府的检疫和防疫工作，有时甚至担当带领角色。房委会的一个新落成屋邨更曾用作临时检疫中心。本篇专章详述房委会支援全城抗疫的工作，以及前线人员执行抗疫任务时的真实故事和心声。

With almost 30% of Hong Kong's population living in the Hong Kong Housing Authority's (HA's) public rental housing (PRH) footprint, the HA and its staff have been at the forefront of the fight against the COVID-19 epidemic since its outbreak in the city. Its efforts have included not just making enhanced health and hygiene arrangements in estates, shopping centres, markets and offices, providing special financial relief packages for different types of tenants, and introducing measures to allow for safer human interactions on estates and in HA shopping centres and markets, but also participating in other Government quarantine and anti-epidemic measures, and in some cases playing a leading role. A newly completed estate was even set aside to serve as a temporary quarantine centre.

This dedicated chapter details the efforts made by the HA to support Hong Kong in its fight against the virus, along with real-life stories and feedback from front-line staff handling the anti-epidemic measures.

骏洋邨改装为检疫中心

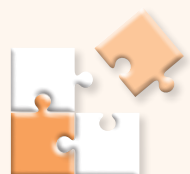
2020年2月初，政府宣布计划在房委会辖下新落成的火炭骏洋邨设立检疫中心，涉及五座住宅大厦4 800多个单位，相关各方随即迅速采取行动，一方面为检疫人士入住做好准备，一方面为原本即将入伙的约4 000名准公屋居民另作安排。



火炭骏洋邨
Chun Yeung Estate in Fo Tan

Chun Yeung Estate transformed into a quarantine centre

In early February 2020, the Government announced its plan to set up a quarantine centre at the HA's newly-completed Chun Yeung Estate in Fo Tan, which contains five domestic blocks with more than 4 800 flats. The announcement demanded swift action on multiple levels, both to prepare the estate for people undergoing quarantine and to make alternative arrangements for around 4 000 PRH residents who were about to move into their new homes there.



骏洋邨必须在2月20日或之前准备妥当，以供检疫人士入住，在政府公布计划十天后启用。除了须提供实体基础设施以外，房委会员工也要就设立检疫设施和中心运作事宜提供全面支援，例如改动单位设计，以切合检疫中心的需要、设立医疗站，以及逐户检查单位的渠道及水管。每个检疫单位均需要配置睡床、电器及其他物品，但在如此紧迫时间进行采购并不可行，房委会员工及其他政府部门的公务员组成一支义工队，迅速办妥有关工作。

The estate needed to be ready for quarantine intake by 20 February – just 10 days from the Government's announcement. Apart from providing the physical infrastructure, HA staff provided comprehensive support for setting up both the quarantine facilities and the centre operations, for example by making alterations to the layout to meet the needs of the quarantine centre, setting up medical posts, and conducting flat-to-flat checking of drainage and plumbing. When beds, electrical appliances and other items needed to be distributed to each of the units but procurement was not feasible due to the tight time frame, a volunteer team consisting of HA staff and civil servants from other Government departments was formed to get these tasks done promptly.



1 检查包括检验和测试所有住宅单位卫生设施的来去水位

Inspection includes checking and testing of plumbing and drainage systems of all sanitary facilities in domestic units

2 住宅单位内的修复工作包括清洗单位内座厕水箱和更换厕板

Reinstatement works at domestic flats include conducting additional flushing test to water closet cisterns and replacing new toilet seats

3 室内公众地方的修复工作包括修补墙身油漆

Reinstatement works at internal common areas include making good of damaged wall paint

4 户外公众地方的修复工作包括修补金属项目和除锈工作

Reinstatement works at external common areas include making good and removing rust on metal works

检疫中心投入运作后，房委会员工继续为政府提供支援，包括为个别检疫单位进行维修，以及把更多单位改装作检疫用途。随着确诊个案急增，对新单位的需求大幅上升，我们的员工不时置身于高风险的环境中。这段期间对大部分员工来说充满挑战，但他们坚守岗位，尽心尽力完成任务。

