

Islands District Council
Paper No. IDC 45/2014

**The Housing Department's Programme of Activities for
Estate Management in the Islands District in 2014/15**

Purpose

This paper aims to brief Members on the Housing Department (HD)'s Programme of Activities, action items and work undertaken in the light of circumstances in the management of public housing estates in the Islands District in 2014-15. In 2014-15, HD will continue to provide quality homes for tenants, promote sustainable living, optimise and rationalise the use of public resources.

Programme of Activities

Key Activities	Action Items
1 Provision of quality homes	1.1 To maintain estate cleanliness and environmental hygiene 1.1.1 Estate cleanliness and hygiene <ul style="list-style-type: none">• Territory-wide Operation Tai Ping Tei will be organised in conjunction with the Estate Management Advisory Committees (EMACs) and other voluntary organisations in individual public rental housing (PRH) estates.• Annual Community Cleanliness Day Carnival will be organised in PRH estates to promote and strengthen residents' awareness of hygiene and healthy living.• The cleansing service contractors will step up cleansing and disinfecting hygiene black spots and public places in PRH estates to prevent mosquito breeding and the spread of diseases like influenza. 1.1.2 Hawker Control <ul style="list-style-type: none">• The Mobile Operations Unit of HD will crack down on hawkers when necessary in the PRH estates of the Islands District.• Joint efforts with other government departments will be made when necessary to strengthen control of illegal hawkers in the District.

	<p>1.1.3 Implementation of the Marking Scheme for Estate Management Enforcement (Marking Scheme)</p> <ul style="list-style-type: none"> • The Marking Scheme will be implemented to monitor misdeeds affecting environmental hygiene and estate management in PRH estates. • HD staff will continue to issue Fixed Penalty Notices to offenders in statutory no-smoking areas of housing estates in the Islands District to support the Government's anti-smoking policy. Tenant offenders issued with the Notices will be allotted five penalty points. • The Mobile Digital Closed Circuit Television System (Mobile digital CCTV system) will be deployed to monitor black spots of throwing objects from a height to collect evidence for prosecution. Special Operation Teams (SOTs) against Throwing Objects from Height will also be deployed to housing estates at least once a month to detect and combat the crimes of throwing objects from a height. • SOTs against Unauthorised Dog Keeping will be deployed to perform patrol duties in housing estates in the district once a month on average. <ul style="list-style-type: none"> - To detect any unauthorised dog-keeping or failure to comply with the prescribed rules for dog keeping. - To pay home visits to households permitted to keep dogs under the Temporary Permission Rule and inspect the dog licence for verification of the registration information. Should unauthorised dog-keeping or breaches of prescribed rules for dog keeping are found, appropriate tenancy actions will be considered accordingly.
	<p>1.2 To create a green and healthy living environment</p> <p>1.2.1 To implement ISO 14001</p> <p>All housing estates in the Islands District have been awarded ISO 14001 Environmental Management certification to improve the quality of estate management and provide a healthy and comfortable living environment for PRH households.</p> <p>1.2.2 To promote environmental awareness and step up environmental protection</p>

Reduction of domestic waste in housing estates in the Islands District has been stepped up. In addition to the provision of three-coloured recycling bins in the housing estates, the implementation of the Source Separation of Domestic Waste Programme and the joint efforts with the Environmental Protection Department in the recovery of rechargeable batteries, compact fluorescent lamps and fluorescent tubes, we also worked in collaboration with green groups to organise activities such as the recovery of computers and bartering with a view to collecting recyclable and reusable materials, reducing environmental hazards and disseminating the message of environmental care.

1.2.3 Estate greening and enhancement of tree management

- On-going landscape improvement works and thematic planting programmes will continue to be launched to enhance estate greening and landscaping.
- Tree risk assessments will be conducted and necessary remedial measures will be taken. Estate Tree Ambassadors will be recruited in PRH estates. Assistance in tree risk management will be sought through community-wide surveillance.
- Data will be collected from tree surveys conducted in PRH estates and subsequently consolidated by the Headquarters for the establishment of a tree database to facilitate tree management.

1.2.4 To promote PRH tenants' awareness of fire safety

The EMAC Award Scheme on Promotion of Fire Safety will be implemented on an on-going basis to promote PRH tenants' awareness of fire safety, and to encourage residents' active participation in fire drills, talks and exhibitions organised in their housing estates and enrollment as Estate Fire Safety Ambassadors.

	<p>1.3 To enhance the sustainability of the existing public housing estates through an active implementation of improvement works and certification schemes</p> <ul style="list-style-type: none"> • The Total Maintenance Scheme will continue to be implemented to improve the quality of PRH in-flat maintenance service. In addition, HD will provide Responsive In-flat Maintenance Services in PRH estates for more effective follow-up on tenants' requests for repairs and for building maintenance. • HD is upgrading the CCTV Security System in PRH estates to tighten security. The upgrading work for all estates in the Islands District has been completed. • Provision of barrier-free access Pedestrian access and barrier-free access in PRH estates will be improved to cater for the needs of users of all abilities. Subject to technical feasibility, works such as addition/ improvement of access ramps, dropped kerbs, tactile warning strips, as well as improvement of channel covers and handrails of staircases will be carried out at suitable locations within the housing estates in the district to improve quality of life.
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Promotion of sustainable living

