



2020/21 年度年报 Annual Report



Fight the Virus
Live in Harmony



主要数字

Key Figures

截至2021年3月31日 As at 2021.03.31



公共租住房屋(公屋)屋村数目 No. of Public Rental Housing (PRH) estates

189



公屋单位数目 No. of PRH units

804878



公屋住户数目 No. of PRH households

786 288



公屋认可居民人数 PRH authorised population

2 112 138



平均住户人数 Average household size

2.69人 persons

公营房屋建屋量

Public housing production



出租单位 Rental flats



6 300 tunits

出售单位 Sale flats



5 000 [↑] units

总数 11 300 个 Total

相关非住宅物业

Associated non-domestic properties

内部楼面面积 Internal floor area



3 110 000 平方米

查询 / 投诉个案
No. of enquiries / complaints



87 500 宗 cases

「 」 handled according to Performance Pledge

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 庭置业。

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.

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

基本信念 Core Values



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村环境,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 performanceoriented team.



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者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。

房委会成员包括4名官方委员及25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.

The HA has 4 official members and 25 non-official members, who are appointed 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 the Director of Housing



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大事纪要 Major Developments

2020 • 04

香港房屋委员会 (房委会) 的「出售绿表置居 计划 (绿置居)单位2019」搅珠仪式在 Facebook专页直播,由房委会资助房屋小组 委员会主席黄远辉先生(左)主持。

The Hong Kong Housing Authority (HA)'s ballot drawing ceremony for the Sale of Green Form Subsidised Home Ownership Scheme (GSH)



Flats 2019 was broadcast live on its Facebook page. The Chairman of the HA's Subsidised Housing Committee (SHC), Mr Stanley Wong (left), officiated at the event.

鉴于本港的2019冠状病毒病疫情,房委会让资助出售单位计划的单位按揭人也可受惠于「还息不还本」按揭贷款安排,他们可选择延期偿还本金最多12个月,而按揭贷款的还款期亦可同步延长最多12个月。

Given the local COVID-19 epidemic, the HA extended the mortgage principal moratorium plan to include Subsidised Sale Flats Scheme (SSFS) flat mortgagors. They can choose to defer repayment of the mortgage principal for a maximum of 12 months, with the repayment period of the mortgage loan extended correspondingly by a maximum of 12 months.

2020 • 06

除了在网上提供电子表格供申请公共租住 房屋(公屋)外,房委会还推出新的电子服务 「公屋申请资料更新快」,让申请者在网上更 新申请资料、查询申请进度及申请结果。

Apart from providing an e-form for Public Rental Housing (PRH) applications, the HA launched a new e-service, "Quick Updating of PRH Application", which allows applicants to update their application details online, check the status of their applications and make online enquiries about the outcome.



2020 • 07

资助房屋小组委员会完成2020年公屋租金 检讨,由2020年9月起上调公屋租金9.66%。 因应本港的2019冠状病毒病疫情,资助房屋 小组委员会决定宽免公屋租户2020年9月的 租金(和其后2021年9月的租金)。

The SHC completed the 2020 rent review of PRH and raised rents by 9.66% with effect from September 2020. In view of the local COVID-19 epidemic, the SHC decided to provide rent



waivers for PRH tenants in September 2020 (and subsequently provided a further month of waiver for September 2021).

2020 • 08

在2019冠状病毒病爆发初期,新落成的骏洋村由2020年 2月至9月期间用作检疫中心。骏洋村经彻底消毒和修缮 后,首批居民于8月陆续入伙。

The newly developed Chun Yeung Estate was used as a quarantine centre from February to September 2020 during the initial stage of the COVID-19 outbreak. Following thorough disinfection and restoration works, Chun Yeung Estate welcomed the intake of its first batch of residents in August.



2020 • 09

为反映2019冠状病毒病疫情对经济的影响,资助房屋小组委员会于2020年6月通过「出售居屋单位2020」下推售的发展项目采用临时折扣率和平均售价,并于2020年9月取得2020年4月至6月非业主住户的家庭每月入息中位数后,订定最终的折扣率和平均售价。「出售居屋单位2020」下推售单位的折扣率最终订定为评定市值折减40%,较临时折扣率高5%。

In order to reflect the economic impact of the COVID-19 epidemic, the SHC endorsed adopting a provisional discount rate and average selling prices for the developments put up for sale under Sale of HOS Flats 2020 in June 2020, and finalising



the discount rate and average selling prices when the median monthly household income figures of non-owner occupier households for April to June 2020 became available in September 2020. The discount to assessed market value for flats sold under the Sale of HOS Flats 2020 was finally set at 40%. Compared with the provisional discount, the final discount is 5% higher.

2020 • 10

为支援政府的2019冠状病毒病抗疫措施,房委会推出为期18个月的排水管检查计划,检查约80万个公屋单位的地面以上排水管,并按需要进行维修;而有2019冠状病毒病确诊个案或纳入强制检测公告的个别屋村/大厦,则获优先安排检查和维修。

As part of the Government's efforts to combat the COVID-19 epidemic, the HA launched an 18-month Drainage Inspection Programme to inspect the aboveground drainage pipes of some



800 000 PRH flats and undertake repair works as necessary. Priority inspections and repair works were arranged for individual PRH estates/blocks where confirmed COVID-19 cases were found or for those subject to Compulsory Testing Notices.

2020 • 11

考虑到本港的2019冠状病毒病疫情,房委会把「还息不还本」按揭贷款安排的限时措施延长 六个月。

In light of the local COVID-19 situation, the HA extended the time-limited arrangement for the mortgage principal moratorium plan by six months.

2020 • 12

长者宽敞户终身全免租金计划的受惠对象,已扩大至所有家庭成员均年届70岁或以上而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。合资格长者户在调迁至面积合适的单位后,可享终身全免租金。

The lifetime full rent exemption scheme for elderly under-occupation households was extended to households in which all family members are aged 70 or above and to those residing in Housing for Senior Citizens of Type I Design and in non-self-contained Converted One-Person units. Eligible elderly households enjoy a lifetime full rent exemption upon their transfer to suitably-sized units.



资助房屋小组委员会通过清拆石篱中转房屋及其迁置和 相关安排,以便在该幅用地发展公营房屋。

The SHC endorsed the clearance of Shek Lei Interim Housing and the rehousing and associated arrangements to make way for public housing development.



房委会的「居屋2020」和「白表居屋第二市场计划2020」 搅珠过程在Facebook专页直播,由资助房屋小组委员会 主席黄碧如女士(左)主持。

The HA's ballot drawing for HOS 2020 and the White Form Secondary Market Scheme 2020 was broadcast on its Facebook page. The Chairman of the SHC, Ms Cleresa Wong (left), officiated at the event.



2021 • 01

房屋署屋村办事处职员参与政府向指明公共屋村楼宇发出强制检测公告的相关行动,包括设立流动采样站、安排住户须按法例规定于指定时间内接受强制检测、控制排队人流和维持秩序、为检测中心提供其他后勤支援等。首次由房屋署担当统筹角色,执行强制检测公告行动的是深水埗丽安村。

The Housing Department's (HD's) estate management office staff participated in operations upon the issuance of Compulsory Testing Notice (CTN) to specified PRH blocks by the Government. Their work included setting up mobile testing stations, arranging residents to undergo testing within the specified time under the statutory requirement, managing the flow of residents and maintaining the queue order, and rendering other logistical support for the testing centres. The first CTN operation that the HD assumed the role of overall coordinator was conducted in Lai On Estate, Sham Shui Po.

2021 • 02

房委会把「紧急警报系统津贴」的范围扩大,除了以固网电话线连接主机的传统装置外,亦可选择以流动装置连接主机,以切合长者户日渐改变的需要。

To help meet the changing needs of elderly tenants, the HA extended the subsidy for the Emergency Alarm System Grant to cover associated mobile devices, in addition to the traditional installation of a main unit connected to a fixed telephone line.



2021 • 03

资助房屋小组委员会通过把「租者置其屋计划」 约800个回收单位,纳入即将推出的「出售绿置居 单位2020/21」。

The SHC endorsed the inclusion of about 800 recovered Tenants Purchase Scheme flats for sale in the upcoming Sale of GSH Flats 2020/21.

房屋署约140名职员协助政府的社区疫苗接种 计划的运作,为设于屯门友爱体育馆和湾仔伊利 沙伯体育馆的社区疫苗接种中心提供所需的行政 支援。

Around 140 HD staff helped with the operation of the Government's vaccination progamme and rendered essential administrative support for the community vaccination centres at Yau Oi Sports Centre in Tuen Mun and Queen Elizabeth Stadium in Wan Chai.





资助房屋小组委员会通过2021/22年度的公屋入息限额平均增加0.3%,而资产限额则冻结于现行水平。

The SHC endorsed an average increase of 0.3% in PRH income limits for 2021/22. The asset limits were frozen at the existing level.

2020/21年度完成的公屋 / 绿置居发展项目: PRH/GSH projects completed in 2020/21:

渔湾村(渔进楼)

Yue Wan Estate (Yue Chun House)

海达村 (海荣楼)

Hoi Tat Estate (Hoi Wing House)

彩福村 (彩和楼)

Choi Fook Estate (Choi Wo House)

白田村第七期(康田楼、健田楼)

Pak Tin Estate Phase 7 (Hong Tin House, Kin Tin House)

白田村第八期(咏田楼、心田楼)

Pak Tin Estate Phase 8 (Wing Tin House, Sum Tin House)

海达村(海华楼、海昌楼)

Hoi Tat Estate (Hoi Wah House, Hoi Cheong House)

2020/21年度完成的其他资助出售单位计划发展项目: Other SSFS projects completed in 2020/21:

旭禾苑

Yuk Wo Court

凯德苑

Hoi Tak Court

锦晖苑

Kam Fai Court

雍明苑(润明阁、泽明阁)

Yung Ming Court (Yun Ming House, Chak Ming House)

裕泰苑(裕玥阁、裕瑛阁)

Yu Tai Court (Yu Yuet House, Yu Ying House)

主席的话 Chairman's Message



香港房屋委员会 (房委会) 今年年报以「**齐心抗疫** 和谐安居」为主题,是希望展示房委会在抗疫防疫及 为公共租住房屋 (公屋) 居民提供卫生安全的居住 环境所作的努力。

受2019冠状病毒病疫情影响,香港以至全球各地在2020/21年度都变得不一样,对房委会的工作来说更是不平凡(特别)的一年。在2020年2月至9月将新落成的公共屋村一火炭骏洋村作临时检疫中心之用,这是前所未有的。过去一年多,政府对多个公共屋村作出强制检测公告和限制与检测宣告,房委会人员主动积极在指定的屋村住宅大厦全面协调和执行相关的检测及检疫行动。此外,房委会推出多项纾困措施,帮助公屋和非住宅物业的租户、资政府在社区推行的抗疫措施,例如追踪紧密接触者、检查排水管等。为此,今年年报特别增加一个专章,详述这些措施和前线人员的努力。

这段期间,尽管建筑业界须遵照规定实施多项特别抗疫措施,我们迎难而上,完成11个公营房屋项目,涉及超过11000个新单位。

作为房委会主席,我感谢房委会和辖下小组委员会/附属小组委员会的所有委员在过去一年尽心竭力推展房委会的工作,亦全力支持各项防疫抗疫措施。纵使实施了保持社交距离措施和在家工作安排,房委会和辖下小组委员会/附属小组委员会的定期会议,大部分仍能如期举行,处理重要政策和财务事宜,并批出多份建筑合约和物业管理服务合约。

We adopt the theme "Fight the Virus, Live in Harmony" for this year's Annual Report of the Hong Kong Housing Authority (HA) to showcase the HA's efforts in anti-epidemic work and providing a healthy and safe living environment for public rental housing (PRH) residents.

