

三資助出售項目陸續落成

逾九成半業主已順利收樓

Over 95 Percent Flat Handover Completed
for Three New SSF Projects

 **綠怡雅苑**
Greenhill Villa



翠嶺峰

MOUNT
VERDANT



翠鳴臺

TERRACE
CONCERTO



主席的話

在剛過去的季度，房協三個資助出售項目陸續落成，共提供超過一千六百個單位，並在五月及六月期間開始交樓。為了讓各準業主順利完成收樓，我們的同事夙夜不懈做好前期籌備工作，並在交樓期間採取多項防疫措施，以保障業主及同事的安全。

疫情期間，部分業主因隔離檢疫或辦理按揭需時等特殊原因而未能在限期前完成樓宇買賣，我們亦盡量提供協助，並酌情延長交易期限。鑑於不少準業主為初次置業，我們更特別開設獨立查詢熱線，就樓宇買賣手續、按揭，以及修繕等問題提供服務和支援。與此同時，我們亦安排為期半年的修繕期，讓業主在收樓後，有充足時間提出單位修繕要求。

此外，我們的收樓流動應用程式不單簡化收樓程序，在疫情期間也派上用場。業主可透過程式預約收樓、提交單位修繕項目及跟進修繕進度，無須親身往交樓處，減少感染風險。

至今，已有九成半業主順利收樓。對我們而言，每個新項目都是新的挑戰和經驗。我們十分重視顧客的意見，並會作出檢討，期望在未來的項目可以做得更好。

疫情未定，經濟持續疲弱，失業率高企。面對不明朗的經濟前景，如何減低疫情對社會、經濟及民生的損害，如何迎接新的常態，將是大家共同面對的課題。

針對經濟情況，政府早前推出「1萬元現金發放計劃」，希望藉此刺激本地消費，從而穩住就業。房協亦正密鑼緊鼓，籌備於疫情紓緩後推出消費推廣活動，向房協轄下屋邨及長者房屋的租戶發放現金券，於300家房協商戶消費購物，冀望營造良好的消費氛圍，為本地經濟注入動力。

有鑑於疫情下職位空缺大幅減少，為幫助年青人尤其是應屆畢業生就業，我們早前按業務需要推出了一百五十個短期及見習生職位，當中所涵蓋的專業和工種廣泛，盼望這些機會能讓年青人一展所長，為未來發展打下基礎。

我們時刻與市民同舟共濟，在這非常時期，希望各位身體健康，切勿鬆懈防疫，讓我們攜手跨過難關。

陳家樂



Chairman's Message

In the previous quarter, three newly completed Subsidised Sale Flats projects of the Housing Society – which provide over a total of 1,600 units, had already started the handover process during May and

June. To facilitate a smooth handover to our owners, our colleagues had been working round the clock to finalise the pre-handover preparations, as well as implementing various anti-epidemic measures to protect the safety of owners and staff.

During the pandemic, where some owners were unable to complete the sale and purchase procedure before the agreed completion date due to lockdown or issues related to mortgage applications, discretion had been exercised in some cases by deferring the settlement date. Given that quite a proportion of the prospective owners are first-time homebuyers, we set up a dedicated enquiry hotline to tender advice and assistance in respect of sale and purchase procedures, mortgage as well as defect rectifications. Besides, owners are provided with a six months defects liability period to ensure adequate time for the submission of defects list.

At the same time, newly developed mobile applications for the handover process not only help to streamline the procedures but serve a purpose during the coronavirus outbreak. With the app, owners can make appointment for handover, submit defects list or monitor the progress of rectifications without visiting the handover office in person, thereby reducing infection risks.

Till now, more than 95 percent of owners had completed the handover process. Every new project is equally important to us as each brings new challenges and enriches our experience. We carefully review customers' feedback in the belief that their opinion will help to improve our products and services.

As the coronavirus pandemic persists, the economy has been slowing down with the unemployment rate staying high. How to cope with the new normal had been an issue that left no one untouched.

Earlier, the Government launched the Cash Payout Scheme to boost consumer spending in a way to safeguard jobs. In the same vein, the Housing Society has been busy gearing up for the launch of our forthcoming shopping campaign which will be sending out cash coupons to tenants of Housing Society's rental estates and elderly housing developments. It is hoped that the campaign, which involves 300 participating retailers, will help drive consumption and provide impetus for the economy.

In view of the fact that companies are hiring fewer people, which means fewer jobs for fresh graduates. To give them a lift during the pandemic, the Housing Society has earlier announced that it will offer 150 short-term and trainee positions covering a broad variety of professional fields and job types based on business needs, providing young people opportunities to unleash their potential and prepare them for the future.

In these extraordinary times, we will be there for Hong Kong people. Let us have our masks on and fingers crossed, stay alert, and together we shall overcome.

Walter Chan

目錄 CONTENTS

主席的話 CHAIRMAN'S MESSAGE 02

專題報導 COVER STORY

三資助出售項目陸續落成 逾九成半業主已順利收樓 04 Over 95 Percent Flat Handover Completed for Three New SSF Projects

企業焦點 CORPORATE HIGHLIGHTS

策誠軒暫租住屋八月入伙 07 Trackside Villas Set to Start Tenants' Intake in August

出租計劃錄30多宗成交 07 Letting Scheme Records Over 30 Transactions

疫境中互勉扶持 助商戶居民度難關 08 Collective Resilience and Mutual Support to Help Tenants and Residents in Adversity

考察百勝角消防宿舍「組裝合成」項目 09 Visit to the MiC Project of Fire Services Quarters at Pak Shing Kok

