



NEWS LETTER

香港物業管理公司協會
The Hong Kong Association of Property Management Companies

2006年12月號



國際都會安全監察



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Annual Dinner 2006

Date:	14th December, 2006 (Thursday)
Time:	6:00pm Pre-dinner Cocktail 7:30pm Dinner
Venue:	Meeting Room 201, Hong Kong Convention and Exhibition Centre 1 Expo Drive, Wanchai, Hong Kong (Expo Drive Entrance)
Dress:	Lounge Suit

All tables are fully booked. Thank you for your support
Looking forward to seeing you at the dinner!



孫國林

二零零六年首三季過去，物業管理界近期最熾熱的議題，莫過於行政長官於十月份施政報告公布為清潔及保安行業僱員推行的「工資保障運動」，以及落實把行業納入資歷架構的範疇。

先談談「工資保障運動」的推行理據。早於本年中，經濟發展及勞工局分別去信本地企業，呼籲他們支持「工資保障運動」以確保非技術僱員包括清潔工人及保安人員的工資，不會低於政府統計處《工資及薪金總額按季統計報告》內相關行業和工種的市場平均工資，有關建議並由行政長官於十月份的施政報告向公眾提出，於業界、商界及社會均引起極大迴響。

本會理事會就「工資保障運動」多番研商後得出共識，對此持開放態度。本會認為，自由市場經濟乃香港賴以成功之基石，本地企業應尊重及恪遵勞工薪酬市場自由運作及調節的原則。此外，同業既以物業管理人的身份為客戶管理物業項目，於決定支持任何影響深遠的重大議題前，必須首先取得相關業主及消費者之首肯同意，方可有理有效地推行，「工資保障運動」亦不例外。故本會認為政府是次推行的「工資保障運動」，仍具有不少值得各位深思及商討之處，宜再三熟慮裁處。

隨著中港經濟體系進一步融和，同業深深體會到，面對種種轉變，必須裝備自我，持續進修，方可與時並進，免被淘汰。因此，同業近年集中討論如何將行業長遠人力資歷發展規範化，有見及此，本會聯同教統局於本年九月出版了一份《行業培訓諮詢委員會小冊子》，以進一步向同業推廣資歷架構的理念。

業界普遍認同，訂定明確資歷架構，有助提升行業質素。只要我們把界別資歷有系統、有條理地納入統一的架構，清楚訂明不同資歷所應達到的能力標準，以及不同資歷之間的銜接階梯，員工就可以清楚知道自己在行業內進一步發展的進階途徑及要求，以便作出增值計劃，為自己的前途作出最佳選擇及準備。資歷架構亦有助僱主了解員工的能力，從而為他們制訂及提供適當的培訓，提高效率 and 生產力，以及避免重複受訓等情況，令僱主和僱員相得益彰。故此，本會將持續協助教統局制訂有關物業管理之「能力標準說明」，以供業界參考，加速提升行業質素，使物業管理更趨專業。



《專業樓宇管理的路向》


近年來，香港社區對專業物業管理的認知及需求已提高。很多業主都意識到專業良好的物業管理可達致多方面的效果，包括樓宇安全、舒適居住環境及投資得以保值。

我在香港房屋協會參與了一項很有意義的工作：“樓宇管理維修綜合計劃”。此計劃旨在推動及協助香港私人樓宇業主管理及維修其居住樓宇，期間得到很多體驗，並對樓宇管理維修的問題有更深入的理解。


現時政府及房屋協會推行的各項資助及協助計劃，基本可以解決業主對維修工程或組織法團的技術疑難。這些計劃為業主提供有關維修需要及工程項目程序等指引，並提供資助鼓勵業主維修樓宇。在推行這計劃的一年，房屋協會協助了近800座樓的業主組成法團，進行樓宇維修，改善居住單位的安全及衛生情況。

然而，這些計劃只可鼓勵及協助業主進行樓宇維修工程，對長遠的樓宇管理維修問題仍未能徹底解決。從我們的理解，業主仍未能自願及自發地為其居住大廈安排管理及定期維修，原因主要為二：