Given the impact of the COVID-19 epidemic, 2020/21 was no longer the same for Hong Kong and other places. It was indeed an extraordinary (and special) year for the work of the HA. It is unprecedented for a newly completed public housing estate - Chun Yeung Estate in Fo Tan – to be used as a temporary quarantine centre from February to September 2020. In the past year, the Government issued Compulsory Testing Notices and Restriction-testing Declarations to quite a number of PRH estates during which, the HA staff took the initiative to take up the overall coordination and implementation work for testing and quarantine operations at designated PRH blocks. Apart from providing various relief measures to tenants of PRH estates and non-domestic properties, subsidised sale flats (SSF) buyers and individual families with financial hardship, the HA has been supporting the Government's community-wide anti-epidemic measures such as contact tracing and drainage inspection. We have therefore included in this Annual Report a dedicated chapter on these special measures and the hard work of our front-line staff.

Amidst the special anti-epidemic measures imposed on the construction sector, we managed to overcome all difficulties and completed 11 public housing projects delivering more than 11 000 new flats during this period.

As Chairman of the HA, I would like to extend my personal thanks to all members of the HA and its committees/sub-committees for their unfailing support for the various anti-epidemic measures in the past year whilst pressing ahead with our ongoing work. Notwithstanding the social distancing measures and work-from-home arrangements, the HA and its committees/sub-committees have managed to continue with almost all regular meetings as scheduled and dealt with major policy and financial matters, including award of construction and property management services contracts.

我亦代表房委会衷心感谢全体员工在这段艰难时期 全力以赴、尽忠职守。在采取多项抗疫防疫措施 的同时,例如加强公共屋村、商场和街市的清洁及 消毒工作,他们继续紧守岗位,确保维修保养工作 如常进行,公屋和资助出售单位的申请获得迅速 处理。他们对公屋居民以至社会大众的用心服务, 实在值得自豪。

一如去年的安排,年报详述房委会在提供各类公营 房屋方面的主要工作和成果,并重点讲述如何设法 改善居民的生活质素,解决不同居民在生活上的 特殊需要,尤其是长者,以期达至我们订立的「和 谐安居」目标。举例来说,我们将「紧急警报系统 津贴」的范围扩宽,让长者可选择新科技的产品及 装置;另外亦特别制作了一辑家居运动短片,教导 长者在家中进行一些简单的舒展运动。对于一些 居住空间较大的长者住户,为鼓励他们迁往较小 的单位,我们提供优惠让他们在搬迁后可享全免 租金。当然我们也不会忽略残疾住户的需要,我们 为听障住户免费安装「火警视像警报系统」,让他们 的家居安全得到更佳保障。

2020年确实是困难重重、充满挑战的一年,但我们 灵活应变,绝不墨守成规。凭着房委会同事的丰富 经验,加上扎实有效的管治架构,我们得以克服 难关。展望来年,我们会一如既往,再接再厉, 为有需要的市民打造「和谐安居」的家园。

7.5. #

主席 陈帆

On behalf of the HA, I would also like to express my heartfelt thanks to all staff for their dedication, perseverance and hard work in such arduous times. Whilst undertaking various special measures to fight the virus such as strengthening cleansing and disinfection work at our PRH estates as well as shopping malls and markets, our staff continued with their daily work diligently, ensuring that the maintenance and repair works were duly carried out, and applications for PRH and SSF flats were efficiently handled. They should take pride in what they have contributed to help our tenants and the community at large.

As in the past year, this Annual Report provides a detailed account of the major tasks and achievements of the HA in providing public housing, with the focus on how we seek to improve the quality of life for our tenants and to address the special needs in the daily lives of various residents, particularly the elderly, to achieve our goal of "Live in Harmony". For instance, we extended the Emergency Alarm System Grant to allow the elderly to use the system on products and devices with new technology, and produced a special series of exercise videos for elderly tenants to do simple exercise at home. Some elderly residents living in spacious flats were given an incentive to downsize, in the form of a full rent exemption upon moving. Residents with disabilities were not forgotten either. We have introduced a free of charge visual alarm system for the hearing-impaired to offer them a safer living environment.

2020 is indeed a most difficult and challenging year where nothing is easy or straightforward. Together, we have overcome the challenges with the rich experience of HA staff and a robust governance structure, which have enabled us to navigate rough waters with resilience. I have full confidence in our ability to further our mission in the coming year to create homes for those in need where all can "Live in Harmony".

Chan Fan, Frank Chairman



全港近三成人口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。

ılation living in the Hor

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

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

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

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洁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、所有人均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

年內疫情严重期间,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」流动应用程式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.



屋邨大楼入口张贴政府推出的「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□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□罩领取点。□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□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

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资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,我们推出一系列防疫措施,包括每月为辖下街市深层。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讲。



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,房委会联同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。



"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1455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。我们也定期广泛发社建康资讯与提示,内容包括保持良好个人卫生、在政策的特定群组员工,房委会的特定群组员工,房委会的特定群组员工,房委会的特定群组员工,房委会的有效的特定群组员工,房委会的有效的特定,是他们有关系,我们制定详细的行动方案,一旦接获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时间,以上现员和方案应变。房委会各主要办公大楼的时间,以上现员和方案应要,让职员和方案的目的一定心出行」流动应用程式使用。倘若在任何场地出现2019冠状病毒病确诊个案,此流动应用程式和工维码便是追踪接触者的重要工具。



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.



房委会客务中心 (上) 和房委会总部张贴政府推出的「安心出行」流动应用程式二维码 QR codes of the Government's "LeaveHomeSafe" mobile app have been displayed at HA Customer Service Centre (top) and HA Headquarters

员工抗疫心声

What our staff say on the way to fight the virus

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

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。

(房屋事务经理)

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。

(房屋事务经理)

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。

(物业服务经理)

疫症虽然可怕,然而抗疫使我们自强。

(物业服务经理)

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。

(副房屋事务经理)

同事全力支持、居民同心抗疫、齐心对抗 疫情。

(副房屋事务经理)

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。

(房屋事务经理)

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。

(房屋事务经理)

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。

(物业服务经理)

屋邨居民从最初厌恶强尬的态度,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。

(副房屋事务经理)

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。

(房屋事务主任)

机构事务处 Corporate Services Division

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。

(行政主任)

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。

(文书助理)

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。

(参加网上课程的员工)

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。

(文书主任)

实时网上课程的方式十分好,让人在疫情下可以安小上课。

(参加网上课程的员工)







等策建屋 迎向未来

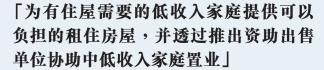
Planning New Housing to Serve Hong Kong's Future Needs

策略处的主要职能

Key Functions of the Strategy Division

- 为公营房屋进行策略规划工作
- 制订有关私营房屋的政策及法规
- 管理公共租住房屋(公屋)单位的申请和编配工作
- 处理受房屋清拆影响人士的安置工作
- 处理资助出售单位的销售工作
- 管理居者有其屋计划(居屋)第二市场计划

- Engaging in strategic planning for public housing
- Developing policies and legislation related to private housing
- Administering applications for and allocating Public Rental Housing (PRH) flats
- Handling the rehousing of those affected by housing clearances
- Handling sale of Subsidised Sale Flats (SSF)
- Managing the Home Ownership Scheme (HOS) Secondary Market Scheme



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



筹谋定策 迈向政府的长远房屋目标

房屋供应短缺是香港近年面对的最大挑战之一。 房屋供应追不上需求,令不少市民承受沉重的住屋 压力。为解决这个问题,香港房屋委员会(房委会) 为居住环境恶劣和有经济困难的人士,兴建不同类 型的公营房屋,并担当管理的角色。目前的公营房 屋资源并不足够,我们得致力增加公营房屋供应。

Meeting the Government's long term housing goals

One of the biggest social challenges facing Hong Kong in recent years has been the shortage of housing supply to meet the demand. This has placed many residents under severe housing pressure. The Hong Kong Housing Authority (HA) helps address this problem by building different types of public housing for those who are inadequately housed and those in financial need, and also assuming a management role for this public housing. As the current public housing resources are insufficient, we are sparing no effort in increasing the public housing supply.







钻石山的公屋发展项目
A PRH development at Diamond Hill

当前面对的主要挑战是取得合适土地,兴建房屋。正如《2020年施政报告》和《长远房屋策略》2020年周年进度报告公布,政府已觅得330公顷土地,可供兴建316 000个公营房屋单位,足以应付未来十年(即2021/22至2030/31年度)301 000个公营房屋单位的预计需求。

出售居者有其屋计划单位

「出售居者有其屋计划(居屋)单位」让中低收入家庭(包括合资格公屋租户)申请以大幅低于市价的价格购买居屋单位。这项计划由房委会管理,旨在为香港市民提供可负担的房屋,帮助他们踏上置业阶梯。

A key challenge is securing suitable land for housing. As announced in the 2020 Policy Address and the Long Term Housing Strategy Annual Progress Report 2020, the Government has identified 330 hectares of land which is sufficient for constructing 316 000 public housing units. This should more than satisfy the projected demand of 301 000 public housing units in the next 10 years (i.e. 2021/22 to 2030/31).

Sale of Home Ownership Scheme Flats

The Sale of Home Ownership Scheme (HOS) Flats exercise allows low- to middle-income families, including eligible PRH tenants, to apply to purchase HOS flats at a substantial discount to the market price. The scheme, managed by the HA, is designed to provide more affordable housing for the Hong Kong people, helping them to climb the housing ladder.





元朗屏欣苑 Ping Yan Court in Yuen Long



中低收入家庭可申请以大幅低于市价的价格购买居屋单位 Low- to middle-income families can apply to purchase HOS flats at a substantial discount to the market price

「出售居屋单位2019」的销售于2020年6月完结,推出的4 871个单位全部售罄。「出售居屋单位2020」于2020年9月推出接受申请,推售约7 000个新单位,订于2021年5月底开始邀请合资格申请者拣选单位。

「出售居屋单位2019」和「出售居屋单位2020」推售的单位均按行政长官2018年6月宣布经修订的定价机制发售,单位的售价更符合市民的负担能力。经修订的机制下,居屋单位的售价不再与市价挂钩,而是以非业主住户的家庭每月入息中位数定价。2020年9月,房委会以2020年4月至6月的入息中位数厘定「出售居屋单位2020」所推售单位的折扣率,最终订定为其评定市值折減40%。

The Sale of HOS Flats 2019 came to a close in June 2020, when all 4 871 flats being offered were sold. In September 2020, applications were invited for the Sale of HOS Flats 2020. Around 7 000 new flats were offered for sale in this latest exercise. Flat selection for eligible applicants is scheduled for late May 2021.

In both the Sale of HOS Flats 2019 and Sale of HOS Flats 2020, the flats offered were subject to the revised pricing mechanism announced by the Chief Executive in June 2018, designed to make HOS flats more affordable. Under the revised mechanism, the pricing of HOS flats is no longer linked to market prices. Instead, they are priced based on the median monthly household income of non-owner occupier households. In September 2020, the median income for April to June 2020 was used to finalise the discount applicable to flats offered under the Sale of HOS Flats 2020, which was a discount of 40% of their assessed market values.



