

# 齐心协力 抗疫为民

— — Fighting the Virus Together with the Community





2019冠状病毒病「第五波」疫情在香港肆虐，香港房屋委员会(房委会)以至整个政府在遏止病毒传播、保护居民免受感染方面均面对严峻的考验。在抗疫过程中，充分展现我们同事乐意多走一步的精神。

Combating the fifth wave of the COVID-19 epidemic in Hong Kong presents a great challenge to both the Hong Kong Housing Authority (HA) and the Government as a whole in fighting against the virus and to protect residents against the risk of infection. In the process, our staff have demonstrated fully their willingness to walk the extra mile.





同心抗疫 薪火相传

## 支持政府的「围封强检」行动

2022年1月至6月，我们在公共屋邨统筹约120次「围封强检」行动，涉及逾200 000名居民，当中包括史无前例在葵涌邨逸葵楼和映葵楼分别连续七天，以及在夏葵楼连续五天进行「围封强检」行动。每次行动中，我们策划整个运作流程和协调相关政府部门，在屋邨内设立流动采样站、安排住户有序接受检测、在受限区域控制人流、向住户派发食物包及其他物资，以及设立热线供居民查询。在每幢大厦的受限区域解封前，我们逐户向每名检测结果为阳性的居民派发隔离令、安排他们前往社区隔离设施等。我们也主动联络全长者家庭和有需要的家庭，尤其那些正在接受居家隔离／检疫的长者，为他们提供支援。此外，为响应政府的行动，我们动员房屋署各级人员共5 000多人，向辖下191个公共屋邨约1 320幢公屋大厦的住户派发近80万个「防疫服务包」；更安排优先把服务包逐家逐户送递给17万全长者户。



房屋署人员在葵涌邨安排受影响居民接受检测  
HD staff mobilising the affected residents to undertake tests at Kwai Chung Estate



房屋署人员在葵青石篱一邨为准备接受检测的人士登记  
HD staff assisting the affected residents to register for testing at Shek Lei (I) Estate

## Supporting the Government's restriction-testing declaration (RTD) operations

From January to June 2022, we co-ordinated around 120 RTD operations in public rental housing (PRH) estates, covering more than 200 000 residents. These operations included those unprecedentedly conducted at Yat Kwai House and Ying Kwai House of Kwai Chung Estate respectively for seven consecutive days, and one conducted at Ha Kwai House of Kwai Chung Estate for five consecutive days. In every operation, we planned the entire workflow and coordinated with relevant government departments to set up mobile specimen collection stations in the estate, arrange residents to undergo testing in an orderly manner, maintain crowd control in the restricted area, deliver food packs and other supplies to the residents, and set up a hotline for residents' enquiries. Before the revocation of the restricted area of each block, we delivered isolation orders door-to-door to all residents who tested positive, and arranged them to go to community isolation facilities, etc. We also took the initiative to contact and provide support to all-elderly households and other families in need, especially those elderly residents under home isolation/quarantine. To tie in with the Government's efforts, a total of over 5 000 staff members of various ranks from the Housing Department (HD) were mobilised to distribute nearly 800 000 anti-epidemic service bags to residents of about 1 320 PRH blocks in 191 PRH estates. We also arranged door-to-door priority delivery of the service bags to 170 000 all-elderly households.



房屋署工作人员向沙田禾輦邨受检居民派发食物包  
HD staff delivering food bags to tenants subject to compulsory testing at Wo Che Estate

## 改装新落成公屋大厦为社区隔离设施

2022年2月中，政府徵用了粉岭皇后山邨第一座和第七座，以及葵涌荔景邨恒景楼合共约3100个单位，作为社区隔离设施。要在2022年2月底前把这些屋邨单位改装成社区隔离设施，行动规模庞大，需要房委会人员与其他政府部门尽心竭力，方可成事。

这项工作殊非易事。在多个政府部门支持下，房委会用了13天完成所需工程，把这些公屋大厦改装为可全面运作的社区隔离设施，符合卫生当局的标准及要求。

为把社区隔离设施与其所在的公共屋邨其余部分分隔，改装工程涉及改造和建筑工程；并须设立医疗站、指挥站和其他行动区，以及采购并装置必要的家具和电器，当中涉及的筹划、联络和建造工作非常繁重。全赖各方规划有道、辛勤付出，改装工程于两周内完成。皇后山邨第一座于2022年2月24日交付政府，用作社区隔离设施；而皇后山邨第七座和荔景邨恒景楼也于2月27日交付政府。

