

# SOCIAL PERFORMANCE

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The Hong Kong Housing Authority (HA) is committed to building a sustainable and harmonious community through ensuring that our public rental housing (PRH) estates are inclusive, keeping the living environment well-maintained, giving tenants the chance to get involved in the management of their estates, and creating public spaces where families and neighbours can enjoy social time together.



## Performance Overview



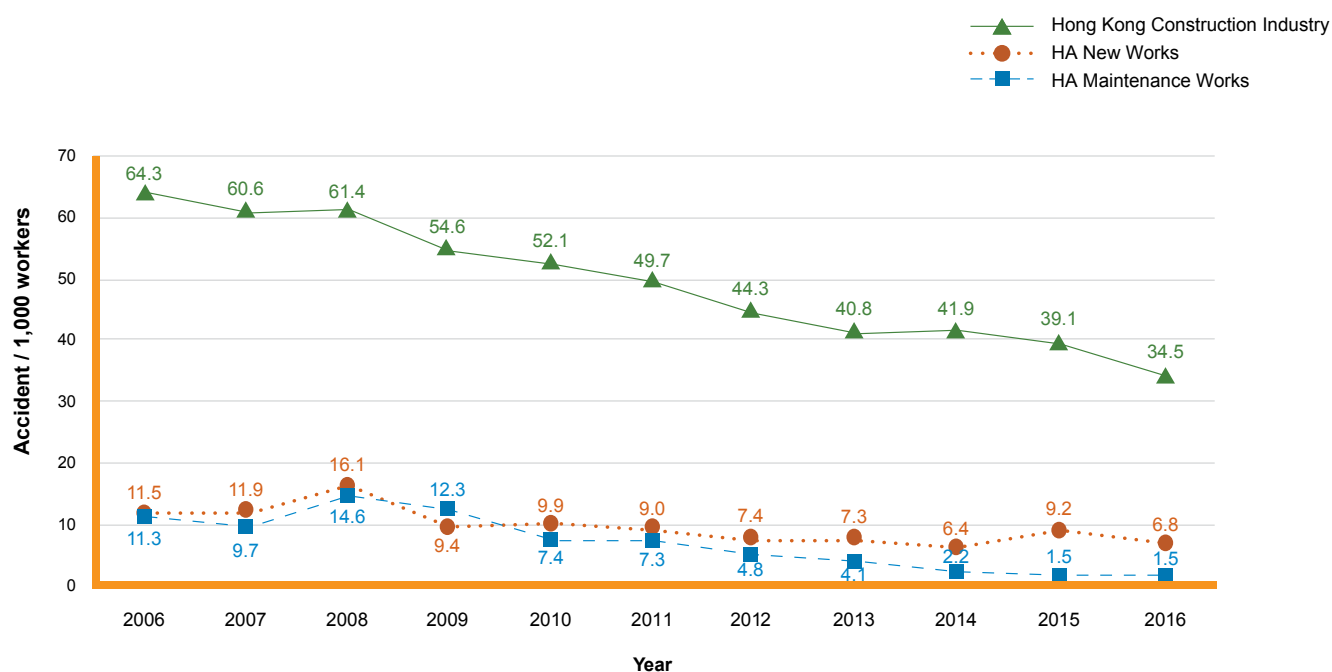
▲ HD attained the “10 years plus Caring Organisation Logo”

The Housing Department (HD) was awarded the “10 years plus Caring Organisation Logo” by the Hong Kong Council of Social Service in 2016/17. It is the second consecutive year the HD has won this award. This honour recognises HD as a caring organisation which is committed to care for the community, its employees and the environment.

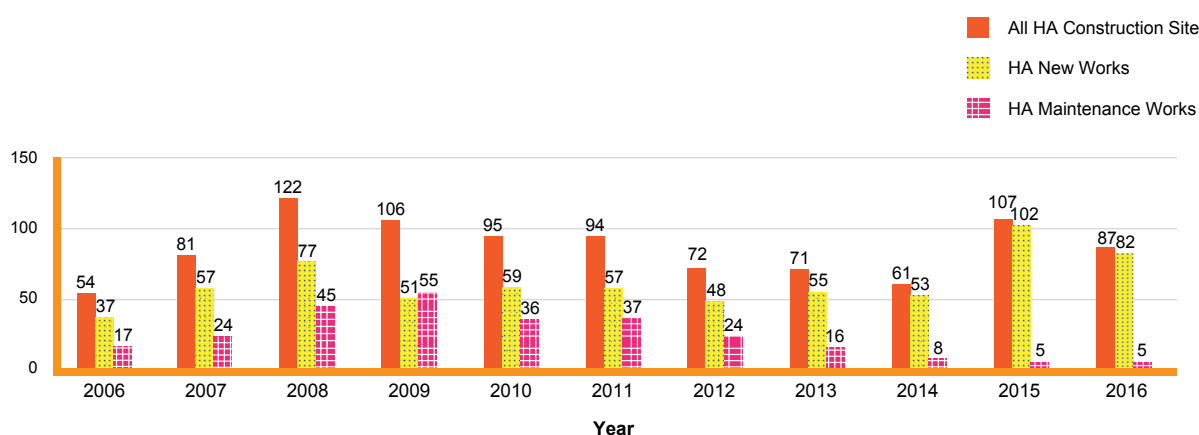
Both the HA's Development and Construction Division and its Estate Management Division have achieved the full score of 5.0 in the Hong Kong Quality Assurance Agency's (HKQAA) Corporate Social Responsibility (CSR) Advocate Index annual performance assessment. This was the fifth consecutive year in which the Development and Construction Division attained this satisfactory result and the third consecutive year in which the Estate Management Division did the same. Such results demonstrate our commitment to being a socially responsible organisation.