沙田彩禾苑 Choi Wo Court in Sha Tin



粉岭皇后山山丽苑 Shan Lai Court at Queen's Hill, Fanling



」 出售绿置居单位2019展览 An exhibition on the Sale of GSH Flats 2019

出售绿表置居计划单位

「出售绿表置居计划(绿置居)单位」是专为绿表申请者而设的资助出售单位计划。绿表人士主要是公屋现租户和已成功通过资格审核的公屋申请者。绿置居单位以较上一期居屋销售计划的折扣多10%的折扣率推售。

2019年12月推出的「出售绿置居单位2019」共推售 3 696个单位,分别位于柴湾和青衣两个发展项目; 合资格申请者已于2020年12月完成拣选单位。「出售 绿置居单位2020/21」将于2021年5月开始接受申请, 共推售2 112个单位。这些单位原属钻石山公屋项目的部分单位,经房委会2021年1月议决后转为绿置居 出售。

Sale of Green Form Subsidised Home Ownership Scheme Flats

The Sale of Green Form Subsidised Home Ownership Scheme (GSH) Flats is a subsidised sale flat scheme specifically for Green Form applicants, who are primarily sitting PRH tenants and PRH applicants who have successfully completed the eligibility vetting process. GSH flats are sold at a discount of 10% greater than the discount applicable to the preceding HOS sale exercise.

The Sale of GSH Flats 2019 offered 3 696 flats for sale in December 2019. The flats were from two developments, one in Chai Wan and one in Tsing Yi. Flat selection for eligible applicants was completed in December 2020. Applications for the Sale of GSH Flats 2020/21 are scheduled for May 2021, with 2 112 flats being offered for sale. These were originally part of a PRH development at Diamond Hill which, following a decision by the HA in January 2021, was converted into a GSH development for sale.





「出售绿置居单位2019」 推售单位 3696 个 units offered under the Sale of GSH Flats 2019



○ 兴建中的柴湾蝶翠苑 (上) 和青衣青富苑
Dip Tsui Court in Chai Wan (top) and Ching Fu Court in Tsing Yi under construction

加快出售「租者置其屋计划」未售单位

「租者置其屋计划」(租置计划)下,公屋租户可于指定屋邨购买其现居单位。由于政府重新定位房屋政策,房委会在2005/06年后再没有推售新的租置计划屋邨,不过现有39个租置计划屋邨的现租户仍可选择购买其现居单位。截至2021年3月底,在39个屋邨中,约21%的租置单位(即约39 000个单位)尚未售出。

房委会应《2019年施政报告》建议,积极部署,加快出售这些单位,以进一步满足公屋租户的置业诉求。房委会第一步的工作是在2020年3月通过冻结出租从租置计划屋邨回收的单位,以便将来出售这些单位。房委会随后在2020年7月通过在居屋和绿置居销售计划下,把租置计划回收单位售予合资格绿表申请者的安排。2021年3月,房委会通过在「出售绿置居单位2020/21」下推售约800个租置计划回收单位及相关的销售安排。

为鼓励租置计划的现租户考虑购买其现居单位,房委会调整并延长现行租置计划政策下的优惠安排。 现租户在租约首年内购买单位,可享35%的折扣优惠,第二年的扣减降至17.5%,其后不再享有优惠。 由2020年9月1日起计的一年内,房委会向不再符合 资格享有首年或第二年折扣优惠的现租户提供17.5% 的折扣,以鼓励他们购买所居单位。



ン 大埔太和邨 Tai Wo Estate in Tai Po

Accelerating the Sale of Unsold Tenants Purchase Scheme Flats

The Tenants Purchase Scheme (TPS) is a scheme that allows PRH tenants living in designated estates to purchase the flats in which they reside. After 2005/06, no new TPS estate was rolled out due to the Government's repositioned housing policy, but sitting tenants in the current 39 TPS estates can still choose to purchase the flats in which they reside. As at the end of March 2021, around 21% of the TPS flats in TPS estates (i.e. around 39 000 flats) remained unsold.

The 2019 Policy Address invited the HA to make active preparation to accelerate the sale of these flats to better meet the home ownership aspirations of PRH tenants. As the first step, the HA endorsed in March 2020 the freezing of the letting of recovered TPS flats with a view to putting them up for sale in the future. In July 2020, the HA endorsed the arrangements for putting up recovered TPS flats for sale to eligible Green Form applicants in the HOS and GSH sale exercises. In March 2021, the HA endorsed putting up around 800 recovered TPS flats for sale under the Sale of GSH Flats 2020/21, as well as the related sales arrangements.

To encourage sitting TPS tenants to consider purchasing the flats in which they are residing, the HA adjusted and extended the incentive arrangements of its current TPS policy. Under this, sitting TPS tenants can enjoy a discount of 35% if they purchase their flats in the first year of their tenancy, a discount that falls to 17.5% in the second year and then terminates thereafter. For one year from 1 September 2020, the HA has provided sitting TPS tenants who are no longer eligible for the first- or second-year discounts with a 17.5% discount to encourage them to purchase.



東八仙赤矢 (二) 野 Tung Tau (II) Estate in Wong Tai Sin

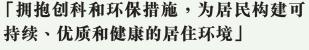


发展及建筑处的主要职能

Key Functions of the Development and Construction Division

- 推行和监察房屋建设计划
- 在公营房屋土地供应、发展、规划、设计和建设 方面,制定和检讨有关的策略和政策
- 制定、推行和探讨机构采购、安全和环境管理策略
- 就全港/区域/地区规划研究及规划标准与准则 提供意见
- 监察房屋资讯系统

- Implementing and monitoring the Housing Construction Programme
- Formulating and reviewing strategies and policies with regard to public housing land supply, and the development, planning, design and construction of public housing
- Formulating, implementing and reviewing corporate procurement, safety and environmental management strategies
- Contributing to territorial / district / local planning studies and planning standards and guidelines
- Monitoring the Housing Information System



"To embrace innovation, technology and green initiatives to build sustainable, high quality and healthy living environment for our residents"



公共租住房屋 (公屋) / 绿表置居计划 (绿置居) 和其他资助出售单位的建屋量⁽¹⁾ Production of Public Rental Housing / Green Form Subsidised Home Ownership Scheme (PRH/GSH) and other Subsidised Sale Flats (SSFs)⁽¹⁾

2020/21至2024/25年度的五年期内预计建成单位总数 Estimated production total in five-year period from 2020/21 to 2024/25 2020/21年度单位落成数目 No. of units completed in 2020/21





注 Notes

- (1) 数字根据2021年3月房委会的房屋建设计划计算,并计至最接近的百位整数。数字会因应计划的改动而有变更。
 Figures are based on the HA's Housing Construction Programme as at March 2021, and are rounded to the nearest hundred. Figures are subject to changes in the programme.
- (2) 所列数字是指预计于每个财政年度落成的房委会新单位数目,但不反映可供编配予公屋申请者的公屋单位总数,因为有关数字并未包括从现有屋邨收回的公屋单位,而收回的单位是另一个编配予公屋申请者的主要单位来源。

Figures refer to the estimated number of new units to be completed by the HA in each financial year. These numbers do not reflect the total number of PRH units that can be allocated to PRH applicants because they do not include PRH units recovered from existing estates, which is the other major source of units for allocation to PRH applicants.

2020 / 21年度 (约) Completed in 2020/21 (approximate)



2020/21年度完成的公屋/绿置居发展项目(按时序排列): PRH/GSH projects completed in 2020/21 (in chronological order):

永泰道	渔湾邨 (渔进楼)
Wing Tai Road	Yue Wan Estate (Yue Chun House)
西北九龙填海区6号地盘第一期	海达邨 (海荣楼)
Northwest Kowloon Reclamation Site 6 Phase 1	Hoi Tat Estate (Hoi Wing House)
彩荣路	彩福邨 (彩和楼)
Choi Wing Road	Choi Fook Estate (Choi Wo House)
白田第七期	白田邨 (康田楼、健田楼)
Pak Tin Phase 7	Pak Tin Estate (Hong Tin House, Kin Tin House)
白田第八期	白田邨 (咏田楼、心田楼)
Pak Tin Phase 8	Pak Tin Estate (Wing Tin House, Sum Tin House)
西北九龙填海区6号地盘第二期	海达邨 (海华楼、海昌楼)
Northwest Kowloon Reclamation Site 6 Phase 2	Hoi Tat Estate (Hoi Wah House, Hoi Cheong House)



☆ 柴湾渔湾邨渔进楼 Yue Chun House, Yue Wan Estate in Chai Wan



深水埗海达邨海荣楼 (右) Hoi Wing House (right), Hoi Tat Estate in Sham Shui Po



[©] 观塘彩福邨彩和楼 (左) Choi Wo House (left), Choi Fook Estate in Kwun Tong

2020/21年度完成的其他资助出售单位发展项目(按时序排列): Other SSFs projects completed in 2020/21 (in chronological order):

坳背湾街	旭禾苑
Au Pui Wan Street	Yuk Wo Court
发祥街西	凯德苑
Fat Tseung Street West	Hoi Tak Court
恒健街	锦晖苑
Hang Kin Street	Kam Fai Court
将军澳第65C2区第一期	雍明苑 (润明阁、泽明阁)
Tseung Kwan O Area 65C2 Phase 1	Yung Ming Court (Yun Ming House, Chak Ming House)
东涌第27区	裕泰苑 (裕玥阁、裕瑛阁)
Tung Chung Area 27	Yu Tai Court (Yu Yuet House, Yu Ying House)







将军澳雍明苑 Yung Ming Court in Tseng Kwan O

在推行房委会的公营房屋计划方面,我们一直在新 公营房屋项目的规划和建筑阶段,更广泛采用创新 科技,包括数码科技应用技术和别具环保特色的 设计。 In implementing our public housing programme, we have been making wider use of innovation and technology in planning and construction of new public housing projects, including digital technology applications and greening features.



「建筑信息模拟」技术的最新推行情况

「建筑信息模拟」技术有利汇聚各方,合力以虚拟模式共同设计、建造和营运一座建筑物。这项技术优点甚多,例如:节省成本和资源、提高效率、改善沟通与协调、提供更多机会使用预制组件和进行构件式建筑,以及取得更高质量的成果。长远而言,所采集的空间数据有利我们拓展其他服务,藉以改善房委会的屋邨管理工作。基于上述原因,房委会希望所有新的公营房屋发展项目在设计和建筑阶段均采用「建筑信息模拟」技术,并期望于2021年底或之前达到这个目标。

年内我们继续更新房委会的「建筑信息模拟」标准和模型指引,制作新范本,支援不同的工程项目,并扩充房委会的「建筑信息模拟」物件资源库。由2020和2021年起,我们分别要求承建商就性质复杂的建筑工程投标和地基工程投标提交四维短片。「建筑信息模拟」也是房委会「建筑信息模拟驱动的系统化地基设计」的组成部分;这项地基设计是由部门结构工程师自行研发的一站式地基设计方案,尤其有利于把复杂的地下地质状况以立体视像方式呈现;亦可用于制作图则、为法定工程图则建立明细表,以及取得编制标书时所需的工料数据。由2019年起,我们把这项地基设计的应用范围,扩大至房委会所有公营房屋发展项目;而这项设计方案在整个2020/21年度获得广泛采用。

Update on BIM implementation

BIM (Building Information Modelling) enables multiple parties to collaboratively design, construct and operate a building virtually. BIM brings benefits such as cost and resource savings, greater efficiency, improved communications and coordination, more opportunities for prefabrication and modular construction, and higher quality results. The spatial data it supplies also allows the development of further services to enhance the HA's estate management work in the long term. With these benefits in mind, the HA aims to implement BIM in the design and construction stages of all new public housing development projects, and expects to have achieved this by the end of 2021.

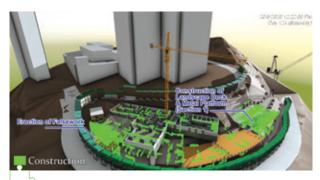
This year, we continued to update our BIM standards and modelling guidelines, produce new templates in support of different project implementations, and expand our BIM object libraries. From 2020 and 2021, we are requiring contractors to submit four-dimensional (4D) videos as part of complex building tenders and foundation tenders. BIM is also an integral part of our BIM-enabled Systematic Approach to Foundation Design (BIM-SAFD), a one-stop foundation design solution devised by our in-house Structural Engineers, BIM-SAFD is especially helpful for facilitating the 3D visualisation of complex underground geological conditions, and can also be used for producing plans, creating schedules for statutory submissions, and measuring quantities for tender documentation. BIM-SAFD was extended to all our public housing development projects from 2019, and has been widely employed throughout 2020/21.



