

齊心協力 抗疫為民

— — Fighting the Virus Together with the Community





2019冠狀病毒病「第五波」疫情在香港肆虐，香港房屋委員會(房委會)以至整個政府在遏止病毒傳播、保護居民免受感染方面均面對嚴峻的考驗。在抗疫過程中，充分展現我們同事樂意多走一步的精神。

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 薪火相傳

支持政府的「圍封強檢」行動

2022年1月至6月，我們在公共屋邨統籌約120次「圍封強檢」行動，涉及逾200 000名居民，當中包括史無前例在葵涌邨逸葵樓和映葵樓分別連續七天，以及在夏葵樓連續五天進行「圍封強檢」行動。每次行動中，我們策劃整個運作流程和協調相關政府部門，在屋邨內設立流動採樣站、安排住戶有序接受檢測、在受限區域控制人流、向住戶派發食物包及其他物資，以及設立熱線供居民查詢。在每幢大廈的受限區域解封前，我們逐戶向每名檢測結果為陽性的居民派發隔離令、安排他們前往社區隔離設施等。我們也主動聯絡全長者家庭和有需要的家庭，尤其那些正在接受家居隔離／檢疫的長者，為他們提供支援。此外，為響應政府的行動，我們動員房屋署各級人員共5 000多人，向轄下191個公共屋邨約1 320幢公屋大廈的住戶派發近80萬個「防疫服務包」；更安排優先把服務包逐家逐戶送遞給17萬全長者戶。



房屋署人員在葵涌邨安排受影響居民接受檢測
HD staff mobilising the affected residents to undertake tests at Kwai Chung Estate



房屋署人員在葵青石籬一邨為準備接受檢測的人士登記
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.



房屋署工作人員向沙田禾輦邨受檢居民派發食物包
HD staff delivering food bags to tenants subject to compulsory testing at Wo Che Estate

改裝新落成公屋大廈為社區隔離設施

2022年2月中，政府徵用了粉嶺皇后山邨第一座和第七座，以及葵涌荔景邨恒景樓合共約3100個單位，作為社區隔離設施。要在2022年2月底前把這些屋邨單位改裝成社區隔離設施，行動規模龐大，需要房委會人員與其他政府部門盡心竭力，方可成事。

這項工作殊非易事。在多個政府部門支持下，房委會用了13天完成所需工程，把這些公屋大廈改裝為可全面運作的社區隔離設施，符合衛生當局的標準及要求。

為把社區隔離設施與其所在的公共屋邨其餘部分分隔，改裝工程涉及改造和建築工程；並須設立醫療站、指揮站和其他行動區，以及採購並裝置必要的家具和電器，當中涉及的籌劃、聯絡和建造工作非常繁重。全賴各方規劃有道、辛勤付出，改裝工程於兩周內完成。皇后山邨第一座於2022年2月24日交付政府，用作社區隔離設施；而皇后山邨第七座和荔景邨恒景樓也於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.



荔景邨恒景樓改裝為社區隔離設施
Heng King House of Lai King Estate is converted into CIF

這些公屋大廈臨時徵用為社區隔離設施，難免影響約1 260名已接受該兩個屋邨預配單位的公屋申請者。考慮到對這些申請者造成不便，政府動用防疫抗疫基金，在2022年3月向受影響住戶每戶發放一次性8,000元的特惠津貼。



皇后山邨的社區隔離中心單位
A unit of CIF at Queens Hill Estate

向公屋租戶提供支援

為幫助有經濟困難的公屋租戶在疫情下度過困境，房委會自2020年5月起暫緩向有短暫經濟困難而未能及時繳交租金的公屋租戶發出遷出通知書。這項措施數度延長，截至2022年3月底，獲批的申請累計共約1 700宗。

非住宅租戶的租金寬減

房委會自2019年10月起向轄下合資格的零售、工廠大廈和非住宅租戶先後推出多輪租金寬減措施。合資格租戶的租金寬減額由最初的50%，增至後來的75%。此外，合資格的租戶如須按照政府的防疫規定或指示關閉處所，可就該段必須暫停營運的期間申請全額租金寬免。租金寬減措施有助租戶繼續在房委會轄下非住宅處所經營，持續為居民提供服務。



皇后山的鮮蒼市場(左)和皇后山商場
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.



