

Legislative Council Panel on Housing

Progress of Total Maintenance Scheme

Purpose

This paper briefs Members on the progress of the Total Maintenance Scheme (TMS) for public rental housing (PRH) estates implemented by the Hong Kong Housing Authority (HA).

Background

2. In early 2006, the HA launched a five-year TMS programme to proactively inspect the in-flat conditions and to provide comprehensive repair services for the PRH estates. The objective of the TMS is to provide maintenance services with enhanced customer service so as to meet the rising expectations of the tenants. The TMS adopts a three-pronged approach, which includes identifying maintenance problems proactively; responding promptly to tenants' requests and enhancing both promotional and educational programmes. We last briefed Members on the progress of the TMS in January 2009.

Progress of the TMS

3. As at March 2010, the in-flat inspection programme has been successfully rolled out in 160 estates. Among these estates, inspection and repair services of 105 estates involving about 366 000 works items have been satisfactorily completed.

In-flat Inspection Ambassador (IIA)

4. Some 200 IIAs have been recruited to carry out proactive in-flat inspections, arrange one-stop repair services and participate in promotion of maintenance education. They also communicate with the tenants during inspections, record the in-flat conditions and simultaneously issue an inspection report to the tenants on the spot with the aid of a Personal Digital Assistant (PDA).

Enhancing Research & Development and Maintenance History

5. With the computerised TMS System in place, we have enhanced appointment and scheduling services, collected useful information on the state of units and compiled a maintenance history database for project planning. The maintenance data collected has been used for further research and analysis, as well as the assessment of repairs required in relation to building type and age. The data is particularly useful for formulating a sustainable maintenance strategy.

Maintenance Hotline

6. In December 2006, we launched a maintenance hotline which is supported by a call centre to handle incoming calls concerning complaints, enquiries, inspection appointments and the status of repair works. Through the hotline, tenants' maintenance requests have been handled expeditiously by Service Centre Agents. As at March 2010, 81 000 appointments have been arranged and 256 000 enquiries were handled through the hotline system. In addition, tenants can also obtain further information on maintenance from HA's Interactive Voice Response System and its Website.

Enhanced Public Relations

7. We will continue to hold briefings, seminars and workshops on the TMS for a wide range of stakeholders and the public, including members of the Legislative Council and District Council, members of the Estate Management Advisory Committees and contractors. To enhance tenants' understanding of the TMS, we have made use of display boards, video corners and maintenance mock-ups at the Maintenance Education Path (MEP) in Tai Wo Hau Estate as well as exhibitions at Mobile Maintenance Education Booths (MEBs) in estates where TMS in-flat inspections will soon be carried out.

8. We have also arranged tea gatherings with tenants at MEBs to collect their views. Since April 2006, around 117 exhibitions have been arranged, attracting 34 000 visitors to the MEBs. We review all the opinions collected regularly and will introduce interactive activities in the MEP and MEBs to arouse interests of the tenants in proper maintenance of in-flat facilities.

Customer Satisfaction Survey

9. To gauge tenants' level of satisfaction towards the in-flat inspection and maintenance services, an independent consultant has been commissioned to conduct surveys to collect tenants' views on our maintenance services before and after the implementation of the TMS. According to the results of the survey reports, the overall rates of tenants' satisfaction towards our repair and maintenance services after the introduction of the TMS have been maintained at a consistently high level averaging 85% since its launch in 2006.

Way Forward

10. We will continue to conduct research including the analysis of maintenance history and application of new technologies to promote effective building care and deliver quality services to tenants. With reference to the successful experience gained, and based on the TMS model, we have implemented the Responsive In-flat Maintenance Services, which provides prompt response to repair requests raised by tenants from time to time with the aid of PDAs and enhanced communications technology.

11. After the anticipated completion of the first 5-year cycle of the TMS in 2011, we will conduct a comprehensive review of the effectiveness of the various initiatives we have taken and carry out a detailed study of the maintenance data collected under the TMS.

12. Members are invited to note the progress of the TMS.

**Transport and Housing Bureau
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