

民政事務總署

香港灣仔軒尼詩道一百三十號
修頓中心廿九、三十及三十一樓



APPENDIX 6 Home Affairs Department

29th, 30th and 31st Floors,
Southorn Centre,
130 Hennessy Road,
Wan Chai, Hong Kong

本署檔號 Our Ref. () in HAD HQ CR/20/3/3SF1/(C) Pt. 74

來函檔號 Your Ref. CB4/PAC/CS(78,78A&79)

電話 Tel.: 2835 2088

傳真 Fax.: 2147 0984

15 January 2024

Clerk to the Public Accounts Committee,
Legislative Council
Legislative Council Complex,
1 Legislative Council Road,
Central, Hong Kong
(Attn: Ms Shirley CHAN)

Dear Ms CHAN,

Follow-up to the Public Accounts Committee Report No. 75A Efforts of the Home Affairs Department in facilitating building management

Thank you for your letter of 8 January 2024 to the Director of Home Affairs regarding the subject matter. In response to Members' enquiry about our Department's work in supporting "three-nil buildings", our reply is as follows.

2. "Three-nil buildings" generally refer to buildings that neither have an owners' corporation (OC) or any form of residents' organisation, nor employ a property management company (PMC) to manage the buildings. Although the management of private buildings is the responsibility of the owners, the Home Affairs Department (HAD) has been providing various support to "three-nil buildings" considering that they may lack a suitable platform to deal with building management matters. The HAD's policy is to assist and encourage the formation of residents' organisations (including OCs) in "three-nil buildings". Even if "three-nil buildings" cannot form any residents' organisation for various reasons, HAD continues to provide support to the owners concerned to help them manage their buildings properly.

3. As regards our efforts in assisting "three-nil buildings" to form OCs, HAD launched three phases of the "Building Management Professional Advisory Service

Scheme” (BMPASS) from 2011 to 2020. Experienced PMCs were engaged to provide a series of free professional advice and follow-up services on building management, including assisting in the formation of OCs or assisting defunct OCs in resuming operation, assisting OC in applying for various maintenance subsidies and loan schemes, and following up on building inspections/window inspections, maintenance works and tendering, etc. The three phases of the “BMPASS” assisted in forming/resuming operation of 540 OCs. In view of the effectiveness of the “BMPASS”, the HAD has regularised it.

4. The Audit Commission and the Public Accounts Committee (PAC) of the Legislative Council (LegCo) conducted a detailed review of the operation of the “BMPASS” in 2020-2021 and made a number of recommendations. HAD has fully adopted the recommendations, including rolling out a Pilot Scheme under the regularised “BMPASS” to engage community organisations/NGOs with experiences in building management or related fields to reach out to the owners/residents of “three-nil buildings”, and to encourage and assist them to form OCs. The Pilot Scheme was first launched in Sham Shui Po and Tsuen Wan in June 2022, and was further extended to other districts with more “three-nil buildings”, including Central and Western District, Eastern District, Wan Chai, Yau Tsim Mong, North District, Tai Po and Kowloon City, from December 2022. The Pilot Scheme has achieved good results and received strong support from the community and service users. As of December 2023, the Pilot Scheme contacted a total of 581 “three-nil buildings” and assisted in forming 70 OCs.

5. Going forward, HAD plans to implement the “BMPASS” with a similar operation mode in all 18 districts starting from July 2024, and will enter into an agreement of a longer term with community organisations/NGOs (e.g. increasing the contract period from the current one year to three years) to ensure the continuity of the services, such that buildings and owners in need will enjoy better support.

6. Despite our continuous support and assistance, some “three-nil buildings” may not be able to form OC due to various reasons. Nevertheless, HAD remains committed to providing support to these buildings. HAD has put in place the “Resident Liaison Ambassador Scheme” to recruit owners or residents living in “three-nil buildings” aged 30 years or above as Resident Liaison Ambassadors (RLAs) to establish a resident liaison network to facilitate residents’ discussion and handling of daily building management matters, and to assist Government departments in contacting residents and promoting effective building management messages. In response to the earlier recommendations of the Audit Commission and the PAC of

LegCo, HAD has stepped up the recruitment of RLAs, especially in “three-nil buildings” which do not have RLAs. For example, under the above-mentioned Pilot Scheme of “BMPASS”, HAD set performance indicators for the recruitment of RLAs for community organisations/NGOs (i.e. to recruit at least two RLAs for each target building). As of December 2023, there were over 2 000 RLAs residing in “three-nil buildings”. HAD has also assisted in the formation of about 600 OCs through RLAs. The HAD will continue to strengthen the recruitment of RLAs where appropriate.

7. Besides, through the “District-led Actions Scheme”, District Offices provide cleaning services to “three-nil buildings” in need to demonstrate the effectiveness of good building management and encourage residents to participate in building management. During the epidemic, we also provided deep cleaning services for some buildings (including “three-nil buildings”) to enhance the awareness of relevant owners and residents on maintaining environmental hygiene.

8. As of December 2023, there were about 3 100 “three-nil buildings”¹ in Hong Kong. This represents a significant decrease from the corresponding figure of about 6 700 in 2011, which is attributable to the continuous promotion of effective building management and related support measures over the years. HAD will continue to proactively assist “three-nil buildings” in forming OC through the “BMPASS”, promote building cleanliness and effective building management through RLAs, and organise regular activities for RLAs, so that owners may experience the benefits of good building management with a view to encouraging them to form OC.

Yours sincerely,



(Gavin Yeung)

for Director of Home Affairs

c.c Secretary for Home and Youth Affairs (email: shya@hyab.gov.hk)

Secretary for Financial Services and the Treasury (email: sfst@fstb.gov.hk)

Director of Audit (email: ncylam@aud.gov.hk)

¹ Excluding those single-owned and self-managed “three-nil buildings”.