

<b>Doc Type</b>	EFC
<b>Paper No</b>	57/95
<b>Title</b>	New Design and Revised Space Allocation Standards for Estate Offices
<b>CONTENTS</b>	<p>EFC 57/95</p> <p>THE HONG KONG HOUSING AUTHORITY</p> <p>Memorandum for the Establishment and Finance Committee</p> <p>New Design and Revised Space Allocation Standards for Estate Offices</p> <p>PURPOSE</p> <p>To inform Members of proposals to implement a new estate office renovation programme and its financial implications.</p> <p>BACKGROUND</p> <p>2. Arising from the introduction of new policies and changes in the management of estate business (Note), the Department has recently reviewed the design, space allocation standards and office furniture of estate offices, most of which were fitted out many years ago.</p> <p>PROPOSALS</p> <p>3. The review is steered by the departmental Schedule of Accommodation Committee (SAC). The Committee's recommendations have been endorsed by the Department as a positive step to improve the working environment for estate staff and to provide a more customer-oriented reception point for our tenants and members of the public. A copy of the SAC paper setting out the details of the recommendations is at the Annex.</p> <p>Note : These new policies and changes include the adoption of a more customer-oriented approach in our front-line service, formation of Estate Management Advisory Committees, formation of Minor Maintenance Teams within estate offices and the wider use of personal computers linked to the ISHM mainframe for HMs, AHMs and HOs, provision of a central security control room to monitor security guard service and entrance gates to building lobbies etc..</p> <p>4. In essence, the Department has concluded that -</p> <p>(a) the reception area should be allocated with more space, and its design should create a warm, open and pleasant environment. It should be fitted with a custom-made desk for the customer service assistant, a row of guest chairs, indoor plants, writing stand, information rack and notice board. An adequate number of interview rooms would be provided instead of providing reception space inside the officers' work area;</p> <p>(b) for the majority of the estate staff, the proposed space standards should conform to that of the Government. However, in view of the operational needs of the Housing Manager, Assistant Housing Managers, and the Housing Officers to interview tenants frequently and the wider use of computers, a different set of space standards to that of the Government will be used;</p>

(c) the new design should recognise the structural relationship among various functional components of an estate office; and

(d) similar layout and furniture items will be used in all estates under the renovation programme to give a more coherent outlook.

#### IMPLEMENTATION

5. At its meeting on 25 August 1994, the Building Committee has approved the use of three consultants who will each take on the design and fitting out of a total of 60 estate offices over the next two years. A client brief for the estate improvement programme is being drawn up. Similarly, two new estates under planning are expected to follow the same design and standards. In addition, our Maintenance Division will take on the renovation work in respect of 89 estate offices over the next 2 years. In total, we expect to complete the refitting of all the 151 offices within this tight timetable.

#### FINANCIAL IMPLICATIONS

6. The financial implications of the programme, calculated at April 1995 price level, are in the order of \$557 million, made up as follows -

- (a) \$524 million for improvement/new works to 131 estate offices;
- (b) \$10 million for minor alteration works to 20 estate offices; and
- (c) \$23 million for the supply of new types of furniture to the renovated offices.

Provision has been included in the approved 1995/96 budgets and the Five Year Forecast noted earlier by this Committee and the Authority.

#### INFORMATION

7. Members are invited to note the introduction of a new design and a revised set of space allocation standards under the estate office renovation programme and the related financial implications.

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