

# 主要數字

# **Key Figures**

截至2021年3月31日 As at 2021.03.31



公共租住房屋(公屋)屋邨數目 No. of Public Rental Housing (PRH) estates

189



公屋單位數目 No. of PRH units

804878



公屋住戶數目 No. of PRH households

786 288



公屋認可居民人數 PRH authorised population

2 112 138



平均住戶人數 Average household size

2.69人 persons

## 公營房屋建屋量

**Public housing production** 



出租單位 Rental flats



6 300 個 units

出售單位 Sale flats



5 000 個 units

總數 **11300**個 units

## 相關非住宅物業

**Associated non-domestic properties** 

內部樓面面積 Internal floor area



3 110 000 平方米

查詢 / 投訴個案
No. of enquiries / complaints



87 500 宗 cases

均根據「服務承諾」處理 handled according to Performance Pledge

## 願景 Vision

為有住屋需要的低收入家庭提供可以負擔的租住 房屋,並透過推出資助出售單位協助中低收入家 庭置業。

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.

- 關懷為本
- Caring
- 顧客為本
- Customer-focused
- 創新為本
- Creative
- 盡心為本
- Committed

## 基本信念 Core Values



## 工作目標 Mission

- 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。
- 致力締造長者宜居及無障礙的屋邨環境,照顧不同年齡及身體能力的居民的需要。
- 本着開明的態度、公允持平的立場,提供服務及 房屋資助,確保公共資源得到合理的運用,符合 成本效益。
- 繼續建立能幹盡責、講求效率的工作隊伍。

- 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.



## **香港房屋委員會**

## The Hong Kong Housing Authority

香港房屋委員會(房委會)是於1973年4月根據《房屋條例》成立的法定機構,負責制定和推行公營房屋計劃,以期達至政府的政策目標,為不能負擔私人樓宇的低收入家庭解決住屋需要。

房委會負責規劃、興建、管理和維修保養各類公共 租住房屋,包括出租公屋、中轉房屋和臨時收容中 心;另負責興建和推售居者有其屋計劃單位和綠表 置居計劃單位;又推行白表居屋第二市場計劃。此 外,房委會擁有和經營一些分層工廠大廈、附屬商 業設施和其他非住宅設施。

房委會成員包括4名官方委員及25名非官方委員, 全部由行政長官委任。運輸及房屋局局長獲委任為 房委會主席,房委會副主席則由房屋署署長擔任。

房委會轄下設有六個常務小組委員會,並按需要 設立附屬小組委員會和專責小組委員會,負責制定 和實施不同範疇的政策,並監督推行情況。房屋署 是房委會的執行機構。運輸及房屋局常任秘書長 (房屋)同時兼任房屋署署長一職。 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.

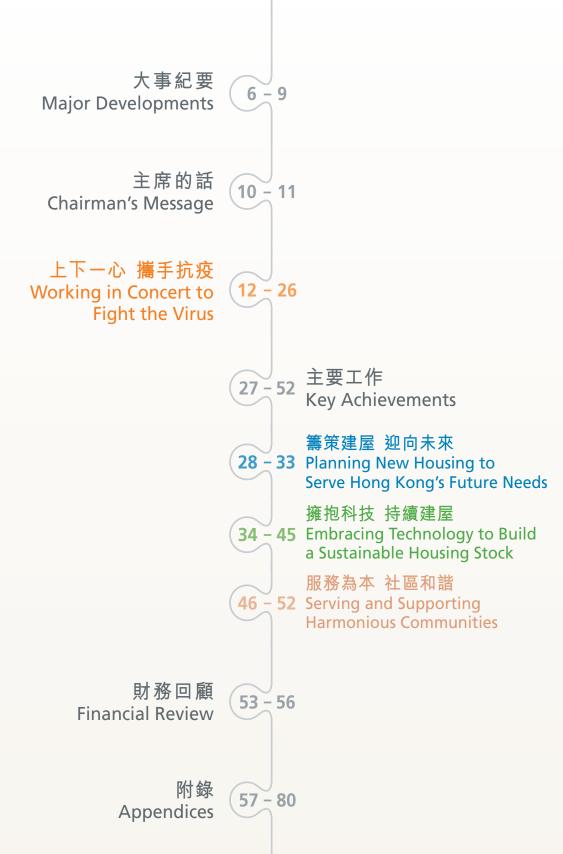
The HA plans, builds, manages and maintains different types of public housing, including rental housing, interim housing and transit centres. We also build and arrange sale of Home Ownership Scheme flats and Green Form Subsidised Home Ownership Scheme flats, and carry out the White Form Secondary Market 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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## 大事紀要 Major Developments

2020 • 04

香港房屋委員會 (房委會) 的「出售綠表置居計劃(綠置居)單位2019」攪珠儀式在Facebook專頁直播,由房委會資助房屋小組委員會主席黃遠輝先生(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.

鑑於本港的2019冠狀病毒病疫情,房委會讓資助出售單位計劃的單位按揭人也可受惠於「還息不還本」按揭貸款安排,他們可選擇延期償還本金最多12個月,而按揭貸款的還款期亦可同步延長最多12個月。

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

除了在網上提供電子表格供申請公共租住 房屋(公屋)外,房委會還推出新的電子服務 「公屋申請資料更新快」,讓申請者在網上更 新申請資料、查詢申請進度及申請結果。

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

資助房屋小組委員會完成2020年公屋租金 檢討,由2020年9月起上調公屋租金9.66%。 因應本港的2019冠狀病毒病疫情,資助房屋 小組委員會決定寬免公屋租戶2020年9月的 租金(和其後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冠狀病毒病爆發初期,新落成的駿洋邨由2020年 2月至9月期間用作檢疫中心。駿洋邨經徹底消毒和修繕 後,首批居民於8月陸續入伙。

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

為反映2019冠狀病毒病疫情對經濟的影響,資助房屋小組委員會於2020年6月通過「出售居屋單位2020」下推售的發展項目採用臨時折扣率和平均售價,並於2020年9月取得2020年4月至6月非業主住戶的家庭每月入息中位數後,訂定最終的折扣率和平均售價。「出售居屋單位2020」下推售單位的折扣率最終訂定為評定市值折減40%,較臨時折扣率高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

為支援政府的2019冠狀病毒病抗疫措施,房委會推出為期 18個月的排水管檢查計劃,檢查約80萬個公屋單位的地面 以上排水管,並按需要進行維修;而有2019冠狀病毒病 確診個案或納入強制檢測公告的個別屋邨/大廈,則獲 優先安排檢查和維修。

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

考慮到本港的2019冠狀病毒病疫情,房委會把「還息不還本」按揭貸款安排的限時措施延長 六個月。

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

長者寬敞戶終身全免租金計劃的受惠對象,已擴大至所 有家庭成員均年屆70歲或以上而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。合資格長者 戶在調遷至面積合適的單位後,可享終身全免租金。

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.



資助房屋小組委員會通過清拆石籬中轉房屋及其遷置和 相關安排,以便在該幅用地發展公營房屋。

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



房委會的「居屋2020」和「白表居屋第二市場計劃2020」 攪珠過程在Facebook專頁直播,由資助房屋小組委員會 主席黃碧如女士(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

房屋署屋邨辦事處職員參與政府向指明公共屋邨樓宇發出強制檢測公告的相關行動,包括 設立流動採樣站、安排住戶須按法例規定於指定時間內接受強制檢測、控制排隊人流和維持 秩序、為檢測中心提供其他後勤支援等。首次由房屋署擔當統籌角色,執行強制檢測公告 行動的是深水埗麗安邨。

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

房委會把「緊急警報系統津貼」的範圍擴大,除了以固網電話線 連接主機的傳統裝置外,亦可選擇以流動裝置連接主機,以切合 長者戶日漸改變的需要。

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

資助房屋小組委員會通過把「租者置其屋計劃」 約800個回收單位,納入即將推出的「出售綠置居 單位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.

房屋署約140名職員協助政府的社區疫苗接種 計劃的運作,為設於屯門友愛體育館和灣仔伊利 沙伯體育館的社區疫苗接種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.





資助房屋小組委員會通過2021/22年度的公屋入息限額平均增加0.3%,而資產限額則凍結於現行水平。

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 / 綠置居發展項目: PRH/GSH projects completed in 2020/21:

2020/21年度完成的其他資助出售單位計劃發展項目: Other SSFS projects completed in 2020/21:

漁灣邨 (漁進樓)

Yue Wan Estate (Yue Chun House)

海達邨 (海榮樓)

Hoi Tat Estate (Hoi Wing House)

彩福邨 (彩和樓)

Choi Fook Estate (Choi Wo House)

白田邨第七期(康田樓、健田樓)

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

白田邨第八期(詠田樓、心田樓)

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

海達邨 (海華樓、海昌樓)

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

旭禾苑

Yuk Wo Court

凱德苑

Hoi Tak Court

錦暉苑

Kam Fai Court

雍明苑(潤明閣、澤明閣)

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

裕泰苑(裕玥閣、裕瑛閣)

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

## 主席的話 (Chairman's Message



香港房屋委員會(房委會)今年年報以「**齊心抗疫** 和諧安居」為主題,是希望展示房委會在抗疫防疫及 為公共租住房屋(公屋)居民提供衞生安全的居住 環境所作的努力。

受2019冠狀病毒病疫情影響,香港以至全球各地在2020/21年度都變得不一樣,對房委會的工作來說更是不平凡(特別)的一年。在2020年2月至9月將新落成的公共屋邨一火炭駿洋邨作臨時檢疫中心之用,這是前所未有的。過去一年多,政府對多個公共屋邨作出強制檢測公告和限制與檢測宣告,房委會人員主動積極在指定的屋邨住宅大廈全面協調和執行相關的檢測及檢疫行動。此外,房委會推出多項紓困措施,幫助公屋和非住宅物業的租戶、資助出售單位買家及個別有財政困難的家庭,亦支援政府在社區推行的抗疫措施,例如追蹤緊密接觸者、檢查排水管等。為此,今年年報特別增加一個專章,詳述這些措施和前線人員的努力。

這段期間,儘管建築業界須遵照規定實施多項特別抗疫措施,我們迎難而上,完成11個公營房屋項目,涉及超過11 000個新單位。

作為房委會主席,我感謝房委會和轄下小組委員會/ 附屬小組委員會的所有委員在過去一年盡心竭力推 展房委會的工作,亦全力支持各項防疫抗疫措施。 縱使實施了保持社交距離措施和在家工作安排, 房委會和轄下小組委員會/附屬小組委員會的定期 會議,大部分仍能如期舉行,處理重要政策和財務 事宜,並批出多份建築合約和物業管理服務合約。 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.

