

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 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 objectives of the TMS are to enhance the customer-oriented maintenance services so as to meet the rising expectation of the tenants, and to improve the economic efficiency as well as lengthen the economic life of the HA's assets. The TMS adopts a three-pronged approach, which includes identifying maintenance problems proactively, responding promptly to tenants' maintenance requests, and enhancing both promotional and educational programmes.

3. Under the TMS, In-flat Inspection Ambassadors (IIAs) are recruited to carry out proactive in-flat inspections, arrange one-stop repair service and promote maintenance education. IIAs will carry out minor repairs on the spot. For more complicated repair works, works orders will be issued immediately 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 supports IIAs to answer queries from tenants, and facilitates HD technical staff to conduct research analysis as well as budget preparation.

4. Given the positive response to the TMS, the HA has decided to implement the TMS as a regular programme. In order to further enhance the maintenance services, the 'Responsive In-flat Maintenance Services' (RIMS), adopting the TMS model, has been progressively rolled out in our estates since 2008.

Overall Progress of the TMS

5. The first five-year cycle of the TMS was successfully completed in 2011, involving 177 estates and some 605 000 flats. About 344 300 works orders had been issued and completed satisfactorily.

6. Launched in 2011, the second five-year cycle of the TMS is now in its fourth year. As at end March 2014, the programme has been successfully rolled out in 97 estates, among which inspection and repair services for 65 estates involving about 233 800 flats and 93 000 works orders were satisfactorily completed.

In-flat Condition of Domestic Units

7. According to our findings, the in-flat condition of the domestic units has been significantly improved since the implementation of the TMS. For some major repair items, including concrete spalling, drainage, door and water seepage, the volume of repair works required in the second cycle has dropped significantly as compared with the first cycle (see **Table 1**).

Table 1: Situation on Works Order Issuance for Major Repair Items

		No. of Works Orders Issued ¹		
	Major Item	1 st Cycle of the TMS	2 nd Cycle of the TMS	Difference
1.	Concrete Spalling	70 290	43 220	27 070 (- 38.5%)
2.	Drainage	38 820	26 840	11 980 (- 30.9%)
3.	Door	9 990	6 500	3 490 (- 34.9%)
4.	Water Seepage	27 580	7 140	20 440 (-74.1%)

Customer Satisfaction Survey

8. To gauge tenants' level of satisfaction towards the in-flat inspection and maintenance services, an independent consultant was commissioned to conduct surveys to collect tenants' views on the services delivered under the TMS.

¹ Since the second cycle of the TMS is still in operation, the analysis only includes statistics on 48 PRH estates where the first and second cycles of the TMS have been completed.

9. The overall satisfaction rate of the first cycle of the TMS was consistently over 80%. For the second cycle of the TMS, we have conducted surveys in 35 estates for the period from the second quarter of 2011 to the second quarter of 2013 to interview 4 240 households who had received maintenance services. The survey results indicated that the overall satisfaction rate was also maintained at a level of about 80%. However, we note that some tenants considered that there was no inspection nor repair needs and the TMS had caused disturbance to them.

Public Relations and Education

10. To improve the communications as well as education to tenants and contractors, we continue to organise 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.

Maintenance Hotline Service

11. To provide better hotline service, 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 March 2014, a total of some 108 000 appointments have been arranged and 610 300 enquiries were handled through the hotline system.

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 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 PRH households with elderly or disabled members. To mitigate nuisance during the progress of works, the contractor will provide enhanced protection by using 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.

Management of Contractors

13. To ensure the service quality of the contractors, we have closely monitored their performance. Firstly, the contractor is required to provide a standard mock-up for each type of work at the outset as an acceptance benchmark. We will also conduct checks on contractors' workmanship regularly. In addition, contractors' performance will be regularly assessed and the assessment result will affect their future tendering opportunities.

Way Forward

14. Through the implementation of the TMS and the RIMS, the in-flat condition of the domestic units has been improved with timely handling of defects. Taking into account the age profile and the in-flat condition of our housing stock, we consider that the span of the TMS cycle can be flexibly adjusted in order to mitigate disturbance to our tenants and make a more effective use of resources.

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

Transport and Housing Bureau
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