



# 上下一心 攜手抗疫

Working in Concert to Fight the Virus



全港近三成人口居於香港房屋委員會(房委會)的公共租住房屋(公屋)，自2019冠狀病毒病在香港爆發以來，房委會及其員工隨即站在抗疫最前線。除了加強轄下屋邨、商場、街市和辦公室的衛生和清潔措施以外，我們亦為各類租戶提供特別財政紓困方案，並在屋邨、商場和街市推行多項社交安全措施。我們也參與政府的檢疫和防疫工作，有時甚至擔當帶領角色。房委會的一個新落成屋邨更曾用作臨時檢疫中心。本篇專章詳述房委會支援全城抗疫的工作，以及前線人員執行抗疫任務時的真實故事和心聲。

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.

## 駿洋邨改裝為檢疫中心

2020年2月初，政府宣布計劃在房委會轄下新落成的火炭駿洋邨設立檢疫中心，涉及五座住宅大廈4 800多個單位，相關各方隨即迅速採取行動，一方面為檢疫人士入住做好準備，一方面為原本即將入伙的約4 000名準公屋居民另作安排。



火炭駿洋邨  
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.



駿洋邨必須在2月20日或之前準備妥當，以供檢疫人士入住，在政府公布計劃十天後啟用。除了須提供實體基礎設施以外，房委會員工也要就設立檢疫設施和中心運作事宜提供全面支援，例如改動單位設計，以切合檢疫中心的需要、設立醫療站，以及逐戶檢查單位的渠道及水管。每個檢疫單位均需要配置睡床、電器及其他物品，但在如此緊迫時間進行採購並不可行，房委會員工及其他政府部門的公務員組成一支義工隊，迅速辦妥有關工作。

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** 檢查包括檢驗和測試所有住宅單位衛生設施的來去水位

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

**2** 住宅單位內的修復工作包括清洗單位內座廁水箱和更換廁板

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

**3** 室內公眾地方的修復工作包括修補牆身油漆

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

**4** 戶外公眾地方的修復工作包括修補金屬項目和除銹工作

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

檢疫中心投入運作後，房委會員工繼續為政府提供支援，包括為個別檢疫單位進行維修，以及把更多單位改裝作檢疫用途。隨着確診個案急增，對新單位的需求大幅上升，我們的員工不時置身於高風險的環境中。這段期間對大部分員工來說充滿挑戰，但他們堅守崗位，盡心盡力完成任務。

政府覓得足夠檢疫設施後，駿洋邨的五座樓宇先後於2020年7月和10月分兩批交還房委會，讓租戶分別在2020年8月和12月入伙。房委會員工在這段期間一周七天不辭勞苦，就修復工程進行規劃和全面狀況勘测，並於屋邨按房屋署入伙標準修復後作最終檢查。政府明白到駿洋邨延遲入伙對準租戶造成不便和困擾，因此向每戶發放不多於四輪特惠津貼(每輪金額6,000元)。

## 公屋排水管檢查計劃

2020年10月房委會推行**排水管檢查計劃**，作為一項抗疫的預防措施，也配合政府為本港的目標私人樓宇檢查外牆排水管的計劃。



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.



維修慈正邨單位的室內排水管  
Carrying out repair work for in-flat drainage at Tsz Ching Estate

在排水管檢查計劃下，我們主動檢查和維修公屋單位的公用排水管，當中優先檢查出現2019冠狀病毒病確診個案或被納入強制檢測公告的公共屋邨或大廈。至於其他屋邨，則按長者租戶的百分比、屋邨或大廈的樓齡、排水管的維修記錄等準則釐定檢查優次。截至2021年3月底，房委會已完成檢查約327 000個單位的外牆排水管和約210 000個單位的室內排水管。這項涵蓋房委會轄下所有公屋單位地面以上排水管的計劃，預期2022年第一季度完成。

### 公共屋邨的抗疫措施

為減低2019冠狀病毒在公共屋邨傳播的風險，房委會把保持公眾地方的公共衛生列為年內的優先任務。我們加強清潔和消毒入口閘門和大廈升降機的按鈕及按鈕板、升降機大堂及升降機機廂、自動梯、樓梯及扶手、商場、街市、公廁等多處地方。我們又在屋邨辦事處、商場和住宅大廈的地下升降機大堂提供消毒潔手液和放置消毒地毯。

