

用心管理



屋邨管理處的主要職能

- 監督公共租住房屋(公屋)屋邨的管理及維修保養事宜
- 監督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
- 監督公共屋邨的社區建設活動

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

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

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

優質環境 安居樂業

High Quality Environment for Living and Working





公屋及
中轉房屋

816 600 單位
units

PRH & Interim Housing
(IH)



非住宅物業
的樓面面積

3 145 000 平方米
m²

Floor area of non-domestic
properties



泊車位

33 500

Car parking spaces

保養改善服務和計劃



委會推行多項持續維修和改善計劃，以保持樓宇及單位修葺妥善、屋邨設施安全；當中包括「全方位維修計劃」、「強制驗窗計劃」及「升降機現代化計劃」。

「全方位維修計劃」和「強制驗窗計劃」適用於樓齡達十年或以上的公屋樓宇。「全方位維修計劃」採取三管齊下的方針：(1)由家居維修大使勘察和記錄單位的室內情況和維修問題；(2)確保租戶提出的維修要求得到迅速回應和按需要安排一站式的修葺服務；以及(3)推廣和教育工作，例如派遣家居維修大使向租戶講解家居維修知識，並在即將推行「全方位維修計劃」的屋邨設置流動維修保養教育櫃位。

在收到獨立審查組發出的強制驗窗法定通知後，我們將隨即委聘屋宇署的註冊合資格人士，檢查和維修相關地點的窗戶。



家居維修大使提供一站式修葺服務

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，「全方位維修計劃」和「強制驗窗計劃」的推行工作因2019冠狀病毒病疫情而受到嚴重影響。儘管面對挑戰，我們仍能在38個公共屋邨進行「全方位維修計劃」下所需的工程，並在十個公共屋邨推行「強制驗窗計劃」。

在「升降機現代化計劃」下，我們檢查和評估公共屋邨內所有機齡逾25年的升降機，並根據其運作情況和現有資源，釐定升降機現代化工程的優次。2021/22年度，我們於公共屋邨完成61部升降機的現代化工程，另為76部升降機的現代化工程進行招標。

長者戶終身全免租金計劃

截至2022年3月底，「長者戶終身全免租金計劃」已批出約490宗申請，有152戶調遷至較小單位。計劃在2019年年底以試驗形式推出，旨在鼓勵居住單位面積較其可享有面積大的長者住戶，調遷至面積較小的單位。

根據原來的試驗計劃，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。有見試驗計劃成功，我們於2020年12月把計劃恆常化；並擴大至涵蓋更多長者戶和更多地區供申請者選擇，令計劃更具吸引力。長者住戶調遷至面積較小的單位，有助騰出更多較大的單位給有需要的家庭。



長者戶全免租金計劃

香港房屋委員會
Hong Kong Housing Authority

長者戶終身全免租金計劃

全年接受申請。住戶調遷往面積合適的較小單位後，除可享終身全免租金外，也可獲一次性的「住戶搬遷津貼」。

Lifetime Full Rent Exemption Scheme for Elderly Households

Applications are open throughout the year. In addition to lifetime full rent exemption, one-off Domestic Removal Allowance will be offered to households upon transfer to smaller flats of suitable sizes.

申請資格 Eligibility Criteria

- (1) 所有家庭成員均年屆70歲或以上
的長者戶或
- (2) 居住在一間設計長者住屋單位」或獨立居屋的「兩層一人單位」的70歲或以上長者戶
- (1) Under-occupation households with all family member(s) aged 70 or above. Or
- (2) Elderly households with all family member(s) aged 70 or above residing in Housing for Senior Citizens of Type I Design or non-well-contained Converter one-person flats

歡迎向所屬屋邨辦事處查詢
Please contact respective Estate Offices for enquiries

房屋處/房屋署網站
Housing Authority / Housing Department Website
www.housingauthority.gov.hk

計劃宣傳單張
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.



該計劃鼓勵居住單位面積較其可享有面積大的長者住戶調遷至面積較小的單位

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

「轉數快」電子支付服務

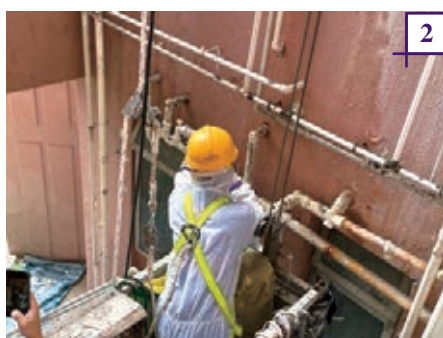
房委會2022年3月中推出「轉數快」電子支付服務，以增加支付選項。公屋租戶只須一部能使用「轉數快」電子支付服務的手機，便可透過「房署資訊通」流動應用程式，或以支援「轉數快」的銀行手機應用程式掃描二維碼，隨時隨地繳付租金。非住宅物業租戶也可使用支援「轉數快」的銀行手機應用程式，掃描列印在月結單上的「轉數快」二維碼，隨時隨地交租和繳費。停車場月租使用者也可往停車場繳費處，用銀行手機應用程式掃描「轉數快」二維碼繳付月費。



由2022年9月底起，停車場月租使用者也可透過「房署資訊通」流動應用程式，以「轉數快」電子支付服務隨時隨地繳付月費。

排水管改善計劃

因應屋宇署2021年公布提升地面以上排水管的設計標準，房委會為現有公屋大廈推行「排水管改善計劃」。在切實可行的情況下，有關改善工程包括：改善天台排氣管開口位置，以應對任何可能在大廈出現的擾流現象^[1]；加裝分支接駁喉管，收集沖洗排放的用水以補充地台去水口的隔氣彎管內的水，防止水封流失^[2]；在遇有相鄰單位的廁所地台去水口接駁至共用U型隔氣彎管，為有需要去水口加裝獨立U型隔氣彎管，以防止氣體和異味由一個單位傳入另一個單位^[3]。改善工程由2022年8月起分階段進行，約需兩年半完成。



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.

