

用心管理



屋邨管理处的主要职能

- 监督公共租住房屋(公屋)屋邨的管理及维修保养事宜
- 监督公屋及中转房屋的房屋改善计划
- 监督推行公营房屋政策的工作
- 监督公共屋邨的社区建设活动

Key Functions of the Estate Management Division

- Overseeing the management and maintenance of public rental housing (PRH) estates
- Overseeing housing improvement schemes in PRH and interim housing
- Overseeing the implementation of public housing policies
- Overseeing community building activities in PRH estates

「以积极进取、体恤关怀的态度，提供市民能力可以负担的优质房屋，包括优良的管理、妥善的保养维修，以及其他房屋相关服务，以切合顾客的需要。」

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

优质环境 安居乐业

High Quality Environment for Living and Working





公屋及
中转房屋

816 600 单位
units

PRH & Interim Housing
(IH)



非住宅物业
的楼面面积

3 145 000 平方米
m²

Floor area of non-domestic
properties



泊车位

33 500

Car parking spaces

保养改善服务和计划



委会推行多项持续维修和改善计划，以保持楼宇及单位修葺妥善、屋邨设施安全；当中包括「全方位维修计划」、「强制验窗计划」及「升降机现代化计划」。

「全方位维修计划」和「强制验窗计划」适用于楼龄达十年或以上的公屋楼宇。「全方位维修计划」采取三管齐下的方针：(1)由家居维修大使勘察和记录单位的室内情况和维修问题；(2)确保租户提出的维修要求得到迅速回应和按需要安排一站式的修葺服务；以及(3)推广和教育工作，例如派遣家居维修大使向租户讲解家居维修知识，并在即将推行「全方位维修计划」的屋邨设置流动维修保养教育柜位。

在收到独立审查组发出的强制验窗法定通知后，我们将随即委聘屋宇署的注册合格人士，检查和维修相关地点的窗户。



家居维修大使提供一站式修葺服务

IIAs provide one-stop repair services to PRH tenants

Maintenance and improvement services and programmes

The HA implements a number of maintenance and improvement programmes designed to keep our buildings and flats in good condition, and to ensure safety in estates. These programmes include the Total Maintenance Scheme (TMS), the Mandatory Window Inspection Scheme (MWIS), and the Lift Modernisation Programme.

The TMS and the MWIS are applicable to PRH buildings aged 10 years and above. The TMS adopts a three-pronged approach: (1) inspecting and recording in-flat conditions and maintenance problems by our In-flat Inspection Ambassadors (IIAs); (2) ensuring rapid responses to requests from tenants for maintenance, with one-stop repairs being arranged where needed; and (3) promotion and education, for instance, sending IIAs to pass on building maintenance tips to tenants, and setting up Mobile Education Booths in estates where the TMS is about to start.

Upon receipt of statutory notices from the Independent Checking Unit for carrying out the MWIS, we will engage qualified persons registered with the Buildings Department to inspect and repair the windows at the location.

2021/22年度，「全方位维修计划」和「强制验窗计划」的推行工作因2019冠状病毒病疫情而受到严重影响。尽管面对挑战，我们仍能在38个公共屋邨进行「全方位维修计划」下所需的工程，并在十个公共屋邨推行「强制验窗计划」。

在「升降机现代化计划」下，我们检查和评估公共屋邨内所有机龄逾25年的升降机，并根据其运作情况和现有资源，厘定升降机现代化工程的优次。2021/22年度，我们于公共屋邨完成61部升降机的现代化工程，另为76部升降机的现代化工程进行招标。

长者户终身全免租金计划

截至2022年3月底，「长者户终身全免租金计划」已批出约490宗申请，有152户调迁至较小单位。计划在2019年年底以试验形式推出，旨在鼓励居住单位面积较其可享有面积大的长者住户，调迁至面积较小的单位。

根据原来的试验计划，所有家庭成员均年届70岁或以上的宽敞户如选择调迁至面积较小的单位，可享终身全免租金。有见试验计划成功，我们于2020年12月把计划恒常化；并扩大至涵盖更多长者户和更多地区供申请者选择，令计划更具吸引力。长者住户调迁至面积较小的单位，有助腾出更多较大的单位给有需要的家庭。



计划宣传单张
Leaflet on the scheme

The implementation of both the TMS and the MWIS was seriously affected by the COVID-19 pandemic in 2021/22. Despite the challenges, we were able to carry out works under the TMS in 38 PRH estates, and the MWIS in 10 PRH estates.