- 一). 業主因各種原因不願意承擔樓宇管理及維修責任；
- 二). 部份業主仍對物業管理公司（經理人）信心不足。



強制樓宇管理



要業主肩負樓宇管理及維修責任，不可單倚靠鼓勵、資助等計劃，實須透過立法。問題不及早處理，樓宇失修對公眾會造成危害。政府最近已完成徵詢有關強制驗樓立法，將於今年稍後公佈徵詢結果及有關安排。我很希望有關立法程序能盡快完成，這樣才可展開長遠解決樓宇維修問題的第一步。




若要能更有效地長遠解決問題，單是定期的驗樓，並不足夠。樓宇的設備、結構，都是需要經常檢查、保養及維修。這些工作亦需要專業知識及經驗。所以，我深信解決樓宇維修問題的長遠方法，就是強制大廈管理，由專業的管業經理每天巡查，為大廈安排定期保養維修計劃。



管業經理 / 公司發牌制

現時，香港尚未有一套法定制度認可合資格的管理公司。「房屋經理註冊條例」為合資格的房屋經理註冊，但並未進一步規定從事管業服務人士的資格或必須為「註冊房屋經理」，對物業管理公司更未有任何規定及監管。比較大型的物業管理公司現時已自行組成協會，對會員公司的操守有一定的指引。然而，協會不可能向業主作出任何服務水平的保證，亦不具法定的發牌權力。它只可供業主選擇管理公司時作為其中一項參考而已。


我極力主張推行管業經理及物業管理公司的註冊及發牌制度，並成立基金以保障業主利益。透過註冊及發牌制度，發牌當局對從業人員及公司都可嚴緊監管，令一般業主對管理公司的信心增強，更放心及願意聘用持牌管理公司，這更利於將來要推行強制樓宇管理，長遠地減低了樓宇失修的問題。



國際都會—安全環境

香港作為一個國際都會，我們都應設法去改善樓宇失修造成的各種問題。專業的房屋經理在樓宇維修及長遠保養管理方面，可以作出很大的貢獻。

黃傑龍



《物業管理業職業安全健康》研討會

「物業管理業職業安全健康」研討會

日期：2006年8月24日

地點：尖沙咀美麗華酒店宴會廳

合辦機構：本會及職業安全健康局

參加人數：約100人

主講題目：

1. 物業管理從業員之職業安全健康狀況問卷調查報告〔由職業安全健康局高級顧問楊冠全先生主講〕
2. 於物業管理業推行職安健的經驗〔由置邦物業管理有限公司技術服務部高級經理容健光先生及企業評核部助理經理梁沛章先生主講〕

得容先生及梁先生同意，將他們在管理數碼港經驗所得，在此與各會員分享，謹此致謝

Occupational Safety and Health in Property Management

a case study of Hong Kong Cyberport by Jeffrey Yuen, Rico Leung

Hong Kong Cyberport

Healthy Community

Indoor air quality excellent rating in accordance with the guidelines of Environmental Protection Department, HKSAR

Environmental noise 15dB lower than other CBD areas, complying international standards such as WHO, USA, Japan

Potable water quality quality recognition scheme of the Water Supplies Department, HKSAR

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ISS FACILITY SERVICES

Health and Safety Management

Safety Policy

To comply with Occupational Health and Safety Legislations to ensure a healthy and safe workplace for all and to pursue continuous improvement. Everyone in the Company will have a role to play to eliminate or minimize the risk of person injury to ISS EastPoint employees, customers, occupiers, service providers and visitors of our managed properties



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ISS FACILITY SERVICES

Health and Safety Management

Company Safety Committee

- Policy and direction
- Standard safety procedure and guideline
- Safety training
- Safety promotion
- Link between top management and site

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FSS FACILITY SERVICES

Implementation of Health and Safety

Site safety committee

- Annual implementation schedule
- Health and safety guideline
- Safety inspection
- Incident investigation
- Site specific safety training
- Weekly briefing
- Contractor management