我們在屋邨辦事處實施各項措施，控制訪客人數，確保使用服務人士有秩序地排隊輪候、所有人都戴上口罩和進入辦事處前量度體溫。此外，我們提醒承辦商為前線員工提供合適的個人防護裝備。我們的同事亦根據[屋邨管理扣分制](#)，加強管制與衛生相關的不當行為或違例事項。



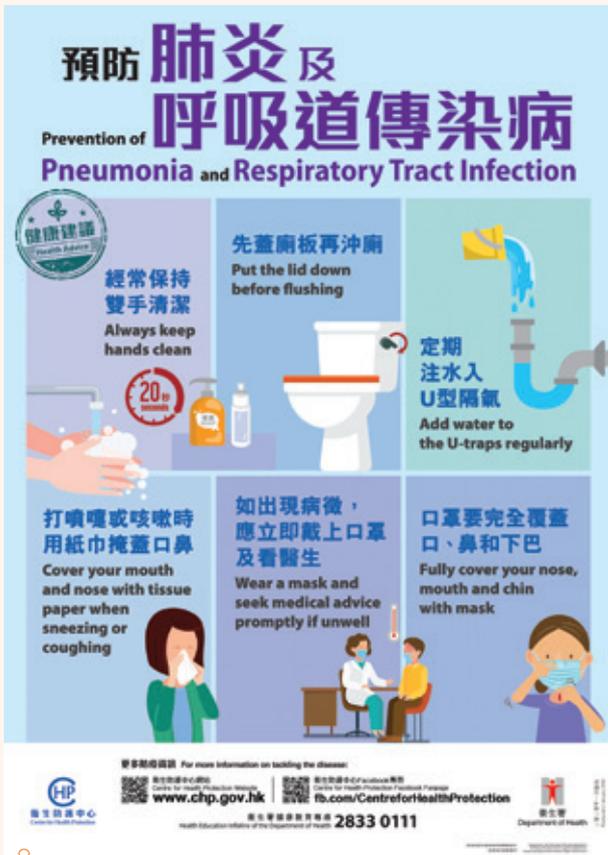
清潔和消毒海盈邨大樓入口閘門按鈕板  
Cleansing and disinfection of button panels of entrance gates at Hoi Ying Estate

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](#).



多處不同地方張貼最新衛生資訊和相關健康指引的海報  
Posters containing updated hygiene information and relevant health advice are widely displayed

年內疫情嚴重期間，我們暫時關閉轄下康樂及社區設施，並暫停場地的大部分預訂服務，以配合政府的社交距離措施。為了讓租戶掌握最新的防疫措施，我們在公共屋邨多處張貼衛生防護中心的海報，提供最新衛生資訊及相關健康指引。

房委會的屋邨一旦出現2019冠狀病毒病確診個案，穿上個人防護裝備的員工便會按照政府指引，即時徹底清潔和消毒所有相關樓宇。同時，我們加強屋邨公用地方的清潔和消毒工作，並知會居民有關安排。2021年3月1日起，我們在屋邨辦事處、住宅大廈、社區會堂及其他地方的入口處張貼「安心出行」二維碼；倘出現確診個案，訪客使用政府推出的「安心出行」流動應用程式便可追查自己的行蹤。

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

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



屋邨大樓入口張貼政府推出的「安心出行」二維碼  
QR codes of the Government's "LeaveHomeSafe" app are placed at the entrances of estate blocks

## 協助政府控制病毒傳播的工作

房委會投入大量人力物力，支持政府的全港防止病毒傳播工作。每當政府向房委會住宅大廈發出「強制檢測公告」時，我們便盡速與相關政府部門協調，物色合適地點設置流動檢測站、通知居民需要在指定時段內接受檢測、為接受檢測居民登記、控制流動檢測站的排隊人流、更新檢測數字、向居民派發口罩及相關物資等。