## Conversion of new PRH blocks into community isolation facilities (CIFs)

In mid-February 2022, the Government decided to use Block 1 and 7 of Queens Hill Estate in Fanling, and Heng King House of Lai King Estate in Kwai Chung with a total of about 3 100 units as CIFs. Preparing these premises for use as CIFs by the end of February 2022 was a massive operation, requiring huge efforts and commitments from both HA staff and other government departments.

This was no easy task. With the support of various government departments, it took 13 days for the HA to complete the works required to convert these public housing blocks into fully functional CIFs meeting the standards and requirements of the health authorities.

The conversions involved modifications and building works to separate CIFs from the rest of the PRH estates where they were located. Medical posts, command posts and other operational areas had to be set up, and furniture and electrical appliances to be sourced and installed there. The amount of planning, liaising and construction work involved was phenomenal, but efficient planning and hard work on everyone's part saw everything completed within a two-week period. Block 1 of Queens Hill Estate was handed over to the Government on 24 February 2022 for use as a CIF, while Block 7 of Queens Hill Estate and Heng King House of Lai King Estate were handed over on 27 February.



荔景邨恒景楼改装为社区隔离设施  
Heng King House of Lai King Estate is converted into CIF

这些公屋大厦临时徵用为社区隔离设施，难免影响约1 260名已接受该两个屋邨预配单位的公屋申请者。考虑到对这些申请者造成不便，政府动用防疫抗疫基金，在2022年3月向受影响住户每户发放一次性8,000元的特惠津贴。



皇后山邨的社区隔离中心单位  
A unit of CIF at Queens Hill Estate

## 向公屋租户提供支援

为帮助有经济困难的公屋租户在疫情下度过困境，房委会自2020年5月起暂缓向有短暂经济困难而未能及时缴交租金的公屋租户发出迁出通知书。这项措施数度延长，截至2022年3月底，获批的申请累计共约1 700宗。

## 非住宅租户的租金宽减

房委会自2019年10月起向辖下合格的零售、工厂大厦和非住宅租户先后推出多轮租金宽减措施。合资格租户的租金宽减额由最初的50%，增至后来的75%。此外，合资格的租户如须按照政府的防疫规定或指示关闭处所，可就该段必须暂停营运的期间申请全额租金宽免。租金宽减措施有助租户继续在房委会辖下非住宅处所经营，持续为居民提供服务。



皇后山的鲜荟市场(左)和皇后山商场

Fresh One Market, Queens Hill (left) and Queens Hill Shopping Centre

The temporary use of these blocks for CIFs inevitably affected about 1 260 PRH applicants who had accepted advance allocation of flats in the two estates. In recognition of the inconvenience caused to them, the Government provided a one-off ex-gratia allowance of \$8,000 to each affected household from the Anti-epidemic Fund, and the subsidy was disbursed in March 2022.

## Support for PRH tenants

To help those PRH tenants having financial problems get through the hardship during the epidemic, since May 2020 the HA has withheld the issuance of Notice-to-quit to PRH tenants in short-term financial difficulty with rent in arrears. The measure has been extended several times. As at the end of March 2022, the cumulative number of approved applications was about 1 700 in total.

## Rent concessions for non-domestic tenants

The HA has provided multiple rounds of rent concessions for its eligible retail, factory and non-domestic tenants since October 2019. The rent concession for eligible tenants was increased from an initial rate of 50% to a subsequent rate of 75%. Furthermore, eligible tenants could apply for a 100% rent concession for the period during which their operation at the premises concerned was required to be closed under anti-epidemic regulations or directions from the Government. The rent concession measures enable tenants to go on running their businesses in non-domestic premises under the HA and maintain their services for residents.