政府觅得足够检疫设施后，骏洋邨的五座楼宇先后于2020年7月和10月分两批交还房委会，让租户分别在2020年8月和12月入伙。房委会员工在这段期间一周七天不辞劳苦，就修复工程进行规划和全面状况勘测，并于屋邨按房屋署入伙标准修复后作最终检查。政府明白到骏洋邨延迟入伙对准租户造成不便和困扰，因此向每户发放不多于四轮特惠津贴(每轮金额6,000元)。

公屋排水管检查计划

2020年10月房委会推行排水管检查计划，作为一项抗疫的预防措施，也配合政府为本港的目标私人楼宇检查外墙排水管的计划。

After the quarantine centre started operating, HA staff continued to provide support for the Government including maintenance work in individual quarantine units and converting more flats for quarantine use. Our staff worked in high-risk environments at times, as the number of cases escalated and demand for new units soared. These were challenging times for many staff, but their commitment to the task saw them push on.

Once the Government had identified adequate quarantine facilities, the five commissioned blocks at Chun Yeung Estate were handed back to the HA in two batches, one in July and another in October 2020, for the intake of tenants in August and December 2020 respectively. HA staff worked seven days a week during these periods to plan and conduct comprehensive condition surveys for reinstatement works, as well as carry out final inspections after the estate was reinstated to the HA's intake standards. Recognising that the deferred intake of Chun Yeung Estate had caused inconvenience and disturbance to prospective tenants, the Government disbursed up to four rounds of ex-gratia allowances per household (\$6,000 in each round).

PRH Drainage Inspection Programme

In October 2020, the HA implemented a Drainage Inspection Programme as a preventive measure to combat the epidemic. This programme was in line with the Government's initiative to inspect drainage pipes on the external walls of target private buildings in Hong Kong.



维修慈正邨单位的室内排水管
Carrying out repair work for in-flat drainage at Tsz Ching Estate



在排水管检查计划下，我们主动检查和维修公屋单位的公用排水管，当中优先检查出现2019冠状病毒病确诊个案或被纳入强制检测公告的公共屋邨或大厦。至于其他屋邨，则按长者租户的百分比、屋邨或大厦的楼龄、排水管的维修记录等准则厘定检查优次。截至2021年3月底，房委会已完成检查约327 000个单位的外墙排水管和约210 000个单位的室内排水管。这项涵盖房委会辖下所有公屋单位地面以上排水管的计划，预期2022年第一季完成。

公共屋邨的抗疫措施

为减低2019冠状病毒在公共屋邨传播的风险，房委会把保持公众地方的公共卫生列为年内的优先任务。我们加强清洁和消毒入口闸门和大厦升降机的按钮及按钮板、升降机大堂及升降机机厢、自动梯、楼梯及扶手、商场、街市、公厕等多处地方。我们又在屋邨办事处、商场和住宅大厦的地下升降机大堂提供消毒洗手液和放置消毒地毯。

我们在屋邨办事处实施各项措施，控制访客人数，确保使用服务人士有秩序地排队轮候、所有人都戴上口罩和进入办事处前量度体温。此外，我们提醒承办商为前线员工提供合适的个人防护装备。我们的同事亦根据[屋邨管理扣分制](#)，加强管制与卫生相关的不当行为或违例事项。



清洁和消毒海盈邨大楼入口闸门按钮板
Cleansing and disinfection of button panels of entrance gates at Hoi Ying Estate

Under the programme, we proactively inspect and repair the communal drainage pipes of PRH flats, giving priority to PRH estates or blocks which have confirmed COVID-19 cases or are subject to Compulsory Testing Notices. Priority for inspections in other estates is based on the percentage of elderly residents, the age of the estates or blocks, and drainage maintenance records. By the end of March 2021, the HA had completed inspections of the drainage pipes on the external walls of around 327 000 units, and carried out in-flat drainage inspections of around 210 000 units. The whole programme, which covers all aboveground drainage pipes in HA's PRH units, is expected to be completed by the first quarter of 2022.

Anti-epidemic measures in PRH Estates

To minimise the risk of the COVID-19 virus spreading in PRH estates, the HA maintained public hygiene in all common areas a priority throughout the year. We stepped up cleansing and disinfection of the push buttons and button panels of entrance gates and building lifts, lift lobbies and lift cars, escalators, stairs and handrails, shopping centres, markets, and public toilets, and more. Hand sanitisers and sterilised mats were also provided in estate management offices, shopping centres, and ground floor lift lobbies of residential blocks.