The HA applied a robust Site Safety Strategy 2016 at all new works and maintenance work sites, as well as to the work of our property service agents, cleaning services contractors and security contractors. In 2016/17, the HA employed a total of 11,992 workers for new construction works and 3,391 workers for repair and maintenance works. Across all our construction sites, the accident rate was 6.8 per 1,000 workers for new works contracts and 1.5 per 1,000 workers for maintenance contracts, with no fatal accidents. The accident rates for both new works contracts and maintenance contracts remain well below Hong Kong's average industry accident rate of 34.5 per 1,000 workers based on the 2016 statistical data from the Labour Department.

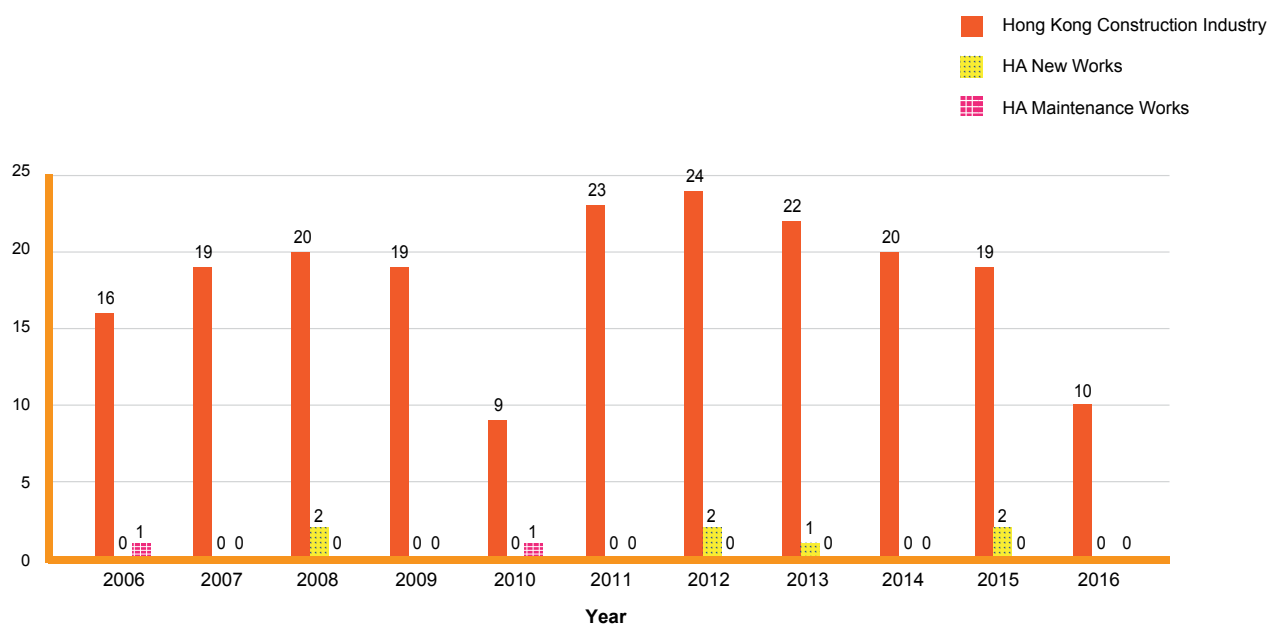
### Accident Rate Compared to Local Construction Industry



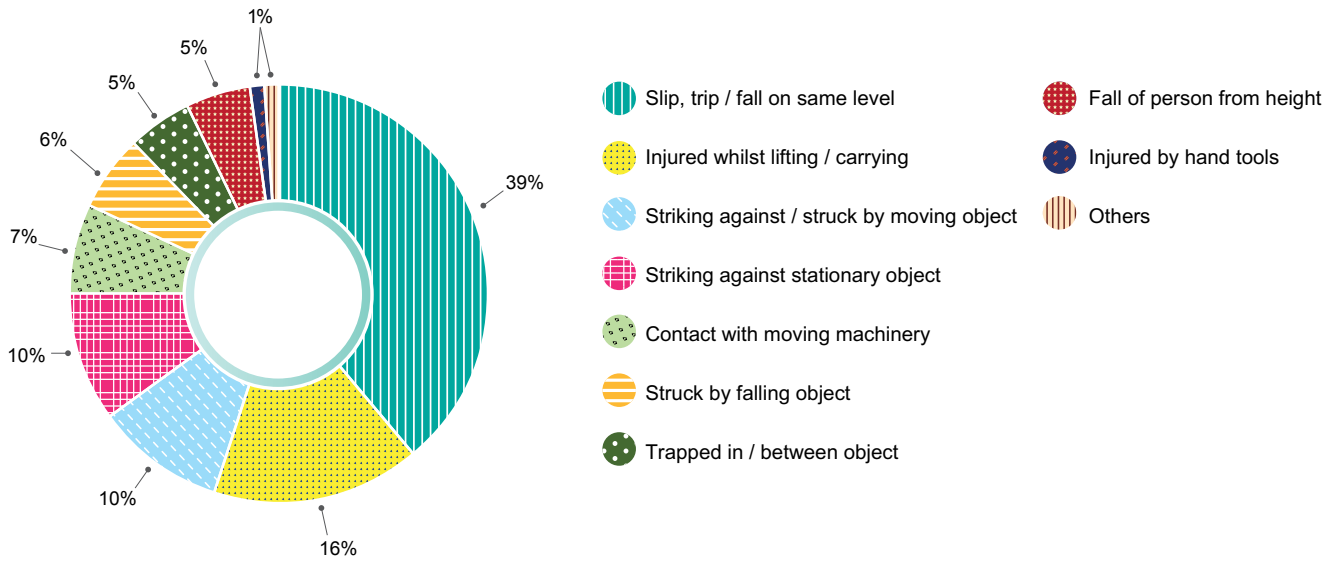
### Number of Accidents at the HA's Construction Sites