歡迎房協新委員 10 Welcoming New HS Members

消息速遞 NEWS FLASH

與CEO暢談 真誠互動 11 A Chat with CEO

分享多元化物管經驗 11 Sharing Diversified Experience in Property Management

遊樂空間設計比賽 鼓勵跨代共融 12 Play Space Design Competition to Promote Cross-generational Harmony

獎項與讚賞 AWARDS & RECOGNITION

房協榮獲「香港環境卓越大獎」 13 HS Honoured with "Hong Kong Awards for Environmental Excellence"

房協年報再奪殊榮 13 HS Annual Report Wins Astrid Awards

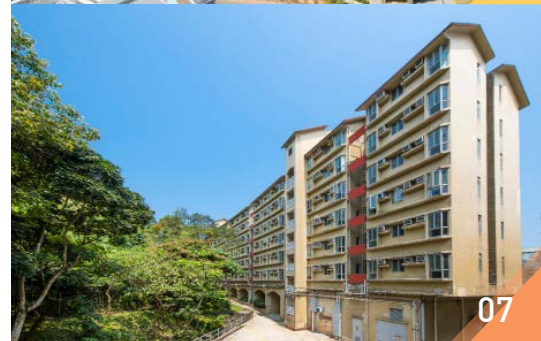
社區聯繫 COMMUNITY

實習計劃 助青年探索未來發展 14 Explore Future Possibilities with HS Internship Programme

網上講座 教授同學會成員求職致勝之道 15 Online Talk on Acing a Job Interview for Alumni Club Members

「東奔西跑」走遍房協出租屋邨 16 A Joyful Tour to HS Rental Estates

「房協之友」情報站 16 HS Community News Corner



《房協動態》為香港房屋協會出版的季刊，由房協企業傳訊組編製，旨在向相關持份者、業務夥伴及公眾人士介紹房協的最新企業資訊。如欲轉載本刊物任何內容請註明出處。

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逾九成半業主已順利收樓

Over 95 Percent Flat Handover Completed for Three New SSF Projects



房協三個新落成的資助出售房屋項目，包括沙田「綠怡雅苑」、將軍澳「翠嶺峰」及屯門「翠鳴臺」，合共1,640個單位，已陸續在五月至六月期間開始交樓予買家。為確保樓宇質素及提供優質的顧客服務，房協在交樓前透過跨部門協作，進行一系列的準備工作，包括利用新科技提升效率。此外，房協更因應新冠肺炎疫情採取了多項應變措施，讓收樓及修繕跟進程序能夠順利進行，並保障業主及前線同事的安全。

Three newly built Subsidised Sale Flats (SSF) Projects – Greenhill Villa in Shatin, Mount Verdant in Tseung Kwan O and Terrace Concerto in Tuen Mun – which provide a total of 1,640 units, had started the handover process during May and June. To ensure the quality of building while providing best service for customers, the Housing Society had been engaged in preparatory works with cross-teams collaboration to facilitate the smooth transfer of the units to homebuyers. Apart from leveraging the use of new technology to enhance the efficiency of the handover process, the Housing Society implemented various measures to protect the safety of owners and frontline staff in light of the coronavirus outbreak.

專業團隊為樓宇質素把關

Professional Team to Safeguard Building Quality

房協的發展項目由訂定合約要求、監督承建商的工程質素、完工檢測以至收樓，均有既定的制度和程序、清晰的標準及指引。在建築過程中，房協與項目建築師的工程監督會就施工進行監督，並於交樓前再進行詳細檢查及驗收。房協的專業「收樓團隊」亦會在交樓前進行聯合驗收。

「收樓團隊」會按照嚴謹程序進行各種測試，有系統地檢查樓宇的建築及設備質素。除了個別單位外，「收樓團隊」亦會進行公眾地方的驗收，例如會所、電梯大堂、花園平台、天台等。就最近落成的三個資助出售房屋項目，房協更委託了獨立專業顧問為單位進行抽樣檢測，以確保樓宇質素。

The Housing Society has always placed quality at the top of its priorities, it has well established system and procedures with clear standard and guidelines for each stage of its projects, from contract formulation, construction work supervision, completion checks to handover. The Housing Society and Clerk of Works appointed by the project architect supervised the work during construction and carried out detailed checks before handing over. The professional "Project Takeover Team" of the Housing Society also inspected the flats prior to the handover.

By adhering to a set of standard procedures and performing a wide range of functional tests systematically, the Team ensures all works and facilities are up to the standards required. Apart from individual units, common areas such as the club house, lift lobbies, podium garden and roof of the buildings have also been inspected by the Team. For the above-mentioned SSF projects, the Housing Society also commissioned independent consultants to conduct random checks on individual units for quality assurance.



「收樓團隊」一絲不苟地驗收樓宇的建築及設備質素。
The Team carefully examines the quality of construction and facilities.

因時制宜 體恤業主需要

Special Arrangements Attuned to Owners' Needs

由於新冠肺炎疫情，多國及城市均採取不同程度的隔離檢疫，以至「封關」等邊境管制措施，因而令到部份準業主未能如期回港辦理交樓手續。另外，部份準業主因按揭批核需時而未能在期限內完成交易。因應這些準業主的實際需要和困難，房協在可行情況下會盡量提供協助，例如酌情延長交易期限，讓他們有充足時間進行樓宇交付程序。

In view of the various quarantine orders or lockdown measures enforced at the borders of different places around the world, the Housing Society allowed discretion for prospective owners who were stranded overseas and could not attend the handover process on time. In addition, assistance was provided to those required longer time to proceed with mortgage applications by extending the transaction period, enabling them ample time for the takeover.

