



服务为本 社区和谐

Serving and Supporting
Harmonious Communities



屋邨管理处的主要职能

Key Functions of the Estate Management Division

- 监督公共租住屋邨的管理及维修保养事宜
- 监督永久公屋及中转房屋的房屋改善计划
- 监督推行公营房屋政策的工作
- 监督公共租住屋邨的社区建设活动
- Overseeing the management and maintenance of public rental housing (PRH) estates
- Overseeing housing improvement schemes in permanent and interim public housing
- Overseeing the implementation of public housing policies
- Overseeing community building activities in PRH estates

「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」

“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”



屋邨管理处负责管理房委会辖下的：

The Estate Management Division is currently providing estate management services for the HA's:



注：数字计至最接近的百位整数。
Note: Figures are rounded to the nearest hundred.

推出长者户终身全免租金计划

房委会的宽敞户政策规定，任何住户所居住单位面积如超过按家庭人数订明的面积标准，便须调迁至面积合适的单位。这项政策旨在善用公共租住房屋（公屋）的宝贵空间资源。不过，宽敞户政策并不适用于有年届70岁或以上长者家庭成员的住户。

Introducing the Lifetime Full Rent Exemption Scheme for Elderly Households

The HA's Under-occupation (UO) policy requires any households living in flats with more space than the prescribed standard according to family size to move to a suitably-sized flat elsewhere. The aim of this policy is to maximise the use of space in our PRH resources. However, the UO policy does not apply to households that include elderly members aged 70 or above.

我们在2019年12月推出试验计划，鼓励这些长者住户考虑调迁至面积较小的单位，以腾出更多大单位给其他有需要的家庭。根据该计划，所有家庭成员均年届70岁或以上的宽敞户如选择调迁至面积较小的单位，可享终身**全免租金**。有见计划的成效，我们2020年12月把计划恒常化并进一步完善。例如把计划扩大至涵盖居于一型设计长者住屋及无独立设备的「改建一人单位」的长者户。此外，我们扩大申请者的地区选择范围。申请者原须在同一个区议会分区内选择可提供的面积较小单位，范围扩大后，申请者可在同一个公屋申请地区的任何地点选择单位，这些地区分为市区、扩展市区（包括东涌）、新界及离岛。截至2021年3月底，这计划已批出约310宗申请；67户已调迁至较小单位。

扩大长者「紧急警报系统」津贴的资助范围

房委会对租户的关怀，绝不限于为低收入家庭提供可负担的居所，亦关注年长居民在行动、健康和方面的特别需要。「紧急警报系统」正是一项对长者住户非常有用的服务，令众多长者受惠。这项24小时支援服务由一些商业和非政府机构提供，用户遇上紧急情况时，只需按下警报按钮便可求助。

In December 2019, we launched a trial scheme to encourage these elderly residents to consider downsizing, thus freeing up more larger flats for other families in need. The scheme provided a lifetime **full rent exemption** to UO households consisting of family members all aged 70 or above if they opted to transfer to smaller units. The success of this initiative led to the regularisation of the scheme in December 2020 with enhancements. For example, the scheme was extended to include elderly households residing in Housing for Senior Citizens of Type I Design, and in non-self-contained Converted-one-person units. In addition, the district choice available for applicants was widened. Originally applicants had to choose a smaller flat from those available within the same District Council district. The choice was extended to flats anywhere in the same PRH Application District, i.e. Urban, Extended Urban (including Tung Chung), and New Territories and Islands. By the end of March 2021, around 310 applications had been approved and 67 households had successfully downsized under the scheme.

Enhancing the Emergency Alarm System Grant for the Elderly

The HA's efforts to care for its tenants go far beyond simply providing affordable housing to low-income families. We care especially for the elderly residents, who often have special needs in relation to accessibility, health and safety. The Emergency Alarm System (EAS) is a particularly helpful service benefitting many of these elderly residents. This is a 24-hour support service provided by some commercial and non-governmental organisations under which subscribers simply need to press an alarm button for assistance in emergencies.

香港房屋委員會
Hong Kong Housing Authority

緊急警報系統津貼

EMERGENCY ALARM SYSTEM GRANT

符合資格的高齡住戶可向房屋署申請緊急警報系統(俗稱平安鐘)津貼，成功申請者可按實際實際的方式，獲發一次性的不超過2,500元的津貼，以支付緊急警報系統的安裝費或服務費。
Eligible elderly tenants may apply the Grant for Emergency Alarm System (EAS Grant) (EAS also known as "Safety Bell") from the Housing Department (HD). Successful applicants will be given a one-off subsidy of not more than \$2,500 for the installation cost / service charge as a reimbursement basis.