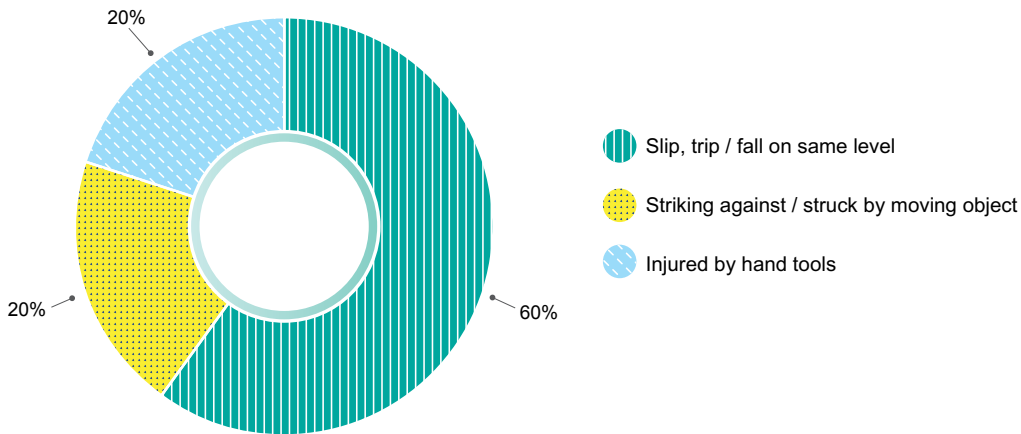
### Number of Fatalities Compared to Local Construction Industry



### Distribution of Accidents in New Works Construction Sites



### Distribution of Accidents in Maintenance Works



Our efforts in protecting our valuable workforce were recognised when we were presented the Safety Leadership Awards – Gold Award (Client-Developer Category) by the Construction Industry Council and the Lighthouse Club in March 2016.



▲ The HA received the "Safety Leadership Awards – Gold Award"



## Initiatives in Planning and Construction of New Housing Estates

We plan and construct new housing estates with the goals of creating a desirable and optimum living environment, and enhancing the sense of community harmony for those living there. In the process we create shared values with our staff and contractors, and emphasise protecting their health and safety through established management systems.

### Site Safety and Evaluation

We place great emphasis on construction site safety, and continue to enhance our safety training to safeguard our site workers.

During the year, we introduced additional regulatory measures for contractors to improve site safety performance. The new specifications introduced mandatory actions designed to better protect workers on the job. We kept on monitoring the contractors' safety performance in works contracts through Performance Assessment Scoring System (PASS), Maintenance Assessment Scoring System (MASS), Safety Audits and Surprise Safety Inspection Programme (SSIP). We also continued to raise safety awareness among our contractors and works staff by organising safety promotional events such as forums, seminars and workshops.

The HA Site Safety Website is one of the convenient channels we offer for getting safety messages across to industry stakeholders. In 2016, we enhanced the web accessibility of HA Site Safety Website with the compliance of WCAG 2.0 Level AA. We also published and updated our Site Safety Handbook and our Pictorial Guide to Planning and Design for Safety. Both resources provide HA contractors and staff with good reference materials on safety issues. The latest updated versions of both publications are scheduled for publication in 2017/18.

In addition, the HA Occupational Injury and Disease Surveillance System was fully implemented in May 2016, enabling contractors to file web-based accident and incident reports. The system enhances our ability to manage information relating to site safety effectively, generate accident statistics for analysis, and identify areas for improvement.

### Continuous Development Support to our Contractors

In April 2016, the HA held a Site Safety Seminar for New Works Capital Works Contracts to boost safety awareness on construction sites. It covered Labour Department's presentation on safety of lift works, findings of Occupational Safety and Health Council revealed in safety audits and surprise safety inspection on sites, and sharing of a HA's staff in his benchmarking study on infrastructure projects and design for safety in Singapore. Over 160 participants, including contractors and HA staff attended the event.



▲ The Site Safety Seminar for New Works Capital Works Contracts aimed to promote safety on construction sites and prevent future construction site accidents



In July 2016, the annual Site Safety Forum, which aimed to boost site safety awareness and foster a safety culture, was co-organised by the HA and the Occupational Safety and Health Council. The theme of the Site Safety Forum 2016 was “Control the risk at source effectively to improve work performance at height”. The Forum attracted over 600 participants, including contractors, property management agents, cleaning and security service providers, and HA works and estate management staff.



▲ The Site Safety Forum aimed to create a site safety culture

### Staff Training

To maintain high service quality and to meet an increasing public housing production target, the HD established the Development and Construction Division Academy in April 2016, with the aim of building a knowledge-based community through providing timely, continuous and comprehensive training packages to personnel engaged in public housing development and construction.