提升防疫措施 保障業主及員工

Enhanced Measures to Protect Safety of Owners and Staff

由於每個業主均需要親身到達屋苑的交樓處辦理交付手續，為減少人群聚集和減低感染風險，我們採取了多項防疫措施，包括規定交樓處每個時段最多可處理的個案數目，分批進行收樓，避免同一時間有太多人聚集在同一大廈或樓層。我們亦會為每個進入交樓處的人士量度體溫、寬敞的交樓處讓每個收樓群組保持適當的社交距離、加強地方清潔，以及提供消毒用品，以保障個人及環境衛生。

While owners are required to go through the takeover procedures at the handover office of respective properties in person, various anti-epidemic measures have been implemented to avoid crowd gathering and infection risks. The procedures are carried out in batches which capped the maximum number of cases to be handled in a timeslot in respect of the building or each floor. All people visiting the handover office have to clear mandatory temperature checks and maintain social distancing in the office. In addition, hygiene measures have been stepped up with the provision of disinfectants for visitors' use.



售後支援服務 助業主解疑難

After Sales Support to Address Owners' Problems

資助出售房屋的買家對於樓宇買賣、按揭、交付、修繕，以至完成單位交易後交還原有公屋單位等事項，都可能有不少疑問。為了向買家及業主提供適切的服務及支援，房協特別為每個資助出售房屋項目開設獨立的查詢熱線，並由經特別培訓的顧客服務團隊專責處理，務求為業主提供最佳服務。

Considering the queries that may arise from homebuyers concerning issues like transaction, mortgage, handover, defects rectification or the surrendering of existing public rental housing unit, the Housing Society has set up an enquiry hotline for respective projects. Manned by a well-trained customer service team, the hotline aims to provide homebuyers with professional advice and quality customer service.

流動應用程式 簡化流程增效率 Mobile App Enhances Service Efficiency

作為「房屋實驗室」，房協無論在房屋項目的構思、建造、營銷、以至物業管理等各方面，均與時並進。為了讓新落成項目的收樓程序更簡便，房協為三個資助出售房屋項目開發流動應用程式，將預約收樓、提交單位修繕項目、跟進修繕進度等程序電子化，讓業主在彈指間完成相關手續。

流動應用程式內的「交樓服務」可供業主查看未來十四日可供選擇的收樓時段，並預約交收單位。成功預約後，房協會透過流動應用程式向業主發出即時訊息，確認收樓時段和提醒收樓時所需文件。

當業主完成收樓程序後，如發現單位有任何地方需要改善，可於指定修繕期內透過應用程式內的「跟進清單」，上載相片並標示相關位置及事項，隨時隨地申報修繕事項。同時，房協亦會透過應用程式通知業主相關修繕的進度，大幅度提升跟進工作的透明度及效率。

為了讓業主在收樓後有充足時間驗收單位及提出修繕項目，房協已為業主安排為期半年的修繕期。當收到業主的修繕申報後，我們會盡快安排承建商跟進。



業主利用流動應用程式便可輕鬆便捷地完成收樓及驗樓手續。

The app enables owners to undertake the handover and inspection of flats with ease.

As a "housing laboratory", the Housing Society is always ahead of time in respect of the design, construction, sales and property management of its housing projects. To make it easier for homebuyers regarding the handover process of the three newly built projects, the Housing Society had commissioned a mobile application for the three projects respectively to facilitate a smooth handover process, which enables owners to make an appointment for the handover, recording and reporting defects, monitoring progress of defect rectification, at the touch of a button.

By means of the app, owners can check the available timeslot for the handover process in the next 14 days and make appointment through the "Handover Service" function of the app. With the same application, users will be able to receive an instant message from the Housing Society informing them about the confirmed timeslot and the necessary documents they need to bring along for the handover appointment.

Following completion of the handover procedure, owners can still make use of the app to report any defects within specified period by uploading the photos and specifying the positions and items to be followed up with the "Follow-up Checklist" of the app. At the same time, the Housing Society will notify the owners the progress of rectification through the app, with which the transparency and efficiency of the whole procedure is maximised.

To allow sufficient time for the owners to inspect the units and identify areas for rectification upon handover, the Housing Society sets a six months defects liability period for the owners. Homebuyers are assured that genuine defects identified that require rectification will have remedial works arranged at the soonest.

住戶心聲 Sharing by Resident

收樓時得到房協職員熱情招待，讓我們有賓至如歸的感覺。另外，職員於提交申報修繕報告後一星期內便安排師傅執漏，並不厭其煩回應我的查詢及要求，同時清楚交代工作進度，我對整體執漏的處理感到滿意。有賴他們的及時回應，我才能盡早展開裝修工程。

翠嶺峰住戶 區太

Thanks to the Housing Society staff for their hospitality, which made us feel at home. Besides, I also feel greatly satisfied with their timely handling of the flat rectification work. Within a week of my submitting the rectification report, they arranged a worker to carry out remedial works, and they also responded to my queries and requests with patience and explained clearly to me the progress of works being undertaken. Due to their timely response, I have been able to start my home redecoration project as soon as possible.