在柴灣興華(一)邨和元朗天恆邨進行「限制與檢測宣告」行動中，當接獲衛生當局短時間通知的任務後，房委會員工擔當領導角色，與各部門在行動中協調執行工作。我們與各政府部門緊密聯繫，在短時間內為「受限區域」內的居民強制檢測，並協助逐家逐戶通知有關強制檢測的安排，維持秩序。

對於政府發出檢疫令的公共屋邨樓宇或樓層，我們協助相關政府部門安排居民入住檢疫中心，並派員前往居民已騰空的公屋單位進行清潔、消毒和檢查排水管工作，讓居民在完成檢疫後可安心返回單位居住。



我們協助長者居民和住戶辦理網上預約接種2019冠狀病毒疫苗

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月推出一性普及社區檢測計劃，為市民提供免費的2019冠狀病毒病檢測。2021年2月底起，政府展開社區疫苗接種計劃，為全港市民免費接種2019冠狀病毒病疫苗。我們明白一些公屋長者租戶在處理網上預約手續時或遇困難，因此各屋邨辦事處職員為有需要的長者居民和住戶提供協助。2020年政府向所有市民免費派發銅芯抗疫口罩+™；在協助派發工作方面，我們在全港公共屋邨的繳費處設立約190個口罩領取點。口罩派發工作分為兩個階段（第一階段為6月/7月，第二階段為10月），我們協助向屋邨居民派發約53 500個銅芯抗疫口罩+™。

政府宣布在全港推行「2019冠狀病毒病疫苗接種計劃」後，2021年3月至5月初期間，房委會調派約140名員工在社區疫苗接種中心執行多項行政職務，包括監察整體流程安排、聯絡醫療團隊和場地管理人員、統籌物資管理、確保有足夠的個人防護裝備可供分發等，好使各中心有效運作。2021年5月，房委會的行政人員為旅遊業從業員提供指導，使相關中心的交接工作得以順利完成。



 房委會員工在社區疫苗接種中心提供支援  
HA staff render support at a community vaccination centre

## 支援清潔和保安員工

房委會支持政府的抗疫工作，對象並不限於其住宅租戶。政府在「防疫抗疫基金」下設立「物業管理業界抗疫支援計劃」，為物業管理業界提供支援，並對前線清潔和保安員工的服務予以肯定；我們協助向轄下服務承辦商發放該計劃的每月津貼。

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月期間，房委會向其服務承辦商所聘用的每名合資格清潔和保安員工發放每月1,000元津貼。為配合政府的抗疫工作，2020年2月中起我們向房委會服務承辦商聘用的清潔員工派發口罩。

## 商場和街市的防疫措施

房委會轄下商場和街市人流眾多，這些地方必須按極高衛生標準保持清潔，才能減低2019冠狀病毒病傳播的風險。2020/21年度，我們轄下商業處所的所有公共設施每天徹底清潔，包括扶手電梯、升降機、通道和排水渠已成常態。2020年7月中起，因應一些私營商場和公眾街市出現2019冠狀病毒病確診個案報告，我們推出一系列防疫措施，包括每月為轄下街市深層清潔和消毒，以及加密清潔街市的空調及通風系統。我們也重視管理個別租戶和顧客的行為，確保他們遵從各項防疫措施。我們向街市和熟食檔的檔戶派發口罩和消毒潔手液，並於多處張貼海報/通告。此外，顧客進入設有空調的密閉式商場和街市時，必須量度體溫。我們聘請「防疫大使」，在房委會轄下商場和街市密切監察防疫措施的推行情況，若發現問題或措施不奏效即予以跟進。



清潔葵涌街市的空調和通風系統  
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.