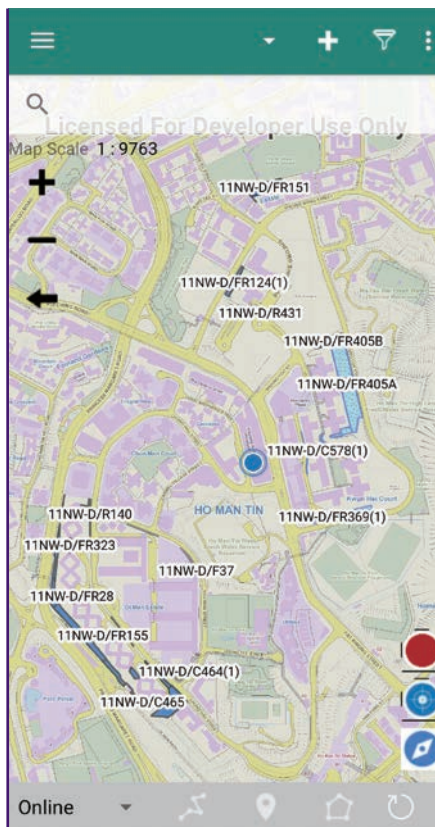
From the end of September 2022 onwards, monthly car park users can also pay monthly fee by using the FPS e-Payment Service through the iHousing mobile app at anytime, anywhere.

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.

斜坡保養管理系統

房委會其中一項職責是管理轄下屋邨範圍內的多個斜坡(現時共1 734個),確保斜坡安全穩固。2021年10月,我們初步推出新的斜坡保養管理系統,目標在2022年全面推行。「斜坡保養管理系統」利用地理信息系統和流動應用程式技術,讓我們可輕易檢索、上載和分析與斜坡保養有關的資料,也讓我們可在辦公室或實地把相關資料在地圖上視像化。該系統在改善斜坡管理和提升斜坡保養工程效率方面,向前邁出重要一步。



該系統利用流動應用程式支援斜坡保養工作
SMMS utilises mobile application technology to provide support on the field for slope maintenance operations

零售和商業樓宇

新落成商場

房委會轄下三個新商場,即白田商場、啟鑽商場和皇后山商場於年內啟用。我們為所有新商場預先規劃租賃安排,確保商場提供合適的零售設施,滿足居民和當區人士入伙後的需要。我們盡心確保商場內的行業組合均衡,提供多元化的商品和服務。

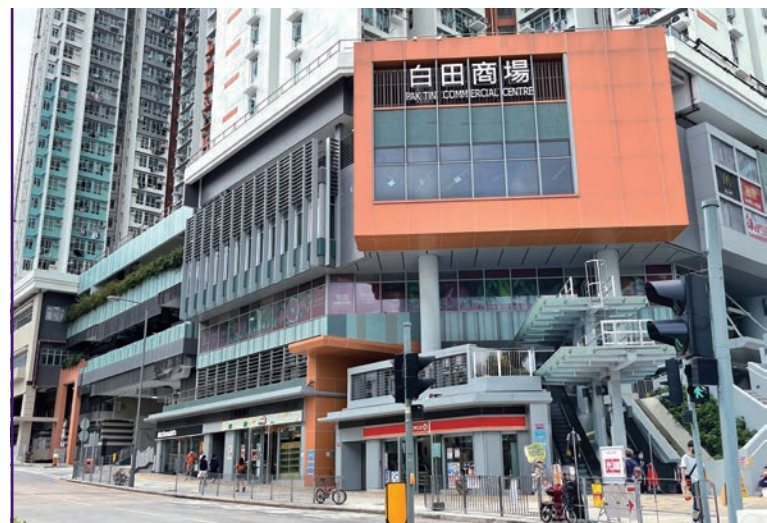
Slope Maintenance Management System

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.



白田商場
Pak Tin Commercial Centre

優化資產

2021/22年度，我們把彩雲(二)邨和水邊圍邨納入房委會持續進行的五年向前推展計劃，為轄下零售和停車場設施的資產優化工作訂定優先次序。在該計劃下，我們選定合適的零售和停車場設施，透過大型改善工程、重訂行業組合、增設商舖或更改設施用途，以優化資產。年內，石硤尾邨街市設施的改善工程已告完成。同時，油麗商場、彩盈坊、天晴邨、牛頭角上邨、美田商場，以及博康邨街市設施在該計劃下的研究工作和工程均進展良好。



石硤尾街市的外牆改善工程前(上圖)後
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.



改建儲物室／空格位為住宅單位

禾輦邨、南山邨、愛民邨、順天邨及和樂邨的儲物室及／或空格位改建成住宅單位的工程繼續進行。

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.