

**Islands District Council**  
**Paper No. IDC 55/2013**  
**The Housing Department's Programme of Activities for**  
**Estate Management in the Islands District in 2013/14**

**Purpose**

This paper aims to brief Members on the Housing Department's Programme of Activities and action items in the management of public housing estates in the Islands District in 2013/14. The Housing Department will continue to provide quality services for tenants, maintain a quality living environment, enhance the estate facilities and optimise the use of resources. We will also continue to promote harmonious family relationships and building up a caring and harmonious community.

**Programme of Activities**

<b>Key Activities</b>	<b>Action Items</b>
To maintain estate cleanliness and environmental hygiene	<p>(1) Estate cleanliness and hygiene</p> <ul style="list-style-type: none"><li>● Territory-wide Operation Tai Ping Tei will be organised on an on-going basis in conjunction with the Estate Management Advisory Committees (EMACs) and other voluntary organisations in public housing estates.</li><li>● Annual Community Cleanliness Day Carnival will be organised in housing estates to promote and strengthen residents' hygiene awareness.</li><li>● The cleansing service contractors will step up cleansing and disinfecting hygiene black spots and public places in housing estates to prevent mosquito breeding and the spread of diseases like influenza.</li></ul>

	<p>(2) Hawker Control</p> <ul style="list-style-type: none"><li>● The Mobile Operations Unit of the Housing Department will crack down on hawkers when necessary in the Islands District.</li><li>● Joint efforts with other government departments will be made when necessary to strengthen control of illegal hawkers in the District.</li></ul> <p>(3) Implementation of the Marking Scheme for Estate Management Enforcement (Marking Scheme).</p> <ul style="list-style-type: none"><li>● The Marking Scheme will be implemented to monitor misdeeds affecting environmental hygiene and estate management in public housing estates.</li><li>● Staff members of the Housing Department 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.</li></ul>
To tackle the issue of throwing objects from a height	<p>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.</p> <p>Special Operation Teams (SOTs) against Throwing Objects from Height will also be deployed to housing estates at least once a month to detect black spots of throwing objects from a height and to combat such misdeeds.</p>
To conduct surveillance on unauthorised dog-keeping	<p>Special Operation Teams (SOTs) against Unauthorised Dog Keeping will be deployed to perform patrol duties in housing estates in the district once a month on average.</p> <ul style="list-style-type: none"><li>● To detect any unauthorised dog-keeping or failure to comply with the prescribed rules for dog keeping.</li></ul>

	<ul style="list-style-type: none"> <li>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.</li> </ul>												
To promote neighbourliness and mutual care	<p>To assist EMACs to partner with NGOs in organising community building activities to strengthen residents' mutual care in the community.</p> <ul style="list-style-type: none"> <li>Local NGOs will be invited to partner with EMACs in organising activities, including support services for the elderly, families, women or 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. For example:</li> </ul> <table border="1"> <thead> <tr> <th>Names of Estates</th><th>Activities organised by EMACs in partnership with NGOs</th></tr> </thead> <tbody> <tr> <td>Cheung Kwai Estate</td><td>2012 長貴環保樂分享 耆樂社區健康日 — 長貴邨</td></tr> <tr> <td>Nga Ning Court</td><td>2012 雅寧環保樂分享 耆樂社區健康日 — 雅寧苑</td></tr> <tr> <td>Yat Tung (I) Estate</td><td>健康家庭樂 「加油綠洲」計劃 心安舒泰在逸東 「里」想家庭 — 好鄰居互助計劃</td></tr> <tr> <td>Yat Tung (II) Estate</td><td>健康家中寶計劃 圓圓樂聚社區兒童生日會 「追・夢東涌」</td></tr> <tr> <td>Lung Tin Estate</td><td>舞吧！大澳 「老友鬼鬼」社區長者健康計劃</td></tr> </tbody> </table>	Names of Estates	Activities organised by EMACs in partnership with NGOs	Cheung Kwai Estate	2012 長貴環保樂分享 耆樂社區健康日 — 長貴邨	Nga Ning Court	2012 雅寧環保樂分享 耆樂社區健康日 — 雅寧苑	Yat Tung (I) Estate	健康家庭樂 「加油綠洲」計劃 心安舒泰在逸東 「里」想家庭 — 好鄰居互助計劃	Yat Tung (II) Estate	健康家中寶計劃 圓圓樂聚社區兒童生日會 「追・夢東涌」	Lung Tin Estate	舞吧！大澳 「老友鬼鬼」社區長者健康計劃
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To create a green and healthy living environment	<p data-bbox="571 663 1401 987">(1) Implementation of the Total Maintenance Scheme will be continued to improve the quality of PRH in-flat maintenance service. In addition, the Housing Department will provide Responsive In-flat Maintenance Services in public housing estates for more effective follow-up on tenants' requests for repairs and for building maintenance.</p> <p data-bbox="571 1043 1401 1223">(2) The Housing Department is upgrading the CCTV Security System in public housing estates to tighten security. The upgrading work for all estates in the Islands District has been completed.</p> <p data-bbox="571 1279 1401 1939">(3) ISO 14001: Environmental Management System (EMS) in public housing estates has been implemented in three phases from September 2011 to May 2013 to improve the quality of estate management and provide a healthy and comfortable living environment for PRH households. EMS was first introduced in Fu Tung Estate in September 2011, followed by the second batch of estates including Cheung Kwai Estate and Nga Ning Court in April 2012. It was then introduced to the third batch of estates including Ngan Wan Estate, Lung Tin Estate, Yat Tung (1) Estate, Yat Tung (2) Estate and Kam Peng Estate since September 2012. Certification has been awarded.</p>				