我亦代表房委會衷心感謝全體員工在這段艱難時期 全力以赴、盡忠職守。在採取多項抗疫防疫措施 的同時,例如加強公共屋邨、商場和街市的清潔及 消毒工作,他們繼續緊守崗位,確保維修保養工作 如常進行,公屋和資助出售單位的申請獲得迅速 處理。他們對公屋居民以至社會大眾的用心服務, 實在值得自豪。

一如去年的安排,年報詳述房委會在提供各類公營 房屋方面的主要工作和成果,並重點講述如何設法 改善居民的生活質素,解決不同居民在生活上的 特殊需要,尤其是長者,以期達至我們訂立的「和 諧安居」目標。舉例來說,我們將「緊急警報系統 津貼」的範圍擴寬,讓長者可選擇新科技的產品及 裝置;另外亦特別製作了一輯家居運動短片,教 長者在家中進行一些簡單的舒展運動。對於一些 居住空間較大的長者住戶,為鼓勵他們遷往較小 的單位,我們提供優惠讓他們在搬遷後可享免 租金。當然我們也不會忽略殘疾住戶的需要,我們 為聽障住戶免費安裝「火警視像警報系統」,讓他們 的家居安全得到更佳保障。

2020年確實是困難重重、充滿挑戰的一年,但我們靈活應變,絕不墨守成規。憑着房委會同事的豐富經驗,加上扎實有效的管治架構,我們得以克服難關。展望來年,我們會一如既往,再接再厲,為有需要的市民打造「和諧安居」的家園。

7.5. #

主席 陳帆

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、街市和辦公室的衞生和清潔措施以外,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.











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

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

了 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測,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衞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、所有人均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,加強管制與衞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衞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衞生防護中心的海報,提供最新衞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,當接獲衞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□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□罩領取點。□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□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

## 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衞生標準保持清潔,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一罩和消毒潔手液,並於多處張貼海報/通告。此外,顧客與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。



"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1455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3300個工廠大廈和約2500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4000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衞生、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,房委會為他們沒可以所毒病的檢測服務,作為其中一旦接獲的學問,我們制定詳細的行動方案,一旦接獲是一旦接獲。房委會各主要辦公大樓的當時,即啟動方案應變。房委會各主要辦公大樓的當時不可配合的「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。



## 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

## 員工抗疫心聲

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

## 殿

## 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

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。

(房屋事務經理)

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。

(房屋事務經理)

感謝同事們上下一心堅守崗位,在農曆年初 三、四的兩天公眾期假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。

(物業服務經理)

疫症雖然可怕,然而抗疫使我們自強。

(物業服務經理)

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。

(副房屋事務經理)

同事全力支持、居民同心抗疫、齊心對抗 疫情。

(副房屋事務經理)

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。

(房屋事務經理)

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。

(房屋事務經理)

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。

(物業服務經理)

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疫情的陰霾,一起以香港為家,同心努力,走出谷底,走向成功一步。

(副房屋事務經理)

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。

(房屋事務主任)

#### 機構事務處 Corporate Services Division

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。

(行政主任)

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。

(文書助理)

在辦公室上課容易因接到的電郵或電話而分小,我還是較喜歡而授課程。

(參加網上課程的員工)

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。

(文書主任)

實時網上課程的方式十分好,讓人在疫情下 可以安小上課。

(參加網上課程的員工)







# 籌策建屋 迎向未來

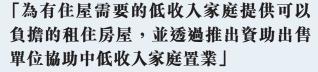
Planning New Housing to
Serve Hong Kong's Future Needs

## 策略處的主要職能

## **Key Functions of the Strategy Division**

- 為公營房屋進行策略規劃工作
- 制訂有關私營房屋的政策及法規
- 管理公共租住房屋(公屋)單位的申請和編配工作
- 處理受房屋清拆影響人士的安置工作
- 處理資助出售單位的銷售工作
- 管理居者有其屋計劃(居屋)第二市場計劃

- 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"



#### 籌謀定策 邁向政府的長遠房屋目標

房屋供應短缺是香港近年面對的最大挑戰之一。 房屋供應追不上需求,令不少市民承受沉重的住屋 壓力。為解決這個問題,香港房屋委員會(房委會)為 居住環境惡劣和有經濟困難的人士,興建不同類型 的公營房屋,並擔當管理的角色。目前的公營房屋 資源並不足夠,我們得致力增加公營房屋供應。

## 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.







鑽石山的公屋發展項目
A PRH development at Diamond Hill

當前面對的主要挑戰是取得合適土地,興建房屋。 正如《2020年施政報告》和《長遠房屋策略》2020年 周年進度報告公布,政府已覓得330公頃土地,可供 興建316 000個公營房屋單位,足以應付未來十年(即 2021/22至2030/31年度)301 000個公營房屋單位的 預計需求。

#### 出售居者有其屋計劃單位

「出售居者有其屋計劃(居屋)單位」讓中低收入家庭(包括合資格公屋租戶)申請以大幅低於市價的價格購買居屋單位。這項計劃由房委會管理,旨在為香港市民提供可負擔的房屋,幫助他們踏上置業階梯。

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



中低收入家庭可申請以大幅低於市價的價格購買居屋單位 Low- to middle-income families can apply to purchase HOS flats at a substantial discount to the market price

「出售居屋單位2019」的銷售於2020年6月完結,推出 的4 871個單位全部售罄。「出售居屋單位2020」於 2020年9月推出接受申請,推售約7 000個新單位, 訂於2021年5月底開始邀請合資格申請者揀選單位。

「出售居屋單位2019」和「出售居屋單位2020」推售的單位均按行政長官2018年6月宣布經修訂的定價機制發售,單位的售價更符合市民的負擔能力。經修訂的機制下,居屋單位的售價不再與市價掛鈎,而是以非業主住戶的家庭每月入息中位數定價。2020年9月,房委會以2020年4月至6月的入息中位數釐定「出售居屋單位2020」所推售單位的折扣率,最終訂定為其評定市值折減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.



沙田彩木苑 Choi Wo Court in Sha Tin



粉嶺皇后山山麗苑 Shan Lai Court at Queen's Hill, Fanling



出售綠置居單位2019展覽 An exhibition on the Sale of GSH Flats 2019

#### 出售綠表置居計劃單位

「出售級表置居計劃(綠置居)單位」是專為綠表申請者而設的資助出售單位計劃。綠表人士主要是公屋現租戶和已成功通過資格審核的公屋申請者。綠置居單位以較上一期居屋銷售計劃的折扣多10%的折扣率推售。

2019年12月推出的「出售綠置居單位2019」共推售 3 696個單位,分別位於柴灣和青衣兩個發展項目; 合資格申請者已於2020年12月完成揀選單位。「出售 綠置居單位2020/21」將於2021年5月開始接受申請, 共推售2 112個單位。這些單位原屬鑽石山公屋項目的部分單位,經房委會2021年1月議決後轉為綠置居 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.





「出售綠置居單位2019」

推售單位 **3 696** 個 units

offered under the Sale of GSH Flats 2019



興建中的柴灣蝶翠苑 (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「租者置其屋計劃」未售單位

「租者置其屋計劃」(租置計劃)下,公屋租戶可於指定屋邨購買其現居單位。由於政府重新定位房屋政策,房委會在2005/06年後再沒有推售新的租置計劃屋邨,不過現有39個租置計劃屋邨的現租戶仍可選擇購買其現居單位。截至2021年3月底,在39個屋邨中,約21%的租置單位(即約39 000個單位)尚未售出。

房委會應《2019年施政報告》建議,積極部署,加快出售這些單位,以進一步滿足公屋租戶的置業訴求。房委會第一步的工作是在2020年3月通過凍結出租從租置計劃屋邨回收的單位,以便將來出售這些單位。房委會隨後在2020年7月通過在居屋和綠置居銷售計劃下,把租置計劃回收單位售予合資格綠表申請者的安排。2021年3月,房委會通過在「出售綠置居單位2020/21」下推售約800個租置計劃回收單位及相關的銷售安排。

為鼓勵租置計劃的現租戶考慮購買其現居單位,房委會調整並延長現行租置計劃政策下的優惠安排。 現租戶在租約首年內購買單位,可享35%的折扣優惠,第二年的扣減降至17.5%,其後不再享有優惠。 由2020年9月1日起計的一年內,房委會向不再符合 資格享有首年或第二年折扣優惠的現租戶提供17.5% 的折扣,以鼓勵他們購買所居單位。



介面 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.



更八仙宋與(一)即
Tung Tau (II) Estate in Wong Tai Sin

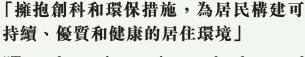


# 發展及建築處的主要職能

# **Key Functions of the Development and Construction Division**

- 推行和監察房屋建設計劃
- 在公營房屋土地供應、發展、規劃、設計和建設 方面,制定和檢討有關的策略和政策
- 制定、推行和探討機構採購、安全和環境管理策略
- 就全港/區域/地區規劃研究及規劃標準與準則 提供意見
- 監察房屋資訊系統

- 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) / 綠表置居計劃 (綠置居) 和其他資助出售單位的建屋量<sup>(1)</sup> Production of Public Rental Housing / Green Form Subsidised Home Ownership Scheme (PRH/GSH) and other Subsidised Sale Flats (SSFs)<sup>(1)</sup>

2020/21至2024/25年度的五年期內預計建成單位總數 Estimated production total in five-year period from 2020/21 to 2024/25 2020/21年度單位落成數目 No. of units completed in 2020/21





#### 註 Notes:

- (1) 數字根據2021年3月房委會的房屋建設計劃計算,並計至最接近的百位整數。數字會因應計劃的改動而有變更。 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) 所列數字是指預計於每個財政年度落成的房委會新單位數目,但不反映可供編配予公屋申請者的公屋單位總數,因為有關數字並未包括從現有屋邨收回的公屋單位,而收回的單位 是另一個編配予公屋申請者的主要單位來源。

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 (約) Completed in 2020/21 (approximate)



# 2020/21年度完成的公屋/綠置居發展項目(按時序排列): PRH/GSH projects completed in 2020/21 (in chronological order):

永泰道	漁灣邨 (漁進樓)
Wing Tai Road	Yue Wan Estate (Yue Chun House)
西北九龍填海區6號地盤第一期	海達邨 (海榮樓)
Northwest Kowloon Reclamation Site 6 Phase 1	Hoi Tat Estate (Hoi Wing House)
彩榮路	彩福邨 (彩和樓)
Choi Wing Road	Choi Fook Estate (Choi Wo House)
白田第七期	白田邨 (康田樓、健田樓)
Pak Tin Phase 7	Pak Tin Estate (Hong Tin House, Kin Tin House)
白田第八期	白田邨 (詠田樓、心田樓)
Pak Tin Phase 8	Pak Tin Estate (Wing Tin House, Sum Tin House)
西北九龍填海區6號地盤第二期	海達邨 (海華樓、海昌樓)
Northwest Kowloon Reclamation Site 6 Phase 2	Hoi Tat Estate (Hoi Wah House, Hoi Cheong House)



柴灣漁灣邨漁進樓Yue Chun House, YueWan Estate in Chai Wan



深水埗海達邨海榮樓 (右) Hoi Wing House (right), Hoi Tat Estate in Sham Shui Po



觀塘彩福邨彩和樓 (左) Choi Wo House (left), Choi Fook Estate in Kwun Tong

# **2020/21**年度完成的其他資助出售單位發展項目(按時序排列): Other SSFs projects completed in 2020/21 (in chronological order):

均背灣街	旭禾苑
Au Pui Wan Street	Yuk Wo Court
發祥街西	凱德苑
Fat Tseung Street West	Hoi Tak Court
恒健街	錦暉苑
Hang Kin Street	Kam Fai Court
將軍澳第65C2區第一期	雍明苑 (潤明閣、澤明閣)
Tseung Kwan O Area 65C2 Phase 1	Yung Ming Court (Yun Ming House, Chak Ming House)
東涌第27區	裕泰苑 (裕玥閣、裕瑛閣)
Tung Chung Area 27	Yu Tai Court (Yu Yuet House, Yu Ying House)







將軍澳雍明苑 Yung Ming Court in Tseng Kwan O

在推行房委會的公營房屋計劃方面,我們一直在新 公營房屋項目的規劃和建築階段,更廣泛採用創新 科技,包括數碼科技應用技術和別具環保特色的 設計。 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.



