

Results of Estate Management Services Contractors Awards 2019 announced

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

The Hong Kong Housing Authority (HA) announced today (March 30) the results of the Estate Management Services Contractors Awards (EMSC Awards) 2019 to give due recognition to the outstanding performance of services contractors in managing the HA's properties last year. The winning services contractors will be awarded trophies as commendation.

The estates managed by the winners of the Best Public Rental Housing Estate (Property Services) (Large Estate) award are Choi Yuen Estate, Cheung Ching Estate and Kwai Fong Estate while the estates managed by the winners of the Best Public Rental Housing Estate (Property Services) (Small Estate) award are Po Heung Estate, Cheung Lung Wai Estate and Sheung Lok Estate.

The HA holds the EMSC Awards annually and presents different awards. There are 43 awards under the EMSC Awards 2019, awarding to 14 property, cleansing and security services contractors and car park operators; seven estate managers; and 14 front-line staff (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 residents.

The HA has a stringent tendering system and an effective contract management mechanism to ensure quality and reliable services. The HA considers it important to maintain close communication with the services contractors. Seminars are held regularly to foster good communication and exchanges of views as well as to provide opportunities for the services contractors with good performance 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 enhance the quality of management services for public housing estates and to provide a better living environment for its tenants.