

**Operation and Deployment of Resources
of the Building Management Resource Centres (BMRCs)**

Objectives for setting up of the BMRCs

Home Affairs Department (HAD) has so far established three BMRCs in Kowloon, Hong Kong Island, and New Territories West in May 1998, February 2000 and June 2001 respectively to enhance its services on building management. The BMRCs provide information, services and advice for building owners, residents, Owners' Corporations (OCs), Mutual Aid Committees (MACs) and management bodies so as to assist them in improving the standards of management, maintenance and safety of their buildings.

Cost-effective services of the BMRCs

2. The BMRCs have been providing useful and cost-effective services to the public on building management and maintenance as a result of the adoption of the following arrangements :

- (a) A suitable mix of staff with appropriate liaison and building management skills and adequate training providing services at the BMRCs.
- (b) The provision of a wide range of information, services and facilities at the BMRCs which are generally welcomed by the public.
- (c) The adoption of special operating hours to suit the needs of the working population.

The above-mentioned three arrangements are elaborated below.

(a) Staff resources and deployment at the BMRCs

BMRC/Kowloon

3. BMRC/Kowloon is serviced by nine permanent staff:

- 1 Senior Liaison Officer
- 3 Liaison Officers I
- 1 Assistant Housing Manager
- 1 Assistant Clerical Officer
- 2 Clerical Assistants
- 1 Workman II

BMRC/Hong Kong and BMRC/New Territories West

4. BMRC/Hong Kong and BMRC/New Territories West respectively are each served by:

- 1 Senior Liaison Officer
 - 1 Liaison Officer I
 - 1 Assistant Housing Manager
 - 2 Clerical Assistants
 - 3 or 4 Building Management Assistants (part-time staff)
- } permanent staff

5. To cater for the consistently heavier workload in Kowloon districts, the staffing support, particularly at the officer level, for BMRC/Kowloon is stronger than that for the other two BMRCs.

6. At present, almost all Liaison Officers and Assistant Housing Managers serving in the BMRCs have over ten years of relevant building management experience and have attended a training course on “Legal Aspects of Multi-storey Building Management”, a tailor-made course organised by the University of Hong Kong at our request. The training course comprises fifteen 2½-hour sessions on topics such as types of land ownership in Hong Kong, multi-storey building management, deed of mutual covenant, and the Building Management Ordinance. Staff are

also invited to attend experience-sharing sessions and workshops on building management arranged by HAD Headquarters. Through such training, and with the experience and knowledge gained through their relatively long period of service, they are equipped to provide advice for the public on building management issues.

7. Against the background that each of the BMRCs operates on extended hours two days a week to facilitate the provision of services to the public and the attendance of representatives of professional bodies to provide free advice for the public, there is a need to maintain the staffing support at the present level.

(b) Services and facilities provided by the BMRCs

8. The BMRCs provide the following services and facilities:

(i) Information

- A wide range of building management-related information is kept in the BMRCs for users' reference. It includes Ordinances, professionals' directories, contractors' directories, publications from HAD / government departments / voluntary agencies / professional bodies, case judgments, press cutting, code of practice, etc.
- Through computer-aided equipment and audio-visual installations, visitors to the BMRCs can obtain the required information on a self-help basis. Videotapes, CD-ROMs, VCDs and computer diskettes are available for viewing at the BMRCs and on loan to the public. A Cyber Point with four computers for the public to access the Internet is also available.
- Uniquely designed exhibition boards are displayed at the BMRCs to promote building management knowledge.

- Up to the end of September 2001, the BMRCs distributed a total of 435,355 leaflets/booklets concerning building management.

(ii) Advice

- Staff of the BMRCs provide general advice on building management matters.
- Seven professional bodies (The Law Society of Hong Kong, The Hong Kong Society of Accountants, The Hong Kong Institute of Surveyors, Hong Kong Association of Property Management Companies, Hong Kong Institution of Engineers, the Hong Kong Institute of Housing and The Hong Kong Institute of Architects) provide free professional advice for the public by appointment.
- So far, BMRC staff have handled over 50,000 inquiries and processed about 900 applications for free professional advice.

(iii) Services

- The BMRCs launch building management publicity campaigns and assist other government departments in promoting their campaigns relating to building management.
- The BMRCs organize seminars and workshops for the public to promote effective building management.
- So far, the BMRCs have organized 40 workshops and 22 training courses.

9. A one-week survey was conducted by HAD in August 2001 to collect the public feedback on BMRCs' services. The findings were that

95% of the customers were satisfied and appreciative of the services, and 94% considered the services useful in dealing with building management matters. The workshops and training courses organized by the BMRCs were well received and the attendees gave favourable comments on them.

(c) Operating hours of the BMRCs

10. The operating hours of the BMRCs are as follows:

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| (i) BMRC/Hong Kong | |
| Monday, Wednesday and Friday | 10 am to 6:30 pm |
| Tuesday and Thursday | 10 am to 10 pm |
| Saturday | 10 am to 2 pm |
| (ii) BMRC/Kowloon | |
| Tuesday, Wednesday and Thursday | 10 am to 6:30 pm |
| Monday and Friday | 10 am to 10 pm |
| Saturday | 10 am to 2 pm |
| (iii) BMRC/New Territories West | |
| Monday, Wednesday and Thursday | 10 am to 6:30 pm |
| Tuesday and Friday | 10 am to 10 pm |
| Saturday | 10 am to 2 pm |

11. The three BMRCs as a whole operate from 10 am to 10 pm on almost all the weekdays. In so doing, we make it convenient for the public to use the facilities and services of the BMRCs. Furthermore, in case staff of all 18 District Offices need advice about building management issues while attending OC meetings in the evening, the BMRCs' staff can readily serve as a backup.

Home Affairs Department
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