## 检查排水管

房委会采取预防措施，在2020年10月推出为期18个月的排水管检查计划，主动检查和维修排水管道。在该计划下，所有室外公用排水管的检查工作已经完成；视察队亦曾前往约80万个公屋单位，并成功入内检查约47万个单位。在检查排水管道过程中发现的所有缺损，我们已尽可能即场修理，或经分区保养办事处安排维修。至于未能在该计划推行期间检查的单位，我们已向有关租户发出通知书，预约安排检查。我们也藉着其他现行计划，进入这些单位检查排水设施。



## 加强清洁和消毒

彻底清洁和消毒对预防2019冠状病毒病传播极为重要。年内，房委会的团队继续加强清洁和消毒辖下公共屋邨、商场和街市所有公共范围内的公用地方和设施，尤其入口闸门和大厦升降机的按钮及按钮板、洗手间、自动梯和扶手。我们也在屋邨办事处、商场和住宅大厦的地下升降机大堂，提供消毒洁手液和放置消毒地毯。我们又聘请临时员工在屋邨、商场、街市等执行防控措施，包括定期巡查各公共屋邨环境卫生及清洁工作，协助使用「安心出行」、「疫苗通行证」等流动應用程式。



深层清洁屋邨：水边围邨（左）和石篱一邨

Deep cleansing across estates: Shui Pin Wai Estate (left) and Shek Lei (I) Estate

## Drainage inspection

As a preventive measure, the HA launched the 18-month Drainage Inspection Programme in October 2020 to proactively inspect and repair the drainage pipes. Under the Programme, inspection of all external communal drainage pipes was completed. Our inspection teams also attempted to inspect about 800 000 PRH flats, with about 470 000 flats successfully accessed and inspected. All defects found in the course of inspection had been repaired immediately where possible or planned to be carried out by district maintenance office. For those flats which could not be inspected during the Programme, we had left notices to tenants concerned to make appointments for inspection. We will also gain access to these flats for drainage inspection under other established programmes.

## Enhanced cleansing and disinfection

Thorough cleansing and disinfection are vital in preventing the spread of COVID-19. During the year, HA teams continued to take steps to intensify the cleansing and disinfection work at common areas and facilities in all public areas of HA's PRH estates, shopping centres and markets, especially on push buttons and button panels of entrance gates and building lifts, toilets, escalators, and handrails. Hand sanitisers and sterilised mats were also provided in our estate management offices, shopping centres and in the ground floor lift lobbies of residential blocks. We also employed temporary staff to implement anti-epidemic measures in estates, commercial centres, markets. Such measures included conducting routine checks on environmental hygiene and cleansing work, providing assistance for the use of mobile applications such as "LeaveHomeSafe", "Vaccine Pass".



## 关顾接受家居隔离的长者和有需要住户

为应对2019冠状病毒病「第五波」疫情，政府实施家居隔离／检疫措施。我们加强关顾和支援那些具较高风险的长者和有特别需要的住户。我们联络全长者家庭和有需要的住户，特别是那些在「围封强检」行动后受隔离令限制的住户，为他们安排支援和表达关顾。因应那些接受家居隔离／检疫人士的个别需要，我们协助提供关于防疫和治疗安排的资讯、为他们送递所需物品和食物等。如他们遇有紧急情况，我们会联络他们的亲友或其他部门／机构，尽量提供适切协助。



## 鼓励尽早接种疫苗

由2021年12月起，政府在一些公共屋邨设置新冠疫苗流动接种站，以便利60岁及以上的居民接种疫苗。房委会全力配合，协助政府在房委会辖下屋邨物色合适地点设置流动疫苗接种站，并在屋邨公用地方展示横额和张贴海报，宣传该项服务。截至2022年3月底，接种站曾44次到访25个公共屋邨。此外，我们的办事处职员协助有需要的长者居民办理网上预约接种疫苗。我们又协助转介在「围封强检」行动期间识别的合资格居民予「疫苗到户接种服务」外展队，以便安排到户疫苗接种。



协助相关政府部门在黄大仙上邨设置新冠疫苗流动接种站  
Assisting relevant government departments in setting up an MVS at Upper Wong Tai Sin Estate

## Caring for elderly and needy households under home isolation

Home isolation/quarantine has also been deployed by the Government in combating the fifth wave of COVID-19 epidemic. We stepped up actions to provide care and support to residents, particularly the elderly and households with special needs who were of higher risks. We contacted families of all elderly members and needy households, especially those households who had been issued with isolation orders after the RTD operations, to arrange supportive service and express our care to them. We offered a number of services for those in home isolation/quarantine according to their individual needs, including providing information on relevant anti-epidemic and treatment arrangements, delivering necessity items and food. In cases of emergency, HA staff would contact their relatives or other departments/organisations for appropriate assistance as far as possible.