▲ Guests and over 200 new recruits attended the opening ceremony of the Development and Construction Division Academy

## Recognition of our Contractors

Our contractors are encouraged to participate in safety campaigns and awards. This enables them to learn and share best practices within the industry, and to bring new insights to their work.

In May 2016, three of the HA's projects were honoured with a total of four awards under the non-public work sites category at the award presentation ceremony of the 22<sup>nd</sup> Considerate Contractors Site Award Scheme that was jointly organised by the Development Bureau and Construction Industry Council, which aims to promote a considerate attitude and good site safety, health and environment practices for sites. The three projects won in the categories of Considerate Contractors and Outstanding Environmental Management Performance.



▲ The HA's contractors were commended at the Considerate Contractors Site Award Scheme

Our efforts in promoting site safety were recognised at the 15<sup>th</sup> Hong Kong Occupational Safety and Health Award Forum Presentation Ceremony organised by the Occupational Safety and Health Council in September 2016. The HA's contractors for Capital Works New Works contracts were honoured with one Gold and one Bronze awards in the categories of "Work Safe Behaviour Award" and "Pointing and Calling Award" respectively.

## Building for the Community

The HA adopts a people-oriented approach to delivery of our development projects. To ensure our public housing developments are built for the community, including prospective tenants and the existing population of the areas around them, we consult with local community groups and stakeholders at the beginning of our planning and design stage in order to deliver win-win solutions that both optimise a site's development potential while also meeting the needs and expectations of the local community. After the completed blocks are occupied, we also conduct Post Completion Reviews together with Resident Surveys so that we gain early feedback on the estate and flat design, which enables us to regularly review our Model Client Brief and Modular Flat Design.

To nurture social cohesion, we launched Action Seedling ceremonies for four PRH building projects in 2016/17. To engage the community in the planning, design, construction, and flat intake process, we conducted resident surveys in five newly completed estates to obtain community feedback. We also held post-completion review workshops for four projects.



▲ Public engagements are important in the planning stage of developments



**Customer  
Satisfaction Index**  
**>90%**



As the number of elderly people in Hong Kong rises, the HA has been devoting greater resources to ensuring that the needs of its elderly tenants are comprehensively addressed. This is taking place not just at the level of estate management but also at the design stage, to ensure that our new estates provide safe and accessible living environments for their elderly tenants. For the past 15 years, we have been implementing the universal design approach in our new public housing developments. This means taking the needs of people of all ages and physical conditions into account at every stage of planning. Using this approach, we have introduced a wide range of elderly-friendly designs over recent years. For example, corridors, flat entrances, and kitchen and bathroom doors have all been widened for easier wheelchair access, and materials that are safer for users, such as non-slippery floor tiles, have been introduced. These changes are enabling our elderly tenants to live out the full span of their lives in a familiar environment that they can manage without difficulty.



The HA believes that providing a quality and affordable living environment for our residents are important in sustaining social harmony. We took various measures to ensure that the quality of building components and materials used in public housing is up to the required standards. In January 2017, members of the HA visited factories in China to inspect the manufacturing processes and quality controls relating to power cables, LED lighting, timber doorsets, aluminium windows, lifts and precast concrete components.

- ▲ All fixtures and fittings can be easily and safely operated by all passages including elderlies with walking frame and wheelchair users



- ▲ All estates are designed for accessibility by wheelchair users



- ▲ Multi-sensory maps are installed at all estates





## Initiatives in Existing Housing Estates

In existing housing estates maintenance and improvement (M&I), the HA emphasises the importance of harmonious living in the estates and strengthening our residents' sense of belonging to a safe and close-knit community.

### Standardised Practices

To provide a well-maintained living environment for our residents, we have implemented ISO 9001 Quality Management – since 1993, ISO 14001 Environmental Management System – since 2010, ISO 26000 Social Responsibility – since 2012, ISO 19011 Auditing Management System – since 2012, ISO 31000 Risk Management System – since 2012, ISO 50001 Energy Management System – since 2013, and OHSAS 18001 Occupational Health and Safety Management System for the M&I works in PRH estates – since 2014.

In recent years, we have closely monitored the overall sustainability performance of 78 distinctive PRH blocks in 10 estates, and maintained their enrolment in the HKQAA's Sustainable Building Index. By systematically analysing the blocks' performance results, we are better able to formulate long-term M&I strategies that will enhance the sustainability of our PRH estates.

### Facility Accessibility

The HA has an ongoing commitment to ensuring that its estates are accessible for people of all ages, abilities and physical conditions. In recent years, we have been working on a comprehensive barrier-free access improvement programme, which was largely completed by 2014. However, we are continuing to further enhance access through our Lift Addition Programme, which involves adding lifts at strategic points in PRH estates to elevate platforms and footbridges that were previously only accessible by stairs. In 2016/17, we completed the construction of eight lifts in six PRH estates, while construction of a further five lifts in three PRH estates is still in progress. One of the positive social outcomes of the upgrading of our lift and escalator services is that we are improving the accessibility of our estates for our elderly tenants and allowing them to stay in a well-integrated community.

### Lift and Escalator Safety

Safety is also at the forefront of all the building and maintenance works carried out in our existing estates. We have continued to arrange surprise safety inspections of building M&I, lift maintenance and lift modernisation works. A review of these surprise safety inspections was also undertaken to investigate possible improvements.