# 「建築信息模擬」技術的最新推行情況

「建築信息模擬」技術有利匯聚各方,合力以虛擬模式共同設計、建造和營運一座建築物。這項技術優點甚多,例如:節省成本和資源、提高效率、改善溝通與協調、提供更多機會使用預製組件和進行構件式建築,以及取得更高質量的成果。長遠而言,所採集的空間數據有利我們拓展其他服務,藉以改善房委會的屋邨管理工作。基於上述原因,房委會希望所有新的公營房屋發展項目在設計和建築階段均採用「建築信息模擬」技術,並期望於2021年底或之前達到這個目標。

年內我們繼續更新房委會的「建築信息模擬」標準和模型指引,製作新範本,支援不同的工程項目,並擴充房委會的「建築信息模擬」物件資源庫。由2020和2021年起,我們分別要求承建商就性質複雜的建築工程投標和地基工程投標提交四維短片。「建築信息模擬」也是房委會「建築信息模擬驅動的系統化地基設計」的組成部分;這項地基設計是由部門結構工程師自行研發的一站式地基設計方案,尤其有利於把複雜的地下地質狀況以立體視像方式呈現;亦可用於製作圖則、為法定工程圖則建立明細表,以及取得編製標書時所需的工料數據。由2019年起,我們把這項地基設計的應用範圍,擴大至房委會所有公營房屋發展項目;而這項設計方案在整個2020/21年度獲得廣泛採用。



#### **Update on BIM implementation**

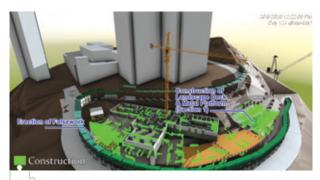
BIM (Building Information Modelling) enables multiple parties to collaboratively design, construct and operate a building virtually. BIM brings benefits such as cost and resource savings, greater efficiency, improved communications and coordination, more opportunities for prefabrication and modular construction, 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.





建築信息模擬驅動的系統化地基設計 BIM-SAFD 我們除在多個工作範疇中使用「建築信息模擬」外,也投放資源向各級員工提供相關培訓。年內,「建築信息模擬」的培訓預算費用和培訓日數均大幅增加。此外,我們已開始製作多齣按特定主題介紹「如何」應用「建築信息模擬」技術的短片,讓員工可按自己進度選擇觀看相關短片。展望將來,我們計劃開拓「建築信息模擬」技術的創新用途,使這項技術與新科技(例如第五代流動網絡、「實景捕捉」技術、衍生式設計和場外預製組件)結合使用。



四維施工規劃的工程短片畫面 Screen capture of a 4D video on construction planning

# 擴展「發展及建築工地流動系統」的 應用範圍

因應流動通訊技術的發展,由2016年起,我們致力研發「發展及建築工地流動系統」。截至2020年初,我們已根據這個系統推出七個不同的流動應用程式,這不但有助加強駐工地人員與承建商之間的溝通,而且大大提升追蹤工地巡查記錄的能力。我們繼續擴大該系統的應用範圍至更多工作範疇。

年內,我們為系統進行第三階段開發工作取得良好進度。我們推出兩個「逐戶驗收檢查應用程式」(一個用於驗收建築工程,另一個用於驗收屋字裝備工程),取代之前的「房屋建設管理一工地(建築)監管流動系統」。兩個應用程式均支援駐工地人員為每個住戶單位作最後驗收檢查。其後,我們又推出「地基工程檢查應用程式」,讓駐工地人員在檢查最常用的三種椿柱(即大口徑鑽孔椿、嵌岩工字鋼椿和小直徑灌注椿)時,利用流動電話記錄驗查過程。這個流動應用程式取代現時另一個過時的資訊科技系統,即「建造(地基)監管流動系統」。

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,我們現正準備開發兩個新的應用程式,分別是「參考文件應用程式」和「物料測試申請應用程式」。前者可讓駐工地人員下載所需文件至流動電話,以便進行日常的督導工作,而後者則有助加強管理工地的物料測試程序。



Internal Painting Robot

# 推廣使用建築機器人技術

現時世界各處的建築工地都有使用建築機器人,以 提升建屋質素和生產力,並改善工地安全,成效十 分理想。2020年3月,房委會在評審新建築合約的 標書時,加入有關使用建築機器人技術的新規定。 現時標書如有載述使用機器人髹漆牆壁、鋪砌地磚 和進行類似工作,而有關安排又能提升生產力、 建屋質素、安全及環保表現,則該標書會獲得技術 評分。我們現正繼續與相關各持分者聯繫,探討 如何在公營房屋工程項目中擴大使用建築機器人 技術。

#### 利用無人駕駛飛機檢查建築物

2020年,我們引入嶄新科技,試驗利用無人駕駛 飛機(又稱「無人機」)以攝影測量技術檢查建築物的 「外殼」。無人機易於操控,且用途廣泛。無人機附 有拍攝功能,可以有系統地全面描繪和記錄建築物 的外貌,並詳盡而深入地解構建築物的外部狀況。 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.



我們先後在兩個公營房屋先導項目(分別位於馬鞍山和柴灣)試用無人機。在每個工地上,先以無人機圍繞建築物飛行,為建築物外殼拍攝高解像度的數碼影像,然後加工處理以製作立體實景模型,再以人工智能協助找出裂紋和其他欠妥之處。試用結果顯示,利用無人機可使驗樓督察與承建商加強合作,處理修補工程。我們計劃日後擴大這種工具的使用範圍至其他公營房屋發展項目。

# 以遙感技術把竣工的工程數碼化

過去,有關室內空間的狀況主要靠繪製平面圖來記錄。如要改動室內空間,便須重新繪製這些記錄, 因而耗用大量資源和時間。鑑於遙感技術日趨成熟,現在記錄室內空間狀況所需的時間已可大幅減少。2021年初,房委會決定採用附有外置數碼攝影機的新式可穿戴測繪裝置量度室內三維點雲數據。這些裝置利用遙感技術製作攝影圖像兼提供數碼量度數據,因此能夠在不需動用很多人手的情況下取得室內環境的完整記錄。這項技術對於製作「竣工」記錄非常有用,讓使用者以非入侵和非接觸的方式為新建樓宇的內部進行三維測量。



ュニ<sup>ン</sup> 無人機在檢測外牆 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.



坐地式雷射測量技術 Terrestrial laser scanner

# 發掘可改進建築工序的機會



▶ 「組裝合成」建築法是指在預製組件廠房內製作獨立組裝合成組件(已完成飾面、裝置及配件組裝的工序),然後運往工地裝嵌。「組裝合成」建築法有望解決技術勞工人手短缺,以及與工人老化相關的問題。

然而,在香港高密度的公營房屋發展項目中應用「組裝合成」建築法有一定難度。為此,我們於2020年完成一項「組裝合成」建築法搭建試驗,其間建造一座兩層高的建築物,包括八個構件式單位共分割為22個組件。這項試驗從多方面測試預製組件和裝嵌的工序,並評估在「組裝合成」建築法下建造的關鍵接駁位能否發揮「建築效益」。這項搭建試驗所得的結果,在東涌第99區快將展開的「組裝合成」建築法先導項目中採納為改善措施。此外,房委會亦額外選定三個公營房屋發展項目(分別位於觀塘德田街、安達臣道石礦場R2-6用地和R2-7用地),採用「組裝合成」建築法。展望將來,房委會將積極挑選更多適合採用「組裝合成」建築法的項目。

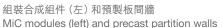
# **Exploring opportunities to enhance construction processes**



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.







## 環保屋邨 優質生活

房委會採取多項環保措施,在公營房屋項目推動可持續發展其中一項措施是採用碳排放量估算方法,估算建築物在預計100年整個生命周期內二氧化碳的排放量,當中包括估算經由建築物料、建築構築物、公用屋宇裝備裝置運作期間和拆卸工程中產生的碳排放量,並以使用可再生能源和植樹等方法予以抵銷。這做法有助我們改良屋邨的設計,以達到長遠持續發展的目標。

為配合政府推廣使用電動車的政策,我們在新建的 公營房屋停車場內安裝電動車充電設施。現時新建 的室內停車場有三成的私家車泊車位配備電動車充 電器,而其餘七成的私家車泊車位也具備安裝電動 車充電設施的配套,讓我們可以因應需求安裝更多 電動車充電器。

此外,我們一直積極探討使用可再生能源,尤其是太陽能。過去十年,在技術可行的情況下,我們都為新的公共租住房屋發展項目安裝連接電網的光伏發電系統。截至2021年3月底,我們已為123幢住宅大廈裝設光伏發電系統,總發電量為1100千瓦。

至於其他有利於可持續發展的工具,包括在設計時採用的「順應自然」設計原則和微氣候研究結果,均有助我們對每個建築工地的地理環境和氣候常態有更深入的了解。舉例來說,我們利用這些工具進行設計,使建築物更能善用日照和取得更佳的自然通風效果。此外,在房委會的建築工程中,我們更在現有的建築自約中,強制規定用於建造預製外牆和預製樓的混凝土,必須以礦渣微粉代替當中35%的水泥含量。我們現已展開研究,探討可否把礦渣微粉的應用範圍擴展至預製硬地面、預製板間牆和預製垃圾槽。



□ 啟鑽苑連接電網的光伏發電系統
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.

