THE HONG KONG HOUSING AUTHORITY

Memorandum for the Building Committee


PURPOSE

Following the decision of BC to appoint a single contractor at each region to handle the maintenance and emergency repairs of water supply systems, building services contractors, as the main contractor, have taken over the works with effect from 1 April 1999. This Paper is to report on their performance over the past 12 months.

BACKGROUND

2. Previously, the maintenance responsibility for water supply systems was shared by two contractors, i.e. the breakdown maintenance of the pipeworks outside the pump house by building contractors; and the routine maintenance of pump sets by building services contractors. Arising from this split of responsibility there were cases where delay occurred under emergency situation.

BUSINESS PROCESS RE-ENGINEERING

3. In order to reduce the down time of the water supply systems, it was considered necessary to have a fundamental re-think of the repair processes and the demarcation of responsibilities among parties. A Business Process Re-engineering project was initiated and the “Single Source of Responsibility” concept was subsequently developed. At its meeting on 20 October 1998, BC endorsed the concept as well as the proposal to appoint a single contractor in each management region (MR) to handle routine maintenance and emergency repair of the whole water supply systems with effect from 1 April 1999.

CURRENT SITUATION AND PERFORMANCE COMPARISON
4. A review of the new arrangement for the period between 1 April 1999 and 31 March 2000 has been conducted. As evident by a comparison between the current performance and the one reported in Paper No. BC 140/98 for the period 21 September 1997 to 20 September 1998, the efficiency in restoring water supply has been significantly improved after adopting the “single source of responsibility” concept. The tables below summarizes the comparison.

**Fresh Water**

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<tbody>
<tr>
<td>Longest interruption time due to pump breakdown</td>
<td>10.5 hours</td>
<td>13.3 hours</td>
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<tr>
<td>Average interruption time due to failure of piping system</td>
<td>4.9 hours</td>
<td>10.8 hours</td>
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**Flush Water**

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<tr>
<td>Longest interruption time due to pump breakdown</td>
<td>8.9 days</td>
<td>10.0 days</td>
</tr>
<tr>
<td>Average interruption time due to failure of piping system</td>
<td>1.125 days</td>
<td>2.3 days</td>
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**THE WAY FORWARD**

5. We encountered some teething problems at the outset of the new contracts. Situation has been improving. However, we will make more effort to fine-tune the maintenance processes and other areas that have a direct bearing on the overall performance of the water supply systems.
6. Whilst modernizing our installations above ground through the pump room renovation programme, we are taking steps to rejuvenate our pipe work buried underground. Opportunity will be taken to replace all the aged underground mains when we carry out our estate road improvement programme. So far, replacement works in Choi Hung and Wah Fu (I) Estates have been completed and those in So Uk Estate, Yau Oi Market and Mei Tung are under construction. With all these initiatives and others to be developed in the ensuing days, we firmly believe that the water supply systems in public housing estates will become more reliable, with their breakdown rates and downtime greatly reduced/shortened.

INFORMATION

7. This paper is issued for Members’ information.

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c.c. Members of the Rental Housing Committee

File Ref. : HD(MB)S&S 6/14/1
Date : 26 May 2000