



Legislative Council Panel on Housing

Progress of Total Maintenance Scheme

Housing Department
April 2013





Background

- Why 'TMS'?
 - Reactive approach for in-flat maintenance
(Tenant's request ? Artisan ? Housing Officer ? Technical staff ? Repair)
 - « Non-timely handling of defects
 - Aged estates increasing
 - Need a structured system

Maintenance is:

- **Not only works, but also service**



Background



- ÿ A 5-year Total Maintenance Scheme (TMS) programmed was launched in 2006
- ÿ Proactively inspect in-flat conditions and provide comprehensive repair service
- ÿ Inspection items
 - ÿ Spalling, Seepage, Tiling, Windows & Grills, Drainage, Plumbing, Doors and Gates
 - ÿ Electrical, Common Antenna, Security, Gas
- ÿ Common maintenance problems properly handled

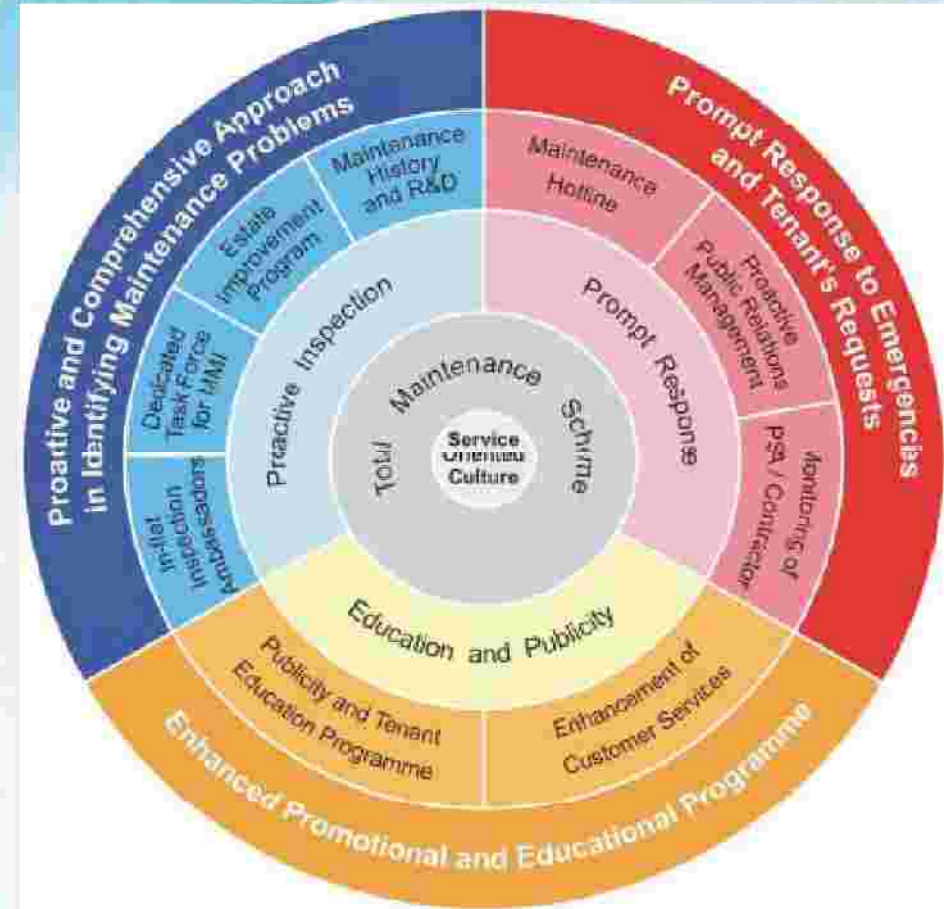




Background

Three-pronged approach :

- Proactively identify maintenance problems and repair
- Prompt response to tenants' repair requests
- Enhanced promotional and education programmes





First cycle in-flat inspection

Programme completed by March 2011.

- Rolled out to all 177 estates
- Good response, appreciated by the public (over 940 nos. appreciation letters received), high customer satisfaction rate of 80%
- As become a regular programme



Second Five-year Cycle of TMS

Programme was launched in early 2011.

- As at January 2013, has been rolled out to 58 estates
- Completed inspection and repair of 31 estates
- Progress meets the implementation schedule



In-flat Inspection Ambassador (IIA)

- IIAs' duties:
 - conduct in-flat inspections
 - arrange one-stop repair service
 - promote maintenance education

TMS providing employment opportunities for young people





Enhanced Research & Development and Maintenance History

- Enhance computer system
- Provide appointment service
- Establish maintenance history database





Maintenance Hotline

- Enhanced customer service to make appointment and enquire works programmed
- Transparency in inspection and repair process
- As at January 2013, through hotline, 98 400 appointments successfully arranged and 458 000 enquiries handled

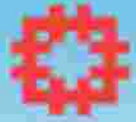




Public Relations and Maintenance Education & Promotion

- Enhance stakeholders' understanding of TMS, encourage tenants' participation
- Briefings, seminars, workshops and forums held to foster partnering for improvements
- Participants including members of the Legislative Council, District Council, Estate Management Advisory Committees, residents and contractors





Public Relations and Maintenance Education & Promotion

- | Maintenance Education Path (MEP) set up in Tai Wo Hau Estate with a simulated public rental flat for the in-flat inspection training





Public Relations and Maintenance Education & Promotion

- | Mobile Maintenance Education Booths (MEB) arranged in estates where TMS inspections would soon be carried out.
- | Through the use of display boards, video corners and maintenance mock-ups to educate tenants on maintenance knowledge
- | Collect opinions at tea gatherings to improve service





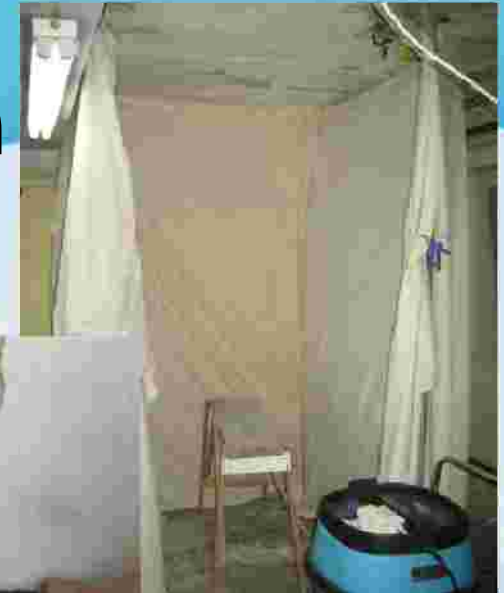
Customer Satisfaction Survey

- Independent consultant to conduct surveys
- Overall satisfaction at 80% on average
- Well received by tenants since TMS commenced



Disturbance Mitigation

- Assist the tenants in moving the furniture to facilitate inspection and repairs particularly for the flats with elderly or disabled household.
- Provide enhanced protection (dust screen, tarpaulin sheet etc.)





Disturbance Mitigation

- Proper cleansing after works





Way Forward

- TMS has been regularized because of its popularity. General inspection will be carried out every 5 years and thorough inspection every 10 years
- Adopt successful elements of the TMS to improve day-to-day maintenance service
- Develop Electronic Maintenance History System to help formulate sustainable maintenance strategy

– End –





Thank You!