The HA has introduced a series of measures over recent years designed to make PRH lifts and escalators safer for residents and visitors. Some of the measures involve improving technical design and operational management, while others focus on user awareness and involve broad safety campaigns. A special focus has been placed on one of the most common accidents affecting the elderly, which is falling over while travelling on escalators due to frailty or lack of safety awareness. The Lift and Escalator Safety Campaign for 2016/17 incorporated a range of colourful educational posters and escalator safety stand boards. Lift and escalator safety messages were regularly broadcast on the radio, and a safety video starring popular local celebrity Maria Cordero (widely and affectionately known as “Fat Mum”) shown on the Housing Channel. At a practical level, newly designed “Emergency Stop Button” stickers were stuck near the emergency stop buttons on escalators, making them easier to locate in an emergency.

## Community Engagement with Estates

In order to provide fruitful and meaningful experiences for our tenants and to build a proactive and caring corporate image for the HA, we collaborate with external parties to hold workshops and programmes in our estates. Also, the Estate Management Advisory Committees (EMACs), which include representatives of estate staff, District Councillors and tenants, enable tenants to be involved in organising community-building activities. In 2016/17, the EMACs held 450 community building functions to promote neighbourliness.

With the knowledge that fire poses one of the greatest risks in PRH environments, regular fire safety drills and awareness programmes are a standard part of the HA’s estate management activities. Fire drills are organised once every two years for every domestic block, and fire safety tips and information are regularly shared in video broadcasts on the Housing Channel, local radio channels, and in posters with various fire prevention themes. Apart from these regular and recurring fire prevention initiatives, we organise various activities to get the fire prevention message across to our PRH tenants in memorable but fun ways. In 2016/17, for example, we ran an Estate Fire Safety Fun Fair at 30 estates, at which the fire safety message was reinforced through activities, games and souvenirs.

We also collaborated with different EMACs to disseminate the importance of fire safety more widely. In 2016/17, we granted awards to 21 EMACs that had effectively promoted fire safety awareness in their estates. In recognition of their efforts, the winning EMAC members were invited to a special tour of the Fire and Ambulance Services Education Centre and Museum, where they were further able to enhance their knowledge of fire prevention.



▲ Lam Tin Estate - Fire Drill cum Fire Safety Talk



▲ A fire safety talk providing tenants with fire safety tips

Since 2010, the HA has collaborated with the Department of Health (DH) in an effort to encourage PRH tenants to maintain their health and to live healthy lifestyles. Under this collaboration, suitable NGOs are identified which are commissioned to work together with the EMACs to develop and run a variety of community health programmes. In 2016/17, a total of 17 estates took part in these programmes, which helped encourage residents to undertake regular physical activities and to explore healthy eating options.

About a quarter of our tenants are aged 60 or above, and to show our care to the elderly tenants, the HA organises various activities. Members of the HD Volunteers Corps visit elderly people living at the PRH estates during festivals and various gifts, such as lucky bags, hats knitted by our colleagues, fai chun and festive rice cakes, were distributed to them.

To encourage “active ageing” and to draw attention to specific illnesses to which the elderly are vulnerable, the initiative, “Healthy Ageing in PRH Estates”, in collaboration with the PolyU-Henry G Leong Mobile Integrative Health Centre and the Oral Health Education Unit of the Health Department, was created to provide elderly PRH tenants with free health checks, along with a range of health education services. In addition, “Healthy Ageing in PRH Estates” fortune bags are distributed to elderly tenants through the activities.



▲ Elderly PRH tenants were provided with free health checks



▲ Oral Health Education Talk by DH

To bring a memorable shopping experience to local and cross district shoppers in the HA's retail facilities, the HA has not only arranged a variety of themed events and activities during the year itself, but also partnered with non-governmental organisations (NGOs) and institutions to support events or sponsor venues for charity, civic, cultural, entertainment, environmental and other community-building programmes in the HA's shopping centres. For example on Mother's Day, in order to express gratitude to the mothers of the community, mothers visiting some of the shopping centres received fresh flowers, art flowers or cookies. Booth games and acrobatics or magic shows were also organised in some of the HA's shopping centres to provide a different service experience to our residents.



▲ Mother's Day Event in Domain Mall



## Support to Families

The theme for this sustainability report, “Sustainable Community Fostering Harmony” is reflected in an important area of the HA’s work for its tenants – its schemes for bringing families together. These schemes are designed to enhance family cohesion, establish family-based support networks and generally foster a culture of harmonious family-based interaction on estates. The schemes include the Harmonious Families Priority Scheme, Harmonious Families Transfer Scheme, Harmonious Families Addition Scheme and Harmonious Families Amalgamation Scheme. The cumulative number of households benefitting from the Harmonious Family policies was 44,150.

PRH households living in units with less than 5.5 square metres of Internal Floor Area (IFA) per person can apply for relocation to larger accommodation through our Territory-wide Overcrowding Relief Transfer Scheme, designed to avoid overcrowded conditions in PRH flats. Similarly, our Living Space Improvement Transfer Scheme enables PRH households living in units with an IFA of less than 7 square metres per person to apply for moving to a larger unit. In 2016/17, a total of about 1,700 households benefited from these schemes.

During the year, the HA also offered rehousing assistance to around 40 households affected by the clearance of squatter housing by the Lands Department and similar removals of illegal rooftop structures by the Buildings Department.



## Collaboration with Contractors

We work closely with our contractors to ensure their attention to safety at work and to delivering quality services to our residents. A number of training sessions were conducted during the year to boost awareness of work safety and to enhance best practices in performing estate management and maintenance work.

