

## **Legislative Council Panel on Housing**

### **Implementation of Team Clean Initiatives in Public Housing Estates**

#### **Purpose**

This paper informs Members of a comprehensive and sustainable programme to improve personal and environmental hygiene in public housing estates, which forms an integral part of Team Clean's initiatives announced on 28 May 2003.

#### **Background**

2. Team Clean, chaired by the Chief Secretary for Administration, was set up on the instruction of the Chief Executive in early May to establish and promote a sustainable and cross-sectoral approach to improve environmental hygiene in Hong Kong. Team Clean has completed its first-phase work plan on short-term measures and the Chief Secretary for Administration has announced a comprehensive strategy with short and longer term measures to boost hygiene and cleanliness. The Housing Department is responsible for implementing the cleanliness initiatives concerning public housing estates.

#### **Estate Cleanliness Initiatives**

3. A series of cleanliness initiatives aimed at nourishing a new cleansing culture among public housing tenants have been implemented with immediate effect or are under consideration. These initiatives include :

##### ***Personal Hygiene Improvement Measures***

- (1) strengthening enforcement against spitting and littering;
- (2) introduction of a marking scheme against persistent hygiene offenders;

##### ***Home Hygiene Improvement Measures***

- (1) more frequent estate cleansing;
- (2) launch of "Public Housing Estate Cleanliness Incentive Scheme";

- (3) introduction of hygiene blackspot reporting mechanism;
- (4) inspection and maintenance of internal drainage pipes;
- (5) examination and maintenance of external drainage system;
- (6) enhanced refuse collection arrangements;
- (7) improving the environmental conditions of refuse collection points;
- (8) dealing with junk collection inside flats;
- (9) strengthening enforcement against throwing objects from height;
- (10) strict enforcement against pet keeping;
- (11) clearance of misplaced articles in corridors;

### ***Community Hygiene Improvement Measures***

- (1) launch of “Estate Commercial Premises Cleanliness Incentive Scheme”;
- (2) strengthening hawker control in public housing estates;
- (3) maintaining cleanliness of cooked food stalls;
- (4) preventing obstruction of common areas of markets in public housing estates; and
- (5) heightened emphasis on cleanliness in day-to-day estate management.

—— Details of these initiatives are described in the Annex.

### **Advice Sought**

4. Members are invited to offer views and comments on the estate cleanliness initiatives outlined in paragraph 3.

Housing Department  
May 2003

**Cleanliness Initiatives in Public Housing Estates**

**(A) Personal Hygiene Improvement Measures**

<b>Initiatives</b>	<b>Measures</b>	<b>Implementation Details</b>
1. Strengthening enforcement against spitting and littering	<ul style="list-style-type: none"><li>• Inspection teams will conduct raids in public housing estates including markets and shopping areas</li><li>• To intensify patrols targeting inspections at hygiene blackspots, with patrolling hours extended to cover late evenings and holidays</li><li>• Inspection teams have been strengthened by replacing Estate Assistants with security guards. Operational guidelines on enforcement procedures have been promulgated. Staff are provided with enhanced training and equipment</li></ul>	<ul style="list-style-type: none"><li>• To commence immediately</li></ul>
2. Strict enforcement of tenancy terms to enhance effectiveness of cleanliness improvement measures	<ul style="list-style-type: none"><li>• To introduce a marking scheme for issuing warnings and allotting penalty points to tenants committing hygiene offences such as littering and spitting. Tenants with penalty points up to a prescribed level will face tenancy termination</li></ul>	<ul style="list-style-type: none"><li>• To commence in August</li></ul>

