

Legislative Council Panel on Housing

Progress of Total Maintenance Scheme

Purpose

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

Background

2. In early 2006, the HA launched a five-year TMS to proactively inspect PRH flats in PRH estates and Tenants Purchase Scheme estates aged ten years or above to determine the in-flat conditions and if necessary to provide comprehensive repair services for a range of problems. The objective of the TMS is to provide customer-oriented maintenance services so as to meet the rising expectation of PRH tenants. The TMS adopts a three-pronged approach, which includes identifying maintenance problems proactively; responding to tenants' maintenance requests promptly and stepping up both promotional and educational programmes.

3. We have recruited In-flat Inspection Ambassadors (IIAs) to carry out the inspections in the PRH flats, arrange one-stop repair services, and help promote the maintenance education. For the less complicated cases, minor repairs are arranged by the IIAs on the spot; while for the more complicated cases, works orders will be issued by the IIAs through a dedicated computer system which records maintenance items immediately via a Personal Digital Assistant. The computer system features a Maintenance History Database which facilitates the IIAs in answering queries from tenants on maintenance, and for HD's technical staff conducting research, analysis and budget preparation.

4. The first five-year cycle of the TMS was completed in March 2011 and had been well received by the tenants. Because of the success of this first cycle, the HA has agreed to the TMS being a regular programme.

First cycle of TMS

5. As at end March 2011, the first five-year cycle of the TMS has been successfully implemented by the HA in 177 estates, involving 605 400 PRH flats. Some 344 300 works orders were completed.

6. To support the TMS, a TMS Hotline has been set up to improve efficiency in handling tenants' enquiries, complaints, and requests for repair works and inspection appointments. For each estate, the TMS Hotline concerned is manned by a dedicated Public Relations Officer (PRO). PROs can arrange for the PRH tenant's inspection appointment or follow up the repair works through the computer system. To enhance the standard of the service, the TMS Call centre has been providing voice mail-box service since March 2010 to record unattended calls after office hours or when the line is busy. Moreover, the service hours of the TMS Hotline on Saturdays have been extended since December 2010. For the first cycle of TMS, about 89 200 inspection appointments were arranged and about 369 200 enquiries were handled through the TMS Hotline system.

7. With a view to gauging the level of tenants' satisfaction towards the in-flat inspection and maintenance services, an independent consultant was commissioned to conduct surveys to collect tenants' views on our services delivered under the TMS. The results showed consistently high customer satisfaction rates of over 80% throughout the first cycle of TMS. This demonstrates that the Scheme has been well received by our tenants.

8. The success of TMS is, in fact, attributed to four key factors, which include the proactive in-flat inspection, one-stop customer-oriented repair services, good communication between the HA and tenants, as well as education and promotion for tenants on the importance of timely maintenance. The HA will build on these key factors in the forthcoming cycles of the TMS.

Second cycle of TMS

9. The second five-year cycle of the TMS was launched in early 2011. As at end March 2012, the in-flat inspection programme has been rolled out in 28 estates, among which inspection and repair services for 14 estates involving about 25 300 PRH flats and about 8 700 works orders were completed (Annex I refers). In comparison with the first cycle, there are fewer maintenance cases which require follow-up action.

10. With a view to gauging tenants' level of satisfaction towards the in-flat inspection and maintenance services under the second cycle of TMS, we conducted customer satisfaction surveys during the first six months of the second cycle of the TMS. About 1 400 households in 12 estates who had received maintenance services under the scheme were interviewed (Annex II refers). A high customer satisfaction rate of around 80% was recorded.

Enhanced public relations and education

11. The HA will step up promotion and education works in relation to the TMS. We will continue to hold briefings, seminars and workshops on the TMS for a wide range of stakeholders, including members of the Estate Management Advisory Committees and contractors, etc. To enhance tenants' understanding of the TMS and tenants' maintenance responsibilities, we have set up display boards, video corners, maintenance mock-ups as well as exhibitions at the Maintenance Education Path in Tai Wo Hau Estate. For estates where the TMS will soon be carried out, we will set up Mobile Maintenance Education Booths to display the relevant information.

Way forward

12. The HA will continue to implement the second cycle of TMS, and to provide a professional, innovative and customer-oriented in-flat maintenance service to serve tenants' daily maintenance requests. Not only does this scheme allow us to deal with maintenance problems quickly, but in doing so, we keep the HA's PRH flats well maintained, extend the life of PRH estates, and provide a better living environment to PRH tenants.

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

**Transport and Housing Bureau
May 2012**

28 Rolled-out Estates in 2nd TMS Cycle and the work progress
(as at end March 2012)

<u>Estate Name</u>	<u>Progress</u>
1. Mei Tung Estate	completed
2. Sai Wan Estate	completed
3. Fu Shan Estate	completed
4. Lung Tin Estate	completed
5. Lai Yiu Estate	completed
6. Sam Shing Estate	completed
7. Cheung Shan Estate	completed
8. Shui Pin Wai Estate	completed
9. Model Housing Estate	completed
10. Cheung Kwai Estate	completed
11. Upper Ngau Tau Kok Estate	completed
12. Sun Tin Wai Estate	completed
13. Kin Sang Estate	completed
14. Easeful Court	completed
15. Lai King Estate	In-progress
16. Tai Hing Estate	In-progress
17. Tai Yuen Estate	In-progress
18. Oi Man Estate	In-progress
19. Mei Lam Estate	In-progress
20. Shun Lee Estate	In-progress
21. Lei Muk Shue (II) Estate	In-progress
22. Choi Hung Estate	In-progress
23. On Ting Estate	In-progress
24. Lei Yue Mun Estate	In-progress
25. Hing Wah (II) Estate	In-progress
26. Chun Shek Estate	In-progress
27. Pak Tin Estate	In-progress
28. Yau Oi Estate	In-progress

12 Estates Conducted with Customer Satisfaction Survey during the first six months in 2nd TMS Cycle

Estate Name

1. Mei Tung Estate
2. Sai Wan Estate
3. Fu Shan Estate
4. Lai Yiu Estate
5. Sam Shing Estate
6. Cheung Shan Estate
7. Shui Pin Wai Estate
8. Model Housing Estate
9. Upper Ngau Tau Kok Estate
10. Sun Tin Wai Estate
11. Oi Man Estate
12. Hing Wah (II) Estate