

香港特別行政區政府  
The Government of the Hong Kong Special Administrative Region

房屋及規劃地政局  
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1 March 2007

Clerk to LegCo Panel on Housing  
Legislative Council Secretariat  
Legislative Council Building  
8 Jackson Road  
Central  
Hong Kong  
(Attn: Ms Connie Szeto)

Dear Ms Szeto,

**Legislative Council Panel on Housing**

**Follow-up actions arising from the meeting held on 5 February 2007**

Thank you for your letter of 6 February. Regarding the follow-up actions required on the Total Maintenance Scheme (TMS), our response is as follows.

- (a) In order to meet the needs of the disabled and the elderly tenants, and to provide a barrier-free living environment for them, the HD has all along been maintaining close liaison with welfare agencies and occupational therapists in providing special facilities in their flats to facilitate their daily lives. Depending on individual circumstances, special facilities to be provided in their flats include replacing thresholds with ramps, broadening bathroom layouts, improving shower facilities, re-positioning toilets, widening bathroom doors, lowering door thresholds and re-positioning electricity switches.

Amongst the public housing estates, Sau Mau Ping, Pak Tin and Choi Hung Estates have the largest elderly population aged 65 or above. According to our records, we have provided the abovementioned special facilities to an average of about 30 elderly tenants in each of these three estates in 2006, upon recommendations by social welfare agencies and occupational therapists.

- (b) In implementing the TMS, the HD will undertake suitable improvement works in particular public housing estates having regard to the age profile of the estates. Moreover, our In-flat Inspection Ambassadors will get in touch with the disabled and the elderly residents to identify their needs, including the need for provision of ramps in their flats and installation of railings in public areas.
- (c) (i) The HD has conducted a customer satisfaction survey for the first five estates covered by the TMS. The survey was conducted by an independent consultant through random sampling. Selected households were invited to participate in two telephone surveys, the first interview conducted prior to the visit of the In-flat Inspection Ambassador, and the second after the visit. A sample of the questionnaire is at **Annex**.

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Regarding the pre-visit interview, about 1,300 tenants were successfully interviewed. The response rate is 81%. About 1,100 tenants among the aforementioned 1,300 tenants were successfully interviewed after the visits of In-flat Inspection Ambassadors.

If any tenants express dissatisfaction with the repair or maintenance works, the HD will take immediate follow-up actions, including re-visiting tenants' flats, reviewing the works with the contractors to identify possible areas of improvement, rectifying defects and improving communication channels.

- (ii) According to the records of the HD on Asbestos Containing Materials (ACMs), all ACMs inside public housing flats have either been removed or properly encapsulated. In-flat repair works under the TMS are relatively minor in scale. Encapsulated ACMs will not be disturbed in the process of the works, and therefore the health of the residents will not be adversely affected.

- (iii) Common in-flat maintenance repair items under the TMS are concrete spalling repairs, water seepage rectification and wall tiles replacement. The average repair cost per flat is about \$1,200. An analysis of the tender prices in the market suggests that the costs of our works are comparable to the market prices.
- (iv) To mitigate the impact of the repair or maintenance works under the TMS on our tenants, we will liaise with contractors and arrange as far as possible for the works to be completed within the same day. Meanwhile, the HD has adopted a number of ‘people-oriented’ measures, including communication with tenants prior to works, provision of sufficient training to workers, provision of full height dust screen, use of high efficiency vacuum cleaner in the process of works and comprehensive cleaning of works area upon completion of works, in order to enhance protection of household items, kitchen and bathroom furnishings.
- (v) For large-scale in-flat repair or maintenance works, the HD will, having regard to the circumstances of individual cases, arrange temporary transfer of affected tenants to vacant flats within the same estate, in order to make room for the repair works.
- (vi) To monitor the quality of works under the TMS, the HD will check all supplied materials on site to ensure that they are in compliance with HD’s specifications. The repair works will be inspected from time to time by In-flat Inspection Ambassadors and the HD site supervisory staff to ensure that they meet the requirements. The HD site supervisory staff will also conduct periodic “Performance Verification Visits” to conduct random check and evaluation of the works completed.

