

THE HONG KONG HOUSING AUTHORITY

Memorandum for the Commercial Properties Committee

Review of Handover, Fitting Out Procedures of Shopping Centres and Management of Single Operators (SO)

PURPOSE

The purpose of this paper is to inform Members on the findings and recommendations of the Working Group after its review of the existing procedures for Handing Over of new shopping centres, Vetting and Approval of fitting-out proposals submitted by the Single Operator and the Management of Single Operators (SO).

BACKGROUND

2. Subsequent to the failure of a glass panel balustrade at Ping Tin Shopping Centre, the Investigation Team recommended the following processes to be reviewed and improved:-

- a) the control and supervision of fitting out works by the SO and
- b) the management and maintenance functions of SO.

----- 3. A Working Group (refer to **Appendix A** for membership) has been formed and the following four processes were discussed and reviewed:-

- a) Handing over procedures of the new shopping centres from Development and Construction Branch to Management Branch;
- b) Vetting and approval procedures for fitting out submissions by the SO/through its Authorized Person (AP) / Registered Structural Engineer (RSE);
- c) Supervision of the fitting out process;

d) Management of SO.

4. The existing procedures for the above processes are stated quite comprehensively in the Department's Procedure Manuals. After reviewing the same, the Working Group recommended further enhancements, which are highlighted in the following paragraphs.

a) *HANDOVER OF NEW SHOPPING CENTRES*

- Development & Construction Branch (DCB) will prepare and pass on to Management Branch (MB) comprehensive handover checklist and notes, with building elements requiring regular maintenance and compliance with statutory requirements highlighted. (A draft handover checklist and notes is attached at **Appendix B.**)
- The Project Architect will conduct a briefing session to advise MB staff and the SO of items that require special attention, especially those connected with safety.
- Relevant documents and latest construction drawings will be collected by DCB and passed to MB within the shortest possible time frame.
- A new Estate Intake Team (EIT) will be established in MB to oversee the handover process.
- The EIT will carry out pre-handover inspections, monitor the progress of rectification of defects and completion of outstanding items and ensure that all as-built drawings and documents for future maintenance are received before management duties and responsibilities are transferred to MB.

b) *VETTING AND APPROVAL OF FITTING OUT PROPOSALS*

- The existing Central Vetting Team (CVT) of MB will develop standard requirements criteria and approval checklists for approval of fitting out proposals submitted by the SO.
- Where fitting out proposals are required to be submitted by AP/RSE, Supervision Plan (SP) similar to those required by the Building Department should be submitted to CVT before

commencement of works.

- The SP shall provide details on how supervision is to be carried out, the type and number of technical competent persons assigned for periodic and full time supervision, inspection frequency and method statements on protective measures.
- Pre-vetting meeting with the concerned AP/RSE, conducted by the CVT, prior to formal submission, is recommended.

c) SUPERVISION OF FITTING OUT WORKS

- Where SP are required to be submitted, periodic progress reports on the implementation of the SP shall be submitted.
- Upon completion of the works, the AP/RSE is required to submit a Completion Certificate to certify that the works are carried out in accordance with the approved plans.
- Periodic supervision will be carried out by the CVT supervision team to ensure compliance of all works with the approved drawings. Proper records of works inspections shall be maintained.
- A joint final site inspection with the AP/RSE will be conducted by CVT after the submission of the Completion Certificate.

d) MANAGEMENT OF SINGLE OPERATOR (SO)

- The SO will be required to submit a Management Plan and a Maintenance Plan to the Housing Manager in charge of approval.
- Periodic reports on the implementation of the approved Management and Maintenance Plans will be submitted by the SO to the Housing Manager for close monitoring. Department sanction for unsatisfactory performance will be considered.
- Future tenancy agreements will be reviewed and amended to incorporate the proposed liabilities of the SO.

5. If proper control is to be enforced and the Department's procedures

are to be straightly followed, the staff must have the delegated authorities to carry out its duties. There must be mutual understanding among all concerned parties and different units and branches.

6. The building control function of the Department must be recognized in addition to its role as the developer.

7. Sufficient time must be allowed for all processes and adequate human resources must be deployed so that supervision of alterations / fitting out works can be carried out properly. The whole exercise, which can be time-consuming, may seem to conflict with our customer-focused principle as the shop tenant is always keen to start business within the shortest time frame. This is, however, unavoidable if the safety of the public is to be ensured.

8. The safety of a building is very much related to how it is designed, built, managed and maintained. The concerted joint effort of Development and Construction Branch and Management Branch is essential in order to provide a safe environment for the public at large.

PRESUMPTION

9. It is expected that Members will have no objections to the proposals on the various processes recommended by the Working Group in paragraph 4. If no objections or requests for discussion are received by the Committees' Secretary **by noon on 27 May 1998**, Members' approval will be presumed and appropriate action will be taken by parties concerned.

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