

Legislative Council Panel on Housing

Progress of Total Maintenance Scheme

Purpose

This paper briefs Members on the progress of the Total Maintenance Scheme (TMS) for Public Rental Housing (PRH) estates implemented by the Hong Kong Housing Authority (HA).

Background

2. In early 2006, the HA launched a five-year TMS programme to proactively inspect the in-flat conditions and to provide comprehensive repair services to the tenants of PRH estates and Tenants Purchase Scheme estates aged ten years or above. The objective of the TMS is to provide maintenance services with enhanced customer services so as to meet the rising expectations of the tenants. The TMS adopts a three-pronged approach, viz. identifying maintenance problems proactively; responding promptly to tenants' requests and enhancing both promotional and educational programmes.

3. In-flat Inspection Ambassadors (IIAs) are recruited to carry out proactive in-flat inspections, arrange one-stop repair service and promote maintenance education. Minor repairs are carried out on the spot while works orders are issued immediately for more complicated repairs works with the aid of a Personal Digital Assistant, which is supported by a computer system. The computer system also features a Maintenance History Database that helps the IIA to answer queries from tenants, to conduct research analysis as well as to facilitate budget preparation.

4. The first five-year cycle of the TMS was completed by the end of March 2011. Encouraged by the success of the first five-year programme, the TMS has been endorsed by the HA to become a regular programme.

Review of First cycle of TMS

5. As at end of March 2011, the first five-year cycle of the TMS has been successfully implemented in all 177 estates, involving some 605 000 PRH flats. About 344 300 works orders had been issued and completed satisfactorily.

6. To assess tenants' level of satisfaction towards the in-flat inspection and maintenance services, an independent consultant has been commissioned to conduct surveys to collect tenants' views on the services delivered under the TMS. The results showed consistently high customer satisfaction rates of over 80%, which suggests that the TMS was well received by our tenants.

7. The success of the TMS was attributed to the proactive in-flat inspection, one-stop customer-oriented repair services, good communications with tenants as well as education to tenants on the importance of timely maintenance. These essential elements have been adopted for the forthcoming cycles as well.

Second Cycle of TMS

8. The second five-year cycle of the TMS was launched in 2011. As at end January 2013, the programme has been successfully rolled out in 58 estates, among which inspection and repair services for 31 estates involving about 88 100 flats and 40 600 works orders were satisfactorily completed. In comparison to the first cycle, less follow up orders for repair works are required.

Maintenance Hotline Service

9. To provide better hotline service to our tenants, the TMS call centre was equipped with voice mail-box service since March 2010 to record unattended calls in busy or non-office hours. Furthermore, service hours of the TMS call centre on Saturday have been extended from 12:00 noon to 6:00 p.m. since December 2010. By January 2013, a total of some 98 400 appointments have been arranged and 458 000 enquiries were handled through the hotline system.

Public Relations and Education

10. To ensure maintenance works can be carried out at an early stage and to achieve the objective of comprehensive maintenance and proper repair, we strive to enhance tenants' knowledge on the TMS and promote a better understanding on the respective maintenance responsibilities by the HA and the tenants. To this end, we will continue to organize briefing, seminars and workshops on the TMS for a wide range of stakeholders and the public, including members of the Estate Management Advisory Committees and contractors. We have also made use of display boards, video corners, maintenance mock-ups, as well as display items at the Maintenance Education

Path (MEP) in Tai Wo Hau Estate. The MEP, which was remodeled in 2012, is now equipped with a simulated public rental flat for in-flat inspection trainings for IIAs. In addition, we continue to run the Mobile Maintenance Education Booths in estates where the TMS will soon be carried out.

Customer Satisfaction Survey

11. Between the second quarter of 2011 and the third quarter of 2012, a customer satisfaction survey was conducted in 15 estates to interview 2 131 households who had received maintenance services under the TMS. As indicated in the preliminary result, the overall satisfaction rate was maintained at a level of about 80%.

Disturbance Mitigation

12. The HA has encountered several challenges in carrying out the TMS, which include inconvenience and nuisances (such as noise and dust) brought about to the tenants by the repair works. To reduce inconvenience to the tenants, we have required the contractor to render assistance to the tenants in moving their furniture to facilitate inspection and repairs, particularly for households with elderly or disabled members. To mitigate nuisance during the progress of works, the contractor will provide enhanced protection by using retractable post, dust screen cubicle with vision panel to enclose the works area, and tarpaulin sheet, etc. The contractor will also provide a vacuum cleaner and use tarpaulin sheet to protect the furniture and floor area for spalling /tiling repair works. Proper cleansing after works will also be conducted by the contractor. Payment to the contractor will be declined if insufficient protection measures are detected.

Responsive In-flat Maintenance Service

13. Modeled on the TMS, the Responsive In-flat Maintenance Service (RIMS) has been progressively launched since 2008 and has been implemented to cover all 205 estates as at January 2013. The RIMS provides a responsive, professional, and customer-oriented in-flat maintenance service to tenants' daily works requests. Customer satisfaction surveys were conducted from July 2010 to November 2012 to collect views of tenants from over 200 estates. The results of the surveys showed an average customer satisfaction level at about 78%.

Way Forward

14. We will continue to enhance the TMS and the RIMS to keep our buildings well maintained, to prolong the life of our housing stock and to provide a better living environment to our tenants.

15. Members are invited to note the progress of the TMS.

**Transport and Housing Bureau
April 2013**