Yours sincerely,

( Vic C H Yau )  
for Secretary for Housing, Planning and Lands

**Survey on Customer Satisfaction on In-Flat Inspection and Maintenance Services – Part I (PreTMS Phase)**

**Confidential when entered with data**

No. of trial	1	2	3	4	5
Date					
Time					
Interview record					

Name of respondent: \_\_\_\_\_ SSN : \_\_\_\_\_  
 Date of interview: \_\_\_\_\_ Contact Tel No. : \_\_\_\_\_ (Tel. Code: \_\_\_\_\_)  
 Name of interviewer: \_\_\_\_\_ Time of interview: From \_\_\_\_\_ to \_\_\_\_\_  
 Interviewer No.: \_\_\_\_\_

Introduction:

Hello! My name is \_\_\_\_\_, an interviewer from the Mercado Solutions Associates Ltd. We have been commissioned by the Housing Department (HD) to conduct an opinion survey on in-flat maintenance services of public rental housing (PRH), and would like to conduct a short interview with you. The survey findings will help the department to improve the service quality. The information you provide will be treated with strict confidence and will be used for aggregate analysis only. Thank you for your co-operation.

**Screening Question**

- S1 Is the address... **[Read out the address of the sample]** correct?  
 Yes ..... 1 Continue  
 No..... 2 If the address is confirmed as incorrect, end of interview.
- S2 Are you the household member who aged 18 or above and is familiar with the in-flat maintenance of this flat?  
 Yes ..... 1 Start the interview  
 No..... 2 Invite the appropriate respondent, repeat the introduction and start the interview

**A. Background Information**

A1. How many year(s) have you been living in public rental housing? (Please include the year(s) in other estates, but exclude those in temporary housing) \_\_\_\_\_ Year(s)  
**[Note]: The longest years of establishment for PRH is 52, further probe if the respondent's answer is more than 52 years.**

A2. In the past 3 years, have you or your household member(s) ever requested HD for repair or maintenance in your flat? (Please include your experience in other PRH you have ever lived before, but exclude those repair or maintenance projects for the whole floor or block by HD)	<b>[SA]</b>	→ Skip to B2
	Yes 1 No 2	

**B. Maintenance Services before the launching of TMS**

B1. Why haven't you requested HD for repair and maintenance? Was there no problem before? Or other reasons? Any others?  Not necessary as there was no problem in the flat before The problems were handled by ourselves or somebody else The problems were not serious and thus left them unfixed Time for handling request for repair & maintenance was too long No confidence on HD's quality of maintenance Didn't know the channel / the problems can be fixed by HD  Others (pls. specify): _____	[MA]	Skip to B3
	01	
	02	
	03	
	04	
	05	
	06	

	Very satisfied	Satisfied	Average/ neutral	Dissatisfied	Very dissatisfied	No comment (Do not read out)
B2. I would like to know your opinions on the repair & maintenance work of HD or management companies. You may choose... <b>[Read out the choices]</b>						
a. Are you satisfied with the performance of staff of management office in handling your request for repair & maintenance? (e.g. courtesy, attitude, etc.)	5	4	3	2	1	9
b. Are you satisfied with the attitude of the service workers? (e.g. whether they were friendly, polite, etc.) [Interviewer to note: if the respondent claimed that they had requested HD for maintenance, but no maintenance work was done due to some reasons ..... 8 → Skip to B3]	5	4	3	2	1	9
c. Are you satisfied with the time needed for the whole maintenance work?	5	4	3	2	1	9
d. Are you satisfied with the workmanship of the maintenance?	5	4	3	2	1	9
B3. Overall speaking, are you satisfied with the in-flat maintenance services provided by HD?	5	4	3	2	1	9

**C. Responsibility of Specific Items inside Flat**

	Very clear	Clear	Average/ neutral	Not clear	Not clear at all	Refuse to answer (Do not read out)
C1. Are you clear about which specific items of in-flat maintenance work should be handled by HD, and which should be handled by the tenants themselves? <b>[Read out the choices]</b>	5	4	3	2	1	9



**X. Background Information**

				Male	Female
X1.	[Record sex]			1	2
		18 – 29	30 – 39	40 – 49	50 – 59
X2.	May I know your age?	1	2	3	4
			60 or above		
		Primary or below	Secondary / Matriculation	Tertiary education (non-degree courses)	Tertiary education (Degree courses)
X3.	What is your education attainment? <b>[Read out]</b>	1	2	3	4

~ **Thank you for the interview !** ~

**[Read out]** We may contact you for a short interview after the HD staff's visit to your household for inspection. Kindly please let us know your opinions on their services. Thank you for your co-operation!