Mrs Au, Resident of Mount Verdant

香港房屋協會總負責人：

讚賞工作人員服務誠懇及有效率

本人是翠嶺峰住戶區太。日前收樓時得到貴會工作人員熱情接待，以及匯報樓宇可改善之處時，他們態度真誠，另精進工作人員回應及時及認真，讓本人能盡快進行裝修程序，特來此函，深表謝意。

貴會事前對工作人員已有禮儀培訓，他們大方得體，彬彬有禮，讓我們有賓至如歸的感覺。

當日遇上門鎖有問題，工作人員馬上聯絡師傅處理。修理過程中，工作人員細心關心會否阻礙我的時間，可見他們有心服務，師傅也合力認真解決了問題，值得讚賞。

跟進樓宇問題方面，表現也令人滿意。貴會工作人員不厭其煩回應我的查詢，並於提交報告後一個星期內安排師傅「執漏」及本人檢查，回應及時。

「執漏」期間，本人在現場檢查，可見師傅群策群力，對本人提出的要求，都盡力回應，清楚交代和解釋難處和工作進度，本人滿意整體「執漏」成果。

本人真誠感謝貴會提供的服務。盼望貴會能讚賞員工，肯定他們的努力，並鼓勵他們繼續提供高質量的服務。

住戶
區太謹啟

二零二零年七月二日



策誠軒暫租住屋 八月入伙

Trackside Villas Set to Start Tenants' Intake in August



房協與香港鐵路有限公司簽訂協議，以五年期借用方式使用其位於大埔的物業策誠軒，營運過渡性房屋，為正在輪候公屋的家庭提供改善居住環境的機會。

策誠軒現時可用作過渡性房屋的單位共185個，並已陸續進行翻新。當中超過130個將以房協「暫租住屋」形式出租，供輪候公屋三年或以上的三至六人家庭申請暫住。其餘約50個單位將經房協交由香港社會服務聯會出租及營運。相關申請已於六月二日截止，共接獲**1,141份申請**。首批住戶將於今年八月入伙。

The Housing Society has signed a license agreement with the MTR Corporation Limited on the use of their property Trackside Villas in Tai Po for operating a "T-Home" project for five years, which will provide transitional housing for people waiting for public housing.

Currently a total of 185 transitional housing units at Trackside Villas are undergoing renovation. Among those, over 130 units will be operated by the Housing Society as "T-Home" for three-person to six-person families who have been on the waiting list of public rental housing for three years or above. Approximately 50 remaining units will be handed over to Hong Kong Council of Social Service for sub-letting and operation. The application for "T-Home" Transitional Housing Scheme was closed on 2 June, garnering a total of **1,141 applications**. The first batch of successful applicants are expected to move in in August 2020.



房協總經理(物業策劃及發展)勞連發於六月十九日為1,141個申請進行抽籤程序，以決定申請人的優先次序號碼。

Housing Society General Manager (Planning and Development) Oliver Law conducts balloting for 1,141 applications on 19 June to determine the priority number of the applicants.

出租計劃錄30多宗成交

Letting Scheme Records Over 30 Transactions

優化後的「**未補償資助出售房屋-出租計劃**」(出租計劃)容許合資格業主出租整個未補償單位或個別睡房予輪候公屋人士作過渡性房屋，申請反應理想。

截至七月中，房協分別接獲360多個業主及506個租戶申請，其中280多個業主及250多個租戶已獲發證書，部份更透過房協提供的**網上平台**放租或尋找租盤。放租單位中，70%位處新界區，而九龍和港島的單位分別佔23%和7%，以兩房單位為主。至今已錄得超過30宗成交個案。

Since the "**Letting Scheme for Subsidised Sale Developments with Premium Unpaid**" was enhanced to allow eligible owners of subsidised sale flats to let the entire flat or individual bedroom(s) as transitional housing to applicants of public housing, application response has been encouraging.

As of mid-July, the Housing Society had received over 360 and 506 applications from owners and tenants respectively, of which some 280 "Owner Certificate" and more than 250 "Tenant Certificate" had been issued. Some owners and tenants had made use of the **dedicated online platform** to let and rent a unit. Of the units put up for rent, 70% are located in the New Territories, while those in Kowloon and on Hong Kong Island constituted about 23% and 7% respectively, largely two-room units. So far, more than 30 transactions had been recorded.



疫境中互勉扶持 助商戶居民度難關

Collective Resilience and Mutual Support to Help Tenants and Residents in Adversity

配對捐款扶貧困

Matching Donations to Help the Needy

突如其來的疫情打亂了不少市民的日常工作和生活，令生計大受影響。早於四月，房協發起募捐活動，由主席陳家樂、行政總裁陳欽勉及管理層率先捐出善款，機構再作出一對一的配對方式捐款，合共籌得887,600港元。

房協將善款分別捐贈予五間食物銀行，包括循道衛理觀塘社會服務處、東華三院慧妍雅集善膳軒、齊惜福、惜食堂及食德好，以及現居於房協轄下出租屋邨，受疫情影響並有逼切經濟困難的家庭，助解其燃眉之急。

The spread of COVID-19 has disrupted lives, livelihoods as well as businesses. As early as April, the Housing Society initiated a donation campaign that matched contributions from senior management staff. With the contributions from Chairman Walter Chan, Chief Executive Officer James Chan and the Management, the campaign was able to raise HK\$ 887,600 in donation.

The money had been donated to five food banks, namely Kwun Tong Methodist Social Service, Wai Yin Association Food-for-all Kitchen of the Tung Wah Group of Hospitals, Food For Good, Food Angel and Food Grace, as well as needy families living in our rental estates, in a way to alleviate their financial burden in challenging times.



主席陳家樂(左圖左三)、行政總裁陳欽勉(左圖左一)、總監(物業管理)葉錦誠(右圖中)和企業傳訊總監梁綺蓮(左圖右一)分別探訪受助機構及居民，送上善款與關懷。

Chairman Walter Chan (3rd from the left, left photo), Chief Executive Officer James Chan (1st from the left, left photo), Director (Property Management) Jacky Ip (center, right photo) and Corporate Communications Director Pamela Leung (1st from the right, left photo) visit the food banks and needy families.