清潔和消毒麗瑤街市  
Cleansing and disinfection in Lai Yiu Market

為鼓勵街市檔戶多使用非接觸式付款系統，房委會聯同食物環境衛生署於防疫基金下推出資助計劃，每個已安裝非接觸式付款系統的檔戶可獲得\$5,000資助。



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

## 為房委會租戶提供紓困措施

因應2019冠狀病毒病疫情對整體社會經濟造成衝擊，波及公屋租戶，房委會決定2020年9月向公屋租戶提供租金寬免。

對於欠租兩個月或連續拖欠租金三個月的公屋租戶，房委會的一貫做法是向他們發出遷出通知書。鑑於年內很多人面對經濟困難，2020年5月至10月期間我們暫緩發出遷出通知書，並於2020年11月把這項措施延長至2021年3月。這項措施讓因經濟困難而未能及時繳交租金的合資格租戶，向房委會提交一次過申請。申請一經批准，直至2021年3月為止，房委會將暫緩向他們發出遷出通知書。這項措施大大紓緩拮据租戶的經濟壓力；截至2021年3月底，共有1 455宗申請獲批。

2019冠狀病毒病對經濟造成影響，房委會推行多年的[租金援助計劃](#)為許多暫時難以繳交租金的公屋租戶，解決燃眉之急。年內約24 400個住戶受惠於這項計劃。

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.



## 為非住宅租戶提供紓困措施

2019年10月至2021年3月期間，房委會向合資格的非住宅租戶和暫准證持有人提供五輪租金寬減，以配合政府在這段艱難時期提供的支援措施。2020/21年度房委會轄下近萬個非住宅租戶和暫准證持有人獲75%租金寬減，涵蓋約3 300個工廠大廈和約2 500個零售的租戶或暫准證持有人、約80個廣告牌和約40個巴士車長休息室的租戶或暫准證持有人，以及約4 000個停車場商用車輛月租戶。2021年3月房委會商業樓宇小組委員會通過再度延長租金寬減期至2021年9月。

上述特別寬減措施的範圍還擴大至一些因遵照防疫規定而須全面暫停業務的非住宅處所租戶或暫准證持有人，當中的處所包括繳交市值租金的幼稚園、美容院、遊戲機中心等。有關租戶或暫准證持有人可申請全額寬免所規定關閉期間的租金。此外，很多非住宅租戶正猶豫在疫情持續下應否續租；房委會因而以當時的租金水平向該等租戶發出暫准證，好讓租戶在租約期滿後仍可繼續佔用有關處所。此舉給予租戶時間檢視市場情況，再決定是否以新的租賃條款及租金簽訂租約。

## 為商業伙伴提供紓困措施

為協助商業伙伴應付因經濟不景出現的現金周轉困難，2020年起房委會為工程承辦商和工程相關的專業服務供應商提供預支款項安排，作為臨時紓困措施。至於房委會工程承辦商及物業管理服務供應商名冊上的承辦商，則獲豁免2020/21和2021/22年度的名冊管理費用。房委會更支持和資助所有現正履行房委會新工程合約的承辦商，參與由建造業議會、香港建造商會和發展局合辦的「建造業關愛工地防疫檢測服務計劃」。



沙田水泉澳廣場  
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.

## 保護員工和訪客免受2019冠狀病毒病感染

房委會在過去一年的另一重任，是保護屬下員工免受病毒感染。我們早於2020年初已在房委會轄下處所採取各項防疫措施，包括加強工作間的日常清潔和在大門入口為所有人士檢測體溫。我們也定期廣泛發放健康資訊與提示，內容包括保持良好個人衛生、社交距離措施、檢測要求及安排、疫苗接種計劃等。至於與市民有頻密接觸的特定群組員工，房委會為他們提供2019冠狀病毒病的檢測服務，作為其中一項防疫措施。此外，我們制定詳細的行動方案，一旦接獲房委會職員確診或懷疑確診2019冠狀病毒病的個案報告，即啟動方案應變。房委會各主要辦公大樓的當眼處已張貼「安心出行」二維碼，讓職員和訪客可配合政府推出的「安心出行」流動應用程式使用。倘若在任何場地出現2019冠狀病毒病確診個案，此流動應用程式和二維碼便是追蹤接觸者的重要工具。



房委會客務中心(上)和房委會總部張貼政府推出的「安心出行」流動應用程式二維碼

QR codes of the Government's "LeaveHomeSafe" mobile app have been displayed at HA Customer Service Centre (top) and HA Headquarters