Same as previous year, in July 2016, the HA organised Site Safety Forum for Works Contracts and Property Service Contracts, to boost site safety awareness among contractors and foster a safety culture for works in PRH estates. In the same month, we organised a briefing session for property service contractors to introduce the latest enhancements made to the HA’s procurement arrangements for property service contracts. The frontline staff of our property service contractors were also invited to a briefing in early 2017, when the HA’s updated and enhanced guidelines on PRH estate management were introduced and explained.

Throughout the year, the HA continued to maintain close and proactive liaison with labour unions and to hold occasional surprise checks in PRH estates to ensure rules on non-skilled workers were being upheld. A seminar with the Labour Department and the Mandatory Provident Fund (MPF) Schemes Authority was also held to promote non-skilled workers’ awareness of the Employment Ordinance, Employees’ Compensation Ordinance, MPF Schemes and other employment protection rights.

We held the Estate Management Services Contractors Awards (EMSCA) 2016, in which we recognised outstanding performances by property service contractors and their front-line staff. A total of 41 awards were presented this year. The awardees cover 12 property management members, cleaning, security service contractors and car park operators, 7 estate managers and 12 front-line staff.

For greater efficiency, the HA outsources a large proportion of its estate management and maintenance services. By January 2017, around 490,000 PRH units (around 63% of the HA's total PRH stock) had had their estate management and maintenance services outsourced. We pay close attention to outsourcing arrangements, and are continually looking for ways to enhance the quality of the services that our contractors provide to tenants. One way we do this is by providing different contract choices for potential service providers in terms of contract mode and contract size, in order to encourage more high quality property service providers to consider entering the PRH management market. Potential contractors can now select from two HA contract modes. One is the Property Services Agency (PSA) mode, which includes the supervision of major M&I works. The other is the Property Management Agency (PMA) mode which excludes the supervision of major M&I works. In 2016, we completed our review of the HA's procurement arrangements for property service contracts. Based on the review, we are now looking to enhance our procurement arrangements in ways that will increase competition for tenders, for example by increasing the maximum workload that each contractor is allowed to undertake.

### Rectification Works due to High Lead Readings in Drinking Water

Since excessive lead was found in the drinking water of some PRH estates in 2015, we have been working on both rectification works in the affected estates and enhancement of future plumbing installation works.

In March 2017, rectification works to replace non-compliant water pipes in the common areas of the 11 PRH estates affected by excessive lead in drinking water were substantially completed. Full scale implementation of rectification works inside flats started in the second quarter of 2017.



▲ Plumbing rectification works in the common areas of the PRH estate



## Initiatives in Office at Work

To provide a harmonious workplace to our staff, the HA prioritises workplace health and safety, ensures that our staff members have equal opportunities and provides various kinds of training for their professional and personal development. As a major housing developer in Hong Kong, the HA also actively participates in professional knowledge exchange with external stakeholders to fulfil our responsibility to contribute to society.

### Staff Health and Safety

Our longstanding Employee Wellness Programme provides staff with support on a wide array of areas relating to physical, emotional, social and occupational health, along with stress management. The programme includes a regular seminar series, which this year had new topics added on subjects such as understanding mood disorders, preventing lower limb injuries, and dealing with allergies etc. Meanwhile, the HA's Health Portal is regularly updated with the latest health-related information and advice.

To maintain staff awareness and enhance their knowledge of occupation safety and health (OSH), the HA continued to arrange OSH training courses and seminars. During the year, around 9,600 staff members attended 230 seminars on topics such as construction site safety, arboriculture safety, safety awareness, first aid, stress and crisis management, working in confined spaces, using display screen equipment and handling potentially violent customers. In conjunction, we kept our dedicated OSH website on the HA intranet up to date by regularly adding relevant safety materials, including the latest OSH guidelines, health tips and publications from the Occupational Safety and Health Council and the Labour Department. We also ran our annual Departmental Office Safety Inspection Exercise, in which potential hazards in the office environment were identified and removed.



### Occupation Safety and Health

**9,600** staff attended  
**230** seminars

In late 2015, we rolled out Phase 1 of the Development and Construction Site Mobile System (DCSMS). This system enables HA staff to use mobile devices and applications when carrying out site inspections of building works and building services work during construction, and to raise alerts about accidents or site safety incidents. We are now extending the use of this mobile solution and data interchange to contractors. This extension enables contractors to submit inspection requests via DCSMS once they have completed a construction job. Following this, site staff can schedule an inspection or report the inspection results through the DCSMS app while they are in the construction area; contractors can also check the status of a request through the DCSMS app. The application of DCSMS is streamlining the management of safety and improving quality and productivity at our building sites.

We are now proceeding with the development of Phases 2 and 3 of DCSMS. These include widening the application of our app to cover inspections in other areas such as structural work, offering easy access to documents such as approved method statements and samples, and better integrating the Occupational Injury and Disease Surveillance System into DCSMS. For M&I works for public housing, we operate the OHSAS 18001:2007 Occupational Health and Safety Management System to identify and assess all OSH risks associated with such works.



## Equal Opportunities

The HA is committed to providing equal opportunities to persons with disabilities and we promise to provide the necessary assistance for individuals with disabilities to fulfil their duties. We continue to participate in the Labour and Welfare Bureau's "Talent-Wise Employment Charter and Inclusive Organisations Recognition Scheme", and support the Social Welfare Departments' Sunnyway Programme, which gives a helping hand to physically challenged youngsters, aged 15-18, helping them to find job opportunities. As a role model organisation, we have also encouraged our working partners to do the same. In addition, we purchase services, such as catering, office cleaning and car washing from rehabilitation social enterprises and NGOs to increase the employment opportunities of persons with disabilities.