At estate management offices, we took measures to control the numbers of visitors, manage orderly queueing of people seeking services, and ensure that all wore face masks and had their body temperature checked before entry. In addition, we reminded our contractors to provide their frontline staff with appropriate personal protective equipment. Our staff also stepped up enforcement actions against misdeeds or offences relating to hygiene under [the Marking Scheme](#).



✂ 多处不同地方张贴最新卫生资讯和相关健康指引的海报
Posters containing updated hygiene information and relevant health advice are widely displayed

年内疫情严重期间，我们暂时关闭辖下康乐及社区设施，并暂停场地的大部分预订服务，以配合政府的社交距离措施。为了让租户掌握最新的防疫措施，我们在公共屋邨多处张贴卫生防护中心的海报，提供最新卫生资讯及相关健康指引。

房委会的屋邨一旦出现2019冠状病毒病确诊个案，穿上个人防护装备的员工便会按照政府指引，即时彻底清洁和消毒所有相关楼宇。同时，我们加强屋邨公用地方的清洁和消毒工作，并知会居民有关安排。2021年3月1日起，我们在屋邨办事处、住宅大厦、社区会堂及其他地方的入口处张贴「安心出行」二维码；倘出现确诊个案，访客使用政府推出的「安心出行」流动应用程序便可追查自己的行踪。

At critical periods in the year, we temporarily closed our recreation and community facilities and suspended major venue bookings to tie in with the Government's social distancing rules. To keep our tenants abreast of updated anti-epidemic measures, we widely displayed posters from the Centre for Health Protection in our PRH estates, providing the latest hygiene information and relevant health advice.

Where a COVID-19 case was confirmed in an HA estate, staff in personal protective equipment would immediately carry out thorough cleansing and disinfection of all associated buildings according to Government guidelines. At the same time, cleansing and disinfection work at the common areas of the estate was intensified, and residents were kept fully informed of the arrangements. From 1 March 2021, we also placed "LeaveHomeSafe" QR codes at the entrances of estate management offices, residential blocks, community halls and other areas, enabling visitors to track their visits by using the Government's "LeaveHomeSafe" app if confirmed cases were identified.



✂ 屋邨大樓入口張貼政府推出的「安心出行」二维码
QR codes of the Government's "LeaveHomeSafe" app are placed at the entrances of estate blocks

协助政府控制病毒传播的工作

房委会投入大量人力物力，支持政府的全港防止病毒传播工作。每当政府向房委会住宅大厦发出「强制检测公告」时，我们便尽速与相关政府部门协调，物色合适地点设置流动检测站、通知居民需要在指定时段内接受检测、为接受检测居民登记、控制流动检测站的排队人流、更新检测数字、向居民派发口罩及相关物资等。

在柴湾兴华（一）邨和元朗天恒邨进行「限制与检测宣告」行动中，当接获卫生当局短时间通知的任务后，房委会员工担当领导角色，与各部门在行动中协调执行工作。我们与各政府部门紧密联系，在短时间内为「受限区域」内的居民强制检测，并协助逐家逐户通知有关强制检测的安排，维持秩序。

对于政府发出检疫令的公共屋邨楼宇或楼层，我们协助相关政府部门安排居民入住检疫中心，并派员前往居民已腾空的公屋单位进行清洁、消毒和检查排水管工作，让居民在完成检疫后可安心返回单位居住。



我们协助长者居民和住户办理网上预约接种2019冠状病毒病疫苗

We offer assistance to elderly residents and households to do online booking for vaccinations against COVID-19

Assisting the Government's efforts to control the spread of the virus

The HA contributed substantial efforts and resources to support the Governments' community-wide measures to prevent the spread of the virus. If Compulsory Testing Notices were issued to HA residential blocks, we promptly coordinated with relevant government departments to identify suitable locations for mobile testing stations, notified residents of the need to undergo testing within the specified period, handled the registration of residents for testing, managed queues at the mobile testing centres, updated test figures, distributed masks and relevant resources to residents, and more.