The Lift Modernisation Programme checks and assesses all lifts in PRH estates aged over 25 years, and prioritises them for modernisation works based on their operating conditions and the availability of resources. In 2021/22, we completed the modernisation of 61 lifts in PRH estates, and issued tenders for the modernisation of another 76 lifts.

Lifetime Full Rent Exemption Scheme for Elderly Households

By the end of March 2022, around 490 applications had been approved under the Lifetime Full Rent Exemption Scheme for Elderly Households, and 152 households had downsized under the scheme. This scheme was first introduced on a trial basis in late 2019 to encourage elderly residents occupying flats that were larger than their entitlement to downsize.

The original trial scheme, which provided a lifetime full rent exemption to under-occupation households consisting of family members all aged 70 or above if they opted to transfer to smaller units, was successful; and it was regularised in December 2020. At the same time, the scheme was extended to include more elderly households, and the district choice available for applicants was widened with a view to making the scheme more attractive. The downsizing of elderly residents helps free up more larger flats for families in need.



该计划鼓励居住单位面积较其可享有面积大的长者住户调迁至面积较小的单位

The scheme encourages elderly residents occupying flats that are larger than their entitlement to downsize

「转数快」电子支付服务

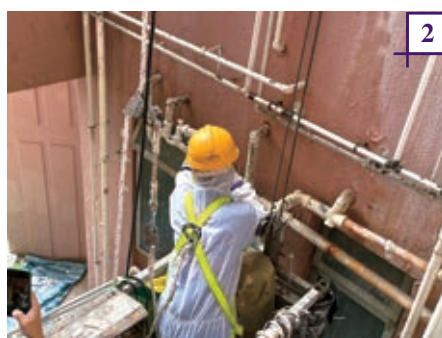
房委会2022年3月中推出「转数快」电子支付服务，以增加支付选项。公屋租户只须一部能使用「转数快」电子支付服务的手机，便可透过「房署资讯通」流动应用程序，或以支援「转数快」的银行手机应用程序扫描二维码，随时随地缴付租金。非住宅物业租户也可使用支援「转数快」的银行手机应用程序，扫描列印在月结单上的「转数快」二维码，随时随地交租和缴费。停车场月租使用者也可往停车场缴费处，用银行手机应用程序扫描「转数快」二维码缴付月费。



由2022年9月底起，停车场月租使用者也可透过「房署资讯通」流动应用程序，以「转数快」电子支付服务随时随地缴付月费。

排水管改善计划

因应屋宇署2021年公布提升地面以上排水管的设计标准，房委会为现有公屋大厦推行「排水管改善计划」。在切实可行的情况下，有关改善工程包括：改善天台排气管开口位置，以应对任何可能在大厦出现的扰流现象 **1**；加装分支接驳喉管，收集冲洗排放的用水以补充地台去水口的隔气弯管内的水，防止水封流失 **2**；在遇有相邻单位的厕所地台去水口接驳至共用U型隔气弯管，为有需要去水口加装独立U型隔气弯管，以防止气体和异味由一个单位传入另一个单位 **3**。改善工程由2022年8月起分阶段进行，约需两年半完成。



Faster Payment System (FPS) e-Payment Service

In mid-March 2022, the HA launched the FPS e-Payment Service to enhance payment options. PRH tenants only need a mobile phone with the FPS e-Payment Service through the iHousing mobile app or scan the QR code by their mobile banking app supporting FPS for instant rent payment at anytime, anywhere. As for non-domestic tenants, they can use any mobile banking app that supports FPS to pay rent or make payment by scanning the FPS QR code printed on the monthly statement at anytime, anywhere. The service is also available for monthly car park users, who can pay monthly fee by using mobile banking app and scanning the FPS QR code at the car park shroff office.

From the end of September 2022 onwards, monthly car park users can also pay monthly fee by using the FPS e-Payment Service through the iHousing mobile app at anytime, anywhere.