申請人須符合以下各項條件：
The applicant must fulfill all of the following criteria:

- 1 並無領取社會福利署(社署)的綜合社會保障津贴(綜援)**
Not receiving Comprehensive Social Security Assistance (CSSA) from the Social Welfare Department (SWD).
- 2 實際居住或所有的物業成員均年滿60歲**
Living alone or in household with all members aged 60 or above.
- 3 符合由社署訂定的長者生活津貼入息及資產限制，並須符合下列其中一項條件：
Being subject to the income and asset limits for Old Age Living Allowance of the SWD and satisfying one of the following conditions:
● 年滿65歲或以上；或
aged 65 or above; or
● 於申請時全無自理，或必須由醫療專業人士證實其自理程度低於40%。或所患疾病有可能對生命構成威脅，或需要他人即時協助(申請人必須持有程度100%或需要經常護理、長期醫療津貼、長期護理院醫生證明書)
aged 60 to 64, certified by a public medical officer growing more than 50% disabled or suffering from such medical conditions which would develop the threatening conditions that require immediate attention (medical certification for those requiring disability allowance from the SWD to being 100% disabled or in need of constant attention is not necessary).**
- 4 從未領取社會福利署的特別津貼以支付緊急警報系統的一次性安裝費**
Never received a Special Grant for EAS from the SWD to cover a one-off installation cost.
- 5 現時沒有領取社會福利署的特別津貼以支付緊急警報系統的每月服務費**
Not currently receiving a Special Grant for EAS from the SWD to cover a recurrent monthly service charge.
- 6 從未領取房屋署發出的津貼以支付緊急警報系統的一次性安裝費或服務費**
Never received an EAS Grant from the HD to cover a one-off installation cost / service charge.

有關申請手續，請向屋邨/中轉房屋辦事處查詢。
For enquiries about the application procedure, please contact the Estate Offices / Inmate Housing Offices.

* 不包維修服務。
* Telephone charge is not included.

宣传「紧急警报系统」津贴的海报
Poster to publicise the EAS Grant

房委会藉着发放一笔过的「紧急警报系统」津贴，帮助合资格住户在家中安装警报系统，安装费用的最高津贴额为2,500元。凡独居或所有同住家庭成员均年满60岁的公屋或中转房屋长者住户，只要符合特定要求，即有资格申请津贴。截至2021年3月底，我们收到约21 000份申请，可见这项服务深受长者住户欢迎。

随着科技发展，「紧急警报系统」已适用于不同的流动装置。有见及此，我们于2021年2月优化有关津贴，涵盖这些新发展。津贴范围现适用于多款流动装置及相关服务费用，这些装置包括具备「紧急警报系统」功能的流动电话和手表、安装于智能电话的专门流动应用程序，以及其他指定产品。

公屋单位内装设新的「火警视像警报系统」

火警钟对公屋居民至为重要，警报装置可让居民在火警发生时警觉。「火警视像警报系统」并非法定要求，但考虑听障居民的需要，我们于2020年3月开始，在收到居民申请后，便会安排在其单位内安装新的「火警视像警报系统」作为额外配套。每当公共火警钟响起时，系统的发光警示灯同步闪动。

我们已通知公共屋邨和中转房屋的所有听障住户是项计划，并邀请他们透过所属屋邨办事处提出申请。安装「火警视像警报系统」属自愿性质，费用全免。我们现正联络租者置其屋计划屋邨和可租可买计划屋邨的业主立案法团，徵求他们同意把公屋单位内的「火警视像警报系统」接驳到由法团管理的公共消防警报系统，待取得他们同意后，我们会把计划详情告知这些屋邨公屋单位的听障住户。



公屋单位内的「火警视像警报系统」闪动
Flashing of a visual fire alarm system inside a PRH flat

The HA has been helping eligible residents install the relevant equipment in their homes by way of a one-off EAS Grant, which covers installation costs up to a maximum of \$2,500. Any elderly PRH or Interim Housing (IH) resident who is either living alone, or living in a household in which all the household members are aged 60 or above, is eligible for the EAS Grant if they meet specified requirements. As at the end of March 2021, around 21 000 applications for the grant had been received, indicating the popularity of the service among our elderly residents.

As technology has developed, EAS can be used on various mobile devices. In February 2021, the EAS Grant was enhanced to take into account these developments. The grant can now also be used to fund a number of mobile devices and the relevant service charges associated with them. These include EAS mobile phones and watches, a mobile app for smart phones, and certain other products.

New Visual Fire Alarm Systems installed in PRH units

Fire alarm bells are vital means of alerting our PRH residents of fire. Recognising the needs of our hearing-impaired residents, in March 2020 we began to install a new visual fire alarm (VFA) system inside their flats as a value-added facility upon their applications, although there is no statutory requirement for VFAs to be installed. The VFA system incorporates a bright alarm light that flashes simultaneously when the communal fire alarm bells are sounding.