Tasked by the health authorities at a short notice, HA staff played a leading role in coordinating the efforts of various departments for the operations of "restriction-testing declaration" at Hing Wah (I) Estate in Chai Wan and Tin Hang Estate in Yuen Long. We liaised closely with the Government departments for conducting the compulsory testing operations for residents living in the "restricted areas" within a short timeframe. We also rendered assistance by making door-to-door visits to notify households of the compulsory testing arrangements, and maintaining good order.

When PRH buildings or floors had quarantine orders issued by the Government, we assisted the Government departments concerned in arranging the residents' admission to quarantine centres. We also assigned staff to carry out cleaning and disinfection work as well as drainage pipe inspection in the vacated PRH units, to ensure the residents feel at ease when returning to their units after completing the quarantine.



政府2020年8月和9月推出一次性普及社区检测计划，为市民提供免费的2019冠状病毒病检测。2021年2月底起，政府展开社区疫苗接种计划，为全港市民免费接种2019冠状病毒病疫苗。我们明白一些公屋长者租户在处理网上预约手续时或遇困难，因此各屋邨办事处职员为有需要的长者居民和住户提供协助。2020年政府向所有市民免费派发铜芯抗疫口罩+™；在协助派发工作方面，我们在全港公共屋邨的缴费处设立约190个口罩领取点。口罩派发工作分为两个阶段（第一阶段为6月/7月，第二阶段为10月），我们协助向屋邨居民派发约53 500个铜芯抗疫口罩+™。

政府宣布在全港推行「2019冠状病毒病疫苗接种计划」后，2021年3月至5月初期间，房委会调派约140名员工在社区疫苗接种中心执行多项行政职务，包括监察整体流程安排、联络医疗团队和场地管理人员、统筹物资管理、确保有足够的个人防护装备可供分发等，好使各中心有效运作。2021年5月，房委会的行政人员为旅游业从业员提供指导，使相关中心的交接工作得以顺利完成。



房委会员工在社区疫苗接种中心提供支援
HA staff render support at a community vaccination centre

支援清洁和保安员工

房委会支持政府的抗疫工作，对象并不限于其住宅租户。政府在「防疫抗疫基金」下设立「物业管理业界抗疫支援计划」，为物业管理业界提供支援，并对前线清洁和保安员工的服务予以肯定；我们协助向辖下服务承办商发放该计划的每月津贴。

In August and September 2020, the Government rolled out its One-off Universal Community Testing Programme, offering free COVID-19 tests for the community. From late February 2021, it also began the Community Vaccination Programme, offering free vaccinations against COVID-19 for all. Realising that some of our elderly PRH tenants might have difficulty in managing the necessary online booking process, our staff of estate management office offered assistance to elderly residents and households needing assistance. Another Government initiative in 2020 was the distribution of free CuMasks+™ to all Hong Kong citizens. To help with the distribution, we set up around 190 mask collection points in shroff offices at PRH estates across Hong Kong. In the two phases of the distribution (the first in June/ July and the second in October), we helped distributed around 53 500 CuMasks+™ to our residents.

Following the Government's announcement of the implementation of a territory-wide COVID-19 Vaccination Programme, the HA deployed around 140 staff to perform administrative duties at Community Vaccination Centres to ensure their efficient operation from March to early May 2021. Their work included supervision of overall logistics arrangements, liaison with healthcare teams and venue management, coordination of inventory controls, ensuring the allocation of sufficient personal protective equipment, etc. In May 2021, HA's administrative staff provided mentoring for smooth handover of the duties to staff of the travel industry.

Support for cleansing and security workers

The HA's support of the Government's anti-epidemic initiatives was not restricted to its domestic tenants. We helped distribute a monthly allowance to our service contractors under the Government's "Anti-epidemic Support Scheme for Property Management Sector" created under the Anti-epidemic Fund, which supported the property management sector and gave recognition to the efforts of frontline cleansing and security workers.