增加租金寬減撐企業

Expanding Rent Relief to Help Enterprises

今年五月，房協宣布向轄下約450個合資格商戶及停車場營辦商提供的租金寬減，由百分之五十增加至七十五，追溯由四月一日生效至九月三十日，為期半年。這項措施同時涵蓋幼稚園及廣告位租戶，相關支出約1.3億元。

若商戶因政府的防疫措施在此期間需要停業，合資格商戶可向房協申請全額租金寬減。而停車場商用車輛月租戶亦可申請在該段期間減免百分之七十五的租金。另外，房協亦向約一千個乙類屋邨租戶提供一個月三分之二租金減免。

In May this year, [rent concession](#) for about 450 eligible commercial tenants and car park operators was increased from 50% to 75% for six months with retrospective effect from 1 April to 30 September 2020. The measure, involving about HK\$130 million, also covered kindergartens and signboard licensees.

For tenants of premises for the period during which their operations are required to be closed under anti-epidemic regulations of the Government, they may apply for 100% rent waiver. Monthly car park users parking commercial vehicles are eligible to apply for 75% rent waiver for the above-mentioned period. In addition, the Housing Society offered to provide around 1,000 tenants living in Group B rental estates two-third rent reduction for one month.



增見習及臨時職位 助年青人就業

Traineeships and Temporary Jobs to Bolster Youth Employment

疫情下經濟大受打擊，職位空缺大幅減少。針對年青人的就業困難，房協早前公布，將提供一百五十個短期及見習生職位，涵蓋物業管理、物業發展及市場事務、資訊科技等範疇，當中包括客戶服務、處理房屋申請及交樓等工作，適合多個學科的應屆畢業生及擁有相關技能的人士申請，希望藉此創造就業機會之餘，助年青人為未來發展打好基礎。



During the pandemic, the economy and job opportunities are shrinking. Earlier, the Housing Society announced that it would offer [150 short-term and trainee positions](#) in the areas of property management, development and marketing as well as information technology, involving jobs in customer service, handling of housing applications and handover of flats. Such openings are available for applications from fresh graduates and those with relevant skills. These positions will hopefully create more opportunities for young people, which help to lay a foundation and pave the way for their career development.

考察百勝角消防宿舍「組裝合成」項目

Visit to the MiC Project of Fire Services Quarters at Pak Shing Kok



政府近年積極推動建造業界採用「組裝合成」建築法，並以公共工程率先試行，為業界起示範作用。位於將軍澳的百勝角消防處紀律部隊宿舍為建築署首個採用「組裝合成」建築法興建的项目。該項目包括五幢大樓，當中涉及約3,800個俗稱「盒子」的預製組件。

六月十七日，房協執行委員會與項目規劃設計及建築工程特別委員會的委員，以及管理層到訪項目工地考察，為房協未來發展項目取經。



The Government has been proactively promoting the adoption of Modular Integrated Construction (MiC) in the construction industry. And it sought to lead by example by applying the technology in its public works. The Disciplined Services Quarters for the Fire Services Department at Pak Shing Kok, Tseung Kwan O is the first MiC project of the Architectural Services Department. The project, which comprises five towers, will be built with 3,800 "box-like" modules.

On 17 June, members of Executive Committee and Special Committee on Planning, Design and Construction, as well as the Management toured the site which enabled them to learn and draw reference from the project.

房協委員及管理層參觀裝嵌預製組件的過程。

Members and Management of the Housing Society observing the module assembly procedure.

歡迎新房協委員

Welcoming New HS Members



鄭國寶先生是羅兵咸永道會計師事務所資本市場部高級經理。他擁有香港會計師公會註冊會計師和英格蘭及威爾斯特許會計師公會會計師的執業資格。現為香港公益金的入會、預算及分配委員會委員。

Mr Anthony Cheng is a Senior Manager of the Capital Markets Department of PricewaterhouseCoopers. Mr Cheng is also a Certified Public Accountant of the Hong Kong Institute of Certified Public Accountants and an Associate Chartered Accountant of the Institute of Chartered Accountants in England and Wales. He is a member of the Admissions, Budgets and Allocations Committee of The Community Chest of Hong Kong.



孫康喬先生是勝道集團執行董事，主要負責房地產和電訊項目，以及開發新業務。在加入集團之前，他曾在高盛投資銀行部工作，專注於多個市場。現為博物館諮詢委員會委員及獨立監察警方處理投訴委員會監察員。

Mr Elliott Suen is an Executive Director of Marga Group, responsible for managing real estate and telecommunication projects, as well as discovering new business segments. Prior to joining Marga, Mr Suen worked in Goldman Sachs focused on multiple markets. He is currently a member of the Museum Advisory Committee and an observer of the Independent Police Complaints Council.



王卓祺博士, MH是香港中文大學前社會工作學系教授，現為香港中文大學香港亞太研究所名譽高級研究員。他曾任香港特別行政區政府中央政策組全職顧問。王博士亦於多個非牟利組織出任公職，包括新家園協會和香港青年獎勵計劃。

Dr Wong Chack-kie, MH is the former Professor of the Department of Social Work of The Chinese University of Hong Kong. He is now an Honorary Senior Research Fellow of Hong Kong Institute of Asia-Pacific Studies at The Chinese University of Hong Kong. Dr Wong was a full-time member of the Central Policy Unit for the HKSAR Government. He was also engaged in public duties with various non-profit organisations, including the New Home Association as well as the Hong Kong Award for Young People.



黃傑龍先生為香港房屋協會前行政總裁兼執行總幹事。他是英國特許房屋經理學會、香港房屋經理學會和皇家特許測量師學會的會員。黃先生一向熱心參與公共事務，身兼多項公職，包括香港品質保證局董事局董事、安老事務委員會委員及教育局資歷架構基金督導委員會委員。

Mr Wong Kit-loong is the former Chief Executive Officer and Executive Director of the Hong Kong Housing Society. He is a member of the Chartered Institute of Housing, Hong Kong Institute of Housing and Royal Institute of Chartered Surveyors. Mr Wong has been actively involved in various public and community services, currently serving as a member of the Governing Council of Hong Kong Quality Assurance Agency, the Elderly Commission and the Steering Committee on Qualifications Framework Fund under Education Bureau.

