

## Press in March 1996

<i>Press March 28, 1996</i>	
<b>Headline :</b>	<i>Customer-Oriented Approach to Estate Maintenance</i>
<b>Content :</b>	<p>The Housing Authority today (Thursday) approved proposals for a more customer-oriented approach to the management of maintenance services in public housing estates.</p> <p>Under the proposals, public housing tenants will be invited to play a more active role in the CARE (Condition, Appraisal, Repair and Examination) Programme.</p> <p>"A questionnaire will be sent to all tenants of the 25 estates covered by the programme to solicit their views on defects inside the flats," a spokesman for the Housing Department said.</p> <p>"The results will be analysed and a repair programme will be developed to take into account the tenants' feedback," the spokesman said.</p> <p>A sample room will be fitted out in advance of the work in each estate to enable tenants to better understand the disruption that might be caused and the improvements which can be achieved.</p> <p>Meanwhile, works contracts will be let with more customer-focused specifications, and an appointment system will be introduced to control works schedule. A hotline will be set up to answer enquiries and complaints by tenants.</p> <p>"On completion of works, the opinions of tenants, Housing Managers, MACs and EMACs on the performance of contractors will be collected for future refinement," the spokesman said, adding that tenants' feedback would be taken into account when considering tender eligibility of the contractors.</p> <p>"We will brief MACs and EMACs on this new approach to the CARE Programme while pamphlets will be distributed to tenants to explain the objectives, scope, sequence and method of work together with any possible disturbance and constraints," the spokesman said.</p> <p>He added that staff who carried out the condition survey would be trained to project the image of a CARE ambassador and could be identified by wearing a name tag.</p> <p>Since its inception in mid-1993, the CARE Programme has been carried out in 62 public housing estates and will encompass all estates by 1997.</p>

"The estimated expenditure on the enhanced Programme is \$670 million for a period of 42 months in respect of the 25 estates," the ssokesman said. End  
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