建筑信息模拟驱动的系统化地基设计 BIM-SAFD



我们除在多个工作范畴中使用「建筑信息模拟」外,也投放资源向各级员工提供相关培训。年内,「建筑信息模拟」的培训预算费用和培训日数均大幅增加。此外,我们已开始制作多出按特定主题介绍「如何」应用「建筑信息模拟」技术的短片,让员工可按自己进度选择观看相关短片。展望将来,我们计划开拓「建筑信息模拟」技术的创新用途,使这项技术与新科技(例如第五代流动网络、「实景捕捉」技术、衍生式设计和场外预制组件)结合使用。



_____ 四维施工规划的工程短片画面 Screen capture of a 4D video on construction planning

扩展 「发展及建筑工地流动系统」的应用范围

因应流动通讯技术的发展,由2016年起,我们致力研发「发展及建筑工地流动系统」。截至2020年初,我们已根据这个系统推出七个不同的流动应用程式,这不但有助加强驻工地人员与承建商之间的沟通,而且大大提升追踪工地巡查记录的能力。我们继续扩大该系统的应用范围至更多工作范畴。

年内,我们为系统进行第三阶段开发工作取得良好进度。我们推出两个「逐户验收检查应用程式」(一个用于验收建筑工程,另一个用于验收屋宇装备工程),取代之前的「房屋建设管理一工地(建筑)监管流动系统」。两个应用程式均支援驻工地人员为每个住户单位作最后验收检查。其后,我们又推出「地基工程检查应用程式」,让驻工地人员在检查最常用的三种桩柱(即大口径钻孔桩、嵌岩工字钢桩和小直径灌注桩)时,利用流动电话记录验查过程。这个流动应用程式取代现时另一个过时的资讯科技系统,即「建造(地基)监管流动系统」。

Alongside using BIM in a number of areas of our work, we have devoted resources for BIM training for staff of all levels. In the year, our BIM training budget and the number of days set aside for training both increased significantly. We have also begun to produce a number of "how-to" videos on selected BIM topics which staff can access conveniently and use to learn at their own pace. Looking ahead, we plan to explore innovative BIM applications that can be integrated with new technologies, such as the 5th generation mobile network (5G), reality capture, generative design and off-site prefabrication.



Extending the Development and Construction Site Mobile System

We have been developing the Development and Construction Site Mobile System (DCSMS) since 2016, taking advantage of the advent of mobile technology. Up to early 2020, seven different mobile apps had been launched under this system. These have not only made communication between our site staff and contractors more effective, but have significantly improved the traceability of our site inspection records. Since then, we have continued to expand the system to cover more work areas.

This year, we made good progress on the Phase 3 development of the DCSMS. Two Final Flat Inspection Apps (one for building works and another for building services works) were rolled out to replace the previous HOMES Mobile Site Inspection system. These apps support the work of site staff in carrying out final flat-to-flat inspections. This was followed by the launch of a Foundation Works Inspection App, which enables site staff to use a mobile phone to record inspections of the three most commonly-used pile types – large diameter bored piles, socketed steel H-piles and mini-piles. The mobile app replaced another ageing IT system, the Construction Mobile Inspection System.

此外,我们现正准备开发两个新的应用程式,分别是「参考文件应用程式」和「物料测试申请应用程式」。前者可让驻工地人员下载所需文件至流动电话,以便进行日常的督导工作,而后者则有助加强管理工地的物料测试程序。



Internal Painting Robot

推广使用建筑机器人技术

现时世界各处的建筑工地都有使用建筑机器人,以提升建屋质素和生产力,并改善工地安全,成效十分理想。2020年3月,房委会在评审新建筑合约的标书时,加入有关使用建筑机器人技术的新规定。现时标书如有载述使用机器人髹漆墙壁、铺砌地砖和进行类似工作,而有关安排又能提升生产力、建屋质素、安全及环保表现,则该标书会获得技术评分。我们现正继续与相关各持分者联系,探讨如何在公营房屋工程项目中扩大使用建筑机器人技术。

利用无人驾驶飞机检查建筑物

2020年,我们引入崭新科技,试验利用无人驾驶飞机(又称「无人机」)以摄影测量技术检查建筑物的「外壳」。无人机易于操控,且用途广泛。无人机附有拍摄功能,可以有系统地全面描绘和记录建筑物的外貌,并详尽而深入地解构建筑物的外部状况。

Two new apps are also currently in the pipeline, namely a Reference Document App and a Materials Testing Request App. The former will enable site staff to download essential documents for routine supervision work to their mobile phones, while the latter will enhance the management of materials testing activities on site.

Promoting construction robotics

Construction robots are being used successfully on construction sites around the world to enhance building quality and productivity, and to improve site safety. In March 2020, the HA introduced new requirements relating to construction robotics in its tender assessment of new building contracts. Tenders that include the use of robotics for wall painting, laying of floor tiles and similar activities are now allocated technical scores if they enhance productivity, quality, safety and environmental performance. Meanwhile, we are continuing to engage with various stakeholders to explore ways of extending the use of construction robotics in public housing.

Using Unmanned Aerial Vehicles (UAVs) to inspect buildings

In 2020, we tested some exciting new technology, photogrammetry, for inspecting the "envelope" of our buildings via Unmanned Aerial Vehicles, or UAVs. UAVs are highly manoeuvrable and versatile airborne drones. Equipped with cameras, they can be used to systematically map and record the entire exterior surface of a building, creating a detailed and in-depth picture of a building's exterior health.



我们先后在两个公营房屋先导项目(分别位于马鞍山和柴湾)试用无人机。在每个工地上,先以无人机围绕建筑物飞行,为建筑物外壳拍摄高解像度的数码影像,然后加工处理以制作立体实景模型,再以人工智能协助找出裂纹和其他欠妥之处。试用结果显示,利用无人机可使验楼督察与承建商加强合作,处理修补工程。我们计划日后扩大这种工具的使用范围至其他公营房屋发展项目。

以遥感技术把竣工的工程数码化

过去,有关室内空间的状况主要靠绘制平面图来记录。如要改动室内空间,便须重新绘制这些记录, 因而耗用大量资源和时间。鉴于遥感技术日趋成熟,现在记录室内空间状况所需的时间已可大幅减少。2021年初,房委会决定采用附有外置数码摄影机的新式可穿戴测绘装置量度室内三维点云数据。这些装置利用遥感技术制作摄影图像兼提供数码量度数据,因此能够在不需动用很多人手的情况下取得室内环境的完整记录。这项技术对于制作「竣工」记录非常有用,让使用者以非入侵和非接触的方式为新建楼宇的内部进行三维测量。



____ 无人机在检测外墙 UVA inspects external walls of a block

The trials were conducted at two pilot public housing projects, in Ma On Shan and Chai Wan. At each site, UAVs flew around the buildings taking high-resolution digital images of the building envelope. These images were then processed to produce a 3D photo-realistic model that could be used to locate and identify cracks and other defects with the support of Artificial Intelligence. The trials showed that UAVs can significantly enhance the level of collaboration between building inspectors and contractors in managing defects rectification works. We plan to extend the tool to other public housing development projects in the future.

Digitalising As-Constructed Works with Remote Sensing Technology

In the past, records of indoor spaces were predominantly in the form of two dimensional drawings. Any changes made to these indoor spaces meant that the records needed to be redrawn, which was both resource-intensive and time-consuming. Advances in remote sensing technology mean that the time required for indoor spatial recording can now be significantly reduced. In early 2021, the HA use new wearable laser scanning devices with external digital cameras to take indoor 3D point cloud measurements. These devices use remote sensing technology to produce a photographic image together with digital measurement data, thus providing a complete record of the indoor environment with minimal human effort. The technology is extremely useful in producing "as-constructed" records, enabling users to make 3D surveys of newly built interiors in a non-invasive and contact-free manner.



坐地式雷射测量技术 Terrestrial laser scanner

发掘可改进建筑工序的机会



▶ 「组装合成」建筑法是指在预制组件厂房内制作独立组装合成组件(已完成饰面、装置及配件组装的工序),然后运往工地装嵌。「组装合成」建筑法有望解决技术劳工人手短缺,以及与工人老化相关的问题。

然而,在香港高密度的公营房屋发展项目中应用「组装合成」建筑法有一定难度。为此,我们于2020年完成一项「组装合成」建筑法搭建试验,其间建造一座两层高的建筑物,包括八个构件式单位共分割为22个组件。这项试验从多方面测试预制组件和装嵌的工序,并评估在「组装合成」建筑法下建造的关键接驳位能否发挥「建筑效益」。这项搭建试验所得的结果,在东涌第99区快将展开的「组装合成」建筑法先导项目中采纳为改善措施。此外,房委会亦额外选定三个公营房屋发展项目(分别位于观塘德田街、安达臣道石矿场R2-6用地和R2-7用地),采用「组装合成」建筑法。展望将来,房委会将积极挑选更多适合采用「组装合成」建筑法的项目。

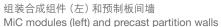
Exploring opportunities to enhance construction processes



Modular Integrated Construction (MiC) refers to the manufacture of free-standing integrated modules (completed with finishes, fixtures and fittings) in a prefabrication factory, which are then transported to the site for installation. MiC can potentially address shortages of skilled labour and problems associated with an ageing workforce.

On the other hand, Hong Kong's high density public housing developments do impose challenges for the application of MiC. We therefore completed a MiC mock-up project in 2020, which involved building a two-storey structure with eight modular-flat units, subdivided into 22 modules. The mock-up tested various aspects of the prefabrication and installation processes, and assessed the "buildability" of critical MiC connections. The findings from the mock-up will be incorporated as enhancement measures into the upcoming MiC pilot project in Tung Chung Area 99. In addition, the HA has selected three other public housing development projects for adoption of MiC at Tak Tin Street in Kwun Tong and Anderson Road Quarry Sites R2-6 and R2-7. Looking ahead, the HA will actively identify other projects suitable for adopting MiC.







环保屋邨 优质生活

房委会采取多项环保措施,在公营房屋项目推动可持续发展其中一项措施是采用碳排放量估算方法,估算建筑物在预计100年整个生命周期内二氧化碳的排放量,当中包括估算经由建筑物料、建筑构筑物、公用屋宇装备装置运作期间和拆卸工程中产生的碳排放量,并以使用可再生能源和植树等方法予以抵销。这做法有助我们改良屋邨的设计,以达到长远持续发展的目标。

为配合政府推广使用电动车的政策,我们在新建的公营房屋停车场内安装电动车充电设施。现时新建的室内停车场有三成的私家车泊车位配备电动车充电器,而其馀七成的私家车泊车位也具备安装电动车充电设施的配套,让我们可以因应需求安装更多电动车充电器。

此外,我们一直积极探讨使用可再生能源,尤其是太阳能。过去十年,在技术可行的情况下,我们都为新的公共租住房屋发展项目安装连接电网的光伏发电系统。截至2021年3月底,我们已为123幢住宅大厦装设光伏发电系统,总发电量为1100千瓦。

至于其他有利于可持续发展的工具,包括在设计时采用的「顺应自然」设计原则和微气候研究结果,均有助我们对每个建筑工地的地理环境和气候常态有更深入的了解。举例来说,我们利用这些工具进行设计,使建筑物更能善用日照和取得更佳的自然通风效果。此外,在房委会的建筑工程中,我们继续增加矿渣微粉的使用量。我们更在现有的建筑合约中,强制规定用于建造预制外墙和预制楼梯的混凝土,必须以矿渣微粉代替当中35%的水泥含量。我们现已展开研究,探讨可否把矿渣微粉的应用范围扩展至预制硬地面、预制板间墙和预制垃圾槽。



启钻苑连接电网的光伏发电系统 Grid-connected PV system at Kai Chuen Count

Greener estates for better living quality

The HA undertakes a wide range of green initiatives in support of sustainable development in public housing developments. One of them is Carbon Emission Estimation (CEE), a method for estimating the carbon dioxide emissions from buildings throughout the expected 100 years of their life cycle. CEE includes an estimate of carbon emissions generated by construction materials, building structures, the operation of communal building services installations and demolition activities, off-set by actions such as the use of renewable energy and tree-planting. This enables us to improve the long-term sustainability of our estate designs.