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FSS FACILITY SERVICES

Safety Inspection Report

Review on health and safety performance
Monthly inspection checklist
Annually inspection report
External & internal areas, the office areas, plant rooms,
and all the work processes and personnel working in
the Property
Follow up of findings

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FSS FACILITY SERVICES

Safety Inspection Lift car back panel



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FSS FACILITY SERVICES

Safety Inspection - Stainless Steel Ribbed Anchor

to support heavy metallic cover of light box
for maintenance



Before



After

101

FSS FACILITY SERVICES

Safety Inspection - Confined Space

Exhaust fans installed to improve ventilation



Before



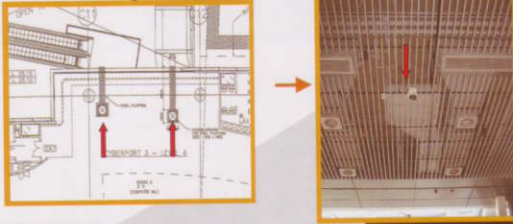
After

101

FSS FACILITY SERVICES

Safety Inspection - Safe Working Practices

Working Platform installed to eliminate hazards of working at height



101

ISS FACILITY SERVICES

Safety Inspection - Machinery Safety



Before

After

101

ISS FACILITY SERVICES

Safety Inspection - Working at Height Safety

proposed to install barrier for mechanical floor to prevent fall from height



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ISS FACILITY SERVICES

Safety Inspection Report

BENEFITS of the assessment are:

- maintain and ensure a Health & Safe work environment
- recognize and rectify Unsafe Work Practices
- improve and enhance overall Safety Awareness
- promote level of staff participation in Health & Safety
- prevent and minimize accidents, injuries and illness
- report and enforce the Health & Safety condition of the Property
- regularly review for continuous improvement

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ISS FACILITY SERVICES

Hong Kong Cyberport

Contractor Management

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ISS FACILITY SERVICES

Contractor Management

- Selection of Contractors
- Rules & Guidelines for R & M Works
- Site Inspection
- Performance Assessment

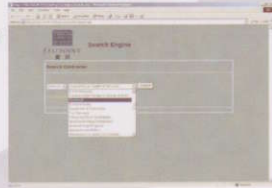
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ISS FACILITY SERVICES

Selection of Contractors

approved Contractor List prepared by Procurement Board

- Safety Policy and Health & Safety Plan
- Competent Licenses
- Insurance
- Job Experience



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Rules & Guidelines for R & M Works

Developer Contractor and On-site Maintenance Contractor Management

- ✓ R & M Works Guideline included in tender stage
- ✓ Precaution step for high risk works
- ✓ Deposit for R & M Works
- ✓ Working area handover
- ✓ Surprise check
- ✓ Working permit

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Rules & Guidelines for R & M Works

Color Coding of Working Permit

- Monday permit
- Tuesday permit
- Wednesday permit
- Thursday permit
- Friday permit
- Saturday permit
- Sunday permit



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Site Inspection

Control of contractors by regular and surprise check



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Performance Assessment

Ensure the compliance of contractor with the R & M Works Guidelines, Health and Safety Guidelines and other site instruction

Score Deduction Method (e.g. non-compliance with legislation, misuse of PPE, smoking etc.)

Preventive Action Plan is required to submit within 3 days of any unsafe act

Contractor will be removed from the contractor s list and suspension of issuance of work permit

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Hong Kong Cyberport

Equipment & Machineries



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Gondola Modification

To avoid leaning out of body from platform

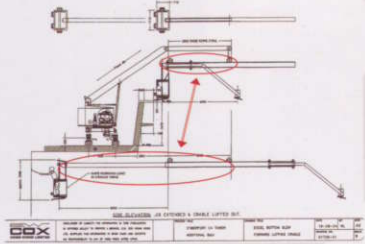


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Gondola Modification



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22

Mechanical Elevated Working Platform

to avoid leaning out of body from platform



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23

Lance of Curtain Wall Cleaning

to avoid the hazards of working at height



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Continuous Improvement

The Arcade high level lamp replacement



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25

Continuous Improvement



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Continuous Improvement




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Design for Health and Safety