## Protecting staff and visitors against COVID-19

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

## 員工抗疫心聲

### What our staff say on the way to fight the virus



#### 駿洋邨檢疫中心

#### Chun Yeung Estate as a Quarantine Centre (QC)

#### 策略處 Strategy Division

駿洋邨用作檢疫中心，同事在處理準租戶各種不同的訴求時，均須以人為本，靈活安排，務求能協助準租戶解決問題。

(副房屋事務經理)

特別工作安排下，我們在工作上雖然面對不少困難和不確定性，但為了照顧數千戶駿洋邨準住戶的住屋需要和感受，我們積極和彈性處理他們的公屋編配訴求。經過同事超過一年的努力和堅持，最終令他們「安居」，每當他們向房屋署表示謝意時，我們團隊都感到十分鼓舞。

(房屋事務主任)

疫情期間，在面對眾多較難處理的個案時，同事均互相配合、彈性處理，使個案順利解決。

(房屋事務主任)

駿洋邨用作檢疫中心期間，有許多申請人遞交回條申請中轉屋和編配其他公屋單位。同事在處理申請人的要求時互相配合，盡量縮短處理時間，順利將工作完成。

(文書助理)

#### 發展及建築處 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)



## 發展及建築處 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)



## 屋邨管理處 Estate Management Division

<p>疫情面前沒有旁觀者，疫情防控沒有局外人。無懼任何挑戰，攜手共同面對。</p> <p>(房屋事務經理)</p>	<p>面對既緊急又具挑戰的強制檢測工作，我們深深感受到團隊精神的重要性。</p> <p>(房屋事務經理)</p>
<p>強制檢測的過程雖然艱辛，但在同事同心協力下順利完成，除了配合政府的防疫措施外，更是作為房屋管理人員不可多得的經驗。</p> <p>(房屋事務經理)</p>	<p>荔景邨於2021年3月上旬經歷兩次強制檢測行動，在邨辦事處全體同事的共同努力下順利完成，體現了團體合作的精神，並得到街坊支持和議員讚賞。</p> <p>(房屋事務經理)</p>
<p>感謝同事們上下一心堅守崗位，在農曆年初三、四的兩天公眾假期為石籬二邨石怡樓住戶順利完成強制檢測，祝願香港早日戰勝疫情。</p> <p>(物業服務經理)</p>	<p>感謝各位居民及前線同事多走一步，華心邨強制檢測才能順利完成。</p> <p>(物業服務經理)</p>
<p>疫症雖然可怕，然而抗疫使我們自強。</p> <p>(物業服務經理)</p>	<p>屋邨居民從最初厭惡強檢的態度，到現在轉向接受及明白各同事只是為他們執行公職和處處為居民健康設想。為改善疫情，讓我們齊齊走出新冠病毒的陰霾，一起以香港為家，同心努力，走出谷底，走向成功一步。</p> <p>(副房屋事務經理)</p>
<p>相信2021年2月份富泰邨美泰樓那次強檢是很多初入職同事首次星期日執行特別行動而上班工作。感謝屯門及元朗區借將，同事齊心努力完成那次強檢任務，令我體會萬眾一心，眾志成城。</p> <p>(副房屋事務經理)</p>	<p>第一次參與強檢，戰戰兢兢。幸好同事上下一心，整個行動總算順利完成。</p> <p>(房屋事務主任)</p>

## 機構事務處 Corporate Services Division

<p>在房委會總部大樓的各主要入口處安裝紅外線體溫監測攝影機後，量度體溫方便得多了。</p> <p>(行政主任)</p>	<p>部門在減低病毒傳播風險方面反應迅速，避免了進一步感染。</p> <p>(文書主任)</p>
<p>午飯時段見到清潔阿姐加強消毒升降機內的按鈕和二座北面扶手電梯的扶手，非常好。</p> <p>(文書助理)</p>	<p>實時網上課程的方式十分好，讓人在疫情下可以安心上課。</p> <p>(參加網上課程的員工)</p>
<p>在辦公室上課容易因接到的電郵或電話而分心，我還是較喜歡面授課程。</p> <p>(參加網上課程的員工)</p>	