## Encouraging early vaccination

From December 2021 onwards, the Government set up mobile vaccination stations (MVSs) in some PRH estates to facilitate residents aged 60 and above to get vaccinated. In support of the initiative, we assisted the Government to identify suitable locations for MVSs at HA's estates, and posted banners and posters in common areas of estates to publicise the service. Up to the end of March 2022, 44 visits by MVSs were received at 25 PRH estates. Moreover, our staff at estate management offices also assisted those elderly residents in need to make online vaccination appointment. We also assisted to refer eligible residents identified during the RTD operations to the Home Vaccination Service Team for arranging home vaccination.



## 房委会办公室及职员的防疫安全

在公共屋邨推行防疫措施的同时，我们没有忽略维持房委会服务和运作(尤其是公营房屋计划)的重要性。我们制订了详细行动方案，处理确诊2019冠状病毒病和被界定为密切接触者的同事的个案，并适时通知与他们同一办公室或同一楼层工作的人员，又向员工提供卫生当局的健康指引。

此外，员工获派所需防护物资，包括口罩和酒精搓手液，以减低感染风险。员工在进入房委会办公室时，亦须量度体温和扫描「安心出行」流动应用程序二维码。我们也向特定群组的员工(包括执行排水管检查职务的员工)提供快速抗原测试套装。

为减少面对面接触，我们采取多项措施，例如弹性上班或交错办公和午膳时间，并且更多以网上形式举行会议和培训。

为加强检测和提升疫苗接种率，我们迅速实施政府订立的相关措施，包括由2022年2月16日起，对全体房委会雇员实施政府的「疫苗通行证」安排。



房屋署职员在进入屋邨办事处前检测体温  
HD staff have their body temperature checked before entering estate offices



伙伴关系工作坊以网上形式进行  
A partnering workshop conducted online



员工身心乐健系列网上讲座  
A webinar on Employee Wellness Programme

## Making HA offices and staff safer

Whilst implementing anti-epidemic measures in PRH estates, we have not overlooked the importance of maintaining continuity of HA's services and operation, in particular our public housing programme. We have drawn up a detailed action plan for managing confirmed or close contact COVID-19 cases among staff, and provided workers in the same office or on the same floor with timely information and disseminated updated advice from the health authorities to staff.

In addition, staff were provided with essential protective resources, including face masks and alcohol-based hand-rubs, to minimise the risk of infection. Staff also had their body temperature checked and "LeaveHomeSafe" mobile app QR code scanned on entering HA offices. RAT kits were provided to specific groups of staff, including those performing drainage inspection duties.

To reduce face-to-face contacts, we adopted measures such as flexible or staggered working and lunch hours, wider use of online meetings and online training.

We implemented swiftly the measures introduced by the Government in enhancing testing and vaccination. This included the implementation of the Government's "Vaccine Pass" arrangement for all HA employees effective from 16 February 2022.



## Playing our Part in Protecting Hong Kong



抗疫最前线

### 同事抗疫心声

### What our Staff Said on the Way to Fight the Virus



### 凭画寄意 疫情下一起加油

服务房屋署26年的高级技术主任(建筑设计)王骏贤，2022年1月25日调派往葵涌邨协助分发食物包。以上置于中央的心意卡是他的画作，记录与同事向居民派送食物包的情景，后方一名居民收到食物包后探头出来道谢；画旁的打气语句更是他、太太和9岁儿子一起创作的。他表示家人的支持是他走在抗疫前线最坚实的后盾。

王骏贤在公共屋邨长大，对屋邨有深厚感情。他很喜欢现时工作，希望可以出一分力，协助居民面对疫情。

### Inspirational drawing – fighting the epidemic together

Mr Wong Chun-yin, Kenneth, Senior Technical Officer (Architectural), has served in the Housing Department for 26 years. On 25 January 2022, he was assigned to Kwai Chung Estate to assist in the distribution of food packs. The picture in the middle of the card above was drawn by him, recording the scene where he and his colleague delivered meals to residents. At the background, a resident popped his head out from his flat to thank them after receiving the food pack. The words of encouragement beside the picture were composed by him, his wife and their 9-year-old son. Mr Wong said that his family was his strongest tower of strength for him to stay at the forefront of the fight against the epidemic.