## 綠色建築 金級標準

房委會在設計建築時致力顧及環境,並把其建築項目(特別是因申請總樓面面積寬免而須進行評估的工程項目)交由香港綠色建築議會根據綠色建築環評計劃(即綠建環評新建建築)評級。該計劃依據建築物整個生命周期的可持續發展特點進行評級。我們的目標是使轄下建築物最少達到「金級」標準。在2020/21年度,我們欣悉根據綠建環評新建建築(1.2版本),房委會新建項目獲得的認證成績均全部達標。有關成績載於下表。

#### 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.

# 建築項目與評級 (暫定評級) — 金級 Project & Rating (Provisional Assessment) - Gold

粉嶺皇后山第1號地盤第二期公屋發展計劃 PRH Development at Queen's Hill Site 1 Phase 2, Fanling

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

屯門第29區西公營房屋發展計劃 Public Housing Development at Tuen Mun Area 29 West

葵涌麗祖路公屋發展計劃 PRH Development at Lai Cho Road, Kwai Chung

粉嶺第36區第四期公營房屋發展計劃 Public Housing Development at Fanling Area 36 Phase 4

青衣青康路北第一期及第二期公營房屋發展計劃

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

安達臣道石礦場RS-1用地公營房屋發展計劃 Public Housing Development at Anderson Road Quarry Site RS-1

高山道資助出售房屋發展計劃 Subsidised Sale Flats Development at Ko Shan Road

北角渣華道公營房屋發展計劃 Public Housing Development at Java Road, North Point

# 建築項目與評級(最終評級)

# **Project & Rating (Final Assessment)**

元朗朗善邨 Long Shin Estate, Yuen Long	鉑金級 Platinum
觀塘安泰邨 On Tai Estate, Kwun Tong	鉑金級 Platinum
東涌滿東邨 Mun Tung Estate, Tung Chung	金級 Gold
元朗屏欣苑 Ping Yan Court, Yuen Long	金級 Gold
梅窩銀蔚苑 Ngan Wai Court, Mui Wo	金級 Gold
梅窩銀河苑 Ngan Ho Court, Mui Wo	金級 Gold
深水埗海盈邨 Hoi Ying Estate, Sham Shui Po	金級 Gold
觀塘彩興苑 Choi Hing Court, Kwun Tong	金級 Gold
九龍城啟朗苑 Kai Long Court, Kowloon City	金級 Gold

# 零灌溉系統 — 為可持續發展節約用水

零灌溉系統2013年開始研發,是通過重用雨水灌溉植物的一種先進系統,有助減少房委會的用水量。該系統由三個分支系統組成:雨水收集系統(用以收集和貯存多餘的雨水到種植區下方的貯水箱)、可持續城市排水系統(用以減少雨水溢流至城市排水系統)和底土灌溉系統(此為順應自然的節能設計,可把貯水箱內的雨水輸送至上方生長的植物)。

我們在龍逸邨和洪福邨兩個零灌溉系統的試點項目 均達至理想效果。零灌溉系統灌溉的植物均生長良 好,既無出現積水,也無發出異味。由2016年起, 公共屋邨的花槽只要位置和面積合適,便會廣泛採 用零灌溉系統,以人手保養園藝的需要因而大減。 我們的目標是在所有新建公共屋邨廣泛應用零灌溉 系統。我們會繼續進行研究,希望能提升零灌溉 系統的設計,並確保盡可能使用最具成本效益的物 料和方法。長遠而言,房委會會盡量少用食水灌溉 植物,並為在本港市區恢復自然水循環出一分力。





東匯邨零灌溉系統花床與週邊園境設計融合 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.



油麗邨第七期零灌溉系統花床 ZIS Planter at Yau Lai Estate Phase 7



# 別務為本 社區和諧

Serving and Supporting
Harmonious Communities

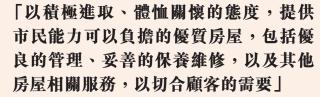


# 屋邨管理處的主要職能

# **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



"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。有見計劃的透達一步完善動性。此外,可以對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,我們擴大中請者的地區選擇範圍。申請者原須在同一個區大時請者的地區選擇範圍。申請者原須在同一個區大時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(包括東浦)、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.

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。從公共衞生角度來看,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法,2020年10月至12月期間,房委會聯同食物環境衞生署(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。







Promotion of contactless payment in HA markets

As mentioned in the dedicated chapter of this Annual 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、增設商鋪或更改設施用途 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。



殿洋商場
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.



我們在2020/21年度的工作重點是透過維持穩健的 財務和資金管理,以貫徹香港房屋委員會(房委會) 的願景和工作目標。我們繼續致力改善和加強財務 及風險的管理程序,務求盡量提升各項活動的財務 和業務價值。

房委會是財政自主的機構,以內部衍生的資金, 持續推行龐大的公營房屋計劃。我們審慎管理財政 資源,以順利推行各項基本工程計劃、營運服務及 業務措施。

## 2020/21年度財務報表

房委會根據與政府的財政安排,以及房委會所通過 的會計政策編製財務報表。



#### 財務摘要

年內的綜合業績概列如下:

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:

	百萬元 in \$M
1. 綜合運作帳目盈餘 Consolidated Operating Account Surplus	8,843
2. 資金管理帳目盈餘 Funds Management Account Surplus	5,077
3. 代管服務帳目盈餘 Agency Account Surplus	42
年內盈餘 Surplus for the year	13,962

#### 1. 綜合運作帳目

綜合運作帳目概列租住房屋、商業樓宇和資助自置居所業務的運作結果。在計入0.43億元的非運作收入 淨額後,2020/21年度的整體運作盈餘為88.43億元。

#### 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.

租住房屋業務在2020/21年度錄得2.59億元的赤字。 有關業務分析如下: Rental Housing Operations recorded a deficit of \$259 million during 2020/21, analysed as follows:

運作盈餘 / (赤字) Operating Surplus / (Deficit)	百萬元 in \$M
租住房屋 Rental Housing	(218)
中轉房屋 Interim Housing	(41)
	(259)

商業樓宇業務在扣除0.46億元的特殊項目前,盈餘 為8.27億元。有關業務分析如下: Commercial Operations generated a surplus of \$827 million before charging exceptional items of \$46 million, analysed as follows:

運作盈餘 / (赤字) Operating Surplus / (Deficit)	百萬元 in \$M
商場 Commercial Complexes	243
停車場 Car Parks	283
工廠 Factories	(43)
福利用途樓宇 Welfare Premises	344
	827

資助自置居所業務在計入100萬元的特殊項目前, 盈餘為82.77億元。有關業務分析如下: Home Ownership Assistance Operations generated a surplus of \$8,277 million, before including the exceptional items of \$1 million, analysed as follows:

運作盈餘 / (赤字) Operating Surplus / (Deficit)	百萬元 in \$M
居者有其屋計劃 (居屋計劃) / 綠表置居計劃 (綠置居計劃) Home Ownership Scheme (HOS) / Green Form Subsidised Home Ownership Scheme (GSH)	7,378
私人機構參建居屋計劃 (私人參建計劃) Private Sector Participation Scheme (PSPS)	203
租者置其屋計劃 (租置計劃) Tenants Purchase Scheme (TPS)	718
自置居所貸款計劃 (自置貸款計劃) 及置業資助貸款計劃 (置業貸款計劃) Home Purchase Loan Scheme (HPLS) and Home Assistance Loan Scheme (HALS)	(22)
	8,277



#### 2. 資金管理帳目

與房委會的投資資金管理有關的收入和開支,均納入資金管理帳目。該帳目顯示,2020/21年度的盈餘為50.77億元。在2021年3月31日,房委會的投資資金為573.83億元。房委會資金在2020/21年度的整體回報率為9.4%。

房委會的投資策略,是由房委會財務小組委員會 經參考獨立投資顧問的建議後制定。投資策略的 目標,是確保有充足的流動資金應付房委會運作 所需,並以審慎和分散的投資方式,把房委會餘下 資金作較長線投資,以賺取較佳的長期回報。

財務小組委員會在轄下的資金管理附屬小組委員會協助下,不時檢討房委會的投資策略和情況。資金管理附屬小組委員會亦就投資經理的遴選事宜提供意見,並監察投資經理的表現,而房屋署則負責執行日常的監察工作。因應最新的金融市場情況和風險,房委會在2020/21年度就資產配置策略進行了穩健程度的周年檢討。資產配置策略概列如下:

#### 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/美元存款及債券 HKD/USD deposits and bonds	8%
外匯基金保本項目 Principal protection placements with the Exchange Fund	約 around 80%

#### 3. 代管服務帳目

代管服務帳目顯示的運作盈虧情況包括下列項目: 代表政府執行的代理職務;已落成資助出售單位屋 苑住宅和已拆售物業的屋邨內公用地方的物業代管 服務;以及由政府付還款項的工程監督工作。

#### 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.



# 香港房屋委員會組織

The Hong Kong Housing Authority Organisation

香港房屋委員會委員及轄下小組委員會 / 附屬小組委員會 The Hong Kong Housing Authority Members and its Committees / Sub-Committees

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# 香港房屋委員會組織 The Hong Kong Housing Authority Organisation

# 香港房屋委員會委員 The Hong Kong Housing Authority Members



陳帆先生, JP (主席)(運輸及房屋局局長) The Honourable Frank CHAN Fan, JP (Chairman) (Secretary for Transport and Housing)



唐志強先生, JP (副主席)(房屋署署長)(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)(房屋署署長)(自2021年2月1日) Miss Agnes WONG Tin-yu, JP (Vice-Chairman) (Director of Housing) (from 1 February 2021)



黃遠輝先生, SBS, JP (至2020年8月12日止) Mr Stanley WONG Yuen-fai, SBS, JP (up to 12 August 2020)



張達棠先生, JP Mr CHEUNG Tat-tong, JP



盧偉國議員, SBS, MH, JP Dr the Honourable LO Wai-kwok, SBS, MH, JP



雷紹麟先生 Mr Alan LUI Siu-lun



張國鈞議員, JP The Honourable Horace CHEUNG Kwok-kwan, JP



郭偉强議員, JP The Honourable KWOK Wai-keung, JP





郭榮鏗先生 (至2020年7月30日止) Mr Dennis KWOK Wing-hang (up to 30 July 2020)



李國麟教授, SBS, JP Professor Joseph LEE Kok-long, SBS, JP



柯創盛議員, MH The Honourable Wilson OR Chong- shing, MH



陳家樂教授 Professor CHAN Ka-lok



彭韻僖女士, BBS, MH, JP Ms Melissa Kaye PANG, BBS, MH, JP



鄭慧恩女士 Miss Vena CHENG Wei-yan



盧麗華博士 Dr Miranda LOU Lai-wah



邵家輝議員, JP The Honourable SHIU Ka-fai, JP



尹兆堅先生 Mr Andrew WAN Siu-kin



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



陳旭明先生 Mr Raymond CHAN Yuk-ming



黃碧如女士 Ms Cleresa WONG Pie-yue



陳正思女士 Ms Cissy CHAN Ching-sze



招國偉先生 Mr Anthony CHIU Kwok-wai



麥萃才博士 Dr Billy MAK Sui-choi



劉振江先生, JP Mr LAU Chun-kong, JP



陳婉珊女士, MH Ms Clara CHAN Yuen-shan, MH



劉詩韻女士, JP Ms Serena LAU Sze-wan, JP



康榮江先生, JP Mr Wallace HONG Wing-kwong, JP



文海亮先生 Mr Alan MAN Hoi-leung



歐楚筠女士 Ms Ann AU Chor-kwan



劉焱女士,JP 財經事務及庫務局常任秘書長(庫務) Ms Alice LAU Yim, JP Permanent Secretary for Financial Services and the Treasury (Treasury)



黎志華先生, JP 地政總署署長 Mr Andrew LAI Chi-wah, JP Director of Lands

# 小組委員會 / 附屬小組委員會 Committees / Sub-Committees

## 策劃小組委員會 Strategic Planning Committee



\* 陳帆先生, JP(主席)

