

Examination of Estimates of Expenditure 2003-04
**CONTROLLING OFFICER'S REPLY TO
SUPPLEMENTARY QUESTION**

Reply Serial No.

S-HPLB(H)004

Question Serial No.

Oral Question

Head : 62 Subhead (No. & title) :000 Clearance and Squatter Control

Programme : 6201- Squatter and Temporary Housing Clearance and Squatter Control

Controlling Officer: Permanent Secretary for Housing, Planning and Lands (Housing)

Director of Bureau : Secretary for Housing, Planning and Lands

Question : Advise the measures to be put in place to monitor the performance of private Property Services Companies in the day-to-day management of public housing estates, which had been a cause of concern of various District Councils including the Kwai Ching District Council.

Asked by : Hon. LEUNG Yiu-chung

Reply : The Housing Department attaches great importance to monitoring and supervising the performance of property services companies. To ensure a high quality of services, the Department has set up a dedicated team to audit the performance of property services companies and conduct regular and surprise inspections to assess their service standards under an objective scoring system.

We also conduct regular sampling surveys on tenants' satisfaction and consult the Estate Management Advisory Committees (EMACs). Results of the tenants' satisfaction surveys and EMACs' assessments will each account for a part of the performance appraisal scores.

The Housing Department monitors closely all unsatisfactory cases and takes disciplinary actions against property services companies whose performance is not up to the required standard. These actions include warning, suspension from tendering, termination of contract or removal from the Housing Authority's List of Approved Contractors.

According to a Customer Satisfaction Survey conducted in 2002, 53% of the respondents were either very satisfied or satisfied with services provided by private property services companies. We will conduct a thorough review of the system this year with a view to enhancing cost-effectiveness and customer satisfaction in estates with management services outsourced to private companies.

Signature	_____
Name in block letters	<u>C.M.LEUNG</u>
Post Title	<u>Permanent Secretary for Housing Planning and Lands (Housing)</u>
Date	<u>31 March 2003</u>