



Legislative Council Panel on Housing

**Progress of
Total Maintenance Scheme**

**Housing Department
June 2010**



Background



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



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Background

The three-pronged approach of TMS :

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



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Progress

Programme implementation period is from 2006/07 to 2010/11, involving 177 estates. As at March 2010:

- Rolled out to 160 estates
- Completed inspection and repair of 105 estates
- Satisfactory progress, expected to be completed according to the implementation schedule



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In-flat Inspection Ambassador

Since the launch of TMS, more In-flat Inspection Ambassadors (IIA) have been progressively engaged, providing employment opportunities for young people

- As at March 2010, recruited about 200 IIAs
- IIAs' duties include :
 - carry out in-flat inspections
 - arrange one-stop repair service
 - promote maintenance education



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Enhanced Research & Development and Maintenance History

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



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Maintenance Hotline

- Enhanced customer service for tenants to make appointment and enquire works programme
- Transparency in inspection and repair process
- As at March 2010, through computer system and improved workflow, 81,000 appointments successfully arranged and 256,000 enquiries handled



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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.



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Public Relations and Maintenance Education & Promotion

- Maintenance Education Path set up in Tai Wo Hau Estate
- Mobile Maintenance Education Booths 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 commissioned to conduct surveys
- Overall satisfaction at 85% on average
- Well received by tenants since the launch of the TMS





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 -



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