與CEO暢談 真誠互動

A Chat with CEO

房協一直以「人才為基」作為核心價值之一，重視員工的個人及專業發展，並經常透過不同渠道及活動，加強溝通，建立團隊精神。

房協行政總裁陳欽勉自四月上任後，安排了一連十場「與CEO暢談」聚會，親自走訪房協多個辦公室，與各部門同事交流互動，了解他們的工作情況及聆聽其意見，會面氣氛輕鬆愉快，有助建立關懷的團隊合作文化。

With "Talent" being a core value underlying the governance principle of the Housing Society, we attach great value to the personal and professional development of staff. To this end, we strive to engage our staff through a broad variety of channels and activities, for better understanding and team building.

James Chan, the new CEO who just took the helm last April, took the initiative in driving staff engagement by inviting staff members to have a conversation in 10 sessions of "A Chat with CEO". During these light-hearted gathering sessions, Mr Chan sought to encourage and solicit the honest feedback of the co-workers in a way to gain a better understanding of their views and aspirations, which helped to foster cooperation and a caring culture within the organisation.



房協行政總裁陳欽勉(上圖後排右四)在輕鬆的氣氛下與同事坦誠交流，並就同事關注的議題分享看法和交換意見。

Housing Society Chief Executive Officer James Chan (4th from the right, back row, top photo) shares and exchanges views with colleagues on various matters.

分享多元化物管經驗

Sharing Diversified Experience in Property Management



作為香港最具規模的非牟利房屋發展機構，房協的物業遍佈港九新界，旗下管理的住宅單位超過五萬七千個，單是在房協物業管理部工作的員工就有近千人。房協的物業管理服務一直以人為本，盡心照顧居民各方面的需要。除了向轄下管理物業提供保安、清潔及大廈維修等一般服務外，我們更因應人口老化在出租房屋邨和長者房屋推行支援服務計劃，涵蓋家居評估和維修、身體檢查、健康管理及社區護理等，務求為居民提供一個舒適的居住環境，同時促進他們的身心健康。

七月八日，房協主席陳家樂應香港測量師學會邀請，出席題為「共建宜居城市－物業設施管理專業通行」的物業設施管理研討會2020暨十五周年誌慶發表演說，與180位參加者分享房協在物業管理方面的歷史、營運理念和經驗。

As the largest non-profit housing provider in Hong Kong, the Housing Society (HS) has a management portfolio of 57,000 residential units throughout the territory, and a nearly 1,000-strong workforce in the property management function. Embracing a people-oriented approach, HS is committed to serving the myriad needs of the residents. Apart from services such as security, environmental hygiene and building maintenance typically provided in property management, the scope of services provided at our rental estates and elderly housing developments also covered home assessments and modifications, body check, health management as well as community care, in a way to cope with the needs of an ageing population.

On July 8, HS Chairman Walter Chan was invited by Hong Kong Institute of Surveyors' (HKIS) to give a speech sharing the history, philosophy and experience of HS in property management with 180 participants at HKIS PFMD Conference 2020 cum 15th Anniversary entitled "Building a Liveable City: The Role of Property and Facility Management Profession".

比賽以毗連房協駿發花園，佔地5,850平方米的露天公共空間為實驗案例，讓參賽者發揮創意，構思一個促進長幼共融的遊樂空間。

Participants are encouraged to turn the 5,850m² public space adjoining Prosperous Garden of Housing Society into one that is conducive to inter-generational interaction.

遊樂空間設計比賽 鼓勵跨代共融

Play Space Design Competition to Promote Cross-generational Harmony



香港人口老化，愈來愈多長者渴望「居家安老」，合適的社區配套設施對長者健康和身心發展有著關鍵作用。房協最近與香港理工大學賽馬會社會創新設計院(JCDISI)合辦「[跨代共融遊樂空間-駿發花園](#)」設計比賽，以毗連房協駿發花園的露天公共空間作為實驗案例，邀請參賽團隊發揮創意，利用跨界別專業知識，從使用者的生活角度出發，透過由下而上的公眾參與模式，以突破傳統遊樂場的創新設計，向大眾展示如何透過一個遊樂空間，倡導「跨代共融」，並為樂齡人口創造一個更有利「居家安老」的條件。

比賽設「專業組」和「學生組」兩個組別，已於六月三十日截止報名，共吸引77個隊伍參賽。

In light of an ageing population and an increasing number of elderly people in favour of "ageing in place", the provision of suitable community facilities for maintaining the physical and mental health of the elderly is deemed essential. Recently, the Housing Society joined hands with the Jockey Club Design Institute for Social Innovation (JCDISI) of The Hong Kong Polytechnic University to organise the "[Intergenerational Play Space Design Competition - Prosperous Garden](#)". Participating teams are encouraged to adopt a user-centric approach with cross-sector expertise in their submission on redesigning the public space adjoining Housing Society's Prosperous Garden. The end product is expected to serve as a blueprint for educating the public on how the space in a playground can be redefined to serve the purpose of "intergenerational harmony" and "ageing in place".

The competition has two categories: "University Category" and "Professional Category". The competition application has closed on 30 June, attracting 77 contesting teams.

