

[Housing Authority's Estate Management Services Contractors Awards promotes delivery of quality estate management services \(with photo\)](#)

The following is issued on behalf of the Hong Kong Housing Authority:

The Hong Kong Housing Authority (HA) today (March 13) hosted the Estate Management Services Contractors Awards 2018 presentation ceremony at Domain. A total of 41 awards were presented to services contractors, estate managers and frontline staff in recognition of their outstanding performance in managing HA properties in the past year.

Officiating at the presentation ceremony, the Deputy Director of Housing (Estate Management), Miss Rosaline Wong, said, "The Housing Authority attaches great importance to the quality and performance of estate management services contractors with a view to providing a pleasant, tidy and safe living environment for our tenants.

"We strive to raise the level of service of our management services contractors and ensure the provision of quality services through effective contract management and close monitoring of the performance of the services contractors."

The Estate Management Services Contractors Awards is held annually to give due recognition to those services contractors with excellent performance.

Miss Wong added that the annual award presentation serves to encourage services contractors to constantly improve the services in different sectors, thereby meeting the rising needs of the residents.

The awards of 2018 went to 12 property, cleansing and security services contractors and carpark operators, seven estate managers and 14 front-line staff. The estates managed by the winners of Best Public Rental Housing Estate (Property Services) include Shek Lei (II) Estate, Cheung Ching Estate, Choi Yuen Estate, Po Heung Estate, Fu Tung Estate and Sheung Lok Estate (Please see the attached table for details). The award winners were determined based on the combined scores given by the assessment panel, the Housing Department's supervisory teams, the Management Assessment Scores, feedback from the Estate Management Advisory Committees and the results of random surveys conducted among the residents.

The HA has a stringent tendering system and an effective contract management mechanism to ensure quality and reliable services. To enhance the quality of service provided by services contractors, the HA recently reviewed the Management Assessment Scores by introducing new assessment items. The

evaluation of the overall performance of the services contractors has thus become more specific, objective and comprehensive.

The HA maintains close ties with services contractors. Seminars are held regularly to foster good communications and view exchanges, as well as to provide opportunities for high-performing services contractors to share their valuable experience.

Currently, the management of more than half of the HA's public rental housing estates is outsourced to property services agents, and many major maintenance tasks in HA estates are being carried out by contractors. By leveraging the private sector's resources and experience in managing private properties, the HA seeks to raise the level of its estate management services and to enhance the living environment for its tenants.

