

**For discussion on
30 March 2020**

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 the TMS in 2006 to proactively inspect in-flat conditions and provide comprehensive repair services for PRH units¹ with age of 10 years or above to improve tenants' living environment while enhancing the economic efficiency and lengthening the life span of HA's assets. The TMS adopts a three-pronged approach: proactively identifying maintenance problems, quickly responding to tenants' reasonable requests, and strengthening promotion and education. To ensure timely maintenance, HA arranges in-flat inspections every 10 years for premises aged between 10 and 30 years, and has increased the frequency to every five years for those aged over 30 years. The TMS covers all standard facilities² provided by HA in PRH units.

3. Under the TMS, HA assigns In-flat Inspection Ambassadors (IIAs) to proactively inspect and record in-flat conditions, educate tenants about building maintenance and arrange one-stop repair services. 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. HA also sets up a TMS hotline and a service counter in each estate. A dedicated Public Relation Officer (PRO) will be assigned to handle tenants'

¹ Including PRH units in Tenants Purchase Scheme and Buy-or-Rent Option Estates

² Standard facilities include landlord's fixtures, e.g. slab, wall, window, drainage, sanitary fitting & kitchen fixture, fresh & flush water installation, door, gate, electrical installation, etc.

enquiries, repair requests, inspection appointments, and complaints.

4. To maintain good communication with different stakeholders and promote maintenance education, HA sets up Mobile Education Booths and organises briefings with the Estate Management Advisory Committee in estates where the TMS will soon to be commenced, and uses various channels to promote the TMS. As for the quality of the works, HA closely monitors the performance of the maintenance contractors, including setting up acceptance standards, conducting inspections and surprise checks, and regularly assessing contractors' performance.

LATEST PROGRESS

5. Since the launch of the TMS in 2006, HA has completed the first two five-year plans. For the third five-year plan spanning from 2016 to 2021, HA has completed the TMS in 62 estates with around 240 000 units, including 14 estates with buildings aged between 10 and 30 years, and 48 estates aged over 30 years. We have completed about 106 000 works orders³ as at the end of December 2019. HA will continue implementing TMS in PRH units of the remaining estates.

INSPECTION ARRANGEMENT

6. Among the 62 estates with the TMS completed, the overall access rate of in-flat inspections is maintained at about 80%. HA has optimized the visit arrangement and appointment services to facilitate more tenants' participation in the in-flat inspection. During the inspection, HA reviews records of unsuccessful attempts from time to time and arrange visits at three different timeslots. In case of unsuccessful attempt, HA will leave notice to invite tenants to make appointments with PROs for maximizing the chance of successful visits. HA conducts interim assessment as well. When the accessible rate of individual blocks is unsatisfactory, or some units were not inspected in the last cycle, HA will allocate resources and assign IIAs to call or visit

³ Since the launch of the TMS till the end of December 2019, HA has completed about 620 000 works orders.

tenants at non-office hours for arranging appointment to enhance tenants' participation.

7. Furthermore, HA follows up on units that have been inaccessible for in-flat inspection for a long time. When tenants from the units not inspected in last two consecutive TMS cycles request Responsive In-flat Maintenance Services (RIMS) through Estate Management Office, technical teams will take the opportunity to inspect specified items and handle safety related repairs during the visit.

OPERATION MANAGEMENT

8. HA has developed a dedicated mobile application for the TMS such that IIAs are able to download relevant information quickly and accurately to facilitate their inspections, and upload inspection records instantly through the use of smartphone. This arrangement streamlines the workflow and improves the operational efficiency. Relevant inspection and maintenance records will be stored in the computer system for future planning, progress monitoring, budgeting, data analysis, research and formulation of related maintenance policies, etc. HA will continue using the information technology to enhance the operation and improve work efficiency.

9. In addition, HA has further strengthened the training of IIAs, including training courses, lectures and daily supervisions, etc. so that IIAs can grasp the essence of in-flat inspection and supervision. HA will continue monitoring the service quality and providing training support to IIAs as appropriate to improve the service level and working efficiency.

CUSTOMER SATISFACTION LEVEL

10. To gauge tenants' satisfaction level on the TMS, HA has commissioned independent consultants to conduct surveys for collecting tenants' opinions on the TMS. HA randomly selects tenants who have received services for the consultant to conduct telephone interviews quarterly. From the rolling out of the TMS to the third quarter of 2019,

the survey result showed that the overall satisfaction rate of the TMS was about 80%. HA will continue reviewing findings of the customer satisfaction survey and improving the quality and performance of the TMS.

WAY FORWARD

11. HA will continue monitoring the operation of the TMS, reviewing the quality of works and satisfactory level of tenants, examining the workflow and enhancing the information system from time to time, to achieve better performance.

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

Transport and Housing Bureau

March 2020