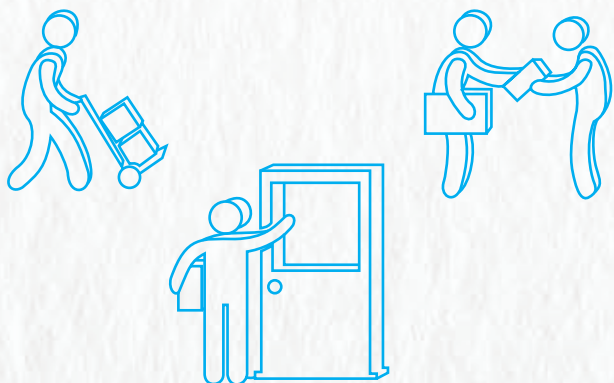
Mr Wong's love for his current job comes from his deep emotional bonds to public housing estates as he grew up in one of them. He hopes that he can render assistance to the residents in face of the epidemic.

## 抗疫心声

谢谢职员同乐会和福利组的帮忙和体恤前线同事对抗疫工作的付出。我希望分享自己一点点经历……讲述走上前线抗疫的心声。

我在2022年1月24日(星期日)主动请缨往葵涌邨增援当区前线同事的抗疫工作,将这决定告诉家人,反对是意料中事……派完饭,上锋仍需抽调人手,我便答应于翌日再到葵涌邨,驻守映葵楼大门站岗。收工回家,全身清洁后,如常打开仍读小学的女儿的日记看她当天的记事(这是我们父女间的特别沟通习惯),马上泪崩,因为没有考虑女儿的感受,原来她小小年纪也紧张、担心亲人安危;而我在亲人和社会责任之间,选择了后者,对妻女犹生歉疚。

[副房屋事务经理/商业楼宇(八)叶炜棋]



## 寒流下的暖意

2022年1月尾至2月上旬,香港气温徘徊摄氏10度左右,富昌邨和泽安邨均须围封强检,分别约千多户和约五百户受影响。不同职系的同事争分夺秒把饭盒、水果和饮品送到单位门外。初时大家未熟习程序,住户反映饭盒收到时已变凉,同事也觉过意不去!

同事汲取经验后,想方设法缩短流程,派送饭盒后按门铃、拍门等,设法通知住户,以免饭盒放凉。

## Thoughts on the battle against the epidemic

My thanks go to the Housing Authority Staff Club and the Welfare Sub-section for their help and consideration to the frontline staff in their anti-epidemic work. I would like to share a bit of my own experience ... on how I went to the frontline in the battle against the epidemic.

On 24 January 2022 (Sunday), I volunteered to support the anti-epidemic work of the frontline staff in Kwai Chung Estate. As expected, my family members were against my decision when I told them ... Upon finishing the distribution of meal packs, I found my supervisors were still in need of manpower, so I agreed to return to Kwai Chung Estate the next day to perform duties at the entrance of Ying Kwai House. After returning home from work and thoroughly cleaned myself, I, as usual, read my daughter's diary for that day. She is a primary school student and this is our special way of communication. When I realised that I had neglected her feelings, I immediately burst into tears. I was not aware of how unsettled she was and how much she worried about me, though she is just a small child. Having chosen to fulfil my responsibilities to society over my family, I felt sorry for my wife and my daughter.

[Mr YEH Wai-ki, Assistant Housing Manager/  
Commercial Properties 8]

## Warmth amidst the cold

It was around 10°C between the end of January and early February 2022 when over 1 000 households in Fu Cheong Estate and about 500 households in Chak On Estate were subject to "restriction-testing declaration". Colleagues of various grades raced against time to deliver meal boxes, fruits and drinks to the doorstep of every flat. We had yet to be familiar with the procedures at the beginning. When some tenants reflected that their meal boxes were already cold upon collection, we felt bad about it.

