



# 服務為本 社區和諧

Serving and Supporting  
Harmonious Communities



## 屋邨管理處的主要職能

### Key Functions of the Estate Management Division

- 監督公共租住屋邨的管理及維修保養事宜
- 監督永久公屋及中轉房屋的房屋改善計劃
- 監督推行公營房屋政策的工作
- 監督公共租住屋邨的社區建設活動
- Overseeing the management and maintenance of public rental housing (PRH) estates
- Overseeing housing improvement schemes in permanent and interim public housing
- Overseeing the implementation of public housing policies
- Overseeing community building activities in PRH estates

「以積極進取、體恤關懷的態度，提供市民能力可以負擔的優質房屋，包括優良的管理、妥善的保養維修，以及其他房屋相關服務，以切合顧客的需要」

“To provide affordable quality housing, management, maintenance and other housing related services to meet the needs of our customers in a proactive and caring manner”



屋邨管理處負責管理房委會轄下的：

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



註：數字計至最接近的百位整數。  
Note: Figures are rounded to the nearest hundred.

### 推出長者戶終身全免租金計劃

房委會的寬敞戶政策規定，任何住戶所居住單位面積如超過按家庭人數訂明的面積標準，便須調遷至面積合適的單位。這項政策旨在善用公共租住房屋（公屋）的寶貴空間資源。不過，寬敞戶政策並不適用於有年屆70歲或以上長者家庭成員的住戶。

### 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.

我們在2019年12月推出試驗計劃，鼓勵這些長者住戶考慮調遷至面積較小的單位，以騰出更多大單位給其他有需要的家庭。根據該計劃，所有家庭成員均年屆70歲或以上的寬敞戶如選擇調遷至面積較小的單位，可享終身**全免租金**。有見計劃的成效，我們2020年12月把計劃恆常化並進一步完善。例如把計劃擴大至涵蓋居於一型設計長者住屋及無獨立設備的「改建一人單位」的長者戶。此外，我們擴大申請者的地區選擇範圍。申請者原須在同一個區議會分區內選擇可提供的面積較小單位，範圍擴大後，申請者可在同一個公屋申請地區內的任何地點選擇單位，這些地區分為市區、擴展市區（包括東涌）、新界及離島。截至2021年3月底，這計劃已批出約310宗申請；67戶已調遷至較小單位。

## 擴大長者「緊急警報系統」津貼的資助範圍

房委會對租戶的關懷，絕不限於為低收入家庭提供可負擔的居所，亦關注年長居民在行動、健康和安全方面的特別需要。「緊急警報系統」正是一項對長者住戶非常有用的服務，令眾多長者受惠。這項24小時支援服務由一些商業和非政府機構提供，用戶遇上緊急情況時，只需按下警報按鈕便可求助。

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

## Enhancing the Emergency Alarm System Grant for the Elderly

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

**香港房屋委員會**  
Hong Kong Housing Authority

# 緊急警報系統津貼

## EMERGENCY ALARM SYSTEM GRANT

符合資格的高齡住戶可向房屋署申請緊急警報系統(俗稱平安鐘)津貼，成功申請者可按實際實報的方式，獲發一次性的不超過2,500元的津貼，以支付緊急警報系統的安裝費或服務費。

Eligible elderly tenants may apply the Grant for Emergency Alarm System (EAS Grant) (EAS also known as "Safety Bell") from the Housing Department (HD). Successful applicants will be given a one-off subsidy of not more than \$2,500 for the installation cost / service charge\* as a reimbursement basis.

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

- 1 並無領取社會福利署(社會)綜援社會保障援助(綜援)  
Not receiving Comprehensive Social Security Assistance (CSSA) from the Social Welfare Department (SWD)
- 2 單獨居住或與所有家庭成員均年滿60歲  
Living alone or in household with all members aged 60 or above
- 3 符合由社會福利署訂定的長者生活津貼入息及資產限制，並須符合下列其中一項條件：  
Being subject to the Income and Asset Limits for Old Age Living Allowance of the SWD and satisfying one of the following conditions:
  - 年滿65歲或以上；或  
aged 65 or above; or
  - 於年滿60至64歲，經公共醫療人員證明其殘障程度超過50%或所患疾病有可能對生命構成威脅，或需要即時醫療協助；申請人須獲得特種殘障100%或需要經常護理、長期醫療津貼、則申請津貼生證明書。  
aged 60 to 64, certified by a public medical officer growing more than 50% disabled or suffering from such medical conditions which would develop into disabling conditions that require immediate attention (medical certification for those securing disability allowance from the SWD to being 100% disabled or in need of constant attention is not necessary).
- 4 從未獲發由社會福利署發出的特別津貼以支付緊急警報系統的一次性安裝費  
Never received a Special Grant for EAS from the SWD to cover a one-off installation cost
- 5 從未獲發由社會福利署發出的特別津貼以支付緊急警報系統的每月服務費  
Not currently receiving a Special Grant for EAS from the SWD to cover a recurrent monthly service charge
- 6 從未獲發由房屋署發出的津貼以支付緊急警報系統的一次性安裝費或服務費  
Never received an EAS Grant from the HA to cover a one-off installation cost / service charge

