

Housing Authority joins forces with estate management services contractors to fight virus together (with photos)

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

The Hong Kong Housing Authority (HA) announced today (May 18) the winners of the Estate Management Services Contractors Awards (EMSC Awards) 2021. Seventeen new awards have been introduced this year to commend the frontline cleansing and security operatives who have made contributions in combating the epidemic in public housing estates.

"The HA has made concerted efforts and adopted many flexible and appropriate measures with services contractors to implement anti-epidemic operations in public housing estates, thereby safeguarding the health of our residents while striving to deliver quality estate management services. The COVID-19 pandemic has brought unprecedented challenges and an overwhelming workload to estate management staff. The full commitment of the services contractors to support us in different aspects is greatly appreciated," a spokesman for the HA said.

"Despite the deteriorating epidemic situation and the extremely high risk of infection, frontline staff responded promptly and took immediate actions to provide support to residents in need, especially for those subject to home quarantine or home isolation orders, as well as to reinforce cleansing and disinfection in housing estates. The HA has introduced new awards this year to commend the frontline cleansing and security operatives who have shown a strong sense of commitment to performing duties persistently, even in challenging situations. Hong Kong will win the battle against the epidemic if we continue to fight together," the spokesman said.

The COVID-19 outbreak has continued to spread over the past year. Along with the confirmed cases identified in various public housing estates, the HA, together with the services contractors, have borne the brunt. They have fully mobilised their manpower to co-ordinate and participate in anti-epidemic field operations, assist in the enforcement of the intensive "restriction-testing declaration" operations and conduct streaming arrangements for testing in a bid to curb the spread of the virus and cut the transmission chains. The HA has also employed many estate services assistants through services contractors for the provision of assistance to infected residents and those subject to home quarantine or home isolation orders, distribution and collection of specimen packs and anti-epidemic supplies, etc.

The HA organises the EMSC Awards annually in recognition of the outstanding performance of its services contractors and their staff in managing the HA's properties. The estates managed by the winners of the "Best

Public Rental Housing Estate (Property Services) (Large Estate)" award this year include Shek Lei (II) Estate, Lower Ngau Tau Kok Estate, Tak Long Estate and Tin Yiu (I) and (II) Estate; while the estates managed by the winners of the "Best Public Rental Housing Estate (Property Services) (Small Estate)" award include Cheung Sha Wan Estate, Cheung Lung Wai Estate and Lung Yat Estate.

A total of 64 awards this year went to 20 services contractors providing property management, cleansing, security and car park operating services. Seven property services managers and 34 frontline staff members were also commended. The full list of awardees can be found in the Annex.

The award winners were selected based on the combined scores given by the assessment panel, the Housing Department's supervisory teams, feedback from the Estate Management Advisory Committees and the results of random surveys conducted among residents. The HA has established a stringent tendering system and an effective contract management mechanism to ensure the delivery of quality and reliable services by services contractors.

Currently, the management of more than half of the HA's public rental housing estates is outsourced to property services contractors, and many major maintenance tasks in the HA estates are being supervised by them. By leveraging the private sector's resources and experience in managing private properties, the HA works to continuously raise the quality of its estate management services and to provide a pleasant living environment for its tenants.