2020年3月至9月期间，房委会向其服务承办商所聘用的每名合格清洁和保安员工发放每月1,000元津贴。为配合政府的抗疫工作，2020年2月中起我们向房委会服务承办商聘用的清洁员工派发口罩。

商场和街市的防疫措施

房委会辖下商场和街市人流众多，这些地方必须按极高卫生标准保持清洁，才能减低2019冠状病毒病传播的风险。2020/21年度，我们辖下商业处所的所有公共设施每天彻底清洁，包括扶手电梯、升降机、通道和排水渠已成常态。2020年7月中起，因应一些私营商场和公众街市出现2019冠状病毒病确诊个案报告，我们推出一系列防疫措施，包括每月为辖下街市深层清洁和消毒，以及加密清洁街市的空调及通风系统。我们也重视管理个别租户和顾客的行为，确保他们遵从各项防疫措施。我们向街市和熟食档的档户派发口罩和消毒洁手液，并于多处张贴海报/通告。此外，顾客进入设有空调的密闭式商场和街市时，必须量度体温。我们聘请「防疫大使」，在房委会辖下商场和街市密切监察防疫措施的推行情况，若发现问题或措施不奏效即予以跟进。



清洁葵涌街市的空调和通风系统
Cleansing of the air-conditioning and ventilation systems in Kwai Chung Market

From March to September 2020, the HA distributed the monthly allowance of \$1,000 to each eligible cleansing and security worker engaged by its service contractors. In line with the Government's anti-virus efforts, since mid-February 2020, we have also been distributing masks to cleansing workers engaged by HA service contractors.

Anti-epidemic measures in shopping centres and markets


In the HA's busy shopping centres and markets, maintaining impeccable hygiene standards has been essential to minimising the risk of COVID-19 transmission. Thorough daily cleansing of all public facilities in our commercial premises, including escalators, lifts, passages and drains, has been the norm throughout 2020/21. From mid-July 2020 onwards, we implemented a series of protective measures in response to reports of confirmed COVID-19 cases in some private shopping centres and public markets. These measures included monthly deep cleansing and disinfection of our markets, and more frequent cleansing of the air-conditioning and ventilation systems. Another focus was on managing the behaviour of individual tenants and shoppers to ensure compliance with the anti-epidemic measures. Masks and hand sanitisers were distributed to operators of markets and cooked food stalls, and posters/notices widely displayed. In addition, temperature checks were required for patrons entering enclosed shopping centres and markets with air-conditioning. We employed "Anti-epidemic Ambassadors" in our shopping centres and markets to keep a close eye on how well the anti-epidemic measures were implemented, and to follow up any instances of fault or failure.



清洁和消毒丽瑶街市
Cleansing and disinfection in Lai Yiu Market

为鼓励街市档户多使用非接触式付款系统，房委会联合食物环境卫生署于防疫基金下推出资助计划，每个已安装非接触式付款系统的档户可获得\$5,000资助。



 商场「防疫大使」
“Anti-epidemic Ambassadors” in shopping centres

为房委会租户提供纾困措施

因应2019冠状病毒病疫情对整体社会经济造成冲击，波及公屋租户，房委会决定2020年9月向公屋租户提供租金宽免。

对于欠租两个月或连续拖欠租金三个月的公屋租户，房委会的一贯做法是向他们发出迁出通知书。鉴于年内很多人面对经济困难，2020年5月至10月期间我们暂缓发出迁出通知书，并于2020年11月把这项措施延长至2021年3月。这项措施让因经济困难而未能及时缴交租金的合资格租户，向房委会提交一次过申请。申请一经批准，直至2021年3月为止，房委会将暂缓向他们发出迁出通知书。这项措施大大纾缓拮据租户的经济压力；截至2021年3月底，共有1 455宗申请获批。

2019冠状病毒病对经济造成影响，房委会推行多年的[租金援助计划](#)为许多暂时难以缴交租金的公屋租户，解决燃眉之急。年内约24 400个住户受惠于这项计划。

In collaboration with the Food and Environmental Hygiene Department, the HA launched a subsidy scheme under the Anti-epidemic Fund to encourage wider use of contactless payments in markets. Each stall operator who had installed a means of contactless payment received a subsidy of \$5,000.