In line with the Government's promotion of the wider use of electric vehicles (EVs), we have been installing EV charging facilities in new public housing carparks. Currently, 30% of the private car parking spaces in new indoor carparks are equipped with EV chargers, while the remaining 70% are also provided with EV charging-enabling facilities, thereby allowing more EV chargers to be installed as demand grows.

We have also been actively exploring the use of renewable energy, especially the use of solar energy. For the last 10 years, we have been installing grid-connected photovoltaic (PV) systems in new public rental housing developments where technically feasible. Up to the end of March 2021, we had installed PV systems with a total system capacity of 1 100 kW in 123 domestic blocks.

Other ongoing sustainability tools include the use of passive design and micro-climate studies in our design work. We use these tools to better understand the geography and the climate norms of each individual building site. They enable us, for example, to design our buildings so that they respond better to sunlight and benefit more from natural ventilation. We have also continued to increase the amount of Ground Granular Blast Furnace Slag (GGBS) used in our construction. We have mandated that 35% of the cement used for constructing precast façades and staircases be replaced with GGBS in our current building contracts, and have embarked on a study to ascertain the viability of extending the use of the GGBS to precast hard paving, partition walls and refuse chutes.

绿色建筑 金级标准

房委会在设计建筑时致力顾及环境,并把其建筑项目(特别是因申请总楼面面积宽免而须进行评估的工程项目)交由香港绿色建筑议会根据绿色建筑环评计划(即绿建环评新建建筑)评级。该计划依据建筑物整个生命周期的可持续发展特点进行评级。我们的目标是使辖下建筑物最少达到「金级」标准。在2020/21年度,我们欣悉根据绿建环评新建建筑(1.2版本),房委会新建项目获得的认证成绩均全部达标。有关成绩载于下表。

Green Buildings, Gold Ratings

To demonstrate the HA's efforts in delivering environmentally responsive design, we submit our building projects for assessment under the Hong Kong Green Building Council's green building assessment scheme, namely the Building Environmental Assessment Method Plus for New Buildings (BEAM Plus NB), in particular for projects where this assessment is required to obtain gross floor area (GFA) concessions. The scheme rates buildings based on sustainability features across their entire lifecycle. We aim to achieve Gold ratings for our buildings as a minimum, and are pleased that all our certification results under BEAM Plus NB (Version 1.2) for 2020/21 met this standard, as shown in the table.

建筑项目与评级 (暂定评级) — 金级 Project & Rating (Provisional Assessment) - Gold

粉岭皇后山第1号地盘第二期公屋发展计划 PRH Development at Queen's Hill Site 1 Phase 2, Fanling

白田邨公屋重建计划 (第七、第八及第十一期) PRH Redevelopment at Pak Tin Estate (Phases 7, 8 & 11)

屯门第29区西公营房屋发展计划 Public Housing Development at Tuen Mun Area 29 West

葵涌丽祖路公屋发展计划 PRH Development at Lai Cho Road, Kwai Chung

粉岭第36区第四期公营房屋发展计划 Public Housing Development at Fanling Area 36 Phase 4

青衣青康路北第一期及第二期公营房屋发展计划

Public Housing Development at Ching Hong Road North, Tsing Yi, Phase 1, Phase 2

安达臣道石矿场RS-1用地公营房屋发展计划 Public Housing Development at Anderson Road Quarry Site RS-1

高山道资助出售房屋发展计划 Subsidised Sale Flats Development at Ko Shan Road

北角渣华道公营房屋发展计划 Public Housing Development at Java Road, North Point

建筑项目与评级(最终评级)

Project & Rating (Final Assessment)

元朗朗善邨 Long Shin Estate, Yuen Long	铂金级 Platinum
观塘安泰邨 On Tai Estate, Kwun Tong	铂金级 Platinum
东涌满东邨 Mun Tung Estate, Tung Chung	金级 Gold
元朗屏欣苑 Ping Yan Court, Yuen Long	金级 Gold
梅窝银蔚苑 Ngan Wai Court, Mui Wo	金级 Gold
梅窝银河苑 Ngan Ho Court, Mui Wo	金级 Gold
深水埗海盈邨 Hoi Ying Estate, Sham Shui Po	金级 Gold
观塘彩兴苑 Choi Hing Court, Kwun Tong	金级 Gold
九龙城启朗苑 Kai Long Court, Kowloon City	金级 Gold

零灌溉系统 — 为可持续发展节约用水

零灌溉系统2013年开始研发,是通过重用雨水灌溉植物的一种先进系统,有助减少房委会的用水量。该系统由三个分支系统组成:雨水收集系统(用以收集和贮存多馀的雨水到种植区下方的贮水箱)、可持续城市排水系统(用以减少雨水溢流至城市排水系统)和底土灌溉系统(此为顺应自然的节能设计,可把贮水箱内的雨水输送至上方生长的植物)。

我们在龙逸邨和洪福邨两个零灌溉系统的试点项目 均达至理想效果。零灌溉系统灌溉的植物均生长良 好,既无出现积水,也无发出异味。由2016年起, 公共屋邨的花槽只要位置和面积合适,便会广泛采 用零灌溉系统,以人手保养园艺的需要因而大减。 我们的目标是在所有新建公共屋邨广泛应用零灌溉 系统。我们会继续进行研究,希望能提升零灌溉 系统的设计,并确保尽可能使用最具成本效益的物 料和方法。长远而言,房委会会尽量少用食水灌溉 植物,并为在本港市区恢复自然水循环出一分力。





东汇邮零灌溉系统花床与周边园境设计融合 ZIS blends in with surrounding landscape design at Tung Wui Estate

Zero Irrigation System – Sustainability through Water Conservation

Developed since 2013, the Zero Irrigation System (ZIS) is a pioneering system that reduces the HA's water consumption by reusing rainwater for irrigation. It works by combining three sub-systems: a Rainwater Harvesting System that collects and stores excess rainwater in retention boxes under the planting areas; a Sustainable Urban Drainage System that reduces storm water runoff entering the urban sewer system; and a Sub-soil Irrigation System, a passive design system that takes the water in the retention boxes and delivers it to the vegetation growing above.

Satisfactory performances were recorded in two pilot projects at Lung Yat Estate and Hung Fuk Estate. In both projects, plants irrigated by ZIS remained in good condition, waterlogging did not occur, and no unpleasant odours were noted. ZIS has been widely used in planters of appropriate location and size in public housing estates since 2016, and the amount of manual horticultural maintenance has also been substantially reduced. Our goal is to widely adopt ZIS in all our new public housing estates and to continue carrying out research to optimise the ZIS design and to ensure that we use the most cost-effective materials and methods possible. In the long term, the HA aims to minimise the use of potable water for irrigation, and to contribute to restoring the natural hydrologic cycle in urban areas of Hong Kong.



□ 油丽邨第七期零灌溉系统花床 ZIS Planter at Yau Lai Estate Phase 7



服务为本 社区和谐

Serving and Supporting
Harmonious Communities

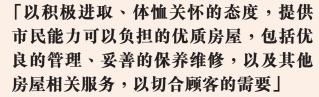


屋邨管理处的主要职能

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



"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。有见计划的产至面积较小的单位,可享终身全免租金。有见计划的产营不够,我们2020年12月把计划恒常化并进一步完善及无独立设备的「改建一人单位」的长者户。此外,我们了这个时请者的地区选择范围。申请者原须在同一个区户请者的地区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内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、健康和安全方面的特别需要。「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.

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21000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式,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 法,2020年10月至12月期间,房委会联同食物环境 卫生署(食环署)在防疫抗疫基金下推出资助计划。 每个合资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。







As mentioned in the dedicated chapter of this Annual

Promotion of contactless payment in

HA markets

Report, the HA has implemented various measures to safeguard public health during the epidemic, and the wider use of contactless payment in its markets was one of them. The nature of market operations makes the use of contactless payment desirable from a public hygiene perspective, as it can reduce the risk of virus transmission. To encourage the wider use of contactless payment in markets, in collaboration with the Food and Environmental Hygiene Department (FEHD), the HA launched a subsidy scheme under the Anti-epidemic Fund which ran from October to December 2020. Under the scheme, eligible stall tenants of markets and cooked food stalls could receive a one-off subsidy at a flat rate of \$5,000 per stall. The subsidy could be used to meet the initial set-up costs for the provision of at least one contactless payment means for market patrons, as well as service fees and other relevant fees. The HA approved 369 applications under the scheme and disbursed a total of around \$1.8 million.

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法(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先导计划。

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馀。在先导计划下,食环署的服务承办商每天把收集到的厨馀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,另有再多九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馀先 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 乾净回收,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,以及石硖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。



验洋商场 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 pullup 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.



我们在2020/21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。

2020/21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。



财务摘要

年内的综合业绩概列如下:

Supporting the vision and mission of the Hong Kong Housing Authority (HA), maintaining sound financial and funds management remained our key focus in 2020/21. 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 2020/21 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.

Financial Highlights

The consolidated result for the year is summarised as follows:

	百万元 in \$M
1. 综合运作帐目盈馀 Consolidated Operating Account Surplus	8,843
2. 资金管理帐目盈馀 Funds Management Account Surplus	5,077
3. 代管服务帐目盈馀 Agency Account Surplus	42
年内盈馀 Surplus for the year	13,962

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0.43亿元的非运作收入净额后,2020/21年度的整体运作盈馀为88.43亿元。

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 \$8,843 million for 2020/21 after taking into account a net non-operating income of \$43 million.

租住房屋业务在2020/21年度录得2.59亿元的赤字。 有关业务分析如下: Rental Housing Operations recorded a deficit of \$259 million during 2020/21, analysed as follows:

运作盈馀 / (赤字) Operating Surplus / (Deficit)	百万元 in \$M
租住房屋 Rental Housing	(218)
中转房屋 Interim Housing	(41)
	(259)

商业楼宇业务在扣除0.46亿元的特殊项目前,盈馀为8.27亿元。有关业务分析如下:

Commercial Operations generated a surplus of \$827 million before charging exceptional items of \$46 million, analysed as follows:

运作盈馀 / (赤字) Operating Surplus / (Deficit)	百万元 in \$M
商场 Commercial Complexes	243
停车场 Car Parks	283
工厂 Factories	(43)
福利用途楼宇 Welfare Premises	344
	827

资助自置居所业务在计入100万元的特殊项目前, 盈馀为82.77亿元。有关业务分析如下: Home Ownership Assistance Operations generated a surplus of \$8,277 million, before including the exceptional items of \$1 million, analysed as follows:

运作盈馀 / (赤字) Operating Surplus / (Deficit)	百万元 in \$M
居者有其屋计划 (居屋计划) / 绿表置居计划 (绿置居计划) Home Ownership Scheme (HOS) / Green Form Subsidised Home Ownership Scheme (GSH)	7,378
私人机构参建居屋计划 (私人参建计划) Private Sector Participation Scheme (PSPS)	203
租者置其屋计划 (租置计划) Tenants Purchase Scheme (TPS)	718
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) Home Purchase Loan Scheme (HPLS) and Home Assistance Loan Scheme (HALS)	(22)
	8,277



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,2020/21年度的盈馀为50.77亿元。在2021年3月31日,房委会的投资资金为573.83亿元。房委会资金在2020/21年度的整体回报率为9.4%。

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2020/21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:

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 \$5,077 million for 2020/21. As at 31 March 2021, the HA's funds available for investment stood at \$57,383 million. For 2020/21, the overall return on the HA's funds was 9.4%.