The Honourable Frank CHAN Fan, JP (Chairman)

\* 陳家樂教授

Professor CHAN Ka-lok

\* 劉詩韻女士, JP

Ms Serena LAU Sze-wan, JP

\* 房屋署署長或其代表

Director of Housing or his representative

民政事務總署署長或其代表

Director of Home Affairs or his representative

- \* 黃遠輝先生, SBS, JP (至2020年8月12日止) Mr Stanley WONG Yuen-fai, SBS, JP (up to 12 August 2020)
- \* 郭榮鏗先生 (至2020年7月30日止) Mr Dennis KWOK Wing-hang (up to 30 July 2020)
- \* 黃碧如女士 (由2020年8月13日起) Ms Cleresa WONG Pie-yue (from 13 August 2020)

#### 運輸及房屋局副局長

Under Secretary for Transport and Housing

#### 規劃署提名代表

Nominated representative from Planning Department

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

#### 發展局常任秘書長(工務)或 其代表

Permanent Secretary for Development (Works) or his representative

# 建築小組委員會 Building Committee



Mr Dennis KWOK Wing-hang (Chairman) (up to 30 July 2020)

\* 李國麟教授, SBS, JP Professor Joseph LEE Kok-long, SBS, JP

何周禮先生, MH Mr Barrie HO Chow-lai, MH

龐愛蘭女士, BBS, JP Ms Scarlett PONG Oi-lan, BBS, JP

李少穎女士 Ms Ivy LEE Siu-wing

黃山先生

Mr Samson WONG San

葉傲冬先生, JP Mr Chris IP Ngo-tung, JP

規劃署提名代表

Nominated representative from Planning Department \* 陳志球博士, BBS, JP(主席) (自2020年8月13日)

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

\* 陳旭明先生 Mr Raymond CHAN Yuk-ming

捎汝恒教授

Professor Christopher CHAO Yu-hang

羅健熙先生 Mr LO Kin-hei

梁邦媛女士

Miss Eviana LEUNG Bon-yuen

王家揚先生

Mr Roland WONG Ka-yeung

\* 房屋署署長或其代表 Director of Housing or his representative \* 張達棠先生, JP Mr CHEUNG Tat-tong, JP

李炳權先生, JP Mr LEE Ping-kuen, JP

梁慶豐先生

Mr LEUNG Hing-fung

何沅蔚女士

Ms Vera HO Ivy Yuen-wei

余烽立先生 Mr Franklin YU

李榮豐先生

Mr Jonathan LEE Wing-fung

發展局常任秘書長(工務)或

其代表

Permanent Secretary for Development (Works) or his representative

# 商業樓宇小組委員會 Commercial Properties Committee

- \* 劉詩韻女士, JP (主席) Ms Serena LAU Sze-wan, JP (Chairman)
- \* 陳正思女士 Ms Cissy CHAN Ching-sze
- \* 康榮江先生, JP Mr Wallace HONG Wing-kwong, JP

葉毅明教授 Professor YIP Ngai-ming

梁文廣先生, MH Mr LEUNG Man-kwong, MH

鄭達鴻先生 (至2020年11月29日止) Mr CHENG Tat-hung (up to 29 November 2020)

\* 房屋署署長或其代表 Director of Housing or his representative

- \* 柯創盛議員, MH The Honourable Wilson OR Chong-shing, MH
- \* 陳志球博士, BBS, JP Dr Johnnie Casire CHAN Chi-kau,BBS, JP

潘國山先生, MH, JP Mr PUN Kwok-shan, MH, JP

羅健熙先生 Mr LO Kin-hei

劉夢霞女士 Ms LAU Mung-ha

梁樂慧女士 Miss LIANG Lehui

社會福利署署長或其代表 Director of Social Welfare or his representative \* 邵家輝議員, JP The Honourable SHIU Ka-fai, JP

\* 歐楚筠女士 Ms Ann AU Chor-kwan

黃山先生 Mr Samson WONG San

李鋈發先生, MH Mr Herman LEE Yuk-fat, MH

李榮豐先生 Mr Jonathan LEE Wing-fung

陳嘉寶女士 Miss Judy CHAN Kar-po

## 財務小組委員會 Finance Committee



- \* 陳家樂教授(主席) Professor CHAN Ka-lok (Chairman)
- \* 麥萃才博士 Dr Billy MAK Sui-choi

林翠華女士 Ms Connie LAM Tsui-wa

高德蘭博士 Dr Theresa CUNANAN

傅曉琳女士 Miss Sammi FU Hiu-lam

公務員事務局局長或其代表 Secretary for the Civil Service or his representative

- \* 鄭慧恩女士 Miss Vena CHENG Wei-yan
- \* 康榮江先生, JP Mr Wallace HONG Wing-kwong, JP

范凱傑先生 Mr Alex FAN Hoi-kit

黃慧群女士 Ms Anna WONG Wai-kwan

\* 房屋署署長或其代表 Director of Housing or his representative \* 盧麗華博士 Dr Miranda LOU Lai-wah

何聞達先生 Mr Edward HO Man-tat

孫耀達博士, MH Dr Ted SUEN Yiu-tat, MH

張倪海先生 Mr Brian CHEUNG Ngai-hoi

\* 財經事務及庫務局常任秘書長 (庫務)或其代表 Permanent Secretary for Financial Services and the Treasury (Treasury) or his representative

# 資助房屋小組委員會 **Subsidised Housing Committee**



\* 黃遠輝先生, SBS, JP (主席) (至2020年8月12日止) Mr Stanley WONG Yuen-fai, SBS, JP (Chairman) (up to 12 August 2020)

- \* 郭偉强議員, JP The Honourable KWOK Wai-keung, JP
- \* 盧偉國議員, SBS, MH, JP Dr the Honourable LO Wai-kwok, SBS, MH, JP
- \* 劉振江先生, JP Mr LAU Chun-kong, JP
- \* 陳婉珊女士, MH Ms Clara CHAN Yuen-shan, MH

林曉雅女士 Ms Hilda LAM

余雅芳女士 Ms Avon YUE Nga-fong

黃健偉先生 Mr Anthony WONG Kin-wai

民政事務總署署長或其代表 Director of Home Affairs or his representative

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

\* 李國麟教授, SBS, JP Professor Joseph LEE Kok-long, SBS, JP

- \* 彭韻僖女士, BBS, MH, JP Ms Melissa Kaye PANG, BBS, MH, JP
- \* 麥萃才博士 Dr Billy MAK Sui-choi
- 歐楚筠女士 Ms Ann AU Chor-kwan

范凯傑先生 Mr Alex FAN Hoi-kit

陳建強醫生, BBS, JP Dr Eugene CHAN Kin-keung, BBS, JP

\* 房屋署署長或其代表 Director of Housing or his representative

社會福利署署長或其代表 Director of Social Welfare or his representative

\* 雷紹麟先生 Mr Alan LUI Siu-lun

\* 尹兆堅先生 Mr Andrew WAN Siu-kin

\* 招國偉先生 Mr Anthony CHIU Kwok-wai

\* 張國鈞議員, JP The Honourable Horace CHEUNG Kwok-kwan, JP

陳浩庭先生 Mr Mac CHAN Ho-ting

植潔鈴女士(至2021年3月11日止) Miss Elaine CHIK Kit-ling (up to 11 March 2021)

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

運輸及房屋局副局長 Under Secretary for Transport and Housing

# 投標小組委員會 **Tender Committee**

- \* 張達棠先生, JP(主席) Mr CHEUNG Tat-tong, JP (Chairman)
- \* 雷紹麟先生 Mr Alan LUI Siu-lun

羅健熙先生 Mr LO Kin-hei

葉嘉偉先生 Mr Kelvin IP Kar-wai

- \* 彭韻僖女士, BBS, MH, JP Ms Melissa Kaye PANG, BBS, MH, JP
- \* 文海亮先生 Mr Alan MAN Hoi-leung

陸勁光先生, MH Mr LUK King-kwong, MH

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

李炳權先生, JP Mr LEE Ping-kuen, JP

王家揚先生 Mr Roland WONG Ka-yeung

\* 房屋署署長或其代表 Director of Housing or his representative



# 審計附屬小組委員會 Audit Sub-Committee



- \* 陳正思女士 (主席) Ms Cissy CHAN Ching-sze (Chairman)
- \* 劉詩韻女士, JP Ms Serena LAU Sze-wan, JP

熊璐珊女士 Ms Lusan HUNG Lo-shan \* 張達棠先生, JP Mr CHEUNG Tat-tong, JP

李炳權先生, JP Mr LEE Ping-kuen, JP

孫耀達博士, MH Dr Ted SUEN Yiu-tat, MH \* 盧麗華博士 Dr Miranda LOU Lai-wah

顧曉楠女士 Ms Anna Mae KOO Mei-jong

范駿華先生, JP Mr Andrew FAN Chun-wah, JP

# 資金管理附屬小組委員會 Funds Management Sub-Committee

\* 陳家樂教授 (主席) Professor CHAN Ka-lok (Chairman)

何聞達先生 Mr Edward HO Man-tat

林曼雅女士 Ms Norris LAM Man-ngar

\* 房屋署署長或其代表 Director of Housing or his representative

\* 香港房屋委員會委員 Member of the Hong Kong Housing Authority

各委員的資料均截至2021年3月31日 Information on members as at 2021.03.31 \* 鄭慧恩女士 Miss Vena CHENG Wei-yan

黃慧群女士 Ms Anna WONG Wai-kwan

張倪海先生 Mr Brian CHEUNG Ngai-hoi \* 麥萃才博士 Dr Billy MAK Sui-choi

黃元山先生 Mr Stephen WONG Yuen-shan

余家鴻先生 Mr Wallace YU Ka-hung

# 組織架構 Organisational Chart

運輸及房屋局副秘書長 (房屋)/副署長(策略)

#### 張趙凱渝女士

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

Mrs Alice CHEUNG CHIU Hoi-yue

助理署長(策略規劃)

#### 林靜雅女士

Assistant Director (Strategic Planning)

Miss Sandra LAM Ching-nga

運輸及房屋局首席助理 秘書長(房屋)(政策統籌)/ 助理署長(政策統籌)

#### 陳婉嫻女士

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

Ms Jenny CHAN Yuen-han

運輸及房屋局首席助理 秘書長(房屋)(私營房屋)/ 助理署長(私營房屋)

#### 翁佩雲女士

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

Ms Pecvin YONG Pui-wan

助理署長(房屋資助)

#### 梁德仁先生

Assistant Director (Housing Subsidies)

> Mr Kenneth LEUNG Tak-yan

# 香港房屋委員會

The Hong Kong **Housing Authority** 

# 房屋署

**Housing Department** 

運輸及房屋局常任秘書長(房屋)/ 房屋署署長

Miss Agnes WONG

#### 副署長(發展及建築)

#### 梁健文先生

Deputy Director (Development and Construction)