**(B) Home Hygiene Improvement Measures**

<b>Initiatives</b>	<b>Measures</b>	<b>Implementation Details</b>
<b>Resident Participation</b>		
1. Cleansing of estate common areas	<ul style="list-style-type: none"> <li>• With the assistance of Mutual Aid Committees and Estate Management Advisory Committees, launch more frequent cleansing of estate common areas and encourage residents to keep housing estates clean, so as to institute a new cleansing culture</li> </ul>	<ul style="list-style-type: none"> <li>• Once every three months</li> </ul>
2. Introduction of “Public Housing Estate Cleanliness Incentive Scheme”	<ul style="list-style-type: none"> <li>• To encourage residents to keep the buildings clean and cleansing staff to perform cleansing work proactively</li> <li>• The adjudicating panel, to be formed by members of Estate Management Advisory Committees, will select the cleanest estate building for commendation</li> </ul>	<ul style="list-style-type: none"> <li>• To be carried out once every month or once every three months, depending on the circumstances of individual housing estates</li> </ul>
3. Introduction of hygiene blackspot reporting mechanism	<ul style="list-style-type: none"> <li>• To publicise telephone hotlines and provide report forms for residents to lodge anonymous complaints on hygiene blackspots</li> <li>• To display photos showing the situation of the blackspots before and after cleansing so as to facilitate monitoring by residents</li> </ul>	<ul style="list-style-type: none"> <li>• To clean up more than 250 hygiene blackspots in 99 estates before end August</li> </ul>

Initiatives	Measures	Implementation Details
<b>Drainage</b>		
4. Inspection and maintenance of internal drainage pipes	<ul style="list-style-type: none"> <li>• To set up a 100-strong team of “estate drainage ambassadors”, who will inspect indoor drainage facilities and arrange any necessary repairs within the specified timeframe</li> <li>• To conduct detailed investigation of all cast iron sewage pipes and drainage systems in pipe-ducts for formulation of a medium-term maintenance and replacement programme</li> <li>• To distribute pamphlets to residents on the correct ways to use and check drainage systems</li> <li>• To set up a telephone hotline for residents to report drainage defects and to handle such reports within 24 hours</li> </ul>	<ul style="list-style-type: none"> <li>• From mid-May onwards. The target is to complete the inspection of about 300 blocks in about 3 months</li> <li>• Primarily for blocks in older estates and with a high concentration of elderly persons</li> <li>• To be completed by May or June next year</li> <li>• To be distributed in early June</li> <li>• Action in progress</li> </ul>
5. Inspection and maintenance of external drainage systems and pipes in common areas	<ul style="list-style-type: none"> <li>• Professional staff to examine the entire external drainage system</li> <li>• To arrange preventive maintenance and replace damaged pipes</li> </ul>	<ul style="list-style-type: none"> <li>• To commence in June with half-yearly inspections thereafter</li> </ul>

Initiatives	Measures	Implementation Details
<b>Enhanced Management</b>		
6. Enhanced door-to-door and floor-to-floor refuse collection arrangements	<ul style="list-style-type: none"> <li>• To determine, after consultation with residents, the daily refuse collection times and request tenants to place rubbish at designated areas</li> <li>• To deter residents from misplacing rubbish, inspection teams or estate management staff will prosecute tenants for placing rubbish in areas other than the designated collection points</li> <li>• To distribute garbage bags to facilitate proper handling of rubbish</li> </ul>	<ul style="list-style-type: none"> <li>• Action in progress</li> <li>• As necessary</li> <li>• To commence in June</li> </ul>
7. Improving the environmental conditions of estate refuse collection points	<ul style="list-style-type: none"> <li>• To install innovative bio-chemical odour removal device in refuse collection points to improve the environment</li> <li>• To construct covers for individual refuse collection points as necessary</li> </ul>	<ul style="list-style-type: none"> <li>• From May onwards</li> <li>• To commence in June</li> </ul>
8. Dealing with junk collection inside flats	<ul style="list-style-type: none"> <li>• To help tenants who collect junk to clean up so as to reduce nuisance to their neighbours</li> <li>• To strengthen enforcement of tenancy terms to prevent junk collection inside flats. Difficult cases will be handled with the help of the Food and Environmental Hygiene Department and the Social Welfare Department</li> </ul>	<ul style="list-style-type: none"> <li>• As necessary</li> </ul>