To assist EMACs to partner with non-governmental organisations (NGOs) in organising community building activities to promote care and mutual help in the community

- Local NGOs will be invited to partner with EMACs in organising activities, including support services for the elderly, families, women and children; youth outreach services; training and learning programmes; environmental and greening activities. Last year, the housing estates in the Islands District organised activities to provide support services and community activities for target tenants. Examples are given below:

<u>Name of Estate</u>	<u>Activity organised by EMAC in partnership with NGO</u>
Cheung Kwai Estate	<ul style="list-style-type: none"> ➤ 房署 60 載暖流在長貴暨善用公屋資源 ➤ 長貴健康家庭樂融融 • 關懷長者顯愛心暨環保活動
Nga Ning Court	<ul style="list-style-type: none"> ➤ 房署 60 載暖流在雅寧暨善用公屋資源 ➤ 雅寧苑-健康家庭樂融融 • 關懷長者顯愛心暨環保活動
Yat Tung (I) Estate	<ul style="list-style-type: none"> ➤ 「綠色家居站」Fun Fun 嘉年華 ➤ 耆年安泰在逸東 ➤ 逸東暖我心計劃 ➤ 友「里」同行-好鄰居互助計劃
Yat Tung (II) Estate	<ul style="list-style-type: none"> ➤ 愛·健康長者計劃 ➤ 家家樂融融 ➤ 【綠色家居站】FunFun 嘉年華 ➤ 愛·健康·東涌
Lung Tin Estate	<ul style="list-style-type: none"> ➤ 跨代共融長者健康繽紛 Fun 日
Ngan Wan Estate	<ul style="list-style-type: none"> ➤ 銀灣邨健康生活嘉年華 2013
Fu Tung Estate	<ul style="list-style-type: none"> ➤ 青 sun 天地 ➤ 我好叻社區健康推廣計劃 ➤ 家居義能幫

	<ul style="list-style-type: none"> In 2014/15, we will continue to encourage EMACs to partner with NGOs in organising various types of activities to promote neighbourliness and mutual care.
3 Optimisation and rationalisation of the use of public housing resources	<p>3.1 To implement a Customer Services Management System</p> <p>To enhance customer services, a new Customer Services Management System has been rolled out in estate offices. Applications and documents submitted by residents will be processed with the system. With a comprehensive electronic record of customers' requests, estate offices can handle enquiries and applications more systematically and efficiently.</p> <p>The system was introduced to more than 230 estate offices in six stages between February and August 2013, and PRH estates in the Islands District came under Stages 4 to 6. Upon operation, the system has helped further improve the quality of our management and enhance customer services.</p>
	<p>3.2 To rationalise the allocation of public housing resources and to expedite the turnover of PRH flats</p> <ul style="list-style-type: none"> Transfer opportunities will be offered to sitting tenants under various transfer schemes. Rational allocation of PRH resources will be ensured under the Housing Subsidy Policy and the Policy on Safeguarding Rational Allocation of Public Housing Resources.
	<p>3.3 To combat the abuse of public housing resources</p> <ul style="list-style-type: none"> With the continued application of the Mobile Application System for Housing Management, personal digital assistants will be deployed in biennial home visits to tenants' flats. Tenancy management will be strengthened to deter individuals from abusing public housing resources while public awareness of the importance of cherishing public housing resources will be promoted through publicity and education. The Public Housing Resources Management Sub-section of HD will conduct in-depth investigation and comprehensive surveillance to prevent abuse of public housing resources.

	<p>3.4 To ensure effective management of service providers and maintenance contractors</p> <p>We will strengthen the monitoring of service providers and maintenance contractors through surprise checks and enhanced performance assessment systems, and safeguard the interests of non-skilled workers employed under contracts of these services and maintenance works.</p>
	<p>3.5 To implement assistance schemes that foster mutual family support and care for the elderly to promote social sustainability</p> <p>3.5.1 Rent Assistance Scheme</p> <p>At present, 248 housing estate tenants in the Islands District are benefiting from the Rent Assistance Scheme. HD will continue to promote the scheme to help tenants in temporary financial hardship cope with their difficulties.</p> <p>3.5.2 To continue the implementation of enhanced housing policies on fostering harmony in families to promote mutual family support and care for the elderly</p> <ul style="list-style-type: none"> • Addition Policy for Harmonious Families The policy allows the addition of the adult offspring (and their family members) of elderly tenants living alone and of households comprising all elderly members to the tenancy. However, the entire household must fulfill the criteria of the current addition policy and pass the Comprehensive Means Test (CMT) pitched at the level of the Housing Subsidy Policy as well as the Domestic Property Test (DPT). • Harmonious Families Transfer Scheme Tenants are given the opportunities to move to the same estate where their elderly parents or offspring live for mutual care. Elderly parents residing in public housing estates may nominate one of their offspring/ the spouse of one of their offspring to apply for transfer under the scheme. The younger families can also nominate their parent(s)/ parent(s)-in-law to apply for transfer. To apply for a cross-district transfer to a more popular district, the applicants/ nominators must have resided in a PRH flat for at least seven years, or five years if they have children aged below six in their family.

	<ul style="list-style-type: none"> Harmonious Families Amalgamation Scheme The amalgamated household may choose any district for the transfer and be offered new flats, subject to the availability of resources. The younger family is required to undertake to live with and take care of the elderly, while the CMT and DPT will be waived.
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Housing Department
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