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Design for Health and Safety




101 FSS FACILITY SERVICES 29

Design for Health and Safety



101 FSS FACILITY SERVICES 30

Design for Health and Safety



101 FSS FACILITY SERVICES 31

Conclusion

- Top management support
- Landlord, incorporate owner support
- Front line staff co-operate
- Education and training
- Regular review
- Continuous improvement
- Design for health and safety

101 FSS FACILITY SERVICES 32

接待馬來西亞政府之訪問團

二零零六年五月十八日本會派出兩名代表接待多名來自馬來西亞政府 (the Department of Lands and Mines Malaysia) 之訪問團，並參觀「富匯豪庭」及「港灣豪庭」之屋苑管理運作及互相交換心得，大家對我們的講解都非常有興趣。



賓至如歸，齊來合拍一張全家福



熱烈參與討論



留心聽講

Forum on Source Separation of Domestic Waste Programme

To help protecting the environment, The Association organized the forum jointly with the Environment Protection Department. Details are as follows:

Date: 25 May 2006

Venue: JW Marriott Hotel at Admiralty

The forum was supported by various government departments and property management professionals. There were about 150 participants.



Both our President and the Secretary of Environment, Transport and Works Bureau showed great interest in the operation



Presentation of souvenir



Vertical storage of waste collected

《自由港 自由講》電視節目

本會教育及培訓委員會主席陳志球博士
代表本會出席該節目作主講嘉賓。
詳情如下：

日期：2006年7月28日

地點：中環嘉賓商業中心

主題：高空擲物

電視台：有線電視27台、香港寬頻電視47台

Grand Opening of Joint Administration Office

To celebrate the expansion of our joint office with Chartered Institute of Housing Asian Pacific Branch, The Hong Kong Institute of Housing and Housing Managers Registration Board, opening ceremony was held at our new office at Units 2709-2711 Shui On Centre, 6-8 Harbour Road, Wanchai, Hong Kong on 10th July 2006 (Monday) from 5:30 - 7:30 pm

Around 80 members attended the ceremony



Head of the 4 organizations



Opening ceremony officiated by the presidents/chairmen



"Happy gathering"

The Sixteenth Annual General Meeting


Our AGM was held on 28th September 2006 at World Trade Centre Club at Causeway Bay. It was attended by 40 members.





Kowloon City District Building Management Certificate Course 2006-2007

活動剪影



Date: 2 September 2006

Venue: Carpenter Church Community Centre,
Hung Hom, Kowloon

Organize: Housing and Infrastructure Committee of
Kowloon City District Council

Our Activities Committee supported the event by
giving a talk on "如何推行專業的大廈管理"

Remarks: The course was free of charge



Bills Committee on the Building Management (Amendment) Bill 2005

Proposal to empower Owners' Corporation to borrow money from the Government in order to comply with the statutory repairs orders of their building.

The Association offered the following views to Home affairs Department, on Proposal to empower Owners' Corporation (OC) to borrow money on behalf of those defaulting property owners from the Government, in order to comply with the statutory repair orders of their building.