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 HA's investment strategy and position from time to time. The Funds Management Sub-Committee also advises on the selection of investment managers and monitors their performance, while ongoing monitoring of day-to-day operations is conducted by the Housing Department. An annual health check on HA's Strategic Asset Allocation was conducted in 2020/21 taking into account the latest financial market situation and risks. The Strategic Asset Allocation is highlighted below:

	100%
股票 Equities	12%
港元/美元存款及债券 HKD/USD deposits and bonds	8%
外汇基金保本项目 Principal protection placements with the Exchange Fund	约 around 80%

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村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。

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.



香港房屋委员会组织

The Hong Kong Housing Authority Organisation

香港房屋委员会委员及辖下小组委员会 / 附属小组委员会 The Hong Kong Housing Authority Members and its Committees / Sub-Committees

组织架构 Organisational Chart

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- 04 公共租住房屋编配 Allocation of Public Rental Housing
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- 06 服务承诺 Performance Pledge

香港房屋委员会组织 The Hong Kong Housing Authority Organisation

香港房屋委员会委员 The Hong Kong Housing Authority Members



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)



唐志强先生, JP (副主席) (房屋署署长) (至2020年12月31日) Mr Donald TONG Chi-keung, JP (Vice-Chairman) (Director of Housing) (up to 31 December 2020)



王天予女士, JP (副主席)(房屋署署长)(自2021年2月1日) Miss Agnes WONG Tin-yu, JP (Vice-Chairman) (Director of Housing) (from 1 February 2021)



黄远辉先生, SBS, JP (至2020年8月12日止) Mr Stanley WONG Yuen-fai, SBS, JP (up to 12 August 2020)



张达棠先生, JP Mr CHEUNG Tat-tong, JP



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



雷绍麟先生 Mr Alan LUI Siu-lun



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



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





郭荣铿先生 (至2020年7月30日止) Mr Dennis KWOK Wing-hang (up to 30 July 2020)



李国麟教授, SBS, JP Professor Joseph LEE Kok-long, SBS, JP



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



陈家乐教授 Professor CHAN Ka-lok



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



郑慧恩女士 Miss Vena CHENG Wei-yan



卢丽华博士 Dr Miranda LOU Lai-wah



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



尹兆坚先生 Mr Andrew WAN Siu-kin



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



陈旭明先生 Mr Raymond CHAN Yuk-ming



黄碧如女士 Ms Cleresa WONG Pie-yue



陈正思女士 Ms Cissy CHAN Ching-sze



招国伟先生 Mr Anthony CHIU Kwok-wai



麦萃才博士 Dr Billy MAK Sui-choi



刘振江先生, JP Mr LAU Chun-kong, JP



陈婉珊女士, MH Ms Clara CHAN Yuen-shan, MH



刘诗韵女士, JP Ms Serena LAU Sze-wan, JP



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



文海亮先生 Mr Alan MAN Hoi-leung



欧楚筠女士 Ms Ann AU Chor-kwan



刘焱女士,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)



黎志华先生, JP 地政总署署长 Mr Andrew LAI Chi-wah, JP Director of Lands

小组委员会/附属小组委员会 Committees / Sub-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)
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- * 刘诗韵女士, JP Ms Serena LAU Sze-wan, JP
- * 房屋署署长或其代表 Director of Housing or his representative
 - 民政事务总署署长或其代表

Director of Home Affairs or his representative

- * 黄远辉先生, SBS, JP (至2020年8月12日止) Mr Stanley WONG Yuen-fai, SBS, JP (up to 12 August 2020)
- * 郭荣铿先生 (至2020年7月30日止) Mr Dennis KWOK Wing-hang (up to 30 July 2020)
- * 黄碧如女士 (由2020年8月13日起) Ms Cleresa WONG Pie-yue (from 13 August 2020)
 - 运输及房屋局副局长

Under Secretary for Transport and Housing

规划署提名代表

Nominated representative from Planning Department

- * 张达棠先生, JP Mr CHEUNG Tat-tong, JP
- * 陈正思女士 Ms Cissy CHAN Ching-sze
- * 陈志球博士, BBS, JP (由2020年8月13日起) Dr Johnnie Casire CHAN Chi-kau, BBS, JP (from 13 August 2020)

发展局常任秘书长(工务)或 其代表

Permanent Secretary for Development (Works) or his representative

建筑小组委员会 Building Committee

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何周礼先生, MH Mr Barrie HO Chow-lai, MH

庞爱兰女士, BBS, JP Ms Scarlett PONG Oi-lan, BBS, JP

李少颖女士 Ms Ivy LEE Siu-wing

黄山先生 Mr Samson WONG San

叶傲冬先生, JP Mr Chris IP Ngo-tung, JP

规划署提名代表 Nominated representative from Planning Department * 陈志球博士, BBS, JP(主席) (自2020年8月13日)

Dr Johnnie Casire CHAN Chi-kau, BBS, JP (Chairman) (from 13 August 2020)

* 陈旭明先生 Mr Raymond CHAN Yuk-ming

赵汝恒教授

Professor Christopher CHAO Yu-hang

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梁邦媛女士

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李炳权先生, JP Mr LEE Ping-kuen, JP

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何沅蔚女士 Ms Vera HO Ivy Yuen-wei

余烽立先生 Mr Franklin YU

李荣丰先生

Mr Jonathan LEE Wing-fung

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

叶毅明教授 Professor YIP Ngai-ming

梁文广先生, MH Mr LEUNG Man-kwong, MH

郑达鸿先生 (至2020年11月29日止) Mr CHENG Tat-hung (up to 29 November 2020)

* 房屋署署长或其代表 Director of Housing or his representative

- * 柯创盛议员, MH The Honourable Wilson OR Chong-shing, MH
- * 陈志球博士, BBS, JP Dr Johnnie Casire CHAN Chi-kau,BBS, JP

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

罗健熙先生 Mr LO Kin-hei

刘梦霞女士 Ms LAU Mung-ha

梁乐慧女士 Miss LIANG Lehui

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黄山先生 Mr Samson WONG San

李鋈发先生, MH Mr Herman LEE Yuk-fat, MH

李荣丰先生 Mr Jonathan LEE Wing-fung

陈嘉宝女士 Miss Judy CHAN Kar-po

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资助房屋小组委员会 Subsidised Housing Committee



Mr Stanley WONG Yuen-fai, SBS, JP (Chairman) (up to 12 August 2020)

- * 郭伟强议员, JP
 The Honourable KWOK Wai-keung, JP
- * 卢伟国议员, SBS, MH, JP Dr the Honourable LO Wai-kwok, SBS, MH, JP
- * 刘振江先生, JP Mr LAU Chun-kong, JP
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林晓雅女士 Ms Hilda LAM

余雅芳女士

Ms Avon YUE Nga-fong

黄健伟先生

Mr Anthony WONG Kin-wai

民政事务总署署长或其代表

Director of Home Affairs or his representative

* 黄碧如女士 (主席) (自2020年8月13日) Ms Cleresa WONG Pie-yue (Chairman) (from 13 August 2020)

* 李国麟教授, SBS, JP Professor Joseph LEE Kok-long, SBS, JP

- * 彭韵僖女士, BBS, MH, JP Ms Melissa Kaye PANG, BBS, MH, JP
- * 麦萃才博士 Dr Billy MAK Sui-choi
- * 欧楚筠女士 Ms Ann AU Chor-kwan

范凯杰先生 Mr Alex FAN Hoi-kit

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社会福利署署长或其代表 Director of Social Welfare or his representative * 雷绍麟先生 Mr Alan LUI Siu-lun

- * 尹兆坚先生 Mr Andrew WAN Siu-kin
- * 招国伟先生 Mr Anthony CHIU Kwok-wai
- * 张国钧议员, JP The Honourable Horace CHEUNG Kwok-kwan, JP

陈浩庭先生 Mr Mac CHAN Ho-ting

植洁铃女士 (至2021年3月11日止) Miss Elaine CHIK Kit-ling (up to 11 March 2021)

许智文教授, MH Professor Eddie HUI Chi-man, MH

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

投标小组委员会 Tender Committee

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- * 雷绍麟先生 Mr Alan LUI Siu-lun

罗健熙先生 Mr LO Kin-hei

叶嘉伟先生 Mr Kelvin IP Kar-wai

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陆劲光先生, MH Mr LUK King-kwong, MH

余雅芳女士 Ms Avon YUE Nga-fong * 刘振江先生, JP Mr LAU Chun-kong, JP

李炳权先生, JP Mr LEE Ping-kuen, JP

王家扬先生 Mr Roland WONG Ka-yeung

* 房屋署署长或其代表 Director of Housing or his representative



审计附属小组委员会 Audit Sub-Committee

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- * 刘诗韵女士, JP Ms Serena LAU Sze-wan, JP

熊璐珊女士 Ms Lusan HUNG Lo-shan * 张达棠先生, JP Mr CHEUNG Tat-tong, JP

李炳权先生, JP Mr LEE Ping-kuen, JP

孙耀达博士, MH Dr Ted SUEN Yiu-tat, MH * 卢丽华博士 Dr Miranda LOU Lai-wah

顾晓楠女士 Ms Anna Mae KOO Mei-jong

范骏华先生, JP Mr Andrew FAN Chun-wah, JP

资金管理附属小组委员会 Funds Management Sub-Committee

* 陈家乐教授 (主席) Professor CHAN Ka-lok (Chairman)

何闻达先生 Mr Edward HO Man-tat

林曼雅女士 Ms Norris LAM Man-ngar

- * 房屋署署长或其代表 Director of Housing or his representative
- * 香港房屋委员会委员 Member of the Hong Kong Housing Authority

各委员的资料均截至2021年3月31日 Information on members as at 2021.03.31 * 郑慧恩女士 Miss Vena CHENG Wei-yan

黄慧群女士 Ms Anna WONG Wai-kwan

张倪海先生 Mr Brian CHEUNG Ngai-hoi * 麦萃才博士 Dr Billy MAK Sui-choi

黄元山先生 Mr Stephen WONG Yuen-shan

余家鸿先生 Mr Wallace YU Ka-hung

组织架构 Organisational Chart

运输及房屋局副秘书长 (房屋)/副署长(策略)

张赵凯渝女士

Deputy Secretary for Transport and Housing (Housing) / Deputy Director (Strategy)

Mrs Alice CHEUNG CHIU Hoi-yue 助理署长(策略规划)

林静雅女士

Assistant Director (Strategic Planning)

Miss Sandra LAM Ching-nga 运输及房屋局首席助理 秘书长(房屋)(政策统筹)/ 助理署长(政策统筹)

陈婉娴女士

Principal Assistant Secretary (Housing) (Policy Support) / Assistant Director (Policy Support)

Ms Jenny CHAN Yuen-han 运输及房屋局首席助理 秘书长(房屋)(私营房屋)/ 助理署长(私营房屋)

翁佩云女士

Principal Assistant Secretary (Housing) (Private Housing) / Assistant Director (Private Housing)

Ms Pecvin YONG Pui-wan 助理署长(房屋资助)

梁德仁先生

etary Assistant Director (Housing Subsidies)

Mr Kenneth LEUNG Tak-yan

香港房屋委员会

The Hong Kong Housing Authority

房屋署

Housing Department

王玉子士士

Permanent Secretary for Transport and Housing (Housing) / Director of Housing

Miss Agnes WONG Tin-yu

副署长(发展及建筑)

梁健文先生

Deputy Director (Development and Construction)

Mr Stephen LEUNG Kin-man

助理署长(工务)(一)