Mr Stephen LEUNG Kin-man

#### 助理署長(工務)(一)

# 陸光偉先生

Assistant Director (Project) 1 Mr Patrick LUK Kwong-wai

#### 助理署長(工務)(二)

岑世華先生

Assistant Director (Project) 2

Mr Philip SHAM Sai-wah

#### 助理署長(工務)(三)

#### 蔡詩敏女士 Assistant Director (Project) 3

Miss Vera CHOI Sze-man

助理署長(發展及採購)

# 梁洪偉先生

Assistant Director

(Development & Procurement) Mr Daniel LEUNG Hung-wai

#### 副署長(屋邨管理)

#### 楊耀輝先生

Deputy Director

Mr Ricky YEUNG Yiu-fai

#### 助理署長(屋邨管理)(一)

#### 鄧馮淑妍女士 Assistant Director

(Estate Management) 1

Mrs TANG FUNG Shuk-yin

#### 助理署長(屋邨管理)(二)

#### 徐素華女士 Assistant Director

(Estate Management) 2

Ms Josephine SHU So-wah

#### 助理署長(屋邨管理)(三)

## 陸子慧先生

Assistant Director (Estate Management) 3

Mr Ian LUK Tsz-wai

#### 副署長(機構事務)

#### 鍾沛康先生

Deputy Director (Corporate Services)

Mr Davey CHUNG Pui-hong

#### 助理署長(行政)

#### 吳燕妮女士

Assistant Director (Administration)

Ms Fausta NG Yin-nei

#### 助理署長(財務)

# 梁燕芬女士

Assistant Director (Finance)

Miss Fanny LEUNG Yin-fun

#### 助理署長(法律事務)

#### 忻林潔儀女士

Assistant Director (Legal Service)

Mrs Kitty YAN LAM Kit-yi

#### 獨立審查組總監

## 蔡惠棠先生

Head, Independent Checking Unit

Mr Martin TSOI Wai-tong

# 獎項及嘉許

# **Awards and Recognitions**

#### 獎項/得獎項目 Award / Winning Project

# 頒發機構 Awarding Organisation

#### 發展及建築 Development and Construction

#### 優質建築大獎 2020

安泰邨 — 安達臣道地盤 A 和地盤 B 公共租住房屋發展計劃 香港住宅項目(多幢建築物) — 優質建築大獎

#### **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年度優質建築大獎是由本地 九大專業團體聯合舉辦,包括: (1)香港建造商會;(2)香港建築師 學會;(3)香港營造師學會;

(4)香港工程師學會;(5)香港房屋 經理學會;(6)香港測量師學會; (7)香港品質保證局(2020年度優質 建築大獎輪任主席);(8)國際設施 管理協會香港分會;和 (9)香港地產建設商會。

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.

歐特克香港 — 2020年歐特克香港建築信息模擬設計大獎

由獨立審查組研發的一項技術,利用建築信息模擬遞交法定和 樓宇管制圖則申請

業界具影響力大獎

**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

歐特克香港 Autodesk Hong Kong

# 獎項/得獎項目 Award / Winning Project

## 頒發機構 Awarding Organisation

#### 香港品質保證局「社會責任指數」—「社會責任先導者標誌」

國際標準化認證 —「社會責任先導者標誌」

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

ISO – HKQAA CSR Advocate Marks

香港品質保證局 Hong Kong Quality Assurance Agency

#### 建造業議會的建築信息模擬專責委員會 —

2020建築信息模擬成就嘉許禮 — 2020建築信息模擬項目

房屋委員會建築信息模擬標準和指引

2020建築信息模擬項目 — 2020建築信息模擬項目

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

建造業議會建築信息模擬專責委員會 Committee on BIM of Construction Industry Council

#### 建造業議會的建築信息模擬專責委員會 —

2020建築信息模擬成就嘉許禮 — 2020建築信息模擬機構

香港房屋委員會

2020建築信息模擬機構 — 2020建築信息模擬機構

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

#### 2019年公務員優質服務獎勵計劃

獨立審查組的「公營房屋入則易」

專門服務隊伍獎 — 特別嘉許(創科應用)

**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)

香港特別行政區政府公務員事務局 Civil Service Bureau of the Government of the Hong Kong SAR Government

# 獎項/得獎項目 Award / Winning Project

# 頒發機構 Awarding Organisation

#### 環保 Environmental Friendliness

#### 香港綠色建築議會 — 綠建環評

安達臣道地盤A和地盤B第一及第二期公共租住房屋發展計劃 新建建築1.2版 — 最終鉑金級

#### 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

#### 環境運動委員會 — 香港綠色機構認證

香港房屋委員會減廢表現

減廢證書 一 卓越級別

# **Environmental Campaign Committee – Hong Kong Green Organisation Certification**

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

香港綠色建築議會

Hong Kong Green Building Council

香港綠色機構

Hong Kong Green Organisation

#### 屋邨管理 Estate Management

#### 香港房屋經理學會精英大獎2020

傑出團隊(公營房屋)—優異獎

石蔭東邨

#### **HKIH Elite Awards 2020**

Outstanding Team (Public Housing) - Merit Award

Shek Yam East Estate

# 香港品質保證局「企業社會責任先導者標誌」

**HKQAA CSR Advocate Mark** 

香港房屋經理學會

The Hong Kong Institute of Housing

香港品質保證局

Hong Kong Quality Assurance Agency

# 獎項/得獎項目 Award / Winning Project

# 頒發機構 Awarding Organisation

## 2019-2020年度東九龍「優秀伙伴物業」-

慈民邨物業服務辦事處 慈康邨物業服務辦事處 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

#### 香港警務處

東九龍總區防止罪案辦公室 Hong Kong Police Force Regional Crime Prevention Office, Kowloon East

#### 機構事務 Corporate Services

2020 ARC Awards

銅獎(非牟利機構:房屋)— 香港房屋委員會年報2018/19

Bronze Winner (Non-profit Organisation: Housing) –

The Hong Kong Housing Authority Annual Report 2018/19

MerComm, Inc.

ISO/IEC 27017:2015 雲端服務資訊安全管理系統認證 ISO/IEC 27017:2015 Information Security Management System Cloud Security Certification 英國標準協會

British Standard Institute

「同心展關懷」機構2020/21

「連續15年或以上同心展關懷」標誌 — 房屋署

**Caring Organisation 2020/21** 

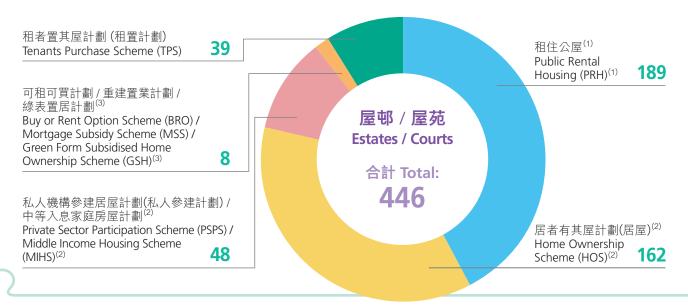
15 Years Plus Caring Organisation Logo – Housing Department

香港社會服務聯會 The Hong Kong Council of Social Service



# 統計數字的撮要 Summary of Statistics

# 01 統計數字一覽表 Statistics



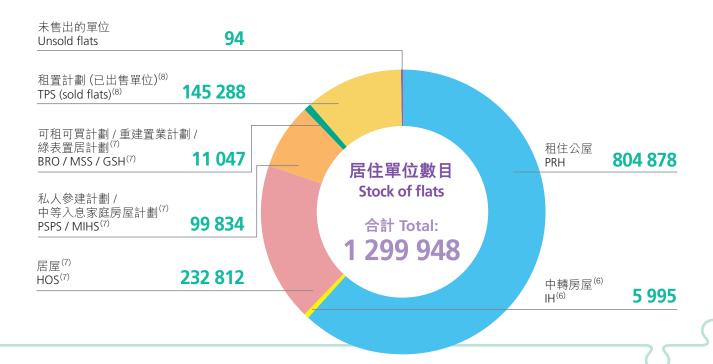


資助出售房屋 居住人口(估計數字)<sup>(5)</sup> Subsidised Sale Flats Resident population (estimated no.)<sup>(6)</sup>

1 101 200

#### i≐ Notes

- (1) 租住公屋屋邨不包括有租住公屋單位的39個租者置其屋計劃(租置計劃)屋邨、3個可租可買計劃/重建置業計劃/線表置居計劃屋苑及1個居者有其屋計劃(居屋計劃)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 / 私人參建計劃 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) 可租可買計劃 / 重建置業計劃 / 綠表置居計劃屋苑不包括一個有可租可買計劃 / 重建置業計劃單位的居屋屋苑(天頌苑)。 BRO / MSS / GSH courts exclude 1 HOS court (Tin Chung Court) with BRO / MSS units.
- (4) 中轉房屋人口不包括居於石籬(二)中轉房屋大廈中用作臨時居所單位的人口。 Population in Interim Housing (IH) excludes persons living in those flats used as temporary accommodation in Shek Lei (II) IH blocks.
- 5) 資助出售房屋居住人數包括居住於居屋、私人參建計劃 / 中等入息家庭房屋計劃、可租可買計劃 / 重建置業計劃 / 緣表置居計劃及租置計劃單位的居民,但不包括居於可在公開市場買賣單位(已繳交補價的單位)的居民。居住人口數字是根據政府統計處進行的綜合住戶統計調查結果計算。
  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.



興建中的租住屋邨 / 資助出售單位數目

No. of Rental / Subsidised Sale Flats under construction 90 104

臨時收容中心 Transit centres	3
租住認可人口 Authorised rental population	151
托兒所 <sup>(9)</sup> Nurseries <sup>(9)</sup>	356
幼兒園 <sup>(9)</sup> Kindergartens <sup>(9)</sup>	242
學校 <sup>(9)</sup> Schools <sup>(9)</sup>	258
圖書館及溫習室 <sup>(9)</sup> Libraries and study rooms <sup>(9)</sup>	235
福利及康樂用途單位 <sup>(9)</sup> Welfare and amenity premises <sup>(9)</sup>	6 912
舗位 Shops	2 345
街市檔位(包括熟食檔位) Market stalls (including cooked food stalls)	1 088
工廠單位 Factory units	8 658

#### 註 Notes

<sup>(6)</sup> 中轉房屋單位數目包括140個位於石籬(二)中轉房屋大廈中用作臨時居所的單位。 Stock of flats in Interim Housing (IH) includes 140 flats used as temporary accommodation in Shek Lei (II) IH blocks.

