

**Legislative Council Panel on Housing**  
**Supplementary Information**

**Purpose**

Regarding the motions passed and the follow-up actions requested on The Total Maintenance Scheme (TMS) of the Hong Kong Housing Authority (HA) at the Legislative Council Panel on Housing meeting on 12 February 2019, this paper provides the relevant response.

**Follow-up action**

**(a) given that for estates where the Total Maintenance Scheme (“TMS”) was completed, the overall access rate for in-flat inspections was about 80% (paragraph 5 of LC Paper No. CB(1)532/18-19(05)), the total number of public rental housing (“PRH”) units in these estates and the percentage of these PRH units where the Hong Kong Housing Authority (“HA”)/Housing Department (“HD”) had completed the TMS.**

2. The Total Maintenance Scheme (TMS) is a regular programme to provide in-flat inspection and repair services. Under the TMS, HA provides appropriate repair service to all inspected flats as necessary. Between April 2016 and September 2019, HA completed the TMS in 54 estates with around 170 000 flats (about 83% of the total flat number of 206 000) inspected. HA carried out instant repair works for more than 99% inspected flats and would continue to follow up on those flats involving repair works of higher complexity. For the remaining flats inaccessible for inspection, HA will continue to improve the visit arrangement and appointment services, including redeploying resources in next inspection cycle for making appointments at night, etc., to enable more tenants to participate in the scheme. If tenants have day-to-day repair needs, HA will follow up immediately through the Responsive In-flat Maintenance Services.

**(b) the number of PRH units where window glasses (or windows) were found broken/damaged in the aftermath of super typhoon Mangkhut in 2018; the number of PRH households who had reported the damages to HD and sought its assistance; the number of PRH households who had been provided with repair services from HD free of charge; the number of and reasons for PRH households’ requests for free-of-charge repair services rejected by HD.**

3. In response to the aftermath of the Super Typhoon “Mangkhut”, HD has discretionarily arranged replacement of broken window panes glass free of charge for needy tenants if they did not replace or modify the original windows provided. For tenants with financial difficulty, HD also arranges free replacement of broken window glass. HD has not maintained statistics of this arrangement.

**(c) given that the Director of Audit had recommended in its Report No. 67 in 2016 that HA/HD should strengthen the inspections of contractors’ repair works under the TMS, over past two years, the number of surprise checks that had been conducted by HA/HD, and whether and how HA/HD had increased the frequency of periodic inspections; whether during inspections/surprise checks, HA/HD had found irregularities/non-compliances committed by contractors and if yes, the punishments imposed on them;**

**(d) given that the Report No. 67 had mentioned that “in the HD’s audits of the TMS teams’ performance during 2012-2013 to 2015-2016, low scores were given to the in-flat inspection and maintenance service process”, whether the TMS teams had achieved higher scores/performed better since the issue of the Report, and if yes, the details;**

**(e) details about the assessment criteria in tendering for contracts under the TMS (including the respective weightings for technical and quality, tenderers’ past performance and price assessments, etc.); the considerations for determining the relative importance of the different criteria; and**

**(f) details, including the total number, of contractors under the TMS punished by HA/HD, if any, by shortening their contract period.**

4. The TMS is currently included in the work scope under our District Term Maintenance Contracts (DTC). HA has put in place established procurement policies to manage its contractors through list management. Under the Preferential Tendering Opportunities arrangement, eligible contractors will be invited to submit bids for DTC based on their past performance scores. Contractors with lower scores would be given less or even zero tendering opportunity.

5. HA's tender evaluation covers assessments on technical, financial, performance, workload and contractual aspects. To encourage contractors to improve their performance, our DTC tender evaluation also adopts the Preferential Tender Award System (PTAS), which uses a 75:25 score weighting between tender price and non-price elements. Non-price elements include 17% performance score<sup>1</sup> and 8% corporate score<sup>2</sup> to assess the performance and capability of contractors systematically.

6. Moreover, HA attaches much importance to the repair and maintenance service and strictly enforces the contract requirements in order to enhance the quality of works by contractors. HA will closely monitor the performance of the contractors, including the conduct of routine inspections, surprise checks and regular assessments. For contractors of serving DTC with sub-standard performance, the contract period would be shortened from three to two years.

7. HA conducted 24 times of surprise checks in the past two years, and continues to conduct additional site inspections with contractors monthly. If irregularities are found, whether in materials or workmanship, HA will instruct the contractors to rectify the situation in accordance with the contractual requirements immediately until the required standards are met. HA will also step up the site checks, in particular for works by contractors with persistent unsatisfactory performance. If the unsatisfactory performance persists, HA will issue warning letters according to individual circumstances, and reflect the situation in regular contract reviewing meetings. From the observation in the surprise checks in the past two years, the overall quality of works has been improved.

8. In the past five years, three DTCs' contract periods were shortened by 12 months since their contractors' performance were found below the pre-determined threshold.

9. The results of service audits since 2017-18 have indicated that the TMS teams have performed better and achieved higher scores in the in-flat inspection and maintenance service process. Regarding the average number of flats inspected by the TMS team per day and the performance of In-flat Inspection Ambassadors (IIAs), the numbers of estates meeting standards are higher than that mentioned in the Director of Audits' Report No. 67 by 7% and 37% respectively. HD will continue to strengthen the training and improve IIAs' service standard.

---

<sup>1</sup> The Performance Score reflects the contractor's capabilities in quality control and management of maintenance and improvement (M&I) works, which is derived from the Contractor Score under the Housing Department's Maintenance Assessment Scoring System. For the contractors who do not have the referred Contractor Score, their Performance Score will be assigned based on their submitted M&I works experience during the wildcard contractor qualification assessment.

<sup>2</sup> The Corporate Score has taken into consideration the contractor's past conviction record, serious accident record and performance under the wage monitoring system.

## **Motions passed<sup>3</sup>**

**According to the statistics of the Hong Kong Housing Authority and the Census and Statistics Department, the number of people aged 60 or above living alone in public rental housing (“PRH”) increased from 59 694 to 96 705 in the past ten years, and the number of people aged 60 or above waiting for PRH increased from 21 942 to 33 726 in the past five years, reflecting the continuous and increasing demand for PRH by the elderly aged 60 or above. At present, the average waiting time of non-elderly people has increased from 4.7 years in 2017 to 5.5 years in 2018. If the government policy of raising the age threshold of elderly Comprehensive Social Security Assistance from 60 to 65 is extended to apply to the age limit imposed on the elderly for making PRH applications, the PRH waiting time of the elderly aged between 60 and 64 will then be further lengthened.**

**In this connection, this Panel urges the Government, as far as all PRH application schemes for the elderly are concerned, the threshold of old age should be maintained at 60, so as to enable grass-root elderly people to move into PRH units as early as possible and achieve the objective of “ageing in place”.**

### **Age requirements for HA’s housing policies and measures**

10. HA’s current housing policies and measures have different age requirements for eligible persons. For instance, the age requirement for the “Elderly Persons Priority Scheme” and the “Harmonious Families Priority Scheme” is 60, whereas the age requirement for Trial Scheme on Full Rent Exemption for Elderly Under-occupation Transfer is 70. HA has no plan to make any change at this stage. As always, HA will pay close attention to the Government’s policies, the development of community as well as views of the public, and review various policies and measures from time to time in order to meet the housing needs of low-income families, as appropriate.

**Transport and Housing Bureau  
January 2020**

---

<sup>3</sup> LC Paper No. CB(1)582/18-19(01).