



Hong Kong Housing Authority

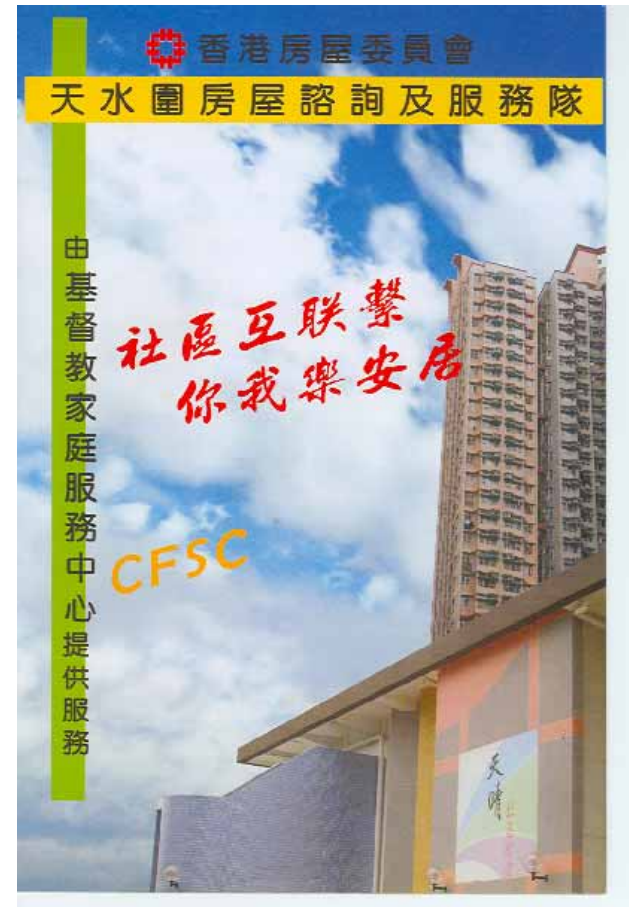
# Review Findings of the Pilot Scheme on the Housing Advisory and Service Team in Tin Shui Wai



**Legislative Council  
Panel on Housing  
7 December 2009**

# Briefing Details

- Background
- Effectiveness
- Continuation and Extension of the Services
- Way Forward



# Background

- Launched on 16 April 2008 to operate for two years
- Approved by the Housing Authority (HA) on 16 November 2009 to extend the scheme for two years, and to cover Tuen Mun, Yuen Long and Tung Chung Districts



# Effectiveness: Helped new tenants

- Conducted orientation briefings for 4 000 prospective tenants



- Conducted 3 300 home visits



# Effectiveness: Roadshows/Community Activities

- Conducted 55 roadshows and community activities



# Effectiveness: Facilitated the non-government organisations (NGOs)

- Provided outreaching services



Despatched mooncakes to share the joy of Mid-autumn Festival



Colourful Life in Yuen Long



# Effectiveness: Set up a telephone hotline

- Provided consultation services to 2 000 tenants



# Effectiveness: Feedback from various parties

- 👍 ■ Opinion survey to the Estate Management Advisory Committees
- 👍 ■ Local NGOs
- 👍 ■ Social Welfare Department (SWD), Home Affairs Department and local management of the Housing Department



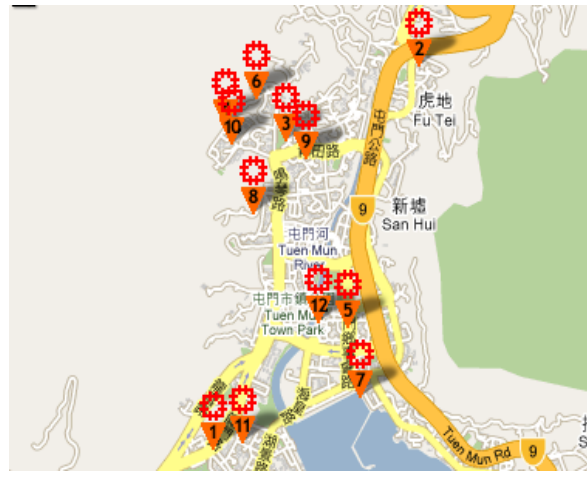


# Continuation and Extension of Services: Areas to be covered

- Extended from Tin Shui Wai to Tuen Mun, Yuen Long and Tung Chung Districts
  - Tenants are new arrivals, mostly low-income families who have little support from relatives or friends, and are unfamiliar with the living environment in the vicinity.



**Yuen Long (including Tin Shui Wai) (12 housing estates)**



**Tuen Mun (8 housing estates)**



**Tung Chung (2 housing estates)**

# Continuation and Extension of Services: Other arrangements

- Staff size to increase from 11 to 15
- Appointment by tender
- NGOs on SWD's subvention list
- Provision of services for two years with effect from 16 April 2010
- Cost estimated at about \$5.4 million, depending on the tender results



# Way Forward

- To review the effectiveness of the extended scheme 18 months after its commencement (October 2011)

- End -