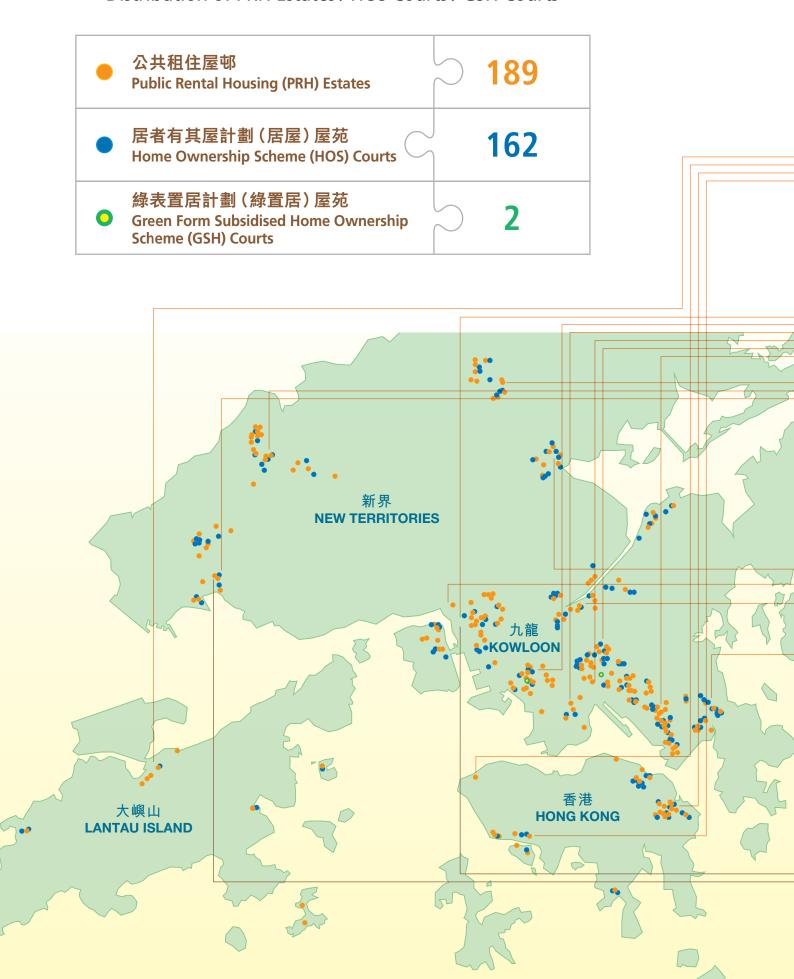
<sup>(7)</sup> 居屋/私人參建計劃/中等入息家庭房屋計劃/可租可買計劃/重建置業計劃/總表置居計劃單位包括可在公開市場買賣的單位(居屋第三期乙之前出售的單位或已繳交補價的單位)· 但不包括未售出的單位。

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.

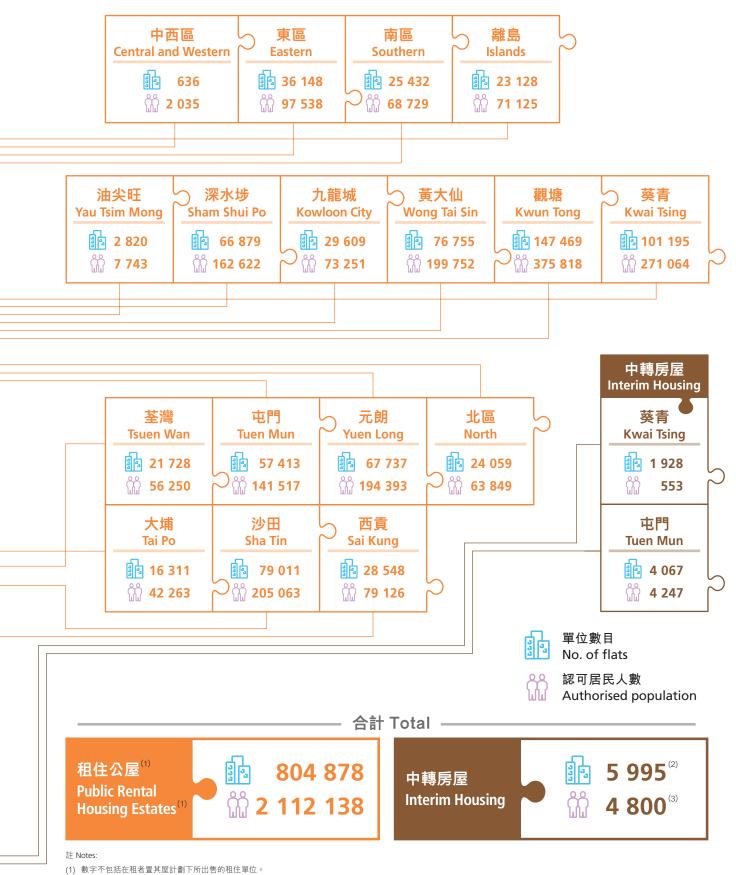
<sup>(8)</sup> 已出售的租置計劃單位包括可在公開市場買賣的單位(已缴交補價的單位),但不包括售回給香港房屋委員會的單位。
TPS sold flats include flats that are tradable in the open market (flats with premium paid), but exclude cases in which buyers had sold back their flats to the Hong Kong Housing Authority.

<sup>(9)</sup> 數字為單位總數目。 Figures refer to total number of stock units.

# 02 公共租住屋邨/居屋屋苑/綠置居屋苑分布 Distribution of PRH Estates / HOS Courts / GSH Courts



# 03 租住房屋數目 Rental Housing Stock



- (1) 數子个包括住租有直共產計劃下所工告的租住单位。
  Figures do not cover the rental flats sold under the Tenants Purchase Scheme.
- rigures do not cover the rental flats sold under the lenants Furchase Scheme (2) 數字包括位於石籬(二)中轉房屋大廈中用作臨時居所的單位。
  - Figures include those flats used as temporary accommodation in Shek Lei (II) Interim Housing (IH) blocks.
- (3) 數字不包括居於石籬(二)中轉房屋大廈中用作臨時居所單位的人口。 Figures exclude persons living in those flats used as temporary accommodation in Shek Lei (II) IH blocks.

# 04 公共租住房屋編配 Allocation of Public Rental Housing



## 公屋申請 **Public Rental**

**Housing Applications** 

16 093 Flats

人數 People **41 866** 



# 屋邨清拆及大型維修

**Estate Clearance and Major Repairs** 

單位 **Flats** 

623 人數 People **1 656** 



# 政府清拆項目/市區重建局

**Government Clearance Projects / Urban Renewal Authority** 

單位 344 Flats

人數 People **672** 

緊急安置

**Emergency** 

單位 Flats

人數 People



### 體恤安置

**Compassionate Rehousing** 

單位 Flats

705

People 1 539



初級公務員及退休公務員

**Junior Civil Servants and Pensioners** 

人數 People **3 399** 



#### 各類調遷及

紓緩擠迫/改善居住空間調遷計劃

**Transfers and Overcrowding Relief / Living Space Improvement Transfer Scheme** 

單位

4 241

人數 People **12 342** 

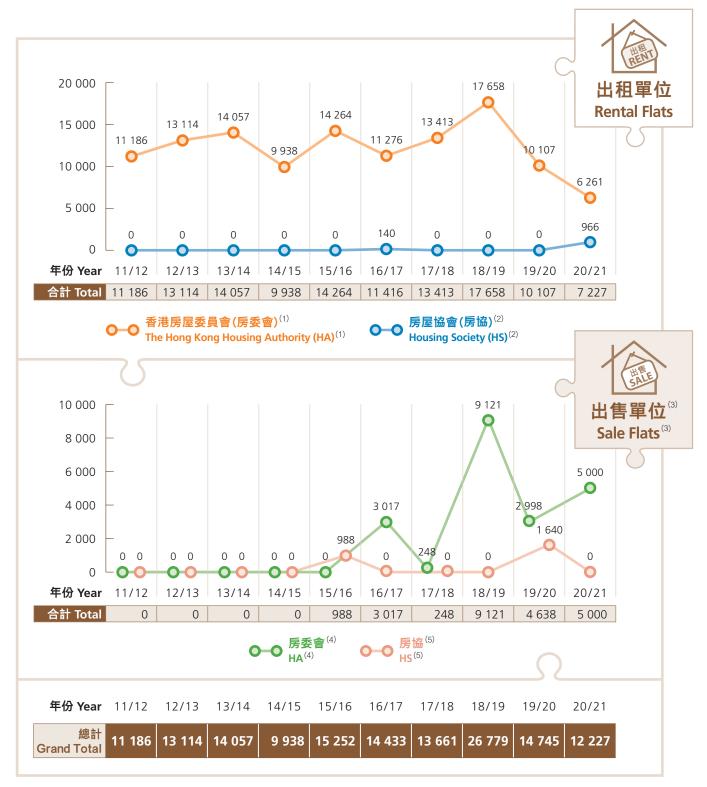


合計 Total:

單位 Flats 23 179

人數 People 61 474

# 05 過去十年公營房屋建屋量 Public Housing Production in the Past 10 Years



#### 註 Notes:

- (1) 房委會租住房屋建屋量包括公共租住房屋(公屋)、中轉房屋單位和由居者有其屋計劃(居屋)轉作公屋項目的單位。由公屋轉作出售用途的可租可買計劃/重建置業計劃的單位則不包括在內。
  - 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) 房協租住房屋建屋量包括租住房屋和長者安居樂計劃的單位。長者安居樂計劃的單位是以長期租約推出,並需申請人繳付一筆租住權費。 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) 數字不包括市區重建局於2015/16及2020/21年度提供的資助出售單位。
  Figures do not include the subsidised sale flats provided by the Urban Renewal Authority (URA) in 2015/16 and 2020/21.
- (4) 房委會的資助出售單位建屋量包括居屋、私人參建計劃、可租可買計劃/重建置業計劃和總表置居計劃(綠置居)的單位。 Production of HA subsidised sale flats includes the flats under the HOS, PSPS, BRO / MSS and Green Form Subsidised Home Ownership Scheme (GSH).
- (5) 房協資助出售房屋單位的建屋量包括住宅發售計劃、夾心階層住屋計劃和資助出售房屋項目的單位。 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 服務承諾 Performance Pledge

為確保服務更能符合公眾期望,與時並進,房委會訂立了一套服務承諾涵蓋我們與市民大眾及主要服務對象有所接觸的部門運作。我們將因應服務對象的需求而就有關服務承諾作出適時檢討。

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.

