

**For discussion on
12 February 2019**

Legislative Council Panel on Housing

Progress of the Total Maintenance Scheme

Purpose

This paper updates Members on the latest progress of the Total Maintenance Scheme (TMS) for public rental housing (PRH) estates implemented by the Hong Kong Housing Authority (HA).

Background

2. HA launched TMS in early 2006, and has been adopting a three-pronged approach, which includes proactive identifying maintenance problems, making prompt response to tenants' requests, and enhancing promotion efforts and education of proper maintenance. HA proactively inspects the in-flat conditions and provides comprehensive repair services for PRH units¹ aged 10 years or above, so as to meet the raising expectation of tenants, as well as enhance the economic efficiency and lengthen the usable life of HA's assets. With a view to providing timely repairs, HA arranges in-flat inspections every 10 years for residential units in buildings aged between 10 and 30 years, and has increased the frequency to every five years for buildings aged over 30 years old.

3. TMS covers all standard facilities provided by HA in PRH units. Under TMS, In-flat Inspection Ambassadors (IIAs) engaged by HA will inspect in-flat conditions proactively, arrange one-stop repair services and promote maintenance education. IIAs will arrange building maintenance workers to carry out minor repairs on the spot. For more complicated repairs, IIAs will issue works orders immediately to maintenance contractors for follow up actions. The maintenance history will be recorded in the computer system to facilitate professional staff of the Housing Department to conduct research, analysis, and budget preparation.

¹ Including PRH units under the Tenants Purchase Scheme and Buy or Rent Option.

Latest progress

4. Since the launch of TMS in 2006, HA has completed the first two five-year plans. The third five-year plan was commenced in 2016 and will be completed in 2021. As at end-November 2018, HA has completed TMS in 40 estates, involving around 157 000 units. HA will continue to implement TMS in PRH units of the remaining estates.

5. From the rolling out of TMS to the end of November 2018, HA has completed about 583 000 works orders. For estates where TMS was completed, the overall access rate for in-flat inspections maintains at about 80%.

Customer satisfaction level

6. To gauge tenants' satisfaction level on TMS, HA has commissioned independent consultants to conduct surveys to collect tenants' opinions. HA selects tenants who have received services under TMS on a random and quarterly basis, and passes their information to the consultant for telephone surveys. The consultants interviewed around 2 000 tenants who have received services under TMS in the latest survey (conducted during the period from July 2017 to May 2018). Result of the survey indicated that the overall satisfaction rate of TMS was about 80%. HA will continue reviewing the findings of the customer satisfaction survey and improving the quality and performance of TMS.

Enhancing publicity

7. HA all along maintains good communication with tenants and stakeholders from different sectors, and provides them with maintenance knowledge and education. HA will continue arranging Mobile Education Booths (MEB) in estates where TMS will soon be commenced to introduce the operation of the scheme and the knowledge about maintenance and repair through display panels and pamphlet. HA will also organise briefings for relevant Estate Management Advisory Committees, so as to promote TMS and solicit support from tenants.

8. To encourage tenants to participate in inspections and repairs, HA has enhanced the publicity of TMS since September 2018. Apart from the publicity efforts mentioned above, HA further promotes TMS through various channels, including electronic media, Estate Newsletters, delivery of promotional materials to tenants' mail boxes, etc.

Optimising workflow

9. To allow more tenants to participate in the inspections, HA will continue improving the visit arrangement and appointment services under TMS. During inspections, HA will review the record of unsuccessful attempts from time to time, and arrange visits in different timeslots to increase the chance of access. HA will also carry out interim assessments. When the overall access rate of an individual housing block is unsatisfactory, HA will redeploy resources to arrange IIAs to reach out to tenants during non-office hours for making appointments, to enable more tenants to participate in the scheme.

10. Furthermore, HA will follow up cases that have long been inaccessible for inspection. When tenants of flats inaccessible for inspections in the last two consecutive TMS cycles submit work requests to the Estate Management Office, the In-flat Technical Team will make use of the visit to inspect and take necessary actions for specific TMS items related to building safety.

Maintenance hotline services

11. HA has also set up the TMS Hotline, which is being handled by designated Public Relation Officers. Tenants may make enquiries, complaints, repair requests and inspection appointments via the hotline. From April to November 2018, tenants have arranged through the hotline around 5 300 appointments for inspection. The hotline has also handled some 91 800 enquiries.

Making good use of information technology

12. In the past, IIAs carried out in-flat inspections with the aid of personal digital assistants (PDAs) supported by a computer system. With technological advancement, IIAs' equipment has also been improved. Smartphones with latest mobile apps installed has replaced PDAs since August 2018. The apps allow IIAs to retrieve suitable data for in-flat inspection more efficiently and accurately. HA will continue making good use of information technology to improve the workflow of TMS and thus the work performance.

Strengthening supervision of works

13. HA closely monitors the performance of the maintenance contractors to assure their quality of works and standard of services. Firstly, HA requires contractors to provide a standard mock-up as an acceptance benchmark before commencement of each type of works. In addition, HA conducts inspections and surprise checks, and carries out regular assessments of contractors' performance, the result of which will affect the contractors' future tendering opportunities for maintenance contracts. For serving contractors, if their performance is below the established standard, the relevant contract period may be shortened.

Way forward

14. HA will continue to monitor the operation of TMS, review the quality of works and satisfactory level of tenants, as well as examine the workflow and enhance the information system from time to time, for a better performance.

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

**Transport and Housing Bureau
January 2019**