



# HONG KONG HOUSING AUTHORITY

Housing Authority Headquarters, 33, Fat Kwong Street, Kowloon, Hong Kong.

香港房屋委員會

九龍佛光街33號房屋委員會總辦事處

Our Ref.

HD(H)APP/LL 3/4/1

Your Ref.

CB(3)PAC/R38

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圖文傳真

22 May 2002

Miss Sandy CHU  
Clerk, Public Accounts Committee  
Legislative Council  
8 Jackson Road, Central  
Hong Kong

Dear Miss CHU,

**The Director of Audit's Report on the  
results of value for money audits (Report No. 38)  
Chapter 5 : Residential Services for the Elderly**

Thank you for your letter of 16 May 2002 seeking additional information on the above subject.

I enclose your requested information in both English and Chinese on letting of vacant HSC units in the **Appendix** for the consideration of the Public Accounts Committee.

Yours sincerely,

(K. H. LAU)

for Director of Housing

**Further information to the Public Accounts Committee**  
**on**  
**The Director of Audit's Report on the**  
**results of value for money audits (Report No. 38)**  
**Chapter 5 : Residential services for the elderly**

**(a) Measures to encourage elderly applicants to take up HSC units.**

Video to promote HSC has been produced and is being shown to elderly applicants non-stopped at the enquiry counter of the Housing Authority's Customer Services Centre. It is also played regularly at all the seven Housing Information Centres throughout the territory. Our video has highlighted to the elderly applicants that 24-hour warden services and social activities are provided at all HSCs which are fitted with emergency alarm system and purpose-built fittings available for them. Guided tours are arranged for interested applicants to visit our HSCs.

**(b) Allocating HSC units to elderly applicants whose families are residents of the public housing estates where the HSC units are located.**

We will as far as possible allocate HSCs according to the elderly applicants' preference including those HSCs close to their families, subject to availability of suitable premises. In addition, we have the Families with Elderly Persons Priority Scheme in place giving priority in allocation of flats to those families with elderly persons included in their applications.

**(c) The average waiting time in relation to putting refused HSC units (refused one time up to five times) under the Express Flat Allocation Scheme (EFAS).**

Making one offer to an elderly applicant, allowing time for viewing the flat and subsequently considering to accept or reject a housing offer will take four weeks' time to complete. Therefore, under the five scenarios

prescribed by Members of Public Accounts Committee, four weeks' time is required under each scenario. With the EFAS in place, the shortest waiting time for ordinary Waiting List and elderly applicants has been reduced to about three months against the current average waiting time of 3.2 years and 1.3 years for the respective groups. The existing arrangements under the EFAS has proved to be effective in maximizing the utilization of available public housing resources as well as reducing the waiting time of applicants.