



CB(1) 2129/11-12(02)

Legislative Council Panel on Housing

**Progress of
Total Maintenance Scheme**

**Housing Department
June 2012**





Background



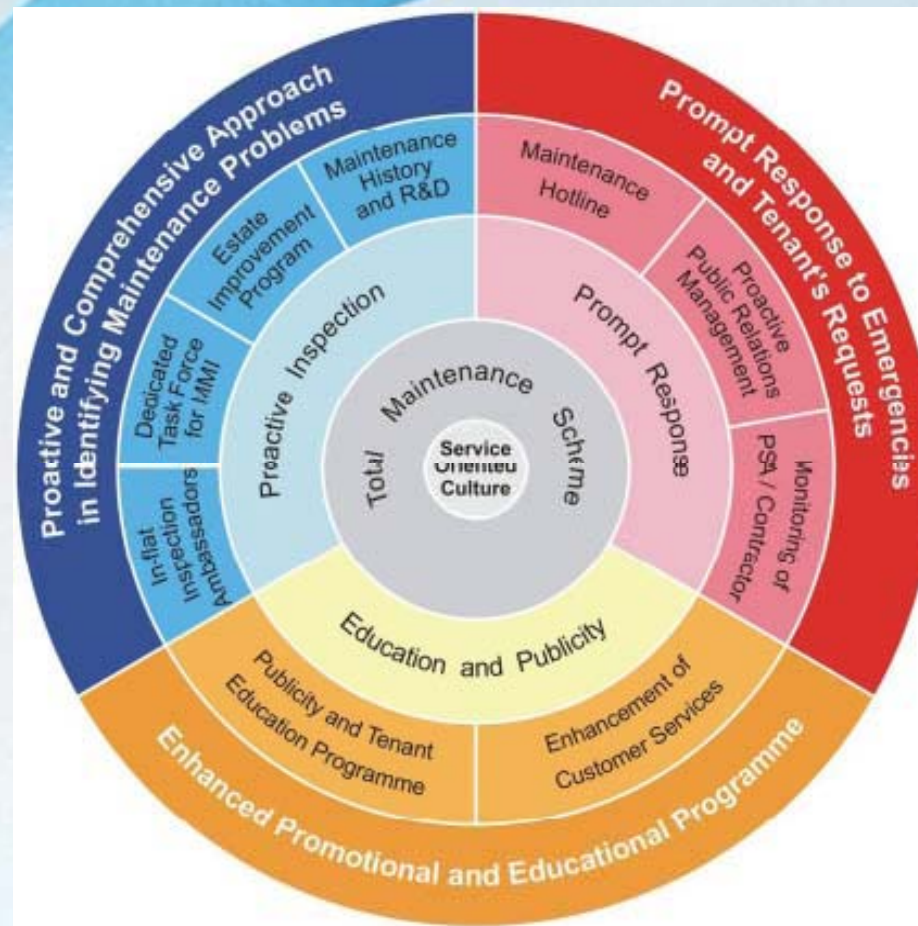
- A 5-year Total Maintenance Scheme (TMS) programme was launched in early 2006
- Proactively inspect in-flat conditions and provide comprehensive repair service
- Inspection items include
 - Spalling, Seepage, Tiling, Windows & Grills, Drainage, Plumbing, Doors and Gates
 - Electrical System, **Common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



Background

The three-pronged approach of TMS :

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





First cycle of TMS

First cycle of the TMS completed by end of March 2011.

- Rolled out to all 177 estates



Progress of the second cycle of TMS

Programme was launched in early 2011.

- As at March 2012:
- Rolled out to 28 estates
- Completed inspection and repair of 14 estates
- Satisfactory progress, expected to be completed according to the implementation schedule



In-flat Inspection Ambassadors (IIAs)

- IIAs' duties include :
 - carry out in-flat inspections
 - arrange one-stop repair service
 - promote maintenance education



TMS providing employment opportunities for young people



Enhanced Research & Development and Maintenance History

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





TMS Hotline

- Enhanced customer service for tenants to make appointment and enquire works programme
- Transparency in inspection and repair process
- As at March 2011, through computer system and improved workflow, about 89 200 appointments successfully arranged and about 369 200 enquiries handled





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.





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 80% 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 -

