

Audit Commission's Recommendation and Housing Department's Response

No.	Para. No.	Recommendations	Accepted	Follow-up Actions	
				Completed	In Progress
1	2.26(a)	To issue clearer guidelines on the Demerit Point System to HD staff	✓	✓	
2	2.26(b)	To review the adequacy of HD's regulatory actions on the employment-related irregularities committed by PSAs/contractors	✓	✓	
3	2.26(c)	To step up HD's regulatory actions against defaulted PSAs/contractors	✓	✓	
4	2.26(d)	To appoint the Central Monitoring Team (CMT) to oversee the follow-up actions	✓	✓	
5	2.26(e)	To document the regulatory actions taken and the comments of supervisors	✓	✓	
6	2.36(a)	To draw the Tender Committee's attention to the five-year suspension requirement proposed by the Financial Services and the Treasury Bureau	✓		✓
7	2.36(b)	To inform the relevant HA Committee about the renewal of contract with convicted PSA and work out actions to be taken in future	✓		✓
8	2.43	To share CMT's good practices with estate staff	✓	✓	
9	2.47	To set up procedures for regular reporting to facilitate monitoring	✓	✓	
10	3.14(a)	To take more rigorous regulatory actions against PSAs with persistently poor performance	✓	✓	
11	3.14(b)	To assess the risk of service disruption and make effective contingency plans in place	✓		✓
12	3.21	To make Default Notice an assessment criterion in tender evaluation	✓		✓
13	3.28(a)	To review the appointment of sub-contractors and rectify the identified irregularities	✓	✓	
14	3.28(b)	To step up monitoring of the appointment and performance of sub-contractors and enforce control procedures	✓	✓	
15	3.41(a)	To conduct a full check to ensure the performance bonds and insurance policies submitted by PSAs are in compliance with the requirements	✓	✓	
16	3.41(c)				
17	3.41(b)	To ensure the necessary insurance policies are procured by PSAs before the commencement of contracts	✓	✓	
18	3.41(d)	To issue guidelines on the vetting of performance bonds and insurance policies	✓	✓	
19	3.41(e)	To require PSAs to submit copies of employees' compensation insurance policies	✓		✓

20	4.18(a)	To ensure the assessment of PSAs' performance is in compliance with administration guidelines	✓	✓	
21	4.18(b)	To issue guidelines on reporting and documentation of monthly inspection	✓	✓	
22	4.18(c)	To step up monitoring of PSAs' enforcement of the Marking Scheme for Estate Management Enforcement in Public Housing Estates (Marking Scheme)	✓	✓	
23	4.18(d)	To make proper assessment of PSAs' performance in the enforcement of the Marking Scheme	✓	✓	
24	4.18(e)	To ascertain PSAs' difficulties in the enforcement of the Marking Scheme	✓	✓	
25	4.26(a)	To conduct surprise checks according to the frequency stipulated in the administration guidelines and prepare check plans for supervisors' prior approval	✓	✓	
26	4.26(b)				
27	4.26(c)	To stipulate the submission of surprise check reports and prepare non-fixed checking schedules	✓	✓	
28	4.26(d)				
29	4.30(a)	To issue guidelines on supervisory checks	✓	✓	
30	4.30(b)	To keep proper records of supervisory checks			
31	4.34	To tighten controls on PSAs' performance assessment by EMAC and proper completion of questionnaire	✓	✓	
32	4.51(a)	To timely report hawking activities in the estates managed by PSAs to HD	✓		✓
33	4.51(b)	To conduct independent spot checks to ensure the information reported by PSAs is accurate and complete	✓		✓
34	4.51(c)	To compile a central record of hawking activities in PSA-managed estates	✓		✓
35	4.51(d)	To review how the hawker control problem can be more effectively addressed after the outsourcing of estate management services	✓		✓
36	4.51(e)	To review HD's practice of recovering anti-hawking operations costs from PSAs	✓	✓	
37	5.6	To review the cost effectiveness of the "PMA+" model from time to time	✓		✓
38	5.10	To make it clear that the performance indicators and pledges promulgated by HA are equally applicable to PSAs	✓	✓	
39	5.16(a)	To draw up contingency plans, including the consideration of extending the "standby contractors" arrangements to outsourced estates	✓		✓
40	5.16(b)				