

THE HONG KONG HOUSING AUTHORITY

Memorandum for the Home Ownership Committee

Measures to Cope With the Increased Sale of HOS/PSPS Flats

PURPOSE

To inform Members of the measures to be taken to cope with the increased workload of Home Ownership Centre (HOC) arising from the sale of about 30,000 flats a year starting from HOS Phase 19A in June 1997.

MEASURES TO BE TAKEN

2. The sale of some 30,000 flats a year will be undertaken in three phases i.e. each phase should be completed within a period of four months. For the coming Phase 19A, 10,592 HOS/PSPS flats will be put on sale. The application period will last from 3 June 1997 till 16 June 1997. In order to complete the sale before end of September 1997, the following measures will be taken -

Simplified Vetting Procedures

3. Process of Green Form applications has been streamlined following Business Process Reengineering exercise. (As such, the checking of double housing benefits of each application and following up of remarks made by estate offices prior to flat selection will be maintained. However, follow-up action on addition/deletion of family members, upon which the eligibility of the applicant for HOS will not be affected, will only be dealt with at a later stage after flat selection.) Besides, the coding of members' relationship will be done by clerical staff instead of Housing Officers after purchase.

4. To shorten the interview time, more standard forms will be issued together with invitation letters for White Form applicants to fill in before the interview. Various measures will also be introduced to reduce the number of pending cases and second interview.

Extended Office Hours during Flat Selection

5. Sale of flats will start from 8:30 a.m. till 7:00 p.m. from Monday to Friday and 8:30 a.m. till 1:00 p.m. on Saturday. Some staff will be deployed to work on shift hours.

Arrangement with Banks

6. Arrangement has been made with the five banks in Lok Fu Shopping Centre viz. Hong Kong Bank, Hang Seng Bank, Standard Chartered Bank, China & South Sea Bank Ltd. and Bank of East Asia to extend their business hours to enable applicants to purchase cashier orders for payment of downpayments immediately after flat selection.

Additional Staff

7. An additional team of two Assistant Housing Managers and 12 Housing Officers will be re-deployed from other units. Housing Officers with previous experience in HOC who are due for transfer to non-estate posts for career development will be given priority to be transferred back to HOC so as to minimize the time and effort in staff training.

Office Expansion

8. The existing HOC is already seriously underspaced by about 500 sq.m. The additional staff together with the approved installation of computers for implementation of the Imaging System will further aggravate the situation. To address the problem, three sites with a total area of 127 sq.m. are being converted into storerooms. A portion of Shop S31, Lok Fu Shopping

Centre Phase I, with an area of 354 sq.m., will be converted for office use until completion of the new HOC office in Wang Tau Hom by end of 1998. Fitting-out work will be fast-tracked for handing over to HOC by end of July 1997. Close liaison with relevant sections/units for timely provision of office equipment and furniture, security and cleansing services for the temporary office will be maintained.

Customer-friendly Environment

9. Within Lok Fu Shopping Centre, directional boards and signs have been erected to help the public find the way to the Home Ownership Centre. In addition, renovation/re-decoration work to the mock-up units has been carried out and all furniture for display replaced. Above all, the route connecting the Centre and the mock-up units has been improved to be more business-like. During the sales period, female guards are hired for distribution of forms and pamphlets while two female customer service guards are stationed in the mock-up units to answer enquiries. These arrangements aiming at ensuring sales are to be carried out in a coordinated and customer-friendly way.

INFORMATION

10. This Paper is issued for Members' information.

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