

Legislative Council Panel on Housing
Review on the Effectiveness of the
Tenants Purchase Scheme Advisory Team

Purpose

This paper informs Members of the effectiveness of the Tenants Purchase Scheme Advisory Team (TPSAT) set up by the Housing Authority (HA) to provide advisory and educational services for owners of Tenants Purchase Scheme (TPS) estates.

Background

2. We briefed Members on the setting up of the TPSAT in June 2010. The HA set up the TPSAT in June 2009 for a period of two years with a view to equipping the Management Committees (MC) and owners with better knowledge of estate management and maintenance issues. The TPSAT consists of three experienced professionals, including one Housing Manager, one Maintenance Surveyor and one Building Services Engineer. Its major tasks include delivery of advisory and educational services through goodwill visits, publication of educational materials, organisation of a forum, etc.

Major Tasks Accomplished

Goodwill Visits

3. The TPSAT has paid goodwill visits to all 39 TPS estates. The TPSAT met with Owners' Corporations (OCs) and Property Management Agents (PMAs) to understand their major concerns during these visits. Participants in these meetings included local District Council members, maintenance/service contractors and interested flat owners.

4. Taking the OCs' major concerns and local hot issues into consideration, the TPSAT delivered advice and recommendations on topics as follows -

- (a) the role of the HA and the HA representative;

- (b) the observance of the Building Management Ordinance, Deed of Mutual Covenant, Government Lease and Deed of Mutual Grant of Rights and Easement (if applicable);
- (c) the seven-year Structural Safety Guarantee provided by the HA;
- (d) use of Maintenance Fund;
- (e) handling of ceiling seepage and concrete spalling;
- (f) installation of Fall Arrest Systems and air-conditioner condensation drain pipes;
- (g) proprietary maintenance of lifts;
- (h) maintenance of gas supply pipes and water pump system;
- (i) tree management;
- (j) monitoring of PMAs and maintenance/service contractors; and
- (k) general housing policies (e.g. public rental housing allocation policy and Marking Scheme for Estate Management Enforcement).

Publication of Educational Materials

5. In June 2010, the TPSAT published a comprehensive manual, viz. Guidelines for Property Management and Maintenance. Specifically compiled for TPS estates, the manual shares HA's experience with OCs, PMAs and owners, and provides recommendations that could help them achieve good property management and maintenance. In the same vein, the TPSAT subsequently produced a pamphlet, viz. Good Practices on Property Management and Maintenance, and a video clip.

6. For better publicity and education purpose, we have distributed copies of the manual to all MC members, with further elaboration made during the meetings. The manual has also been uploaded onto HA/Housing Department and Home Affairs Department websites, so that other relevant personnel in the private sector may also make reference to it.

Territory-wide Experience Sharing Forum

7. With a view to further addressing OCs' major concerns, the TPSAT organised a territory-wide forum in March 2011. The forum attracted over 300 participants, including MC members, PMAs, services contractors and interested TPS owners. Valuable advice was delivered by the guest speakers from various professional bodies and government departments through presentations and the Question and Answer session. Topics covered during the forum included 'Owners' rights and responsibilities', 'Handling complaints on water dripping from air-conditioners, water seepage and pest control', 'Tree management', 'Selection and employment of consultants and contractors', 'Monitoring of building works' and 'Lift safety and maintenance'. Throughout the 3.5-hour forum, participants listened to the presentations attentively and raised questions enthusiastically.

8. With the contributions of the TPSAT through goodwill visits, delivery of the manual and conducting of the open forum, the OCs are better equipped with necessary knowledge on estate management and maintenance. It is anticipated that TPS owners may enjoy improved management service, better living environment and higher property value with enhanced management practices of the OCs.

Way Forward

9. In line with the original work plan, the TPSAT will be disbanded in June 2011. Meanwhile, the HA will continue to support OCs through the HA representatives who attend MC meetings and owners' general meetings.

10. Members are invited to note the above review on TPSAT's performance since its establishment in June 2009.

**Transport and Housing Bureau
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