

Memorandum for Yuen Long District Council

A Sustainable Maintenance Strategy for Public Rental Housing

Background

As at 31 May 2011, the Housing Authority (HA)'s housing stock in Yuen Long District comprises 68,296 Public Rental Housing (PRH) flats in fourteen public housing estates, one Tenants Purchase Scheme (TPS) estate and one Interim Housing. Most of the estates in Yuen Long are younger estates and the older ones are Shui Pin Wai Estate (30 years) and Long Ping TPS Estate (25 years).

2. To meet the expectations of our tenants and to provide a safe and healthy living environment in our estates, the HA has all along been carrying out regular and appropriate maintenance/improvement works for its properties. We have adopted a comprehensive maintenance strategy to ensure that our PRH estates are maintained in a cost-effective and sustainable manner.

Sustainable Maintenance Strategy

3. When working out the sustainable maintenance strategy, the HA adopts the following key principles:

(a) Preventive Maintenance

Timely preventive maintenance is more effective in extending the building life and reducing future maintenance costs throughout the life cycle of our estates.

(b) Customer Satisfaction

To minimise inconvenience to the daily life of residents during the maintenance works, we will consult relevant Estate Management Advisory Committees beforehand to ensure that residents will be able to make appropriate preparation for the works;

(c) Environmental Protection

In planning maintenance services, efforts will be made to avoid wasteful consumption of scarce resources, to adopt environmental protection measures, and to achieve low energy consumption and low carbon emission as far as possible through the use of energy-efficient building installations; and

(d) Life Cycle Consideration

Our sustainable maintenance strategy is based on building life cycle consideration that is closely related to the physical conditions of housing estates. Apart from maintaining good conditions in our estates, we will adapt our services to cater for the changing needs of society.

4. We believe that by adopting a customer-focused and life-cycle based maintenance strategy, we can extend the life span of the estates to achieve the long-term objective of sustainable development.

Major Maintenance Programmes

5. Based on the respective unique factors of each estate, such as its age, condition and maintenance history, we will schedule and consolidate the various maintenance and improvement works as follows:

(a) Total Maintenance Scheme

Since 2006, we have launched the Total Maintenance Scheme (TMS) that comprised in-flat inspections and associated repair works;

As at end of April 2011, TMS has been conducted in 165 housing estates. The scheme has been well-received, with an average customer satisfaction rate of over 80%. It is expected that the first cycle of the scheme, which includes 177 public housing estates throughout Hong Kong, will be completed in 2011.

In Yuen Long District, TMS works for 11 estates have been completed (Tin Chak, Tin Heng, Tin Shui (I), Tin Shui (II), Tin Tsz, Tin Wah, Tin Yiu (I), Tin Yiu (II), Tin Yuet, Tin Yat and Long Ping), while that for Shui Pin Wai Estate is in progress, and works for the remaining 3 is tentatively scheduled in later years (Tin Yan, Tin Ching and Grandeur Terrace).

(b) Responsive In-flat Maintenance Services (RIMS) Programme

Since 2008, we have launched the RIMS programme to further improve and speed up day-to-day in-flat repair and maintenance of our PRH estates. The programme started in 2009 in Shui Pin Wai Estate and has now been extended to all the 14 PRH and the TPS estates within Yuen Long District.

(c) Routine Repairs and Maintenance

Routine repair and maintenance will be carried out in estates under normal circumstances.

(d) Major Maintenance and Improvement Works

For estates aged 10 years and over, we will take proactive steps to carry out major maintenance and improvement works in a planned and synchronised manner, including thorough inspections of estates reaching the age of 20 or over and subsequent comprehensive repairs as necessary for the improvement of the structural safety and hygiene conditions of the flats.

For Yuen Long district, in year 2011/12, we will carry out maintenance and improvement works, such as redecoration,

provision of barrier free access, Digital CCTV upgrading, and lift modernization at an estimated total cost of over \$118 million. The detailed action plan will be presented to Yuen Long District Council at the forthcoming meetings.

Conclusion

6. We believe that a sustainable maintenance strategy will benefit our tenants with the provision of enhanced services, and enable us to manage our properties more efficiently and cost-effectively. Both extension to the building life span and reduction in the maintenance costs during the building life cycle can be achieved at the same time. Under the customer-focused approach, we can avoid disturbing the daily life of residents by synchronizing the maintenance and improvement programmes.

7. Last but not least, feedback and support from tenants will be instrumental in the development of our sustainable maintenance strategy.

Housing Department
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