

Tsuen Wan District Council
The Housing Department's Programme of Activities for
Estate Management in the Tsuen Wan District in 2019/20

This paper aims to brief Members on the Housing Department (HD)'s Programme of Activities and action items devised in the light of circumstances in the management of public rental housing (PRH) estates in Tsuen Wan District in 2019/20. During the year, HD will continue to provide quality homes for tenants, promote sustainable living, optimise and rationalise the use of public resources. The following are the action items.

Key Activities	Action Items
<p>1 Provision of quality homes</p>	<p>1.1 To maintain a sustainable PRH stock through proactive improvement work programmes and a verification system</p> <p>1.1.1 To implement maintenance and improvement programmes and upgrading works to enhance existing PRH stock and to meet statutory requirements</p> <ul style="list-style-type: none"> • The Responsive In-flat Maintenance Services will continue to be implemented in all PRH estates. • A laundry rod addition programme will be implemented to install laundry rods at the living room façade of rental flats in specific block types of PRH estates.
	<p>1.2 To raise the environmental protection standard of PRH estates</p> <p>1.2.1 To implement ISO14001 and ISO50001</p> <ul style="list-style-type: none"> • ISO 14001 Environmental Management System certification and ISO 50001 Energy Management System certification will be maintained in all PRH estates.

<p>2</p> <p>Promotion of Sustainable living</p>	<p>2.1 To maintain estate cleanliness and environmental hygiene to promote health and harmony</p> <p>2.1.1 To raise residents' awareness and to strengthen protection of the environment</p> <ul style="list-style-type: none"> • We will promote the reduction of domestic waste in PRH estates. In addition to the provision of three-coloured recycle bins in the estates, the implementation of the Source Separation of Domestic Waste Programme and joint efforts with the Environmental Protection Department in the recovery of rechargeable batteries, glass bottles, compact fluorescent lamps and fluorescent tubes, we will also encourage green groups to organise activities such as the recovery of computers and barter trade. • A proactive approach is adopted to encourage tenants to reduce municipal solid waste, prevent and reduce food waste at source, and sort different types of recyclable and reusable materials for recycling. <p>2.1.2 To implement the Marking Scheme for Estate Management Enforcement</p> <ul style="list-style-type: none"> • We will continue to promote and implement the Marking Scheme for Estate Management Enforcement against misdeeds that affect environmental hygiene and estate management in PRH estates. <p>2.1.3 To keep PRH estates clean and hygienic</p> <ul style="list-style-type: none"> • Estate Cleaning Day and Community Cleanliness Day Carnival will be organised in conjunction with the Estate Management Advisory Committees (EMACs) and other non-governmental organisations (NGOs) in individual PRH estates. • Cleansing service contractors will step up the cleansing and disinfection of hygiene black spots and public places in PRH estates to prevent rodent nuisance, mosquito breeding and the spread of diseases like influenza.
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	<p>2.1.4 Hawker control</p> <ul style="list-style-type: none"> • The Mobile Operations Unit of HD will carry out enforcement actions on hawkers when necessary in PRH estates in the District. Joint operations with other government departments will be carried out when necessary to combat illegal hawkers in the District. <p>2.1.5 Anti-smoking</p> <ul style="list-style-type: none"> • Fixed Penalty Notices will be issued to offenders in statutory no-smoking areas of PRH estates in the District as an ongoing effort to support the Government’s anti-smoking policy. <p>2.1.6 To monitor objects thrown from height</p> <ul style="list-style-type: none"> • The Mobile Digital Closed Circuit Television System will be in place to monitor black spots where objects are thrown from height. Special Operation Teams (SOTs) against Throwing Objects from Height will also be deployed to PRH estates to detect and combat such crimes. <p>2.1.7 To detect unauthorised dog keeping in PRH estates</p> <ul style="list-style-type: none"> • SOTs against unauthorised dog keeping will be deployed to patrol PRH estates in the District. <p>2.1.8 To raise PRH tenants’ awareness of fire safety</p> <ul style="list-style-type: none"> • To raise PRH tenants’ awareness of fire safety and to encourage them to actively participate in fire drills, talks and exhibitions organised by PRH estates and to enroll as Estate Fire Safety Ambassadors.
	<p>2.2 To develop a tighter bond in the community and cater for tenants’ needs</p> <p>2.2.1 To facilitate community engagement and building through community building activities jointly organised by EMACs and NGOs</p>

	<ul style="list-style-type: none"> • Invite district NGOs to partner with EMACs to provide, among others, supporting services for the elderly, families, women, and children as well as outreaching services, training and learning programmes for the youth and to organise environmental and greening activities.
	<p>2.3 Greening in PRH estates and enhanced tree management</p> <ul style="list-style-type: none"> • Ongoing landscape improvement works will continue to be implemented to enhance estate greening and landscaping. • Tree risk assessments will be conducted and necessary improvement measures will be taken. Estate Tree Ambassadors will be recruited in PRH estates to assist in tree risk management through community-wide surveillance.
<p>3 Optimisation and rationalisation of the use of public housing resources</p>	<p>3.1 To rationalise the allocation of public housing resources and 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. • Well-off Tenants Policies will be implemented.
	<p>3.2 To combat the abuse of public housing resources</p> <ul style="list-style-type: none"> • Home visits to tenants' flats will be made and tenancy management will be strengthened to deter individuals from abusing public housing resources. The public will be reminded through publicity and education to cherish public housing resources. • The Public Housing Resources Management Sub-section of HD will conduct in-depth investigation into and comprehensive surveillance of suspicious cases to prevent the abuse of public housing resources.

	<p>3.3 To ensure effective management by service providers and maintenance contractors</p> <ul style="list-style-type: none"> • We will strengthen the monitoring of service providers and maintenance contractors through surprise inspections and our enhanced performance assessment system.
	<p>3.4 To implement assistance schemes that foster mutual family support and care for the elderly</p> <p>3.4.1 Rent Assistance Scheme</p> <ul style="list-style-type: none"> • HD will promote the Rent Assistance Scheme to tenants in need. <p>3.4.2 To continue the implementation of enhanced housing policies on the building of family harmony to promote mutual family support and care for the elderly</p> <ul style="list-style-type: none"> • The Harmonious Families Addition Scheme allows the addition of eligible adult offspring (and their family members) of elderly tenants living alone and of households comprising all elderly members to the tenancy. • The Harmonious Families Transfer Scheme gives tenants opportunities to move to the same estate where their elderly parents or offspring live for mutual care. • The Harmonious Families Amalgamation Scheme allows eligible younger tenants to merge their tenancies with those of their elderly family members.