All hearing-impaired residents in our PRH estates and IH have been notified about the scheme and invited to apply via their estate management offices. Installation of the VFA system is voluntary and free of charge. We are currently liaising with the Owners' Corporations of Tenants Purchase Scheme estates and Buy or Rent Option estates in order to obtain their consent for connecting VFA systems in PRH units to the communal fire alarm systems managed by them. Once the consents have been obtained, we will convey the details of the scheme to hearing-impaired residents of the PRH units located in those estates.

在房委会街市推广非接触式付款

正如这份年报的专章提及，房委会在疫情期间推行了多项保障公众健康的措施，包括在其辖下街市使用非接触式付款。从公共卫生角度来看，因应街市的营运性质，非接触式付款可减低传播病毒的风险。为鼓励更多街市档户采用非接触式付款方式，2020年10月至12月期间，房委会联合食物环境卫生署（食环署）在防疫抗疫基金下推出资助计划。每个合格的街市档位租户和熟食档位租户可藉着该计划领取划一5,000元的一次性资助，用于支付为街市顾客提供最少一种非接触式付款方式的初期安装费用、服务费及其他相关收费。房委会在这项计划下共批出369宗申请，合共发放约180万元。



房委会总部升降机试行
装设「无触按钮」装置
Trials of the “kNOw
Touch” touchless lift
button device at the
HA Headquarters

房委会辖下街市档户采用非接触式付款方式（左图和中图）
Contactless payment adopted in HA markets (left and middle pictures)

升降机「无触按钮」(kNOw Touch) 装置试行计划

2019冠状病毒病疫情让我们明白，必须防范从接触共用设施而受到交叉感染。房委会一直探讨各种方法，以减低公屋居民和访客触碰公用地方表面的需要。我们采用了一个本地方案「无触按钮」(kNOw Touch) 系统，在升降机内按钮控制板旁设置红外线感应器，使用者只需把手指指向控制按钮，感应器便会侦测手指的位置，从而发送指令信号至控制板，让使用者无需触碰控制板上的按钮。

Pilot Scheme for “kNOw Touch” Touchless Lift Button Device

The COVID-19 epidemic has brought home the message regarding the importance to avoid cross-infection from shared facilities, and the HA has been exploring means to reduce the need for PRH residents and visitors to touch surfaces in communal areas. One local solution adopted for trial is the “kNOw Touch” touchless lift button device, an infrared sensor installed next to the control panel inside lift cars. Users simply need to point their finger at the control button, and a sensor will detect the position of their finger and transmit a command signal to the control panel. There is no need for users to physically touch the control panel buttons.

本年度房委会办工大楼其中三部升降机已试行「无触按钮」装置，初步测试结果理想。2021/22年度，我们计划扩大试验范围，在辖下各商场、停车场和办公室地点的所有现有升降机安装有关装置。

减废活动

自2021年2月起，房委会与环境保护署（环保署）合办为期一年的先导计划，在三个公共屋邨设置逆向自动售货机，回收饮品胶樽。住户对先导计划反应正面，我们正物色其他合适的公共屋邨，以纳入第二轮更大规模的前导计划。

年内，我们除了从一般三色回收桶收集可回收物料以外，亦在公共屋邨收集约539公吨玻璃樽。此外，我们在中秋节后收集约38 100个月饼盒（约11公吨），供循环再造；另在农历新年后回收约5 300盆年桔重新种植。

自2018年7月起，房委会与环保署和食环署合办另一项先导计划，在辖下九个湿货街市和商场收集经源头分类的厨余。在先导计划下，食环署的服务承办商每天把收集到的厨余运送到第一期有机资源回收中心，进行场外循环再造。先导计划的第二阶段已于2020年7月展开，另有再多个房委会湿货街市和商场参与。



设置于梨木树邨的逆向自动售货机
A reverse vending machine placed at Lei Muk Shue Estate



在房委会湿货街市和商场收集经源头分类的厨余先导计划
A pilot scheme on collecting source-separated food waste generated from HA wet markets and shopping centres

During the year we conducted trials on the performance of the “kNOw Touch” touchless lift button device in three of the lifts of the HA office buildings, and the preliminary results have proved satisfactory. In 2021/22, we plan to extend the trial by installing the devices in all existing lifts in our shopping centres, carparks and office premises.

Waste reduction activities

The HA, in collaboration with the Environmental Protection Department (EPD), launched a one-year pilot scheme starting from February 2021 under which reverse vending machines for recycling plastic beverage bottles have been placed in three PRH estates. The pilot scheme has been positively received by residents, and we are now selecting other suitable PRH estates for inclusion in a second and larger-scale pilot scheme.