Relief measures for HA tenants

In view of the impact of the COVID-19 epidemic on the overall socio-economic environment and on our PRH tenants, the HA decided to provide rent waivers for PRH tenants in September 2020.

The HA's usual practice is to issue a Notice-to-quit (NTQ) to PRH tenants who incur two months of rent arrears or pay rent in arrears for three consecutive months. Given the tough economic conditions faced by many in the year, we temporarily withheld issuing NTQ from May to October 2020, and then extended the measure from November 2020 to March 2021. Under this measure, eligible tenants who were unable to settle their rent payments on time due to financial hardship could submit one-off applications to the HA. Upon approval, the issue of an NTQ would be withheld up to March 2021. The initiative provided important assistance to tenants in financial hardship, and a total of 1 455 applications had been approved by the end of March 2021.

Given the impact of the COVID-19 epidemic on the economy, the HA's longstanding [Rent Assistance Scheme](#) has been a lifeline for many PRH tenants. Throughout the year, around 24 400 households having temporary difficulty in paying their rent benefitted from the scheme.



为非住宅租户提供纾困措施


2019年10月至2021年3月期间，房委会向合资格的非住宅租户和暂准证持有人提供五轮租金宽减，以配合政府在这段艰难时期提供的支援措施。2020/21年度房委会辖下近万个非住宅租户和暂准证持有人获75%租金宽减，涵盖约3 300个工厂大厦和约2 500个零售的租户或暂准证持有人、约80个广告牌和约40个巴士车长休息室的租户或暂准证持有人，以及约4 000个停车场商用车辆月租户。2021年3月房委会商业楼宇小组委员会通过再度延长租金宽减期至2021年9月。

上述特别宽减措施的范围还扩大至一些因遵照防疫规定而须全面暂停业务的非住宅处所租户或暂准证持有人，当中的处所包括缴交市值租金的幼稚园、美容院、游戏机中心等。有关租户或暂准证持有人可申请全额宽免所规定关闭期间的租金。此外，很多非住宅租户正犹豫在疫情持续下应否续租；房委会因而以当时的租金水平向该等租户发出暂准证，好让租户在租约期满后仍可继续占用有关处所。此举给予租户时间检视市场情况，再决定是否以新的租赁条款及租金签订租约。

为商业伙伴提供纾困措施

为协助商业伙伴应付因经济不景出现的现金周转困难，2020年起房委会为工程承办商和工程相关的专业服务供应商提供预支款项安排，作为临时纾困措施。至于房委会工程承办商及物业管理服务供应商名册上的承办商，则获豁免2020/21和2021/22年度的名册管理费用。房委会更支持和资助所有现正履行房委会新工程合约的承办商，参与由建造业议会、香港建造商会和发展局合办的「建造业关爱工地防疫检测服务计划」。



 沙田水泉澳广场
Shui Chuen O Plaza in Sha Tin

Relief measures for non-domestic tenants

Between October 2019 and March 2021, the HA granted five rounds of rent concessions to eligible non-domestic tenants and licensees, in line with the assistance measures offered by the Government in this challenging period. In 2020/21, almost 10 000 of our non-domestic tenants and licensees received a 75% rent concession. They included some 3 300 factory and 2 500 retail tenants or licensees, the tenants or licensees of around 80 advertising signboards and around 40 bus kiosks, and around 4 000 users of monthly parking for commercial vehicles. In March 2021, the HA's Commercial Properties Committee approved further extension of the rent concession period up to September 2021.

Special concessions were also extended to tenants or licensees of some non-domestic premises whose operations were required by the Government to close completely under anti-epidemic regulations. These included kindergartens let at market rent, beauty parlours and amusement game centres, among others. Tenants or licensees could apply for a 100% rent concession for the periods of mandatory closure. Moreover, with many non-domestic tenants hesitating about whether to renew their tenancies in the prolonged epidemic environment, the HA granted licences at existing rent levels to enable them to continue their occupation of the premises when their tenancies expired. This gave tenants time to review the state of the market before agreeing to new tenancy terms and rents.