有關申請手續、請向居住/中轉房屋辦事處查詢。  
For enquiries about the application procedure, please contact the Rental Office / Tenancy Housing Office.

\* 不包括電話費。  
\* Telephone charge is not included.

宣傳「緊急警報系統」津貼的海報  
Poster to publicise the EAS Grant

房委會藉着發放一筆過的「緊急警報系統」津貼，幫助合資格住戶在家中安裝警報系統，安裝費用的最高津貼額為2,500元。凡獨居或所有同住家庭成員均年滿60歲的公屋或中轉房屋長者住戶，只要符合特定要求，即有資格申請津貼。截至2021年3月底，我們收到約21 000份申請，可見這項服務深受長者住戶歡迎。

隨着科技發展，「緊急警報系統」已適用於不同的流動裝置。有見及此，我們於2021年2月優化有關津貼，涵蓋這些新發展。津貼範圍現適用於多款流動裝置及相關服務費用，這些裝置包括具備「緊急警報系統」功能的流動電話和手錶、安裝於智能電話的專門流動應用程式，以及其他指定產品。

### 公屋單位內裝設新的「火警視像警報系統」

火警鐘對公屋居民至為重要，警報裝置可讓居民在火警發生時警覺。「火警視像警報系統」並非法定要求，但考慮聽障居民的需要，我們於2020年3月開始，在收到居民申請後，便會安排在其單位內安裝新的「火警視像警報系統」作為額外配套。每當公共火警鐘響起時，系統的發光警示燈同步閃動。

我們已通知公共屋邨和中轉房屋的所有聽障住戶是項計劃，並邀請他們透過所屬屋邨辦事處提出申請。安裝「火警視像警報系統」屬自願性質，費用全免。我們現正聯絡租者置其屋計劃屋邨和可租可買計劃屋邨的業主立案法團，徵求他們同意把公屋單位內的「火警視像警報系統」接駁到由法團管理的公共消防警報系統，待取得他們同意後，我們會把計劃詳情告知這些屋邨公屋單位的聽障住戶。



公屋單位內的「火警視像警報系統」閃動  
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.

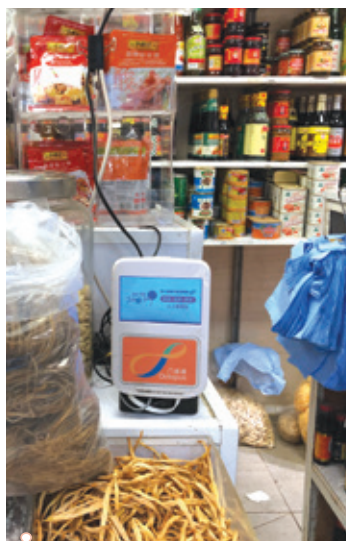
### New Visual Fire Alarm Systems installed in PRH units

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.

## 在房委會街市推廣非接觸式付款

正如這份年報的專章提及，房委會在疫情期間推行了多項保障公眾健康的措施，包括在其轄下街市使用非接觸式付款。從公共衛生角度來看，因應街市的營運性質，非接觸式付款可減低傳播病毒的風險。為鼓勵更多街市檔戶採用非接觸式付款方式，2020年10月至12月期間，房委會聯同食物環境衛生署（食環署）在防疫抗疫基金下推出資助計劃。每個合資格的街市檔位租戶和熟食檔位租戶可藉着該計劃領取劃一5,000元的一次性資助，用於支付為街市顧客提供最少一種非接觸式付款方式的初期安裝費用、服務費及其他相關收費。房委會在這項計劃下共批出369宗申請，合共發放約180萬元。