Initiatives	Measures	Implementation Details
<b>On-going Arrangements</b>		
9. Strengthening enforcement against throwing objects from height	<ul style="list-style-type: none"> <li>• To introduce a complaint mechanism for residents to report blackspots and repeated offenders</li> <li>• To install monitoring systems at blackspots to facilitate surveillance and prosecution</li> <li>• Offenders will be given penalty points under the new marking scheme. Tenants with penalty points up to a prescribed level will face tenancy termination</li> <li>• A reward system may be introduced to encourage reporting of these offences</li> </ul>	<ul style="list-style-type: none"> <li>• Action in progress</li> <li>• Action in progress</li> <li>• To commence in August</li> <li>• Under consideration</li> </ul>
10. Strict enforcement against pet keeping in public housing	<ul style="list-style-type: none"> <li>• To publicise telephone hotlines and provide report forms for residents to lodge anonymous complaints against pet keeping</li> <li>• Pet keepers will be allotted penalty points under the new marking scheme. Tenants with penalty points up to a specified limit will face tenancy termination</li> <li>• A reward system may be introduced to encourage reporting of these offences</li> </ul>	<ul style="list-style-type: none"> <li>• Action in progress</li> <li>• To commence in August</li> <li>• Under consideration</li> </ul>

Initiatives	Measures	Implementation Details
11. Clearance of misplaced articles in corridors	<ul style="list-style-type: none"> <li>• To request tenants to keep their belongings inside flats to ensure that the corridors and fire exits are unobstructed</li> <li>• To increase patrolling frequency and clear any obstructing articles in corridors</li> <li>• Residents unwilling to remove their articles in corridors will be allotted penalty points under the new marking scheme. Tenants with penalty points up to a prescribed level will face tenancy termination</li> </ul>	<ul style="list-style-type: none"> <li>• As necessary</li> <li>• Bi-weekly</li> <li>• To commence in August</li> </ul>

**(C) Community Hygiene Improvement Measures**

Initiatives	Measures	Implementation Details
1. Launch of “Estate Commercial Premises Cleanliness Incentive Scheme”	<ul style="list-style-type: none"> <li>• To improve the overall cleanliness of shopping centres by encouraging restaurant operators to maintain a clean environment and cleansing staff to clean the premises proactively</li> <li>• Shoppers and an adjudicating panel to select the “Cleanest Food Premises” and the “Outstanding Toilet Attendant”</li> </ul>	<ul style="list-style-type: none"> <li>• Once a month for a pilot period of six months</li> </ul>



Initiatives	Measures	Implementation Details
2. Strengthening hawker control both inside and outside public housing estates	<ul style="list-style-type: none"> <li>To collaborate with the Police and the Food and Environmental Hygiene Department to conduct raids at hawking blackspots. Illegal hawkers will be prosecuted</li> </ul>	<ul style="list-style-type: none"> <li>As necessary</li> </ul>
3. Maintaining cleanliness of cooked food stalls in public housing estates	<ul style="list-style-type: none"> <li>To remind operators and tenants to pay greater attention to environmental hygiene</li> <li>To prosecute operators and tenants for unhygienic activities with the assistance of the Food and Environmental Hygiene Department</li> <li>Repeated breaches may lead to blacklisting or even termination of tenancy</li> </ul>	<ul style="list-style-type: none"> <li>Action in progress</li> <li>As necessary</li> <li>To commence in June</li> </ul>
4. Strict enforcement of “Yellow Line Scheme” to prevent obstruction of common areas of markets in public housing estates	<ul style="list-style-type: none"> <li>More surprise checks</li> <li>To strictly enforce tenancy terms requiring market stallholders to keep the common areas clear. Warnings will be issued if necessary</li> </ul>	<ul style="list-style-type: none"> <li>Action in progress</li> </ul>
5. Requiring property services companies and property management agencies to place more emphasis on cleanliness in day-to-day estate management	<ul style="list-style-type: none"> <li>In assessing the performance of property services companies and property management agencies, more weight will be given to estate cleanliness</li> </ul>	<ul style="list-style-type: none"> <li>Monthly assessment</li> </ul>