檢查排水管

房委會採取預防措施，在2020年10月推出為期18個月的排水管檢查計劃，主動檢查和維修排水管道。在該計劃下，所有室外公用排水管的檢查工作已經完成；視察隊亦曾前往約80萬個公屋單位，並成功入內檢查約47萬個單位。在檢查排水管道過程中發現的所有缺損，我們已盡可能即場修理，或經分區保養辦事處安排維修。至於未能在該計劃推行期間檢查的單位，我們已向有關租戶發出通知書，預約安排檢查。我們也藉着其他現行計劃，進入這些單位檢查排水設施。



加強清潔和消毒

徹底清潔和消毒對預防2019冠狀病毒病傳播極為重要。年內，房委會的團隊繼續加強清潔和消毒轄下公共屋邨、商場和街市所有公共範圍內的公用地方和設施，尤其入口閘門和大廈升降機的按鈕及按鈕板、洗手間、自動梯和扶手。我們也在屋邨辦事處、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。我們又聘請臨時員工在屋邨、商場、街市等執行防控措施，包括定期巡查各公共屋邨環境衛生及清潔工作，協助使用「安心出行」、「疫苗通行證」等流動應用程式。



深層清潔屋邨：水邊圍邨（左）和石籬一邨

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".



關顧接受家居隔離的長者和有需要住戶

為應對2019冠狀病毒病「第五波」疫情，政府實施家居隔離／檢疫措施。我們加強關顧和支援那些具較高風險的長者和有特別需要的住戶。我們聯絡全長者家庭和有需要的住戶，特別是那些在「圍封強檢」行動後受隔離令限制的住戶，為他們安排支援和表達關顧。因應那些接受家居隔離／檢疫人士的個別需要，我們協助提供關於防疫和治療安排的資訊、為他們送遞所需物品和食物等。如他們遇有緊急情況，我們會聯絡他們的親友或其他部門／機構，盡量提供適切協助。



鼓勵盡早接種疫苗

由2021年12月起，政府在一些公共屋邨設置新冠疫苗流動接種站，以便利60歲及以上的居民接種疫苗。房委會全力配合，協助政府在房委會轄下屋邨物色合適地點設置流動疫苗接種站，並在屋邨公用地方展示橫額和張貼海報，宣傳該項服務。截至2022年3月底，接種站曾44次到訪25個公共屋邨。此外，我們的辦事處職員協助有需要的長者居民辦理網上預約接種疫苗。我們又協助轉介在「圍封強檢」行動期間識別的合資格居民予「疫苗到戶接種服務」外展隊，以便安排到戶疫苗接種。



協助相關政府部門在黃大仙上邨設置新冠疫苗流動接種站
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.



房委會辦公室及職員的防疫安全

在公共屋邨推行防疫措施的同時，我們沒有忽略維持房委會服務和運作(尤其是公營房屋計劃)的重要性。我們制訂了詳細行動方案，處理確診2019冠狀病毒病和被界定為密切接觸者的同事的個案，並適時通知與他們同一辦公室或同一樓層工作的人員，又向員工提供衛生當局的健康最新指引。

此外，員工獲派所需防護物資，包括口罩和酒精搓手液，以減低感染風險。員工在進入房委會辦公室時，亦須量度體溫和掃描「安心出行」流動應用程式二維碼。我們也向特定群組的員工(包括執行排水管檢查職務的員工)提供快速抗原測試套裝。

為減少面對面接觸，我們採取多項措施，例如彈性上班或交錯辦公和午膳時間，並且更多以網上形式舉行會議和培訓。

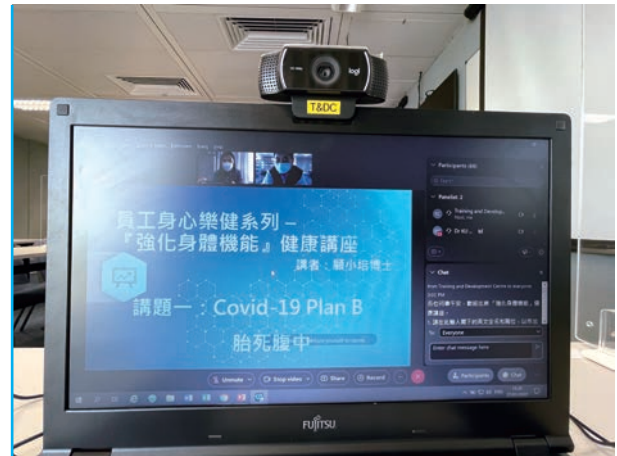
為加強檢測和提升疫苗接種率，我們迅速實施政府訂立的相關措施，包括由2022年2月16日起，對全體房委會僱員實施政府的「疫苗通行證」安排。