房委會總部升降機試行裝設「無觸按鈕」裝置  
Trials of the “kNOw Touch” touchless lift button device at the HA Headquarters

房委會轄下街市檔戶採用非接觸式付款方法（左圖和中圖）  
Contactless payment adopted in HA markets (left and middle pictures)

## 升降機「無觸按鈕」(kNOw Touch) 裝置試行計劃

2019冠狀病毒病疫情讓我們明白，必須防範從接觸共用設施而受到交叉感染。房委會一直探討各種方法，以減低公屋居民和訪客觸碰公用地方表面的需要。我們採用了一個本地方案「無觸按鈕」(kNOw Touch) 系統，在升降機內按鈕控制板旁設置紅外線感應器，使用者只需把手指指向控制按鈕，感應器便會偵測手指的位置，從而發送指令信號至控制板，讓使用者無需觸碰控制板上的按鈕。

## 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.

本年度房委會辦工大樓其中三部升降機已試行「無觸按鈕」裝置，初步測試結果理想。2021/22年度，我們計劃擴大試驗範圍，在轄下各商場、停車場和辦公室地點的所有現有升降機安裝有關裝置。

## 減廢活動

自2021年2月起，房委會與環境保護署（環保署）合辦為期一年的先導計劃，在三個公共屋邨設置逆向自動售貨機，回收飲品膠樽。住戶對先導計劃反應正面，我們正物色其他合適的公共屋邨，以納入第二輪更大規模的先導計劃。

年內，我們除了從一般三色回收桶收集可回收物料以外，亦在公共屋邨收集約539公噸玻璃樽。此外，我們在中秋節後收集約38 100個月餅盒（約11公噸），供循環再造；另在農曆新年後回收約5 300盆年桔重新種植。

自2018年7月起，房委會與環保署和食環署合辦另一項先導計劃，在轄下九個濕貨街市和商場收集經源頭分類的廚餘。在先導計劃下，食環署的服務承辦商每天把收集到的廚餘運送到第一期有機資源回收中心，進行場外循環再造。先導計劃的第二階段已於2020年7月展開，另有再更多九個房委會濕貨街市和商場參與。



設置於梨木樹邨的逆向自動售貨機  
A reverse vending machine placed at Lei Muk Shue Estate



在房委會濕貨街市和商場收集經源頭分類的廚餘先導計劃  
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.



中秋節後收集月餅盒供循環再造  
Mooncake boxes are collected for recycling after the Mid-Autumn Festival

2020年12月至2021年3月期間，房委會聯同環保署在40個公共屋邨推行宣傳和教育工作，為即將推行的都市固體廢物收費計劃和第二期都市固體廢物收費實踐計劃作好準備。是次宣傳工作的重點為減廢和乾淨回收，活動包括展示宣傳橫額和易拉架、舉辦網上比賽和網上小遊戲。

## 零售和商業樓宇

面對2019冠狀病毒病疫情造成的嚴峻經濟情況，房委會持續推行租賃和推廣工作，以改善營商環境，提升其零售設施的潛力。年內，我們繼續為商業樓宇採取靈活及市場主導的租賃策略，並為雍明商場、駿洋商場等新建商場預先規劃出租安排。我們目的，是在滿足居民基本需要與維持店舖租戶的營運效益之間取得平衡，並且確保為居民和地區人士提供多元化的購物選擇和服務。

我們持續優化房委會的非住宅設施，務求更能滿足當區居民的需要，同時更有效地運用資源。我們推出了五年向前推展計劃，為房委會轄下零售和停車場設施進行資產優化工作，包括進行大型改善工程、重訂行業組合、增設商舖或更改設施用途等。2020/21年度，我們把牛頭角上邨和美田邨的零售設施納入計劃，並正詳細研究有關設施的資產優化工作。年內，梨木樹商場和彩德商場的改善工程已告完成；天晴邨、彩盈坊和油麗商場，以及石硤尾邨和博康邨街市設施的研究工作及工程也進展良好。

我們亦一直探討如何進一步善用房委會轄下部分非住宅設施如儲物室及其他空間。相關工作有一定進展，例如在樂富邨、彩雲（一）邨、愛民邨、大元邨內，部分合適的儲物室和空格已改作住宅單位。



 駿洋商場  
 Chun Yeung Shopping Centre

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

## Retail and commercial properties

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

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

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