陆光伟先生 Assistant Director (Project) 1

Mr Patrick LUK Kwong-wai

助理署长(工务)(二)

岑世华先生 Assistant Director (Project) 2

Mr Philip SHAM Sai-wah

助理署长(工务)(三)

蔡诗敏女士 Assistant Director (Project) 3

Miss Vera CHOI Sze-man 助理署长(发展及采购)

梁洪伟先生

Assistant Director

(Development & Procurement)

Mr Daniel LEUNG

Hung-wai

副署长(屋村管理)

杨耀辉先生

Deputy Director (Estate Management)

Mr Ricky YEUNG Yiu-fai

助理署长(屋村管理)(一)

邓冯淑妍女士 Assistant Director

(Estate Management) 1

Mrs TANG FUNG Shuk-yin

助理署长(屋村管理)(二)

徐素华女士

Assistant Director (Estate Management) 2

Ms Josephine SHU So-wah

助理署长(屋村管理)(三)

陆子慧先生 Assistant Director

(Estate Management) 3

Mr Ian LUK Tsz-wai

副署长(机构事务)

锺沛康先生

Deputy Director (Corporate Services)

Mr Davey CHUNG Pui-hong

助理署长(行政)

吴燕妮女士

Assistant Director (Administration)

Ms Fausta NG Yin-nei

助理署长(财务)

梁燕芬女士

Assistant Director (Finance)

Miss Fanny LEUNG Yin-fun

助理署长(法律事务)

忻林洁仪女士

Assistant Director (Legal Service)

Mrs Kitty YAN LAM Kit-yi

独立审查组总监

蔡惠棠先生

Head, Independent Checking Unit

Mr Martin TSOI Wai-tong

奖项及嘉许 Awards and Recognitions

奖项 / 得奖项目 Award / Winning Project

颁发机构 Awarding Organisation

发展及建筑 Development and Construction

优质建筑大奖 2020

安泰村 — 安达臣道地盘 A 和地盘 B 公共租住房屋发展计划 香港住宅项目(多幢建筑物) — 优质建筑大奖

Quality Building Award 2020

On Tai Estate Public Rental Housing Development at Anderson Road Sites A and B

Hong Kong Residential (Multiple Buildings) – Grand Award

2020年度优质建筑大奖是由本地 九大专业团体联合举办,包括: (1)香港建造商会;(2)香港建筑师 学会;(3)香港营造师学会;

(4)香港工程师学会:(5)香港房屋 经理学会:(6)香港测量师学会: (7)香港品质保证局(2020年度优质 建筑大奖轮任主席):(8)国际设施 管理协会香港分会;和 (9)香港地产建设商会。

QBA 2020 is jointly organised by nine professional organisations in Hong Kong: (1) The Hong Kong Construction Association: (2) The Hong Kong Institute of Architects; (3) The Hong Kong Institute of Construction Managers; (4) The Hong Kong Institution of Engineers; (5) The Hong Kong Institute of Housing; (6) The Hong Kong Institute of Surveyors; (7) The Hong Kong Quality Assurance Agency (QBA 2020 Alternate Chair); (8) The Hong Kong Chapter of International Facility Management Association; and (9) The Real Estate Developers Association of Hong Kong.

欧特克香港 — 2020年欧特克香港建筑信息模拟设计大奖

由独立审查组研发的一项技术,利用建筑信息模拟递交法定和 楼宇管制图则申请

业界具影响力大奖

Autodesk Hong Kong BIM Awards 2020

Development of the Technology to Use BIM for Statutory and Building Control Submission by the Independent Checking Unit Industry Influencer Award

欧特克香港 Autodesk Hong Kong

奖项/得奖项目 Award / Winning Project

颁发机构 Awarding Organisation

香港品质保证局「社会责任指数」一「社会责任先导者标志」

国际标准化认证 — 「社会责任先导者标志」

Hong Kong Quality Assurance Agency (HKQAA) – HKQAA Corporate Social Responsibility (CSR) Index – Advocate Marks

ISO – HKQAA CSR Advocate Marks

香港品质保证局 Hong Kong Quality Assurance Agency

建造业议会的建筑信息模拟专责委员会 —

2020建筑信息模拟成就嘉许礼 — **2020建筑信息模拟项目** 房屋委员会建筑信息模拟标准和指引

2020建筑信息模拟项目— 2020建筑信息模拟项目

Committee on BIM of Construction Industry Council – Celebration of Construction Industry Council BIM Achievement 2020 Housing Authority BIM Standards and Guidelines

BIM Projects 2020 - BIM Projects 2020

建造业议会的建筑信息模拟专责委员会 — 2020建筑信息模拟成就嘉许礼 — 2020建筑信息模拟机构 香港房屋委员会

2020建筑信息模拟机构 — 2020建筑信息模拟机构

Committee on BIM of Construction Industry Council – Celebration of Construction Industry Council BIM Achievement 2020 Hong Kong Housing Authority

BIM Organisations 2020 – BIM Organisations 2020

建造业议会建筑信息模拟专责委员会 Committee on BIM of Construction Industry Council

2019年公务员优质服务奖励计划

独立审查组的「公营房屋入则易」

专门服务队伍奖 — 特别嘉许(创科应用)

Civil Service Outstanding Service Award Scheme 2019

Housing Electronic Plan Submission System (HePlan) of the Independent Checking Unit

Specialised Service Team Award – Special Citation (Application of Innovation and Technology)

香港特别行政区政府公务员事务局 Civil Service Bureau of the Government of the Hong Kong SAR Government

奖项/得奖项目 Award / Winning Project

颁发机构 Awarding Organisation

环保 Environmental Friendliness

香港绿色建筑议会 — 绿建环评

安达臣道地盘A和地盘B第一及第二期公共租住房屋发展计划 新建建筑1.2版 ─ 最终铂金级

Hong Kong Green Building Council - BEAM Plus

The Public Rental Housing Development at Anderson Road Sites A and B Phases 1 and 2

New Buildings V1.2 – Final Platinum

环境运动委员会 — 香港绿色机构认证

香港房屋委员会减废表现减废证书 — 卓越级别

Environmental Campaign Committee – Hong Kong Green Organisation Certification

Hong Kong Housing Authority Waste Reduction Performance
Wastewi\$e Certificate – Excellence Level

香港绿色建筑议会

Hong Kong Green Building Council

香港绿色机构

Hong Kong Green Organisation

屋村管理 Estate Management

香港房屋经理学会精英大奖2020

杰出团队(公营房屋)一优异奖

石荫东村

HKIH Elite Awards 2020

Outstanding Team (Public Housing) - Merit Award

Shek Yam East Estate

香港品质保证局「企业社会责任先导者标志」

HKQAA CSR Advocate Mark

香港房屋经理学会

The Hong Kong Institute of Housing

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

2019-2020年度东九龙「优秀伙伴物业」-

慈民村物业服务办事处 慈康村物业服务办事处 大本型

The "Outstanding Partner" Property Kowloon East in the year of 2019-2020

Tsz Man Estate Property Services Management Office Tsz Hong Estate Property Services Management Office Domain

香港警务处

东九龙总区防止罪案办公室 Hong Kong Police Force Regional Crime Prevention Office, Kowloon East

机构事务 Corporate Services

2020 ARC Awards

铜奖(非牟利机构:房屋)— 香港房屋委员会年报2018/19

Bronze Winner (Non-profit Organisation: Housing) –

The Hong Kong Housing Authority Annual Report 2018/19

MerComm, Inc.

ISO/IEC 27017:2015 云端服务资讯安全管理系统认证 ISO/IEC 27017:2015 Information Security Management System Cloud Security Certification 英国标准协会

Social Service

British Standard Institute

「同心展关怀」 机构2020/21

「连续15年或以上同心展关怀」标志 一 房屋署

Caring Organisation 2020/21

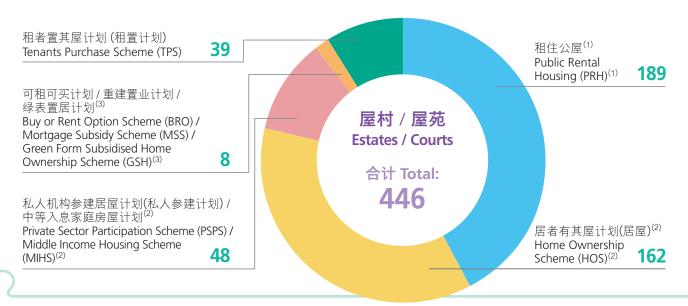
15 Years Plus Caring Organisation Logo – Housing Department

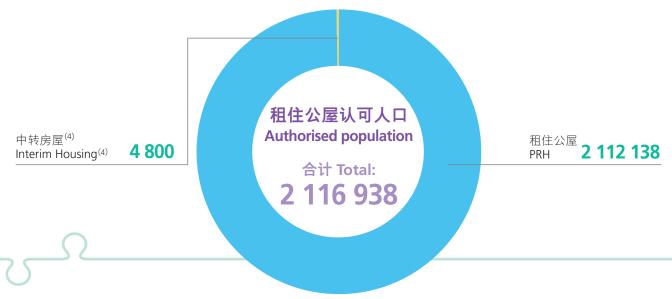
香港社会服务联会 The Hong Kong Council of



统计数字的撮要 Summary of Statistics

01 统计数字一览表 Statistics



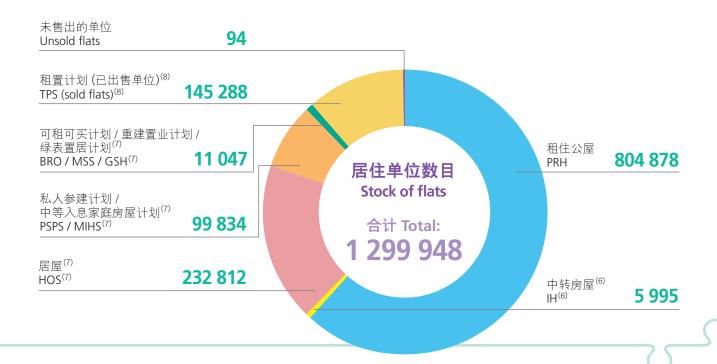


资助出售房屋 居住人口(估计数字)⁽⁵⁾ Subsidised Sale Flats Resident population (estimated no.)⁽⁶⁾

1 101 200

注 Notes

- (1) 租住公屋屋村不包括有租住公屋单位的39个租者置其屋计划(租置计划)屋村、3个可租可买计划/重建置业计划/绿表置居计划屋苑及1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住于居屋、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 includes 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.



兴建中的租住屋村 / 资助出售单位数目

No. of **Rental / Subsidised Sale Flats** under construction

90 104

临时收容中心 Transit centres	3
租住认可人口 Authorised rental population	151
托儿所 ⁽⁹⁾ Nurseries ⁽⁹⁾	356
幼儿园 ⁽⁹⁾ Kindergartens ⁽⁹⁾	242
学校 ⁽⁹⁾ Schools ⁽⁹⁾	258
图书馆及温习室 ⁽⁹⁾ Libraries and study rooms ⁽⁹⁾	235
福利及康乐用途单位 ⁽⁹⁾ Welfare and amenity premises ⁽⁹⁾	6 912
舗位 Shops	2 345
街市档位(包括熟食档位) Market stalls (including cooked food stalls)	1 088
工厂单位 Factory units	8 658

⁽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.