房協榮獲「香港環境卓越大獎」 HS Honoured with “Hong Kong Awards for Environmental Excellence”



房協一向致力建設可持續發展城市，無論在項目設計、建造、物業管理，以至辦公室的日常運作均加入環保及節能元素。房協更於二零零二年成為全港首個榮獲ISO 14001環境管理系統認證的房屋發展機構。

最近，房協憑藉其全面及卓越的環境管理政策，獲頒2019「香港環境卓越大獎-公共及社區服務界別」優異獎，以表揚其在推動環保方面所作出的貢獻和努力。

「香港環境卓越大獎」由環境運動委員會，聯同環境保護署及九個主要商會合辦，並以環保領導、環保計劃與表現及夥伴協力合作三個範疇作評審準則。今屆共有來自十五個界別共208間機構獲嘉許。



With a commitment to the sustainable development of Hong Kong, the Housing Society strives to implement various environmentally friendly and energy-saving measures in the design and construction of housing developments, property management, and in the daily operation of our offices. It was also the first housing development organisation in Hong Kong to obtain the ISO 14001 Environmental Management System in 2002.

Having an excellent track record in comprehensive environmental management, the Housing Society has recently been awarded the “Public and Community Services - Certificate of Merit” in the 2019 Hong Kong Awards for Environmental Excellence (HKAEE), in recognition of its contribution and efforts in promoting environmental protection.

HKAEE is organised by the Environmental Campaign Committee, together with the Environmental Protection Department and nine major chambers of commerce in Hong Kong. Assessment is based on the criteria of “Green Leadership”, “Programme & Performance” and “Partner Synergy”. The Award this year had recognised a total of 208 organisations from 15 sectors.

房協年報 再奪殊榮 HS Annual Report Wins Astrid Awards



繼早前在多個國際年報大賽勇奪多項殊榮後，房協以「探索創新 建屋惠民」為主題的二零一八/一九年報再下一城，在2020國際Astrid Awards中榮獲「年報(網上版): 非牟利機構」優異獎。

國際Astrid Awards 由美國MerComm, Inc.主辦，是全球大型表彰傑出年報的比賽之一，旨在推動企業傳訊領域的專業水平。今年共有十一個國家或地區逾280件作品競逐多項獎項，競爭激烈，年報能夠在芸芸作品中脫穎而出獲獎，足以證明房協在企業傳訊方面的卓越表現。

Further to the previous successes at various [annual report](#) international competitions, the Housing Society won the Honors Award in the “Annual Reports – Online: Non-Profit Organizations” category of the Astrid Awards 2020, with the annual report entitled “Connecting the Dots for Innovative Housing Solutions”.

Organised by MerComm, Inc., the annual international Astrid Awards was held with the aim to drive the professional standard for corporate communications industry. This year, the competition had over 280 entries from eleven countries, and the award is an endorsement of Housing Society’s outstanding achievement in corporate communications.



實習計劃 助青年探索未來發展

Explore Future Possibilities with HS Internship Programme



房協向來不遺餘力為社會作育英才，並透過多元渠道及計劃栽培年青人，包括獎助學金、工作體驗、實習計劃等，助他們發揮潛能，裝備自己，實現抱負。

每年房協均會舉辦「暑期實習生計劃」，為有志投身房屋及相關行業的大專生提供實習機會。今年的實習計劃於七月初至八月中舉行，共招募五十二名來自本地及海外大專院校同學，參與為期六星期的實習，讓他們親身參與部門的日常運作，累積實際工作經驗，為將來的事業發展建立基礎。



另外，房協亦與學界保持緊密合作，持續為學生提供不同的工作體驗。六月至八月期間，房協應香港理工大學應用社會科學系的邀請，安排兩名修讀社會政策及行政學士課程的學生於企業傳訊部實習，協助籌劃活動及支援部門其他日常工作，讓同學們在職場中實踐所學，發揮所長。

The Housing Society strives to nurture the youth by offering them opportunities in terms of scholarship and bursaries, work experience and internship, with the goal of unleashing their potential and helping them realise their aspirations.

The annual Housing Society Summer Internship Programme provides internship experience for tertiary students who aspire to pursue a career in housing-related fields. This year, 52 students from local and overseas tertiary institutions were recruited to participate in the six-week internship programme running from early July to mid-August. They will be given an opportunity to participate in the daily operation of our various departments, and the experience acquired will help lay the foundation for their future career development.

In addition, the Housing Society has been working closely with the education sector in providing work experience opportunities for students. Upon the invitation from the Department of Applied Social Sciences of The Hong Kong Polytechnic University, two internship placements were offered to two students attending the Bachelor of Arts in Social Policies and Administration, who will be supporting the Corporate Communications Section in its daily operations, where they will be able to apply their professional knowledge and skills they acquired at school.



吳朗沂 Vivian Ng

在實習期間，我有機會幫忙籌備暑期活動，從中學到準備活動需要注意的事。這些都是在課堂以外的知識和體驗，令我獲益良多。

During the internship, I got the opportunity to assist with the organising of summer programme, through which I got hands-on experience in making preparations for an activity. These knowledge and experience are things that were not taught in school and that benefit me a lot.



鄭嘉軒 Shirley Cheng

在企業傳訊部實習讓我了解到不同持分者對社會及房屋的看法，從而令我從不同的角度認識香港。同時，透過處理不同的工作，我亦有挑戰自己的機會，亦從中了解到自己的職業意向，獲取了許多不可多得的經驗。

Being an intern at the Corporate Communications Section gave me a chance to learn about the different stakeholder perspectives on the society and housing issues, which allowed me to see Hong Kong from different angles. Besides, I had the chance to challenge myself through performing different tasks and knew better about my career aspiration which the experience was most valuable.