**Interviewer Signature**

I hereby authenticate the data accuracy and integrity, and the interview was conducted in accordance with the guidelines maintained by Mercado Solutions Associates Ltd. as well as the international standard of market research

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Survey on Customer Satisfaction on In-Flat Inspection and Maintenance Services – Part II (PostTMS Phase)

**Confidential when entered with data**

No. of trial	1	2	3	4	5
Date					
Time					
Interview record					

Name of respondent: \_\_\_\_\_ SSN : \_\_\_\_\_  
 Date of interview: \_\_\_\_\_ Contact Tel No. : \_\_\_\_\_ (Tel. Code: \_\_\_\_\_)  
 Name of interviewer: \_\_\_\_\_ Time of interview: From \_\_\_\_\_ to \_\_\_\_\_  
 Interviewer No.: \_\_\_\_\_

**Introduction:**

Hello! My name is \_\_\_\_\_, an interviewer from the Mercado Solutions Associates Ltd. We have been commissioned by the Housing Department (HD) to conduct an opinion survey on in-flat maintenance services of public rental housing (PRH). Further to the interview conducted with your household earlier, we would like to know your opinion on the service quality of HD's staff after their visit. So, may I conduct a short interview with... **[Read out household member of the sample recorded]** ? The information you provide will be treated with strict confidence and will be used for aggregate analysis only. Thank you for your co-operation.

Screening Question

- S1 Is the address... **[Read out the address of the sample]** correct?
- Yes ..... 1 Continue  
 No..... 2 If the address is confirmed as incorrect, end of interview.
- S2 Had "In-flat Inspection Ambassadors" of HD visited your flat for household inspection and maintenance services? (e.g. checked whether repair work is needed for the ceiling, wall, floor ,windows, drains outlet, water pipes, door or metal gate.)
- Yes ..... 1 Start the interview  
 No..... 2 If it is confirmed that no visit was made, end of interview.
- S3 Are you the one who contacted the HA staff on the day of inspection?
- Yes ..... 1 Start the interview  
 No..... 2 Invite the appropriate respondent, repeat the introduction and start the interview  
 [If the member is not at home or inconvenience to conduct survey, make an appointment for interview.]  
 [If the member could not be reached during the fieldwork period, ask:] "May I know if any other household member at home on that day? [Invite the appropriate respondent, repeat the introduction and start the interview]"



### A. Services Arrangement Before the Work Started

				Yes	No	Do not remember	
A1.	Did the "In-flat Inspection Ambassador" from HD show his/her staff ID before entering your flat? (e.g., make sure you can see his/her ID clearly)			1	2	9	
		Definitely yes	Yes	Neutral	No	Definitely not	Do not remember the uniform / no comment (Do not read out)
A2.	Do you consider the Ambassador's uniform (blue suit) makes you feel more confident on HD's maintenance services? <b>[Read out the choices]</b>	5	4	3	2	1	9

				Yes	No	Do not remember	
A3.	Did he/she brief the scope of work involved to you when entering your flat?			1 →Continue with A4	2 →Skip to B1	3 →Skip to B1	
		Very clear	Clear	Average/neutral	Not clear	Not clear at all	Refuse to answer (Do not read out)
A4.	Do you consider his/her briefing clear? <b>[Read out the choices]</b>	5	4	3	2	1	9

### B. Performance During the Work

				Yes	No	Do not remember	
B1.	Did the HD staff provide any handy maintenance work for you on that day? (e.g. screwed tightly, added oil on to hinge or metal gate, etc.)			1 →Continue with B2	2 →Skip to B3	9 →Skip to B3	
		Very satisfied	Satisfied	Average/neutral	Dissatisfied	Very dissatisfied	No comment (Do not read out)
B2.	Are you satisfied with the workmanship of the maintenance work? <b>[Read out the choices]</b>	5	4	3	2	1	9

		Very clear	Clear	Average/neutral	Not clear	Not clear at all	No comment (Do not read out)
B3.	Do you consider the Ambassador's briefing after the inspection clear? (e.g. he/she would explain whether any further maintenance work was needed, and what handy maintenance work had been done on that day, etc.) <b>[Read out the choices]</b>	5	4	3	2	1	9