Drainage Enhancement Programme

In light of the enhanced above-ground drainage design standards promulgated by the Buildings Department in 2021, the HA implements the Drainage Enhancement Programme for our existing PRH buildings. The enhancement works include, where practicable, improvement to the locations of open ends of vent pipes on roofs to address any possible building wake effect **1**; adding connecting branch pipes to collect used water from cleansing discharge to replenish the water inside the traps of floor drains to prevent loss of water seal **2**; and adding independent U-traps where necessary to the toilet floor drains in adjacent flats which have been connected to a common U-trap to prevent gas and odours from passing from one flat to its adjacent flat **3**. The enhancement works will be launched in phases starting from August 2022 and will take about 2.5 years to complete.

斜坡保养管理系统

房委会其中一项职责是管理辖下屋邨范围内的多个斜坡(现时共1 734个),确保斜坡安全稳固。2021年10月,我们初步推出新的斜坡保养管理系统,目标在2022年全面推行。「斜坡保养管理系统」利用地理信息系统和流动應用程式技术,让我们可轻易检索、上载和分析与斜坡保养有关的资料,也让我们可在办公室或实地把相关资料在地图上视像化。该系统在改善斜坡管理和提升斜坡保养工程效率方面,向前迈出重要一步。



该系统利用流动應用程式支援斜坡保养工作
SMMS utilises mobile application technology to provide support on the field for slope maintenance operations

零售和商业楼宇

新落成商场

房委会辖下三个新商场,即白田商场、启钻商场和皇后山商场于年内启用。我们为所有新商场预先规划租赁安排,确保商场提供合适的零售设施,满足居民和当区人士入伙后的需要。我们尽心确保商场内的行业组合均衡,提供多元化的商品和服务。

Slope Maintenance Management System

One of the responsibilities of the HA is managing the many slopes – currently 1 734 in total – on its estate sites for safety and stability. In October 2021, we launched a new Slope Maintenance Management System (SMMS), which we target to implement fully in 2022. Utilising the Geographic Information System and mobile application technology, the SMMS enables us to easily retrieve, upload and analyse data related to slope maintenance. It also allows us to visualise relevant data on maps, in office or on-site. The SMMS represents a significant step forward in improving our slope management and the efficiency of our slope maintenance works.

Retail and Commercial Properties

New shopping centres

Three new shopping centres under the HA opened during the year. They are Pak Tin Commercial Centre, Kai Chuen Shopping Centre and Queens Hill Shopping Centre. We planned the letting arrangements well in advance to ensure that appropriate retail facilities were in place to meet the needs of both the residents and the local communities upon intake. Special care was taken to ensure that the shopping centres provided a well-balanced trade mix with a wide variety of goods and services.



白田商场
Pak Tin Commercial Centre

优化资产

2021/22年度，我们把彩云(二)邨和水边围邨纳入房委会持续进行的五年向前推展计划，为辖下零售和停车场设施的资产优化工作订定优先次序。在该计划下，我们选定合适的零售和停车场设施，透过大型改善工程、重订行业组合、增设商舖或更改设施用途，以优化资产。年内，石硖尾邨街市设施的改善工程已告完成。同时，油丽商场、彩盈坊、天晴邨、牛头角上邨、美田商场，以及博康邨街市设施在该计划下的研究和工程均进展良好。



石硖尾街市的外墙改善工程前(上图)后
Refurbishment of external façade of Shek Kip Mei Market – before (top photo) and after

Asset enhancement

In 2021/22, Choi Wan (II) Estate and Shui Pin Wai Estate were included in the HA's ongoing five-year rolling programme to prioritise asset enhancement of its retail and car parking (RC) facilities. This programme identifies RC facilities that are suitable for asset enhancement through major improvement works, re-designating trade mix, providing additional shops, or converting the use of premises. During the year, the improvement works for the market facilities in Shek Kip Mei Estate was completed. Meanwhile, good progress was made on studies and work under the programme at Yau Lai Shopping Centre, Choi Ying Place, Tin Ching Estate, Upper Ngau Tau Kok Estate and Mei Tin Shopping Centre, and at the market facilities in Pok Hong Estate.



改建储物室/空格位为住宅单位

禾輦邨、南山邨、爱民邨、顺天邨及和乐邨的储物室及/或空格位改建成住宅单位的工程继续进行。

Conversion of storerooms / empty bays into domestic flats

Works to convert storerooms / empty bays into domestic flats in Wo Che Estate, Nam Shan Estate, Oi Man Estate, Shun Tin Estate and Wo Lok Estate were in progress.