Relief measures for business partners

To help its business partners cope with cash flow problems during the economic downturn, the HA has implemented an interim relief measure to arrange advance payment for its Works Contractors and works-related Professional Services Providers since 2020. The list management fees for the contractors on the HA Lists of Works Contractors and Property Management Services Providers have also been waived for both 2020/21 and 2021/22. The HA also supported and subsidised all contractors with ongoing HA new works contracts to take part in the Construction Industry COVID-19 Testing Service Scheme jointly launched by the Construction Industry Council, the Hong Kong Construction Association and the Development Bureau.

保护员工和访客免受2019冠状病毒病感染

房委会在过去一年的另一重任，是保护属下员工免受病毒感染。我们早于2020年初已在房委会辖下处所采取各项防疫措施，包括加强工作间的日常清洁和在大门入口为所有人士检测体温。我们也定期广泛发放健康资讯与提示，内容包括保持良好个人卫生、社交距离措施、检测要求及安排、疫苗接种计划等。至于与市民有频密接触的特定群组员工，房委会为他们提供2019冠状病毒病的检测服务，作为其中一项防疫措施。此外，我们制定详细的行动方案，一旦接获房委会职员确诊或怀疑确诊2019冠状病毒病的个案报告，即启动方案应变。房委会各主要办公大楼的当眼处已张贴「安心出行」二维码，让职员和访客可配合政府推出的「安心出行」流动应用程序使用。倘若在任何场地出现2019冠状病毒病确诊个案，此流动应用程序和二维码便是追踪接触者的重要工具。



房委会客户服务中心（上）和房委会总部张贴政府推出的「安心出行」流动应用程序二维码
QR codes of the Government's "LeaveHomeSafe" mobile app have been displayed at HA Customer Service Centre (top) and HA Headquarters

Protecting staff and visitors against COVID-19

Protecting its own staff against the risk of infection has been another strand of the HA's work over the year. Precautionary measures in the HA premises were implemented early on in 2020, including the stepping up of workplace cleansing routines and the checking of body temperatures of all persons at main entrances. Regular reminders and information about health-related issues such as maintaining good personal hygiene, social distancing measures, testing requirements and arrangements, and the vaccination programme were widely disseminated. As part of the epidemic control measures, a COVID-19 testing service was made available for target groups of HA staff having frequent contacts with the general public. We also developed a detailed action plan ready for activation should any confirmed or suspected COVID-19 cases be reported among HA staff. The HA has prominently displayed QR codes in its major office buildings which staff and visitors can use in conjunction with the Government's "LeaveHomeSafe" mobile app. The app and QR codes are vital tools for contact tracing if COVID-19 cases are confirmed at any venue.

员工抗疫心声

What our staff say on the way to fight the virus



骏洋邨检疫中心

Chun Yeung Estate as a Quarantine Centre (QC)

策略处 Strategy Division

骏洋邨用作检疫中心，同事在处理准租户各种不同的诉求时，均须以人为本，灵活安排，务求能协助准租户解决问题。

(副房屋事务经理)

特别工作安排下，我们在工作上虽然面对不少困难和不确定性，但为了照顾数千户骏洋邨准住户的住屋需要和感受，我们积极和弹性处理他们的公屋编配诉求。经过同事超过一年的努力和坚持，最终令他们「安居」，每当他们向房屋署表示谢意时，我们团队都感到十分鼓舞。

(房屋事务主任)

疫情期间，在面对众多较难处理的个案时，同事均互相配合、弹性处理，使个案顺利解决。

(房屋事务主任)

骏洋邨用作检疫中心期间，有许多申请人递交回条申请中转屋和编配其他公屋单位。同事在处理申请人的要求时互相配合，尽量缩短处理时间，顺利将工作完成。

(文书助理)

发展及建筑处 Development & Construction Division

Tremendous Pressure...

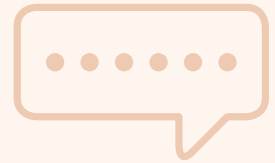
COVID-19 led to a shortage of quarantine places for close contacts of cases, and numerous things needed to be prepared in Chun Yeung Estate to make it a practical QC before the intake. Coordinating with various departments in the middle of the night was a daily routine for the team, with the common goal being to provide more QC places.

(Senior Architect)

Feeling stressed...