				Yes	No	Do not remember	
B4.	Did the Ambassador give you a booklet which was about household maintenance? (A blue booklet)			1 →Continue with B5	2 →Skip to B8	9 → Skip to B8	
				Very useful	Useful	Average/neutral	
B5.	Do you think the booklet is useful? <b>[Read out the choices]</b>	5	4	3	2	1	9
				Not quite useful	Not useful at all	No comment (Do not read out)	
				Yes	No	Do not remember	
B6.	Did he/she briefly introduce the content of the booklet?			1 →Continue with B7	2 →Skip to B8	9 →Skip to B8	
				Very clear	Clear	Average/neutral	
B7.	Do you consider his/her introduction clear? <b>[Read out the choices]</b>	5	4	3	2	1	9
				Not clear	Not clear at all	No comment (Do not read out)	
				Yes	No	Refuse to answer	
B8.	Do you think your knowledge about household maintenance has been improved? (e.g. the safety use or inspection on drains and aluminum windows, immediate maintenance is needed for falling of concrete, etc.)			1	2	9	
				Very clear	Clear	Average/neutral	
B9.	Are you clear about which specific items of in-flat maintenance work should be handled by HD, and which should be handled by the tenants themselves? <b>[Read out the choices]</b>	5	4	3	2	1	9
				Not clear	Not clear at all	Refuse to answer (Do not read out)	

				Too long	Just right	Too short	No comment (Do not read out)
B10.	Do you consider the time needed for HA staff to complete the inspection and maintenance work (i.e. from entering to leaving your flat) is too long, just right or too short?			1	2	3	9
				Definitely yes	Yes	Neutral	No
B11.	During the inspection and maintenance work, do you think the "In-flat Inspection Ambassador" was able to answer your enquiry clearly? <b>[Read out the choices]</b>	5	4	3	2	1	9
				Definitely not	Had no enquiry / no comment (Do not read out)		

	Very satisfied	Satisfied	Average/neutral	Dissatisfied	Very dissatisfied	No comment (Do not read out)
B12. Are you satisfied with the service attitude of the Ambassador? (e.g. whether he/she is friendly, polite, etc.) <b>[Read out the choices]</b>	5	4	3	2	1	9
B13. Overall speaking, are you satisfied with the performance of the Ambassador?	5	4	3	2	1	9

### C. Opinion on “Total Maintenance Scheme”

	Very satisfied	Satisfied	Average/neutral	Dissatisfied	Very dissatisfied	No comment (Do not read out)
C1. Overall speaking, are you satisfied with the services that HD to arrange staff to visit tenants and provide the inspection and maintenance services proactively?	5 →Skip to C3	4 →Skip to C3	3 →Skip to C3	2 →Continue with C2	1 →Continue with C2	9 →Skip to C3
C2. Why are you dissatisfied? Any other reason?  Notification was too late The time for HD's visit was not appropriate for me (When do you think appropriate? _____) No appointment was made with individual households The working hours of services counter on G/F was too short The enquiry hotline was usually busy / no response No priority in providing services for the estate I live  Others (pls. specify): _____					<b>[MA]</b> 01 02 03 04 05 06	
	Definitely yes	Yes	Neutral	No	Definitely not	No comment (Do not read out)
C3. Do you think this service can improve the quality of maintenance inside flats effectively? <b>[Read out the choices]</b>	5 →Skip to X1	4 →Skip to X1	3 →Skip to X1	2 →Continue with C4	1 →Continue with C4	9 →Skip to X1
C4. Why do you think it cannot? Any other reason?  Some items could not be fixed by the maintenance staff on that day (e.g.: _____) Some items should be handled by tenants / maintenance fee is necessary (e.g. _____)  Others (pls. specify): _____					<b>[MA]</b> 01 02	

**X. Background Information**

				Male	Female	
X1.	[Record sex]			1	2	
		18 – 29	30 – 39	40 – 49	50 – 59	60 or above
X2.	May I know your age?	1	2	3	4	5
			Primary or below	Secondary / Matriculation	Tertiary education (non-degree courses)	Tertiary education (Degree courses)
X3.	What is your education attainment? <b>[Read out]</b>		1	2	3	4

~ **Thank you for your interview!** ~

**[Read out]** Another staff of our company shall contact you later to re-confirm the interview that I done or clarify some other questions. He/she will ask a few questions only and will not disturb you for a long time. Thank you for your cooperation!

**Interviewer Declaration**

I certify that the collected information is correct and the interview was conducted according to the instructions set by Mercado Solutions Associates Ltd. and followed the international standard of the code of ethnics for conducting the market research and opinion survey.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_