房屋署職員在進入屋邨辦事處前檢測體溫
HD staff have their body temperature checked before entering estate offices



伙伴關係工作坊以網上形式進行
A partnering workshop conducted online



員工身心樂健系列網上講座
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



抗疫最前線

同事抗疫心聲

What our Staff Said on the Way to Fight the Virus



憑畫寄意 疫情下一起加油

服務房屋署26年的高級技術主任(建築設計)王駿賢, 2022年1月25日調派往葵涌邨協助分發食物包。以上置於中央的心意卡是他的畫作, 記錄與同事向居民派送食物包的情景, 後方一名居民收到食物包後探頭出來道謝; 畫旁的打氣語句更是他、太太和9歲兒子一起創作的。他表示家人的支持是他走在抗疫前線最堅實的後盾。

王駿賢在公共屋邨長大, 對屋邨有深厚感情。他很喜歡現時工作, 希望可以出一分力, 協助居民面對疫情。

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.

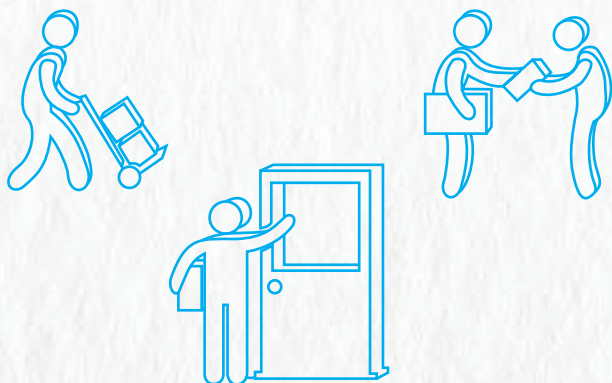
Mr Wong's love for his current job comes from his deep emotional bonds to public housing estates as he grew up in one of them. He hopes that he can render assistance to the residents in face of the epidemic.

抗疫心聲

謝謝職員同樂會和福利組的幫忙和體恤前線同事對抗疫工作的付出。我希望分享自己一點點經歷……講述走上前線抗疫的心聲。

我在2022年1月24日(星期日)主動請纓往葵涌邨增援當區前線同事的抗疫工作，將這決定告訴家人，反對是意料中事……派完飯，上鋒仍需抽調人手，我便答應於翌日再到葵涌邨，駐守映葵樓大門站崗。收工回家，全身清潔後，如常打開仍讀小學的女兒的日記看她當天的記事(這是我們父女間的特別溝通習慣)，馬上淚崩，因為我沒有考慮女兒的感受，原來她小小年紀也緊張、擔心親人安危；而我在親人和社會責任之間，選擇了後者，對妻女猶生歉疚。

[副房屋事務經理／商業樓宇(八) 葉焯棋]



寒流下的暖意

2022年1月尾至2月上旬，香港氣溫徘徊攝氏10度左右，富昌邨和澤安邨均須圍封強檢，分別約千多戶和約五百戶受影響。不同職系的同事爭分奪秒把飯盒、水果和飲品送到單位門外。初時大家未熟習程序，住戶反映飯盒收到時已變涼，同事也覺過意不去！

同事汲取經驗後，想方設法縮短流程，派送飯盒後按門鈴、拍門等，設法通知住戶，以免飯盒放涼。

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 YE H 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.