## Training and Development

The HA strives to provide its staff with meaningful personal and career development opportunities. In 2016/17, HA staff received on average a total of 27.3 hours of training per person. We continued to run the HD Development Programme to offer a diverse range of learning opportunities, including formal classroom training sessions, attachment programmes, mentoring programmes, site visits and study tours. Management development training and leadership insight sharing sessions were also arranged to prepare selected staff to take on greater responsibilities in the future. The HA e-Learning Portal, available to staff for continuous learning purposes, was also regularly enhanced with new learning materials.



▲ Various trainings are provided for HA staff



▲ Leadership insight sharing session

To nurture a committed and motivated workforce, the HA has started a new series of activities to reinforce the HA's core values among staff. The HA has introduced the "Extra Mile Card Plan" to acknowledge the impressive achievements of our staff members. In 2016/17, the exemplary performance of some 400 colleagues was recognised under the Extra Mile Card Plan. We continued to publicise inspiring success stories about team achievements on the HA e-Learning Portal, and encouraged colleagues to share their responses to these stories. An "Empowering Words Competition" was implemented to further boost workforce motivation.



▲ Staff who did exemplary work were awarded in the Extra Mile Card Plan Presentation Ceremony

To create a green, healthy and comfortable workplace for our valuable staff, the HA organised the Staff Incentive Scheme - Green Office Initiatives Competition in 2016/17, which aimed to encourage our employees to express their creativity to promote environmental protection and green practices in our working environment. Our staff actively participated in the event; a total of 12 teams joined the competition and suggested various creative and practical ideas to be adopted in the working environment.

## Knowledge Exchange with External Parties

Our work is promoted through the HA/HD website, the HA Exhibition Centre, and tours and site visits for media, local and overseas corporate delegations and local interest groups.

In recent years, our website has come to play an increasingly important role in keeping the public up to date with the latest public housing issues and developments. To meet the diverse needs of the community, we have further enhanced the design of the website, paying special attention to enhancing the quality of the user experience. Currently, we provide more than 30,000 pages of content on the HA/HD website. To meet the ever expanding demand for web services, we began a system upgrading exercise on the existing web content management system in August 2016, which improved our ability to update web content quickly and efficiently. We have continued throughout the year to keep tenants and the general public informed about our work through our monthly e-newsletter *Housing Dimensions*, and our bi-annual *Estate Newsletter*, published specially for our PRH tenants.



▲ The HA/HD website provides the public with up to date information on public housing issues and developments



Equipped with audio-visual facilities and IT systems, the HA Exhibition Centre is designed to serve as a resource and education centre on public housing development in Hong Kong. More than 12,000 people visited the centre in 2016/17, among whom about 16 percent were guests (including government officials) from the Mainland or abroad.



▲ The HA Exhibition Centre promotes HA's work with audio-visual facilities



▲ Visit by secondary school students

We collaborate closely with the media in order to keep the public well informed of our activities and enhance their understanding of new developments and policies. The media helps spread the HA's messages through newspapers, magazines, TV, radio and online channels. During the year, we issued 72 press releases and arranged some 24 press briefings and interviews.

Each year, the HA organises site visits to its PRH estates for visitors from abroad who wish to learn more about the unique public housing system in Hong Kong. This year, we organised a total of 30 site visits for such groups and delegations; 11 (37%) of these were from a range of overseas countries, and the other 19 (63%) were delegations from the Mainland. We also organised six visits for local interest groups.

In June 2016, a workshop on "Ready Mixed Concrete Quality and Supply Chain Sustainability" was organised to discuss how to maintain a stable quality concrete supply from source to site in the market. The workshop was attended by over 40 participants from stakeholders including representatives from the Hong Kong Construction Association Limited (HKCA), Hong Kong Construction Association Piling Contractors Committee (HKCAPCC), Hong Kong Construction Materials Association Limited (HKCMA) and the Association of Construction Materials Laboratories Limited (ACML).



▲ Participants communicated openly on the barriers encountered in concrete supply



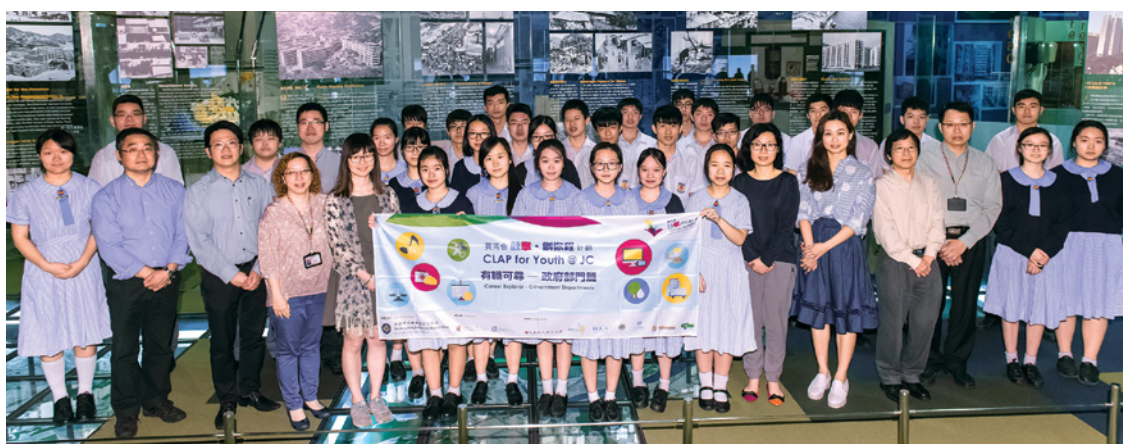
From late August to early September 2016, our delegates participated in the “21<sup>st</sup> Conference of the Housing and Urban Public Corporations in Asia” (A-HUC) held in Sendai, Japan, to share experiences and exchange ideas on the two themes of “Disaster Prevention and Recovery” and “Community Building for Sustainable Management of Apartment Complex”. We shared our experience in managing major crises over the past two decades and presented on how we strove to build sustainable, harmonious and cohesive communities for public housing tenants.