網上講座 教授同學會成員求職致勝之道

Online Talk on Acing a Job Interview for Alumni Club Members



踏入畢業季節，不少大專生開始為工作尋找機遇，但受肺炎疫情影響，預計畢業生將面臨非常嚴峻的求職環境。有見及此，「房協獎學金同學會」特意於七月十日舉辦「求職技巧網上工作坊」，由房協人力資源組高級經理(學習及發展) 凌肇興以專業角度分享實用的求職攻略，包括僱主篩選合適員工的準則、面試前的準備工作、面試的禮儀與應對技巧等，讓成員輕鬆掌握求職竅門，提高受聘機會。

As graduation season approaches, many tertiary students have started to look for jobs. But with the coronavirus pandemic, fresh graduates are likely to face more challenges in job search. To address the situation, the Housing Society Alumni Club organised an online talk for its members on 10 July. Hosted by Housing Society Senior Manager (Learning & Development) Eric Ling, the talk aimed to provide members with professional guidance on job-hunting, such as the criteria with which employers choose an employee, how to prepare for an interview and dress for interview, as well as tips for responding to questions. It is hoped that the talk will let members get a good grasp of job hunting techniques, which eventually helps them ace the interview and land the job.



房協人力資源組高級經理(學習及發展)凌肇興親自教授面試技巧，助成員於面試時更能得心應手。

Housing Society Senior Manager (Learning & Development) Eric Ling shares interview skills with Alumni Club members to help them ace the job interview.



是次講座不單有助我掌握面試的要訣，更令我學懂如何靈活應對面試官的提問，令我將來見工時可以更得心應手。

鄧棋晉，香港專業教育學院(沙田)

The talk helps me to get a good grasp of the interview techniques and how to tackle various interview questions tactfully, which eventually help me to ace the job interview.

Ken Tang, Hong Kong Institute of Vocational Education (Shatin)



「東奔西跑」走遍房協出租屋邨

A Joyful Tour to HS Rental Estates

新一集的「東奔西跑」將帶領大家遊走房協於南區興建的第一個出租屋邨—漁光邨，一探屋邨名字的由來及饒富特色的建築設計，更深入社區，感受鄰里間濃厚的人情味。

In this episode, we will be bringing the audience to Yue Kwong Chuen, Housing Society's first rental estate in Southern District, to learn about the story behind the estate's name, its architectural design and to feel the strong sense of community in the neighbourhood.



掃描觀看短片
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「房協之友」情報站

HS Community News Corner



愛心同行 共抗疫境

Spreading Love and Kindness in Time of Coronavirus



新冠肺炎疫情放緩，市民陸續復工復課，惟防疫措施不能鬆懈。「房協之友」發揮互助互愛的精神，用行動為區內長者及弱勢社群提供適切的支援。今年五月至六月，「房協之友」夥拍九龍樂善堂舉辦「齊心同行攜手抗疫大行動」，召集超過143名來自觀塘花園大廈、家維邨、祖堯邨、乙明邨、觀龍樓、漁光村及明華大廈的義工，派發防疫心意包予房協轄下20條出租屋邨14,198名長者，為他們送上口罩、消毒搓手液及乾糧等，讓他們有充足的物資應付疫情。

另外，「房協之友」聯同建造業議會合辦「建造業魯班飯」，於今年五月至十二月期間，逢周五派發一百個飯盒予居住於觀塘花園大廈的有需要家庭，以協助他們渡過難關。

七月十三日，「房協之友」及「房協獎學金同學會」夥拍「齊惜福」於乙明邨舉辦齊惜福教育及盛食車展覽推廣活動，教導居民惜食減廚餘之餘，並派發食品福袋予450名乙明邨居民及區內的基層市民，將關愛傳遍社區。

As the coronavirus epidemic is slowing down while people have resumed work and classes, the need for vigilance remains. In an effort to foster the spirit of mutual help by providing appropriate support for the elderly and the underprivileged in the community, the Housing Society Community (HSC) co-organised the "Anti-Virus Caring Volunteer Program" with The Lok Sin Tong Benevolent Society, Kowloon in May and June. The programme has been able to draw more than 143 estate volunteers from Kwun Tong Garden Estate, Ka Wai Chuen, Cho Yiu Chuen, Jat Min Chuen, Kwun Lung Lau, Yue Kwong Chuen and Ming Wah Dai Ha, to distribute health packs containing face masks, hand sanitizers and dry provisions to 14,198 senior residents of Housing Society's 20 rental estates.

In addition, HSC joined hands with the Construction Industry Council in organising the "Construction Industry Lo Pan Rice", under which 100 lunchboxes are to be distributed every Friday from May to December this year to needy families of Kwun Tong Garden Estate, in the hope of helping them cope with the epidemic in challenging times.

On 13 July, HSC and the HS Academy Alumni Club teamed up with Food for Good in arranging "Food for Good Education Truck" to visit Jat Min Chuen for promoting food waste reduction. On the occasion, volunteers also provided warmth and loving care with bags containing groceries to 450 residents of Jat Min Chuen and disadvantaged families living in the neighbourhood.



「房協之友」及「房協獎學金同學會」派發飯盒及食品福袋予觀塘花園大廈及乙明邨的居民，以減輕他們生活上的壓力。

HSC and the HS Academy Alumni Club deliver lunchboxes and bags containing groceries to residents of Kwun Tong Garden Estate and Jat Min Chuen for easing their burden.



「房協之友」義工出心又出力，不單協助包裝口罩，更親身派發防疫心意包予長者住戶。

Volunteers of HSC show their care and support by packing masks and distributing health packs to the elderly tenants.



HONG KONG
HOUSING SOCIETY
香港房屋協會

香港銅鑼灣告士打道280號世界貿易中心29樓

2839 7888



房協人·情·味 Housing Society Community



29th Floor, World Trade Centre, 280 Gloucester Road, Causeway Bay

2882 2001



hkhousingociety



www.hkhs.com



Hong Kong Housing Society 香港房屋協會