Apart from collecting recyclable materials from the standard three-coloured recycling bins, we also arranged for the collection of some 539 tonnes of glass bottles from PRH estates in the year. In addition, some 38 100 mooncake boxes (about 11 tonnes) were collected for recycling after the Mid-Autumn Festival, and around 5 300 potted citrus plants were recovered for replanting after the Lunar New Year.

In collaboration with the EPD and the FEHD, the HA has been operating a pilot scheme to collect source-separated food waste generated from nine HA wet markets and shopping centres since July 2018. Under the scheme, an FEHD service contractor delivers the collected food waste to Phase 1 Organic Resources Recovery Centre daily for off-site recycling. The second stage of the pilot scheme began in July 2020, with nine more HA wet markets and shopping centres participating.



中秋节后收集月饼盒供循环再造
Mooncake boxes are collected for recycling after the Mid-Autumn Festival

2020年12月至2021年3月期间，房委会联同环保署在40个公共屋邨推行宣传和教育工作，为即将推行的都市固体废物收费计划和第二期都市固体废物收费实践计划作好准备。是次宣传工作的重点为减废和乾淨回收，活动包括展示宣传横额和易拉架、举办网上比赛和网上小游戏。

零售和商业楼宇

面对2019冠状病毒病疫情造成的严峻经济情况，房委会持续推行租赁和推广工作，以改善营商环境，提升其零售设施的潜力。年内，我们继续为商业楼宇采取灵活及市场主导的租赁策略，并为雍明商场、骏洋商场等新建商场预先规划出租安排。我们目的，是在满足居民基本需要与维持店舖租户的营运效益之间取得平衡，并且确保为居民和地区人士提供多元化的购物选择和服务。

我们持续优化房委会的非住宅设施，务求更能满足当区居民的需要，同时更有效地运用资源。我们推出了五年向前推展计划，为房委会辖下零售和停车场设施进行资产优化工作，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。2020/21年度，我们把牛头角上村和美田村的零售设施纳入计划，并正详细研究有关设施的资产优化工作。年内，梨木树商场和彩德商场的改善工程已告完成；天晴村、彩盈坊和油丽商场，以及石硤尾村和博康村街市设施的研究工作及工程也进展良好。

我们亦一直探讨如何进一步善用房委会辖下部分非住宅设施如储物室及其他空间。相关工作有一定进展，例如在乐富村、彩云（一）村、爱民村、大元村内，部分合适的储物室和空格已改作住宅单位。



骏洋商场
 Chun Yeung Shopping Centre

The HA also collaborated with the EPD on publicity and education work in 40 PRH estates from December 2020 to March 2021, in preparation for the upcoming Municipal Solid Waste (MSW) charging scheme and Phase 2 MSW charging trial. The emphasis of this publicity work was on reducing waste and engaging in clean recycling. Publicity activities included displays of promotional banners and pull-up banners, an online competition and online mini-games.

Retail and commercial properties

Amidst challenging economic conditions caused by the COVID-19 epidemic, the HA engaged in ongoing leasing and promotion efforts to enhance the business environment and potential of its retail facilities. In the year, we continued to adopt a flexible and market-oriented leasing strategy for commercial properties, and planned the letting arrangements well in advance for new shopping centres such as the Yung Ming Shopping Centre and the Chun Yeung Shopping Centre. Our aim was to strike a balance between meeting residents' basic needs and maintaining business viability for shop tenants, as well as ensuring that a wide range of shopping choices and services were available for both residents and local communities.

To enhance the HA's non-domestic facilities to better meet the needs of local residents and to use our resources more efficiently, we have put in place a five-year rolling programme to carry out asset enhancement work for our retail and carparking facilities. The scope covers carrying out major improvement works at these locations, re-designating the trade mix, providing additional shops, or converting the use of premises. In 2020/21, retail facilities in Upper Ngau Tau Kok and Mei Tin Estates were included in the programme, and detailed studies on asset enhancement of the facilities are now underway. Meanwhile, improvement works at the Lei Muk Shue and Choi Tak Shopping Centres were completed during the year. Good progress was also made on our studies and works at Tin Ching Estate, Choi Ying Place and Yau Lai Shopping Centre, as well as at the market facilities in Shek Kip Mei and Pok Hong Estates.

We have also been exploring ways to better utilise some of our non-domestic facilities such as storerooms and other spaces. Progress has been made in converting some suitable storerooms and empty bays into domestic flats, for example in Lok Fu, Choi Wan (I), Oi Man and Tai Yuen Estates.