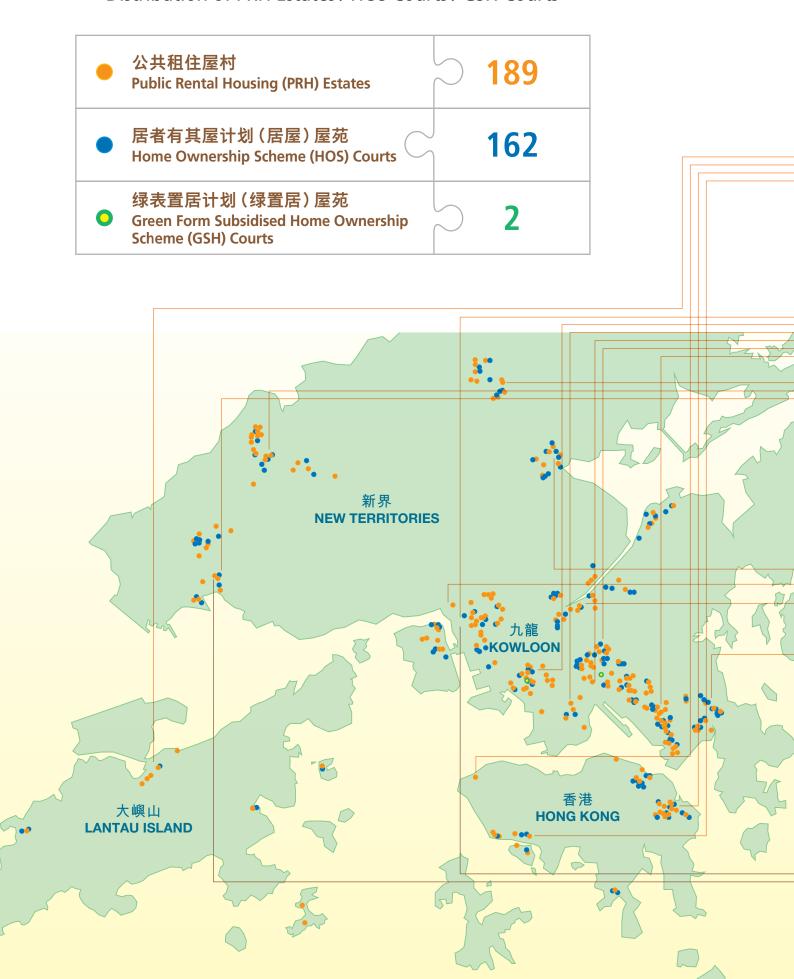
⁽⁷⁾ 居屋/私人参建计划/中等入息家庭房屋计划/可租可买计划/重建置业计划/绿表置居计划单位包括可在公开市场买卖的单位(居屋第三期乙之前出售的单位或已缴交补价的单位),但不包括未售出的单位。

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) 已出售的租置计划单位包括可在公开市場买卖的单位(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。

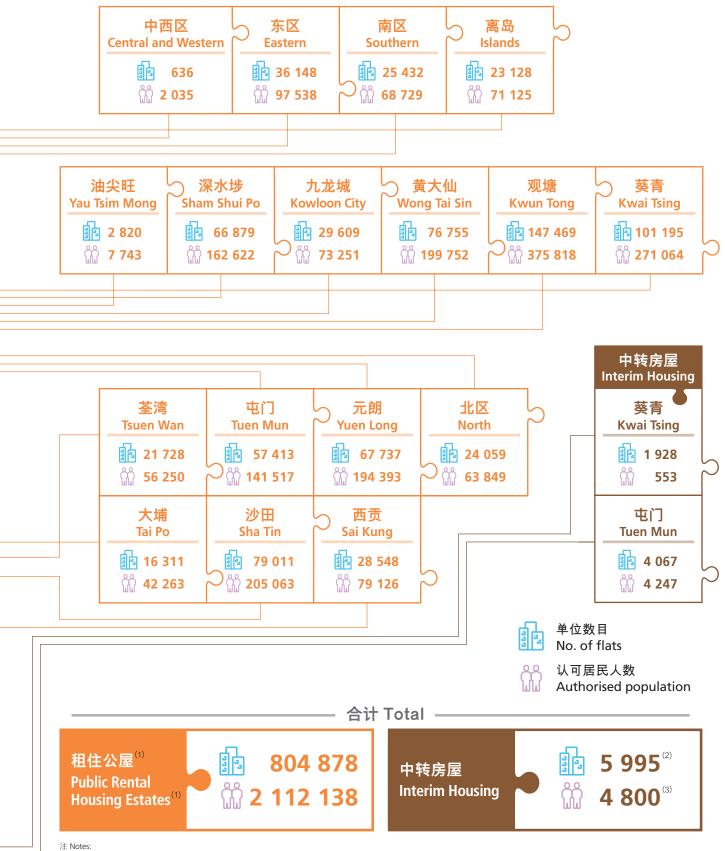
TPS sold flats include flats that are tradable in the open market (flats with premium paid), but exclude cases in which buyers had sold back their flats to the Hong Kong Housing Authority.

⁽⁹⁾ 数字为单位总数目。 Figures refer to total number of stock units.

02 公共租住屋村 / 居屋屋苑 / 绿置居屋苑分布 Distribution of PRH Estates / HOS Courts / GSH Courts



03 租住房屋数目 Rental Housing Stock



⁽¹⁾ 数字不包括在租者置其屋计划下所出售的租住单位。 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.

04 公共租住房屋编配 Allocation of Public Rental Housing



公屋申请 Public Rental Housing Applications

单位 **16 093**

人数 People **41 866**



屋村清拆及大型维修 Estate Clearance and Major Repairs

单位 Flats **623**

人数 People **1 656**



政府清拆项目/市区重建局 Government Clearance Projects /

Urban Renewal Authority

单位 Flats **344**

人数 People **672**

紧急安置

Emergency

单位 Flats

人数 People **O**



体恤安置

Compassionate Rehousing

单位 Flats

705

人数 People **1 539**



初级公务员及退休公务员

Junior Civil Servants and Pensioners

单位 1 1 7 Flats

人数 People **3 399**



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

单位 Flats 4 241

人数 People **12 342**

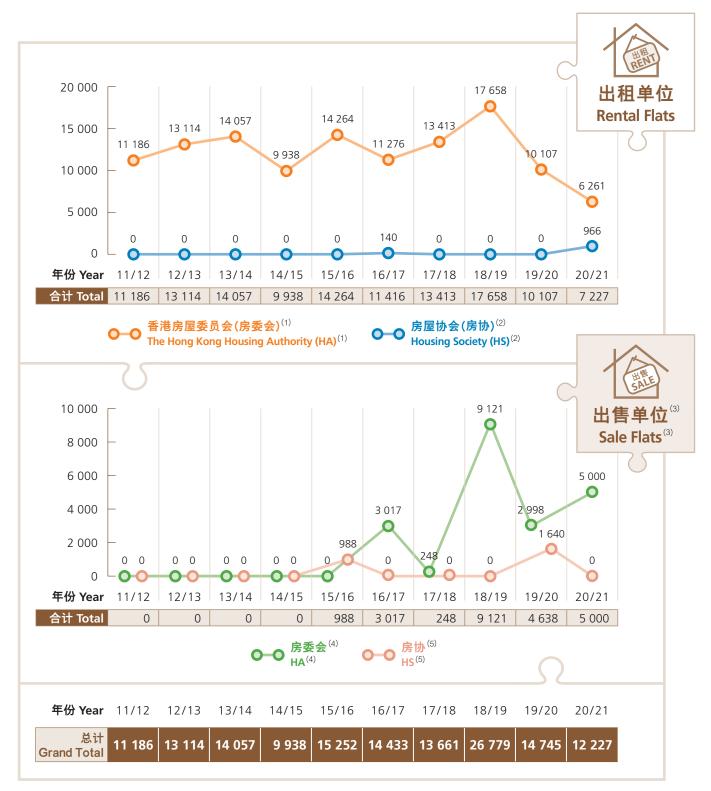


合计 Total:

单位 Flats 23 179

人数 People 61 474

05 过去十年公营房屋建屋量 Public Housing Production in the Past 10 Years



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) 数字不包括市区重建局于2015/16及2020/21年度提供的资助出售单位。
 Figures do not include the subsidised sale flats provided by the Urban Renewal Authority (URA) in 2015/16 and 2020/21.
- (4) 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).
- (5) 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 Flat-For-Sale Scheme (FFSS), Sandwich Class Housing Scheme (SCHS) and Subsidised Sale Flats Projects.

06 服务承诺 Performance Pledge

为确保服务更能符合公众期望,与时并进,房委会订立了一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 HA has formulated a set of performance pledges to 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

2020年实际成绩 Achievement in 2020*



公共租住房屋 (公屋) 申请者 Public Rental Housing (PRH) Applicants

	3 () 11		
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%	98.95%
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分钟内接待前来屋村办事处的公屋住户。 We will attend to tenants within 7 minutes when they visit our estate office during office hours.	95%	99.99%
8	在收租服务时间内,我们会在18分钟内接待前来屋村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%
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%	93.85%
	(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%	99.86%

服务 ^承 Perfor	A诺 mance Pledge	服务目标 Performance Target	2020年实际成绩* Achievement in 2020*
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	屋村办事处在收到有关屋村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」(居屋)、「租者置其屋计划」(租置)或「绿表置居计划」(绿置居)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%	94.28%
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」屋村单位的申请书后,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%	99.88%
14	升降机发生故障时: Maintenance personnel will arrive at the scene for report of lift breakdown: (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;	95%	99.73%
	(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%	99.73%
	(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%	98.98%
15	遇有突然停电: For sudden interruption of electricity supply: (a) 屋村管理人员会在屋村办事处接报后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%	99.99%
	(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%	100%
	(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%

服务 承 Perfor	戏诺 mance Pledge	服务目标 Performance Target	2020年实际成绩* Achievement in 2020*
16	遇有食水供应突然中断: For sudden interruption of fresh water supply: (a) 屋村管理人员会在屋村办事处接报后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%	100%
	(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) 屋村管理人员会在屋村办事处接报后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%	98.44%
18	如属房屋署负责维修的公众地方排水道淤塞,我们会在屋村办事处接报后 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%
19	在接获公屋住户的维修要求后,如属房屋署负责的项目,我们会在屋村办事处接报后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%	98.17%
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: (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;	95%	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%

服务承诺

Performance Pledge

服务目标 2020年实际成绩* **Performance** Achievement Target in 2020*



居屋/租置/绿置居单位业主 **HOS / TPS / 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%	95.37%
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绿置居单位业主 **GSH Flat Owners**

22	若景泰苑及丽翠苑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」或「出售接纳信」申请后,会在2星期内通知申请结果。 We will notify GSH flat owners of King Tai Court and Lai Tsui Court of the outcome within 2 weeks upon receipt of their applications for Certificate of Eligibility to Sell (CES) / Letter of Acceptance to Sell (LAS) respectively if they opt to sell their flats to HAS nominees within the 1st and 2nd year (at original price), subject to the availability of required information.	90%	未有个案 No case
23	若景泰苑及丽翠苑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」或「出售接纳信」申请后,会在5星期内通知申请结果。 We will notify GSH flat owners of King Tai Court and Lai Tsui Court of the outcome within 5 weeks upon receipt of their applications for CES / LAS respectively if they opt to sell their flats to HA's nominees from the 3rd to 5th year (at the price assessed by the Director of Housing), subject to the availability of required information.	90%	未有个案 No case



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%

服务承诺

Performance Pledge

服务目标 2020年实际成绩* Performance Achievement Target in 2020*



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%
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 three 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

2		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 HAS List of Works Contractors and Property Management Services Providers, the processing shall be completed within three months.	95%	100%
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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前及每月告知进展。 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%	99.99%
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%

^{* 2020}实际成绩由2020年1月1日起计算至2020年12月31日。 The achievement in 2020 covers the period from 2020.01.01 to 2020.12.31.

除非另外注明,本年报内所载的银码均以港元为单位。 All dollars quoted in this Annual Report are Hong Kong dollars unless otherwise stated.

资讯及社区关系分处制作 2021年9月印制 以环保纸印制 请循环再造

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