Having reviewed our experience, colleagues looked for every way and means to streamline the work flow, and rang doorbells and knocked on doors to notify the tenants upon delivery of meal boxes. The food then would not get cold.

## 住户和公众的嘉许与赞赏

## Recognition and Appreciation from Tenants and the Public



获赞赏同事 Colleague complimented	来信机构/人士及日期 Sender (Organisation/ Individual) and Date	赞赏内容摘要 Compliment content excerpt
<p>叶秉坤 物业服务经理/物业服务/西九龙及西贡(三) 西九龙及西贡区物业管理服务小组</p> <p>Mr IP Ping-kwan, Ian, Property Service Manager/S(KWS) 3 <b>Kowloon West &amp; Sai Kung Region Property Service Administration Unit</b></p>	<p>九龙城区议会 何华汉议员 25/3/2022</p> <p>Mr HE Huahan, Kowloon City District Council Member 25/3/2022</p>	<p>妥善安排屋邨围封强制检测和派送物资的工作, 积极执行防疫措施, 加强邨内清洁和消毒工作。</p> <p>Effectively arranged the “restriction-testing declaration” operations and delivery of supplies, and actively implemented anti-epidemic measures and enhanced cleansing and disinfection work in the estate.</p>
<p>黎陈慧芬 物业管理总经理/黄大仙、青衣及荃湾 钱汉辉 高级物业服务经理/黄大仙、青衣及荃湾 黎雪梅 高级房屋事务经理/黄大仙、青衣及荃湾一 王懿华 高级房屋事务经理/黄大仙、青衣及荃湾二 简敬明 房屋事务经理/黄大仙、青衣及荃湾八 王干华 物业服务经理/黄大仙、青衣及荃湾四 吴杏仪 副物业服务经理/黄大仙、青衣及荃湾四 黄大仙、青衣及荃湾区物业管理服务小组 办事处</p>	<p>吴女士 长宏邨宏善楼 互助委员会主席 18/3/2022</p>	<p>妥善安排屋邨强制检测工作, 适时执行防疫措施, 加强邨内清洁和消毒工作, 保持环境整洁卫生; 积极处理邨务, 表现专业。</p>
<p>Ms LAI CHAN Wai-fan, Clara, Chief Manager/M(WTT) Mr CHIN Hon-fai, Joseph, Senior Property Service Manager/WTT Ms LAI Suet-mui, Erika, Senior Housing Manager/WTT1 Ms WONG Yee-wah, Eva, Senior Housing Manager/WTT2 Mr KAN King-ming, Victor, Housing Manager/WTT8 Mr WONG Kon-wah, Property Service Manager/S(WTT) 4 Ms NG Hang-yi, Assistant Property Service Manager/S(WTT) 4 <b>Wong Tai Sin, Tsing Yi &amp; Tsuen Wan Region Property Service Administration Unit</b></p>	<p>Ms NG, Chairman, Mutual Aid Committee of Wang Sin House, Cheung Wang Estate 18/3/2022</p>	<p>Effectively arranged the “restriction-testing declaration” operations, timely implemented anti-epidemic measures, and enhanced cleansing and disinfection work in the estate, maintained tidiness and hygiene of the environment, and actively handled estate matters in a professional manner.</p>
<p>全体人员 葵涌物业管理服务小组办事处 下葵涌区租约事务管理处</p> <p>All Staff <b>Kwai Chung Region Property Service Administration Unit Ha Kwai Chung District Tenancy Management Office</b></p>	<p>苏先生 石篱二邨居民 18/3/2022</p> <p>Mr SO, Resident of Shek Lei (II) Estate 18/3/2022</p>	<p>妥善执行屋邨围封和强制检测工作, 协助人流管制和维持秩序, 工作有效率。</p> <p>Effectively arranged the “restriction-testing declaration” operations in the estate, assisted in crowd control and maintaining order, and worked in an efficient manner.</p>
<p>梁碧芝 房屋事务主任/慈正(十二) 慈正邨办事处</p> <p>Ms LEUNG Pik-chi, Housing Officer/TC 12 <b>Tsz Ching Estate Office</b></p>	<p>刘先生 慈正邨居民 7/3/2022</p> <p>Mr LAU, Resident of Tsz Ching Estate 7/3/2022</p>	<p>妥善安排屋邨围封强制检测和派送物资的工作, 积极执行防疫措施, 加强邨内清洁和消毒工作。</p> <p>Effectively arranged the “restriction-testing declaration” operations and delivery of supplies, and actively implemented anti-epidemic measures and enhanced cleansing and disinfection work in the estate.</p>