#### 服務承諾

**Performance Pledge** 

服務目標 Performance Target 2020年實際成績 Achievement in 2020\*



## 公共租住房屋 (公屋) 申請者 Public Rental Housing (PRH) Applicants

	5 7 PP 3 1		
1	我們會在確認收到申請表格後的3個月內,以書面通知申請者是否成功獲公屋登記。 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	在申請到達詳細資格審查階段時,我們會預先1星期前通知申請者詳細資格審查 面晤的時間。 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	我們會在30分鐘內接見準時出席詳細資格審查面晤的申請者。 We will conduct the detailed vetting interview within 30 minutes of the appointed time if the applicants arrive on time.	99%	100%
4	申請者在詳細資格審查階段的相關面晤中提供齊備的資料後,我們會進行審查及核實,於2個月內通知申請者是否符合編配資格。 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	在接獲社會福利署體恤安置個案推薦後,我們會於3星期內與申請者面晤核實配屋資格。 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	房屋署設有網上電子服務及房委會熱線2712 2712供申請者查詢申請進度。我們會更新系統內有關之申請進度資料至上一個工作天完結的情況。 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%



#### 公屋住戶 PRH Tenants

7	我們會在7分鐘內接待前來屋邨辦事處的公屋住戶。 We will attend to tenants within 7 minutes when they visit our estate office during office hours.	95%	99.99%
8	在收租服務時間內,我們會在18分鐘內接待前來屋邨辦事處繳交租金的公屋住戶。 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) 如前租戶提供齊備資料及沒有拖欠房委會款項,我們會在接獲其退款申請 2星期內退回住宅單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) 如租戶提供齊備資料,我們會在接獲租金援助申請2星期內通知申請結果。 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%

服務項 Perfor	我諾 mance Pledge	服務目標 Performance Target	2020年實際成績* Achievement in 2020*
10	(a) 關於更換戶主、特別調遷、交回較低租金、平安鐘安裝津貼的申請,如公屋住戶提供的資料齊備,我們會在10天內作初步答覆。 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) 就上述的申請,我們會在18天內給公屋住戶確實答覆。如我們未能在18天內作出確實答覆,會在作出確實答覆限期前及其後每月告知公屋住戶申請進展。 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	屋邨辦事處在收到有關屋邨的護衞和清潔服務的投訴後12小時內處理。 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	如申請人提供的資料齊備,我們在收到根據「居屋第二市場計劃」提交的「購買資格證明書」申請,以購買「居者有其屋計劃」(居屋)、「租者置其屋計劃」(租置)或「綠表置居計劃」(綠置居)的單位,會在2星期內通知申請結果。 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	如申請人提供的資料齊備,我們在收到申請購買「租者置其屋計劃」屋邨單位的申請書後,會在60天內通知申請結果。 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	升降機發生故障時: Maintenance personnel will arrive at the scene for report of lift breakdown:  (a) 如無人被困,維修人員會在接報後45分鐘內到場; within 45 minutes where no trapping of passengers is involved;	95%	99.73%
	(b) 如有乘客被困,維修人員會在25分鐘內到場; within 25 minutes if trapping of passengers is involved;	95%	99.73%
	(c) 並於到場後30分鐘內救出被困的乘客。 have them rescued within 30 minutes of arrival.	90%	98.98%
15	遇有突然停電: For sudden interruption of electricity supply:  (a) 屋邨管理人員會在屋邨辦事處接報後15分鐘內到場處理; 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) 在辦公時間內,維修人員會在1小時內到場維修; Maintenance personnel will arrive within 1 hour for maintenance during office hours;	99%	99.85%
	(c) 在非辦公時間內,維修人員會在2小時內到場維修; Maintenance personnel will arrive within 2 hours for maintenance after office hours;	99%	100%
	(d) 如住宅大廈停電涉及超過一個住宅單位和/或公用地方,供電會在檢查後8小時內恢復。 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%

服務 <b>承</b> Perfor	x諾 mance Pledge	服務目標 Performance Target	2020年實際成績* Achievement in 2020*
16	遇有食水供應突然中斷: For sudden interruption of fresh water supply:  (a) 屋邨管理人員會在屋邨辦事處接報後15分鐘內到場處理; 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) 維修人員會在1小時內到場維修; Maintenance personnel will arrive within 1 hour for maintenance;	95%	100%
	(c) 若不涉及地底輸水管的維修,供水會在檢查後9小時內恢復。 Supply will be resumed within 9 hours after inspection where no repairs to underground water mains are required.	95%	100%
17	遇有沖廁水供應突然中斷: For sudden interruption of flush water supply:  (a) 屋邨管理人員會在屋邨辦事處接報後15分鐘內到場處理: 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) 維修人員會在2小時內到場維修; Maintenance personnel will arrive within 2 hours for maintenance;	95%	100%
	(c) 若不涉及地底輸水管的維修,供水會在檢查後20小時內恢復。 Supply will be resumed within 20 hours after inspection where no repairs to underground water mains are required.	95%	98.44%
18	如屬房屋署負責維修的公眾地方排水道淤塞,我們會在屋邨辦事處接報後 15分鐘內到場處理。 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	在接獲公屋住戶的維修要求後,如屬房屋署負責的項目,我們會在屋邨辦事處接報後12天內動工維修。如需較長時間始能動工,我們會在5天內將原因告知公屋住戶。(此維修要求不包括服務承諾第14至第18項所載者。) 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	在接獲報告房屋署管理的樹木懷疑有危險時: Upon receipt of report of suspected hazard imposed by trees managed by the HD: (a) 我們會在30分鐘內到場; We will arrive at the scene within 30 minutes;	95%	100%
	(b) 我們會在到場後90分鐘內圍封現場有危險的地方; We will cordon off the hazardous zone within 90 minutes of arrival;	95%	100%
	(c) 如果有倒下的枝條,我們會在到場後4小時內清理; We will arrange clearing of fallen branches, if any, within 4 hours of arrival;	90%	100%
	(d) 我們會在3天內檢查有關樹木的狀況。 We will conduct an inspection to the condition of the tree in question within 3 days.	90%	100%

#### 服務承諾

**Performance Pledge** 

服務目標 2020年實際成績\* **Performance** Achievement Target in 2020\*



## 居屋/租置/綠置居單位業主 **HOS / TPS / GSH Flat Owners**

21	如居屋 / 租置 / 綠置居申請人提供的資料齊備,我們在收到根據「居屋第二市場計劃」就其單位提交的「可供出售證明書」申請後,會在2星期內通知申請結果。 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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# 綠置居單位業主

#### **GSH Flat Owners**

22	若景泰苑及麗翠苑綠置居業主選擇由首次轉讓日期起計第一及第二年內,以原來的買價出售其單位予房委會的提名人時,如綠置居業主申請人提供的資料齊備,我們在收到就其單位提交的「出售資格證明書」或「出售接納信」申請後,會在2星期內通知申請結果。 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 HA's nominees within the 1st and 2nd year (at original price), subject to the availability of required information.	90%	未有個案 No case
23	若景泰苑及麗翠苑綠置居業主選擇由首次轉讓日期起計第三至第五年內,以房屋署署長評定的售價出售其單位予房委會的提名人時,如綠置居業主申請人提供的資料齊備,我們在收到就其單位提交的「出售資格證明書」或「出售接納信」申請後,會在5星期內通知申請結果。 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 3 <sup>rd</sup> to 5 <sup>th</sup> year (at the price assessed by the Director of Housing), subject to the availability of required information.	90%	未有個案 No case



## 商業單位申請人

## **Commercial Premises Applicants**

24	我們會在招標期限屆滿後14天內,通知投標者租賃商業單位的標書是否有效。 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	如投標者提供的資料齊備,我們會依照標書次序編排小組審批的結果,於招標期限屆滿後18天內,把投標按金退還標書未被接納的投標者,出價最高者則作別論。 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	我們會在招標期限屆滿後25天內,通知投標出價最高者有關租賃商業單位的招標結果。 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%

服務承諾

**Performance Pledge** 

服務目標 2020年實際成績\* Performance

**Achievement** Target in 2020\*



# 商業單位/非住宅單位租戶

#### **Commercial Premises / Non-domestic Premises Tenants**

如租戶提供的申請資料齊備,我們會按以下三類個案,從業主的角度審批租戶的裝修工程申請: 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) 簡單個案:不更改建築物的屋宇裝備、結構、防水設備、排水設施、間隔和外觀,於10天內完成。 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) 一般個案:相當大量建築工程、內部間隔移位、在樓板或牆壁闢設開口, 於20天內完成。 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) 複雜個案:涉及重大建築工程、加建樓板或牆壁、安裝重型機器或設備,於30天內完成。 Complicated case: Involved major building works, additional floor or wall, installation of heavy machine or equipment. To be completed within 30 days.  (上述時間框架不計算運輸及房屋局常任秘書長 (房屋)辦公室轄下獨立審查組所處理涉及改建和加建裝修工程需要的時間。) (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%
如商業單位租戶續訂租約獲得批准,我們會在現行租約屆滿前3個月,把新租金和新租約條款通知他們。 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%
	裝修工程申請: 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) 簡單個案:不更改建築物的屋宇裝備、結構、防水設備、排水設施、間隔和外觀,於10天內完成。     Simple case: No alteration of Building Services installations, structure, waterproofing, drainage, compartmentation, outlook of the building. To be completed within 10 days.  (b) 一般個案:相當大量建築工程、內部間隔移位、在樓板或牆壁闢設開口,於20天內完成。     Normal case: Considerable amount of building works, relocation of internal partitions, forming of openings in floor or wall. To be completed within 20 days.  (c) 複雜個案:涉及重大建築工程、加建樓板或牆壁、安裝重型機器或設備,於30天內完成。     Complicated case: Involved major building works, additional floor or wall, installation of heavy machine or equipment. To be completed within 30 days.  (上述時間框架不計算運輸及房屋局常任秘書長(房屋)辦公室轄下獨立審查組所處理涉及改建和加建裝修工程需要的時間。)  (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.)  如商業單位租戶續訂租約獲得批准,我們會在現行租約屆滿前3個月,把新租金和新租約條款通知他們。 We will provide commercial premises tenants with new rent and new tenancy terms three	要修工程申請: 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) 簡單個案: 不更改建築物的屋宇裝備、結構、防水設備、排水設施、間隔和外觀,於10天內完成。 Simple case: No alteration of Building Services installations, structure, waterproofing, drainage, compartmentation, outlook of the building. To be completed within 10 days.  (b) 一般個案: 相當大量建築工程、內部間隔移位、在樓板或牆壁闢設開口,於20天內完成。 Normal case: Considerable amount of building works, relocation of internal partitions, forming of openings in floor or wall. To be completed within 20 days.  (c) 複雜個案: 涉及重大建築工程、加建樓板或牆壁、安裝重型機器或設備,於30天內完成。 Complicated case: Involved major building works, additional floor or wall, installation of heavy machine or equipment. To be completed within 30 days.  (上述時間框架不計算運輸及房屋局常任秘書長 (房屋) 辦公室轄下獨立審查組所處理涉及改建和加建裝修工程需要的時間。) (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.)  如商業單位和戶續訂租約獲得批准,我們會在現行租約屆滿前3個月,把新租金和新租約條款通知他們。 We will provide commercial premises tenants with new rent and new tenancy terms three



## 工程承建商及服務承辦商

#### **Works and Services Contractors**

我們在收到關於申請列入房委會工程承建商及物業管理服務供應商名冊的完整資料後,會於3個月內完成處理。 Upon receipt of a complete set of information from the applicant for admission onto the HA's 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	我們將於收到投訴和查詢個案10天內作初步答覆。 We will provide an interim reply within 10 days of receipt of complaint and enquiry cases.	100%	100%
31	我們將於收到投訴和查詢個案21天內作具體答覆。我們如未能於21天內作具體答覆,將於作具體答覆限期當天前及每月告知進展。 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	房委會熱線接到的所有來電均會於20秒內由電話系統接聽。 All telephone calls to Housing Authority Hotline will be answered by the hotline system within 20 seconds.	90%	100%

<sup>\* 2020</sup>實際成績由2020年1月1日起計算至2020年12月31日。 The achievement in 2020 covers the period from 2020.01.01 to 2020.12.31.

除非另外註明,本年報內所載的銀碼均以港元為單位。 All dollars quoted in this Annual Report are Hong Kong dollars unless otherwise stated.

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