

**For discussion on
6 September 2021**

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 the 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 has been adopting a three-pronged approach, which includes proactively identifying maintenance problems, quickly responding to tenants' requests, and strengthening promotion and education. To ensure timely building maintenance, HA arranges in-flat inspections every 10 years for premises aged between 10 and 30 years, and every five years for those aged over 30 years.

3. The TMS covers all standard facilities² provided by HA in PRH units. 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 whenever necessary, including carrying out minor repairs on the spot and immediately issuing works orders to contractors for following up more complicated repairs.

4. To maintain good communication with different stakeholders and promote maintenance education, HA sets up Mobile Education Booths in estates where the TMS will soon commence, and uses various other channels to promote the TMS. Furthermore, HA also sets up a TMS hotline and a service counter in each estate during the implementation of TMS. A dedicated Public Relation Officer (PRO) will be assigned to handle tenants' enquiries, inspection appointments, repair requests, etc.

¹ Including PRH units not yet sold in Tenants Purchase Scheme and Buy-or-Rent Option Estates.

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

LATEST PROGRESS

5. Since the launch of the TMS in 2006, HA has completed the first two five-year plans. The third five-year plan commenced in 2016. As at the end of June 2021, HA has completed the TMS in 67 estates with around 255 000 units, including 14 estates with buildings aged between 10 and 30 years, and 53 estates with buildings aged over 30 years, and has completed about 109 000 works orders³. Among the estates with the TMS completed, the overall access rate of in-flat inspections is maintained at about 80%.

6. In view of the epidemic situation of the Coronavirus Disease 2019 (COVID-19), HA had suspended the TMS since February 2020⁴ in order to reduce social contacts and the risk of virus spreading in the community. To effectively utilize resources, HA redeployed most of the TMS workforce to various regions to cope with the upsurge of workload arising from the epidemic. As epidemic situation stabilized gradually, HA started to resume TMS in June 2021 and resumed full service from July 2021.

ENHANCED INSPECTION APPOINTMENT

7. For estates undergoing TMS, HA reviews records of unsuccessful attempts of in-flat inspections from time to time and arranges visits at three different timeslots. In case of unsuccessful attempt, HA will leave a notice inviting the tenant to make appointments with PROs. HA also makes special arrangement for PRH blocks aged 40 years above, individual blocks with unsatisfactory accessible rate or units not inspected in the last cycle, by allocating resources and assigning IIAs to call the tenants at non-office hours for arranging appointment or visiting them to enhance tenants' participation.

8. Furthermore, HA has optimized the workflow of Responsive In-flat Maintenance Services (RIMS). If the unit requesting in-flat maintenance services was not inspected in the last two consecutive TMS cycles, technical teams will take the opportunity to proactively inspect specified items and handle safety related repairs apart from the works requested by tenants during the visit.

³ Since the launch of the TMS till the end of June 2021, HA has completed about 623 000 works orders.

⁴ Since the outbreak of the COVID-19 in early 2020, the Government announced special work arrangement and resumed public services in an orderly manner in accordance with the epidemic condition. HA had also suspended in-flat inspection since February 2020 and resumed the relevant services intermittently in 2020.

STRENGTHENING SUPERVISION OF WORKS

9. HA attaches great importance to repair and maintenance services and monitors the performance of contractors closely. After the commencement of works, HA conducts regular inspections and surprise checks on works to assess the performance of contractors. Contractors must rectify irregularities immediately; and the performance assessment will affect the contractors' tendering and awarding opportunities for future maintenance contracts. To further tighten works control, HA has increased the frequency of surprise check from 12 times to 24 times annually since July 2020. HA will continue to step up inspection and monitor contractors' repair works to sustain the quality of works.

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 on a quarterly basis and asks the consultant to conduct telephone interviews of the tenants concerned. From the rolling out of the TMS to the first quarter of 2021, the survey result showed that the overall satisfaction rate of the TMS was about 80%. HA will continue to review findings of the customer satisfaction survey and improve the quality and performance of the TMS.

WAY FORWARD

11. HA will continue to monitor the operation of the TMS, the quality of works and satisfaction level of tenants, and will review and examine the workflow and enhance 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
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