I am the father of a young child, and the son of an older couple. When I was working at the QC, I was worried that I might bring the virus home. I tried to stay on the streets until midnight, and returned home only after my family members had gone to bed.

(Senior Building Services Engineer)



发展及建筑处 Development & Construction Division

Feeling frustrated...

We were often strongly challenged about the reasons for Chun Yeung Estate being converted into a QC. I met quite a number of angry tenants who were originally allocated to Chun Yeung Estate, and I could understand their disappointment. But at the same time, I saw the urgent need of having a sizeable quarantine facility readily available to combat the epidemic. We worked around the clock on the QC conversion works, at the same time responding to complaints and enquiries. What kept us moving ahead was the belief that we were working for the greater good of the whole community.

(Senior Architect)

Critical milestones met...

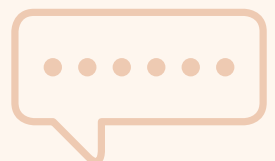
The task of converting Chun Yeung Estate into a QC in just 10 days was very challenging. Fortunately, we had a great team, and together we overcame every difficulty and reached all the critical milestones.

(Architect)

Overcoming the emotion...

We did contribute hugely to the HA and the whole community, at the expense of our personal time and rest days. Finally, all the work we undertook was completed on time. Emotions arising from the difficulties were overcome by sharing among the team. The mission was accomplished, and a team spirit built.

(Senior Clerk of Works)



屋邨管理处 Estate Management Division

<p>疫情面前没有旁观者，疫情防控没有局外人。无惧任何挑战，携手共同面对。</p> <p>(房屋事务经理)</p>	<p>面对既紧急又具挑战的强制检测工作，我们深深感受到团队精神的重要性。</p> <p>(房屋事务经理)</p>
<p>强制检测的过程虽然艰辛，但在同事同心协力下顺利完成，除了配合政府的防疫措施外，更是作为房屋管理人员不可多得的经验。</p> <p>(房屋事务经理)</p>	<p>荔景邨于2021年3月上旬经历两次强制检测行动，在邨办事处全体同事的共同努力下顺利完成，体现了团体合作的精神，并得到街坊支持和议员赞赏。</p> <p>(房屋事务经理)</p>
<p>感谢同事们上下一心坚守岗位，在农历年初三、四的两天公众期假为石篱二邨石怡楼住户顺利完成强制检测，祝愿香港早日战胜疫情。</p> <p>(物业服务经理)</p>	<p>感谢各位居民及前线同事多走一步，华心邨强制检测才能顺利完成。</p> <p>(物业服务经理)</p>
<p>相信2021年2月份富泰邨美泰楼那次强检是很多初入职同事首次星期日执行特别行动而上班工作。感谢屯门及元朗区借将，同事齐心努力完成那次强检任务，令我体会万众一心，众志成城。</p> <p>(副房屋事务经理)</p>	<p>屋邨居民从最初厌恶强检的态度，到现在转向接受及明白各同事只是为他们执行公职和处处为居民健康设想。为改善疫情，让我们齐齐走出新冠疫情的阴霾，一起以香港为家，同心努力，走出谷底，走向成功一步。</p> <p>(副房屋事务经理)</p>
<p>同事全力支持、居民同心抗疫、齐心对抗疫情。</p> <p>(副房屋事务经理)</p>	<p>第一次参与强检，战战兢兢。幸好同事上下一心，整个行动总算顺利完成。</p> <p>(房屋事务主任)</p>

机构事务处 Corporate Services Division

<p>在房委会总部大楼的各主要入口处安装红外线体温监测摄影机后，量度体温方便得多了。</p> <p>(行政主任)</p>	<p>部门在减低病毒传播风险方面反应迅速，避免了进一步感染。</p> <p>(文书主任)</p>
<p>午饭时段见到清洁阿姐加强消毒升降机内的按钮和二座北面扶手电梯的扶手，非常好。</p> <p>(文书助理)</p>	<p>实时网上课程的方式十分好，让人在疫情下可以安心上课。</p> <p>(参加网上课程的员工)</p>
<p>在办公室上课容易因接到的电邮或电话而分心，我还是较喜欢面授课程。</p> <p>(参加网上课程的员工)</p>	