



Legislative Council Panel on Housing

**Progress of
Total Maintenance Scheme**

**Housing Department
June 2014**





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



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

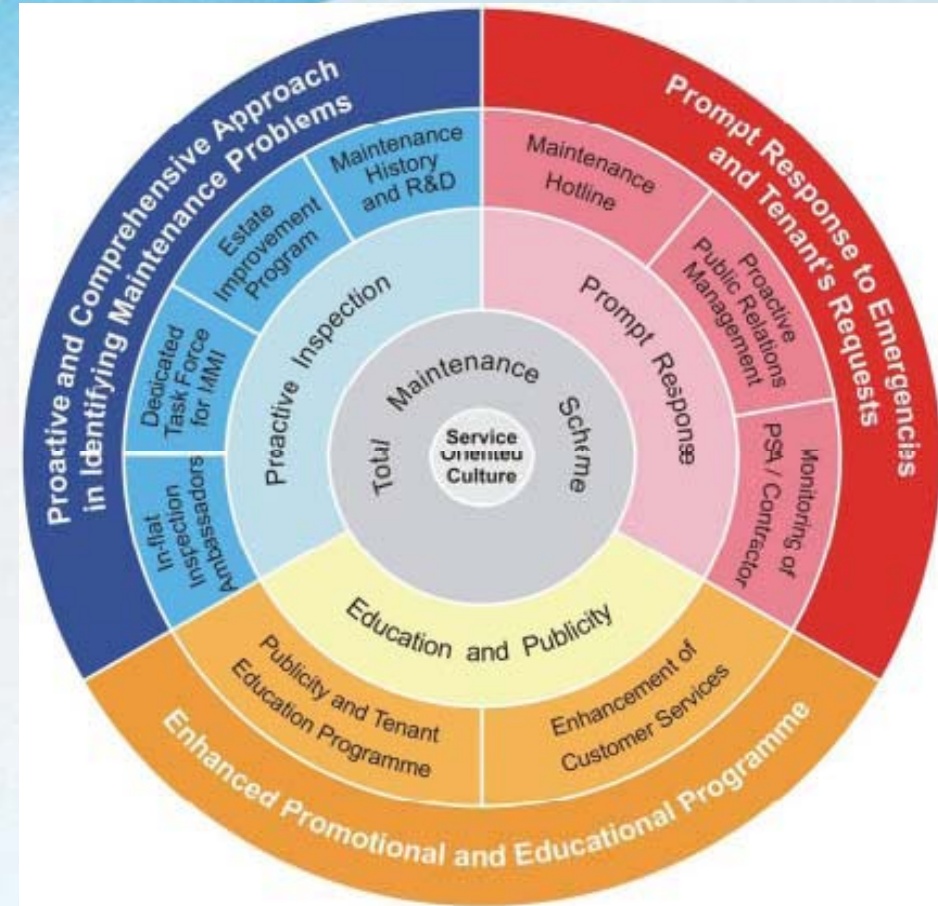




Background

Three-pronged approach :

- Proactively identify maintenance problems and repair
- Prompt response to tenants' maintenance 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 over 80%
- Become a regular programme



Second Five-year Cycle of TMS

Programme was launched in early 2011.

- As at March 2014, rolled out to 97 estates
- Completed inspection and repair in 65 estates
- Progress meets the implementation schedule



General Condition of Domestic Units

		No. of Works Orders Issued		
	Major Item	1 st Cycle	2 nd Cycle	Difference
1.	Concrete Spalling	70 290	43 220	27 070 (- 38.5%)
2.	Drainage	38 820	26 840	11 980 (- 30.9%)
3.	Door	9 990	6 500	3 490 (- 34.9%)
4.	Water Seepage	27 580	7 140	20 440 (-74.1%)



Customer Satisfaction Survey

- Independent consultant to conduct surveys
- Overall satisfaction maintained at about 80%
- Disturbance to some tenants with no inspection or repair/services needs



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 include Legislative Council and District Council Members, Estate Management Advisory Committees, residents and contractors





Mobile Education Path

- Set up Mobile Education Path at Tai Wo Hau Estate
- Mobile Maintenance Education Booths arranged in estates where TMS inspections would soon be carried out.
- Through display boards, video corners and maintenance mock-ups to educate tenants on maintenance knowledge
- Collect opinions at tea gatherings to improve service





Maintenance Hotline

- Enhanced customer service to make appointment and enquire works programmed
- Transparency in inspection and repair process
- Equipped with voice mail-box service to record unattended calls in busy or non-office hours.
- Service hours on Saturday have been extended to 6:00 p.m.
- As at March 2014, 108 000 appointments successfully arranged and 610 300 enquiries handled





Disturbance Mitigation

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





Disturbance Mitigation

- Proper cleansing after works





Management of Contractors

- Mock-up for each type of work
- Conduct frequent regular checks on contractors' workmanship
- Assess contractors' performance regularly which will affect their tendering opportunities



Way Forward

- Review the existing TMS cycle in order to mitigate disturbance to tenants and make a more effective use of resources.

– End –



Thank You!