住戶和公眾的嘉許與讚賞

Recognition and Appreciation from Tenants and the Public



獲讚賞同事 Colleague complimented	來信機構／人士及日期 Sender (Organisation/ Individual) and Date	讚賞內容摘要 Compliment content excerpt
<p>葉秉坤 物業服務經理／物業服務／西九龍及西貢(三) 西九龍及西貢區物業管理服務小組</p> <p>Mr IP Ping-kwan, Ian, Property Service Manager/S(KWS) 3 Kowloon West & Sai Kung Region Property Service Administration Unit</p>	<p>九龍城區議會 何華漢議員 25/3/2022</p> <p>Mr HE Huahan, Kowloon City District Council Member 25/3/2022</p>	<p>妥善安排屋邨圍封強制檢測和派送物資的工作，積極執行防疫措施，加強邨內清潔和消毒工作。</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>黎陳慧芬 物業管理總經理／黃大仙、青衣及荃灣 錢漢輝 高級物業服務經理／黃大仙、青衣及荃灣 黎雪梅 高級房屋事務經理／黃大仙、青衣及荃灣一 王懿華 高級房屋事務經理／黃大仙、青衣及荃灣二 簡敬明 房屋事務經理／黃大仙、青衣及荃灣八 王幹華 物業服務經理／黃大仙、青衣及荃灣四 吳杏儀 副物業服務經理／黃大仙、青衣及荃灣四 黃大仙、青衣及荃灣區物業管理服務小組 辦事處</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 Wong Tai Sin, Tsing Yi & Tsuen Wan Region Property Service Administration Unit</p>	<p>吳女士 長宏邨宏善樓 互助委員會主席 18/3/2022</p> <p>Ms NG, Chairman, Mutual Aid Committee of Wang Sin House, Cheung Wang Estate 18/3/2022</p>	<p>妥善安排屋邨強制檢測工作，適時執行防疫措施，加強邨內清潔和消毒工作，保持環境整潔衛生；積極處理郵務，表現專業。</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>全體人員 葵涌物業管理服務小組辦事處 下葵涌區租約事務管理處</p> <p>All Staff Kwai Chung Region Property Service Administration Unit Ha Kwai Chung District Tenancy Management Office</p>	<p>蘇先生 石籬二邨居民 18/3/2022</p> <p>Mr SO, Resident of Shek Lei (II) Estate 18/3/2022</p>	<p>妥善執行屋邨圍封和強制檢測工作，協助人流管制和維持秩序，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 房屋事務主任／慈正(十二) 慈正邨辦事處</p> <p>Ms LEUNG Pik-chi, Housing Officer/TC 12 Tsz Ching Estate Office</p>	<p>劉先生 慈正邨居民 7/3/2022</p> <p>Mr LAU, Resident of Tsz Ching Estate 7/3/2022</p>	<p>妥善安排屋邨圍封強制檢測和派送物資的工作，積極執行防疫措施，加強邨內清潔和消毒工作。</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>



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<p>唐家強 物業服務經理／物業服務／ 西九龍及西貢(二) 西九龍及西貢區物業管理服務小組</p> <p>Mr TONG Ka-keung, Property Service Manager/S(KWS) 2 Kowloon West & Sai Kung Region Property Service Administration Unit</p>	<p>張志強 幸福邨福月樓 互助委員會主席 14/3/2022</p> <p>Mr CHEUNG Chi-keung, Chairman, Mutual Aid Committee of Fook Yuet House, Fortune Estate 14/3/2022</p>	<p>妥善安排屋邨圍封和強制檢測工作，加強邨內清潔和消毒工作，耐心聆聽居民訴求，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>房屋事務經理 副房屋事務經理 房屋事務主任 葵涌邨辦事處(二)</p> <p>Housing Manager(s) Assistant Housing Manager(s) Housing Officer(s) Kwai Chung Estate Office (2)</p>	<p>蔣璧蔓 葵涌邨翠葵樓 互助委員會主席 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>妥善執行屋邨圍封和強制檢測工作，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 物業服務經理／物業服務(港島及離島四) 富東邨物業管理團隊 港島及離島區物業管理服務小組</p> <p>Mr HAU Chi-leung, Arnold, Property Service Manager/S(HKI) 4 Property Management Team of Fu Tung Estate Hong Kong Island & Islands Region Property Service Administration Unit</p>	<p>周浩鼎 立法會議員 18/6/2021</p> <p>Hon CHOW Ho-ding, Holden, Legislative Council Member 18/6/2021</p>	<p>東涌出現變種新型冠狀病毒確診個案期間，物業管理團隊指導工作人員於富東邨迅速設立檢測站，進行人群管理，耐心回答市民查詢。工作效率高，表現出色。</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>應耀康 前房屋署署長 房屋署總部 陳啟霖 物業管理總經理／大埔、北區及沙田 敖寶玲 高級房屋事務經理／大埔、北區及沙田 大埔、北區及沙田區域管理辦事處</p> <p>Mr YING Yiu-hong, Stanley, Former Director of Housing Housing Department Headquarters Mr CHAN Kai-lam, Chief Manager/M(TNS) Ms NGO Po-ling, Senior Housing Manager/TNS Tai Po, North & Shatin Regional Management Office</p>	<p>禾輦邨各座 互助委員會主席 14/5/2021</p> <p>Chairmen, Mutual Aid Committees of all blocks of Wo Che Estate 14/5/2021</p>	<p>新型冠狀病毒疫情期間，屋邨發現確診個案，職員迅速提供支援和分配防疫資源，包括向居民派發口罩、搓手液等防疫物資。</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>