	<p>(4) Promotion of environmental awareness and stepping up environmental protection</p> <p>Reduction of domestic waste in housing estates in the Islands District was launched. In addition to the provision of three-coloured recycling bins in the housing estates, implementation of the Source Separation of Domestic Waste Programme and 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.</p> <p>(5) Estate greening and enhancement of tree management</p> <ul style="list-style-type: none"><li>● On-going landscape improvement works and thematic planting programmes will be launched to enhance estate greening and landscaping.</li><li>● Tree risk assessments will be conducted and necessary remedial measures will be taken. Estate Tree Ambassadors will be recruited in public housing estates. Assistance in tree risk management will be sought through community-wide surveillance.</li><li>● Data will be collected from tree surveys conducted in public housing estates and subsequently consolidated by the Headquarters for the establishment of a tree database to facilitate tree management.</li></ul> <p>(6) 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</p>
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	<p>drills, talks and exhibitions organised in their housing estates and enrollment as Estate Fire Safety Ambassadors.</p> <p>(7) Provision of barrier-free access</p> <p>Pedestrian access and barrier-free access in public housing estates will be improved to cater for the needs of users of all abilities. 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, provided that it is technically feasible to do so.</p>
To implement assistance schemes that foster mutual family support and care for the elderly to promote social sustainability	<p>(1) At present, about 300 housing estate tenants in the Islands District are benefiting from the Rent Assistance Scheme (RAS). The Housing Department will continue to promote the RAS to help tenants in temporary financial hardships cope with their difficulties.</p> <p>(2) The implementation of enhanced housing policies on fostering harmony in families will be continued to promote mutual family support and care for the elderly.</p> <ul style="list-style-type: none"><li>● Addition Policy for Harmonious Families</li></ul> <p>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 their tenancy. However, the entire household must fulfill the criteria of the current policy on addition and pass the Comprehensive Means Test (CMT) pitched at the level of the Housing Subsidy Policy as well as the Domestic Property Test (DPT).</p>

	<ul style="list-style-type: none"> <li>● <b>Harmonious Families Transfer Scheme</b> Tenants are given the opportunities to be transferred to the same estate in which their elderly parents or offspring are currently residing for mutual care. Elderly parents residing in public housing estates may nominate one of their offspring/ spouse of one of their offspring to apply for transfer under the scheme. Younger generations can also nominate their parent(s)/ parent(s)-in-law to apply for transfer. To apply for 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.</li> <li>● <b>Harmonious Families Amalgamation Scheme</b> The amalgamated household may choose to be transferred to any district and be offered new flats, subject to the availability of resources. Younger households will still be required to undertake to live with and take care of the elderly though the CMT and DPT will be waived.</li> </ul>
To rationalise the allocation of public housing resources and to expedite the turnover of PRH flats	<p>Transfer opportunities will be offered to sitting tenants under various transfer exercises.</p> <p>Rational allocation of public housing resources will be ensured under the Housing Subsidy Policy and the Policy on Safeguarding Rational Allocation of Public Housing Resources.</p>
To combat the abuse of public housing resources	<p>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. Public awareness of the importance of cherishing public housing resources will be promoted through publicity and education.</p>

	<p>The Public Housing Resources Management Sub-section of Housing Department will conduct in-depth investigation and comprehensive surveillance to prevent abuse of public housing resources.</p>
<p>To implement a Customer Services Management System</p>	<p>To enhance customer service, 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 record of customers' requests, estate offices will be able to handle enquiries and applications more systematically and efficiently.</p> <p>The system's implementation in more than 230 estate offices is by six stages between February and August 2013. Public housing estates in the Islands District come under Stages 4 to 6. Upon operation, this system will further improve the quality of our management, thereby guaranteeing a better living environment for our tenants.</p>
<p>To ensure effective management of service providers and maintenance contractors</p>	<p>We strengthen the monitoring of service providers and maintenance contractors through enhanced performance assessment systems, and safeguard the interests of non-skilled workers employed under contracts of these services and maintenance works.</p>

**Housing Department**  
**May 2013**