

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

**Purpose**

This paper provides relevant response to the requests for supplementary information on Progress of the Total Maintenance Scheme (TMS) and the Marking Scheme for Estate Management Enforcement in Public Housing Estates (the Marking Scheme) of the Hong Kong Housing Authority (HA) made at the Legislative Council Panel on Housing meeting on 28 April 2020 and 4 May 2020.

**Follow-up actions**

**Progress of the Total Maintenance Scheme**

**(a) since the time when the Director of Audit had recommended in its Report No. 67 in 2016 that the Hong Kong Housing Authority ("HA") should strengthen the inspections of contractors' repair works under the Total Maintenance Scheme ("TMS"), whether and how HA had increased the frequency of periodic inspections; the annual number of surprise checks conducted by HA; the annual number of unsatisfactory contractors' repair works found by HA and the punishments imposed on the contractors concerned; and the number of contractors punished by HA by shortening their contract period or terminating their contract due to their low performance scores.**

2. HA attaches great importance to the repair and maintenance service and monitors the performance of the contractors closely, including the conduct of routine inspections, surprise checks and regular assessments. In response to the recommendation of Report No. 67 of the Director of Audit, currently HA has been conducting additional site inspections on a monthly basis in order to strengthen inspections and monitoring of contractors' repair works.

3. Apart from routine inspections, HA had conducted a total of 34 times of surprise checks in the past three years (from April 2017 to April 2020). If irregularities from contractors' performance are found, whether in terms of materials or workmanship, HA will strictly enforce the contract requirements, and instruct the contractor to rectify the situation until the standards required by HA are met. HA will also step up the site checks, in particular for works by the contractor with persistent unsatisfactory performance. If the contractor still fails to make improvements, HA will issue warning letters to them according to individual circumstances, and reflect the situation in regular contract reviewing meetings. From the observation in the surprise checks in the past three years, about 4.95% of the total repair works items of the flats selected for checking

needed to be further refined, which was lower than the 14% undesirable repair works items mentioned in the Audit Report, indicating that the overall quality of works has been improved.

4. If the contractor's performance continues to be unsatisfactory and the performance scores under the Maintenance Assessment Scoring System in the past five quarters are below the pre-determined threshold according to the contract provisions, HA has the right to shorten the contract period from three years to two years. In the past three years (from April 2017 to April 2020), one District Term Contract's contract period was shortened by 12 months since the contractor's performance was found below the pre-determined threshold.

5. Furthermore, the performance of contractors will be reported to HA's Contractors Review Committee. Progressive regulatory actions, including removal, suspension, restriction, downgrading or demotion of contractors from HA List, against defaulting contractors rated as 'Adverse' in their performance reports will be imposed.

**(b) given that as mentioned in LC Papers No. CB(1)532/18-19(05) and CB(1)491/19-20(05), for estates where TMS was completed, the overall access rate of in-flat inspections was about 80%, the annual number of public rental housing ("PRH") tenants aged 65 or above and disabled PRH tenants who had participated in TMS and the proportion of these tenants to the annual number of tenants participating in TMS.**

6. The Housing Department has not maintained the relevant figures. Since the launch of the TMS in 2006, as at end-December 2019, 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. Among the 62 estates with the TMS completed, the overall access rate of in-flat inspections is maintained at about 80%.

7. To facilitate more tenants' participation in the in-flat inspection (including public rental housing (PRH) tenants aged 65 or above and disabled PRH tenants), HA has optimized the visit arrangement and appointment services. During the inspection, HA reviews records of unsuccessful attempts from time to time and arranges visits at three different timeslots. In case of unsuccessful attempt, HA will leave notice to invite tenants to make appointments with the Public Relation Officers 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 In-flat Inspection Ambassadors to call or visit tenants at non-office hours for arranging appointment to enhance tenants' participation.

## **Marking Scheme for Estate Management Enforcement in Public Housing Estates of the Hong Kong Housing Authority**

**(a) the breakdown of the 106 households accrued 16 or more valid points under the Marking Scheme for Estate Management Enforcement in Public Housing Estates ("Marking Scheme") as at end-December 2019, such as the number which had surrendered their public rental housing ("PRH") units voluntarily; the number which had received notices-to-quit and of these households, the number which had/had not surrendered their PRH units; the number which had their notices-to-quit withheld; the number whose cases had not yet been dealt with by the Hong Kong Housing Authority ("HA"), etc..**

8. As at end-December 2019, there were 106 households which had accrued 16 or more valid points under the Marking Scheme. Among these households, three had surrendered their PRH units voluntarily, 83 received notices-to-quit ("NTQ") and 20 had their NTQs withheld on special grounds. Moreover, out of the 83 households with NTQ issued, 48 had their PRH units recovered, and 32 had their NTQs cancelled by the Appeal Panel (Housing) or had been approved of regrant of tenancy on compassionate grounds. The remaining three had their appeal in progress.

**(b) the statistics (and other relevant details if any) with respect to the Administration's advice that a tenant who had received a warning from HA for committing a misdeed (such as causing noise nuisance) and had not corrected the bad habits concerned within/after 14 days from the issue of the warning might be allotted points under the Marking Scheme.**

9. Among the 28 misdeeds under the Marking Scheme, the warning system applies to 12 less serious misdeeds. First offenders will receive a written warning. If a tenant commits the same misdeed for a second time or again thereafter, points will be allotted. HA issued written warnings to 246 households in 2019. Among which, points were allotted in 79 cases for committing the same misdeed again, including six households being served with an NTQ by HA upon accumulation of 16 valid points. The remaining cases had corrected the bad habits without allotment of points. Please refer to **Annex** for details.

**Transport and Housing Bureau  
July 2020**

**Marking Scheme for Estate Management Enforcement in Public Housing Estates  
Summary of Point Allotment of the Warning-issued Cases in 2019**

Category of Misdeeds		Warning issued (Household)	Point -allotment (Case)	Notice-to-quit issued upon accumulation of 16 valid points (Household)
A1	Drying clothes in public areas (except in areas designated by Housing Department (HD))	93	7	0
A2	Hanging floor mop outside the window or balcony	2	0	0
A3	Putting dripping object at window, balcony or façade	6	2	0
A4	Dripping oil from exhaust fan	0	0	0
B7	Obstructing corridors or stairs with sundry items rendering cleansing difficult	52	5	0
B9	Causing mosquito breeding by accumulating stagnant water	0	0	0
B11	Causing noise nuisance	9	7	1
B13	Water dripping from air-conditioner	42	14	0
C5	Denying HD staff or staff representing HD entry for repairs responsible by HD	41	44	5
C6	Refusing repair of leaking pipes or sanitary fittings responsible by the tenant	0	0	0
C7	Damaging down/sewage pipes causing leakage to the flat below	1	0	0
C11	Accumulating a large quantity of refuse or waste inside leased premises, creating offensive smell and hygienic nuisance	0	0	0
<b>Total</b>		246	79	6