获赞赏同事 Colleague complimented	来信机构／人士及日期 Sender (Organisation/ Individual) and Date	赞赏内容摘要 Compliment content excerpt
<p>唐家强 物业服务经理／物业服务／ 西九龙及西贡(二) 西九龙及西贡区物业管理服务小组</p> <p>Mr TONG Ka-keung, Property Service Manager/S(KWS) 2 <b>Kowloon West &amp; Sai Kung Region Property Service Administration Unit</b></p>	<p>张志强 幸福邨福月楼 互助委员会主席 14/3/2022</p> <p>Mr CHEUNG Chi-keung, Chairman, Mutual Aid Committee of Fook Yuet House, Fortune Estate 14/3/2022</p>	<p>妥善安排屋邨围封和强制检测工作，加强邨内清洁和消毒工作，耐心聆听居民诉求，工作富效率。</p> <p>Effectively arranged the “restriction-testing declaration” operations, and enhanced cleansing and disinfection work in the estate, patiently listened to residents’ needs and worked in an efficient manner.</p>
<p>房屋事务经理 副房屋事务经理 房屋事务主任 葵涌邨办事处(二)</p> <p>Housing Manager(s) Assistant Housing Manager(s) Housing Officer(s) <b>Kwai Chung Estate Office (2)</b></p>	<p>蒋璧蔓 葵涌邨翠葵楼 互助委员会主席 14/2/2022</p> <p>Ms CHEUNG Pik-man, Chairman, Mutual Aid Committee of Chui Kwai House, Kwai Chung Estate 14/2/2022</p>	<p>妥善执行屋邨围封和强制检测工作，工作富效率。</p> <p>Effectively arranged the “restriction-testing declaration” operations in the estate and worked in an efficient manner.</p>
<p>侯志良 物业服务经理／物业服务(港岛及离岛四) 富东邨物业管理团队 港岛及离岛区物业管理服务小组</p> <p>Mr HAU Chi-leung, Arnold, Property Service Manager/S(HKI) 4 Property Management Team of Fu Tung Estate <b>Hong Kong Island &amp; Islands Region Property Service Administration Unit</b></p>	<p>周浩鼎 立法会议员 18/6/2021</p> <p>Hon CHOW Ho-ding, Holden, Legislative Council Member 18/6/2021</p>	<p>东涌出现变种新型冠状病毒确诊个案期间，物业管理团队指导工作人员于富东邨迅速设立检测站，进行人群管理，耐心回答市民查询。工作效率高，表现出色。</p> <p>When there were confirmed cases of the novel coronavirus variants in Tung Chung, the Property Management Team directed its staff members to speedily set up a testing station in Fu Tung Estate, conducted crowd control and patiently answered public enquires. Members of the team worked in an efficient manner and their performance was remarkable.</p>
<p>应耀康 前房屋署署长 房屋署总部 陈启霖 物业管理总经理／大埔、北区及沙田 敖宝玲 高级房屋事务经理／大埔、北区及沙田 大埔、北区及沙田区域管理办事处</p> <p>Mr YING Yiu-hong, Stanley, Former Director of Housing <b>Housing Department Headquarters</b> Mr CHAN Kai-lam, Chief Manager/M(TNS) Ms NGO Po-ling, Senior Housing Manager/TNS <b>Tai Po, North &amp; Shatin Regional Management Office</b></p>	<p>禾輦邨各座 互助委员会主席 14/5/2021</p> <p>Chairmen, Mutual Aid Committees of all blocks of Wo Che Estate 14/5/2021</p>	<p>新型冠状病毒疫情期间，屋邨发现确诊个案，职员迅速提供支援和分配防疫资源，包括向居民派发口罩、搓手液等防疫物资。</p> <p>When there were confirmed cases in the estate during the novel coronavirus epidemic, the staff members promptly provided assistance and distributed anti-epidemic supplies like facemasks and hand sanitisers to the residents.</p>