In December 2016, a workshop on Innovative Technologies, Best Practices and Systems for Construction of Public Housing was held by the HA. Over 20 industry representatives were invited to share their expertise with the professionals of the HD’s Development and Construction Division. Representatives exchanged inspirational ideas on how innovative technologies and best practices could be applied to the planning, design and construction of public housing.



▲ Innovative Technologies, Best Practices and Systems for Construction of Public Housing held in December 2016

The HA supports “CLAP for Youth”, a programme created and funded by the Hong Kong Jockey Club Charities Trust which helps young people, aged 15 to 21, to develop life planning skills and identify their career interests. Under this year’s programme we welcomed a visit by 30 secondary school students, during which the students had the chance to gain a better understanding of different job disciplines available within the HA and the career prospects on offer here.



▲ We supported the CLAP for Youth programme by introducing HA career prospects to students





## Case Study

### Fat Tseung Street West - A Neighbourhood-friendly Community

The theme of this sustainability report “Sustainable Community Fostering Harmony” emphasises that the HA is committed to promoting urban sustainability in the planning and design of public housing developments, as well as building neighbourhood-friendly communities. In 2016, our efforts were again recognised. One of the BEAM Plus Neighbourhood pilot projects – the Subsidised Sale Flats Development at Fat Tseung Street West was awarded a Platinum Certificate at the BEAM Plus Neighbourhood V1.0 Launching Ceremony organised by the Hong Kong Green Building Council in December 2016. The honour acknowledges the HA’s exemplary achievements in neighbourhood-responsive site planning, sustainable building design with innovations, and close community engagement.



The Subsidised Sale Flats Development at Fat Tseung Street West attained Platinum rating under BEAM Plus Neighbourhood Version 1.0.

### Background

The Fat Tseung Street West Development comprises a 41-storey domestic block providing 814 flats, estate management facilities, a basement car park and associated external works.

### Close Interaction with the Community

The HA has adopted a people-oriented approach in the delivery of this development project. At the early planning stage of the Fat Tseung Street West Development, local consultations and public engagement workshops were held to collect people’s views. Views collected were adequately considered in optimising the master layout.



The Subsidised Sale Flats Development at Fat Tseung Street West



Voices of the community were listened to as part of the public consultation process

In responding to comments and feedback collected and providing a neighbourhood-friendly environment, the original two single-aspect domestic blocks were revised to one double-loaded domestic block with a view to preserve the visual link and optimise the natural ventilation of the area. The block disposition also enables deferred closing of the existing Fat Tseung Street West Playground to minimise disturbance to the community.



The three-storey high void at main entrance enhances better wind permeability and visual links to the surrounding areas

## Create Public Spaces for Families and Neighbours to Socialise

The HA strives to create fresh green public spaces where families and neighbours can meet and share social time together. In the Fat Tseung Street West Development, vehicular access is segregated from the pedestrian route by roadway to basement car park near the entrance, residents can then enjoy the open space in a vehicle-free pedestrian environment.



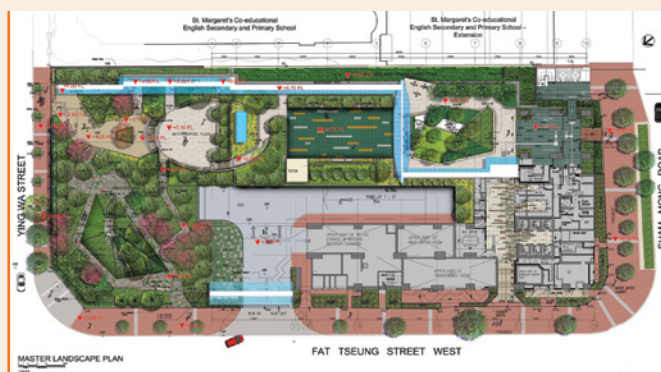
Families and neighbours can gather in the external amenity area



Vehicular access is segregated from the pedestrian route

## Increased Connections to the Neighbourhood

To increase the accessibility to the neighbourhood, a footbridge and a lift tower adjacent to the main entrance were designed to conveniently connect the residents to the public open spaces, retail facilities, community facilities, covered pedestrian network and transportation hubs at North West Kowloon Reclamation Site 6.



The site abuts public road and streets on three sides

## Mitigated Noise Impacts from the Neighbourhood

The HA has adopted suitable noise mitigation measures to deal with the traffic noises from the nearby roadways. To address the noise constraints, acoustic windows were used in the affected domestic flats, and strategically orientated non-standard modular flats facing at Fat Tseung Street West were adopted to avoid direct line of sight to the fixed noise sources. Vertical acoustic fins were also used to combat noise.