1. We support the proposal in general as it provides a solution for OC to obtain quick cash in carrying out repairs in compliance with statutory direction. It surely will assist OC to overcome the difficulties encountered previously in collecting contribution from absentee, financially unsound or unwilling owners.
2. We have no adverse comments on the proposed scope, loan amount, registration of charges, condition and procedures for exercising the borrowing power.
3. We have deep concern of the potential danger of abuse by OC :-
 - i) As it is conditional for the borrowing power to be exercised with a statutory directions, improvement work may not be approved or even proposed unless a statutory order is directed thus timely maintenance and repairs will not be practiced.
 - ii) It is also conditional that all the costs for the statutory works shall be defrayed either by the general fund / contingency fund / special fund, sufficient budget to contribute to these funds annually may not be proposed since OC could exercise the borrowing power.
4. Government might be subject to huge risk of non-payment from the concerned owners although charges will be registered against the owners' title in the Land Registry in favor of the Government. To strike a fair balance between efficient building management / maintenance and the interests of individual owners / tax payers, we propose that properties which have been charged for over 10 years shall be sold through court order for sale. Owners in debt to the Government then would have pressure on them and would save money for the repayment over a period of 10 years' time.
5. Perhaps more detailed arrangement for the release of the charge should be proposed.
6. According to our members' information, subsidized private housing, i.e. HOS, Sandwich Class Housing Scheme, second legal charge is prohibited. And owner of HOS flat with land premium not yet paid up cannot borrow money by taking legal charge against the land title other than loans for financing the purchase of the flat. HAD is advised to look at the above problem.

《建造業工人註冊條例》香港法例第583章

由於本會會員對於此條例甚表關注，本會專業實務小組主席沈錫勝先生就大家所關注事項，向建造業工人註冊管理局作出提問，所得回應如下，在此轉載以供會員分享。

1. 根據上述條例，凡需於條例所指「建造工地」進行「建造工作」的工友均需註冊
2. 「建造工地」與「建造工作」解釋如下：
根據《建造業工人註冊條例》第2條“建造工作” (construction work) -
 - a) 指 -
 - i) 任何指明構築物的建造、建立、裝設或重建；
 - ii) 對任何指明構築物進行增建、翻新、改建、修葺、拆除或拆卸工程，而該工程是涉及該指明構築物或任何其他指明構築物的結構的；
 - iii) 為預備進行第(i)或(ii)節所提述的任何作業而涉及的任何建築作業，包括鋪築地基、鋪築地基之前的泥土及沙石挖掘、清理工地、工地勘測、工地修復、推土、開掘隧道、沖孔、搭建棚架及關設進出通道、或
 - iv) 構成第(i)或(ii)節所提述的任何作業的整體一部分或使該項作業完整的任何建築作業或建築物裝備工程，但不包括已根據《建造物條例（新界適用）條例》（第121章）獲發豁免證明書的建築工程；
 - b) 指涉及任何指明構築物的結構的任何建築物裝備工程；或
 - c) 指根據固定期保養合約而對公共機構或指明機構所擁有或以其他方式屬於該機構的任何指明構築物進行的保養工作。

建造工地” (construction site) 指進行或將會進行建造工作的地方，但除就第17及18條而言外，該詞在以下情況下不包括該等地方 -

 - a) 該建造工作屬本條中“建造工作”的定義的(a)或(b)段所指的建造工作，而 -
 - i) 《建造物條例》（第123章）就該建造工作而適用；及
 - ii) 憑藉該條例第41 (3)或(3A)條，該建造工作不得在沒有向建築事務監督申請或經其批准下進行，且《建造物（管理）規例》（第123章），附屬法例A)第25條第(2)或(3)款或第26條第(2)款所提述的關於該建造工作的證明書，已按照該款送交建築事務監督，或該規例第25條第(4)款所提述的關於該建造工作的證明書，已按照該款作出；
 - b) 該建造工作屬該定義的(a)或(b)段所指的任何其他建造工作，而實質完成合約證明書已按照進行該建造工作所依據的合約的條款而發出。
3. 就維修及保養工程的工友是否需要註冊的問題，條例第2(1)條「建造工作」的釋義的第(a)(ii)款列明建造工作包括「對任何指明構築物進行增建、翻新、改建、修葺或拆卸工程，而該工種是涉及該指明構築物或任何其他指明構築物的結構的」；及第(c)款「根據固定期保養合約而對公共機構或指明機構所擁有或以其他方式屬於該機構的任何指明構築物進行的保養工作」，若屬上述條款涵蓋範圍的維修保養工作，即屬「建造工作」，從事有關工作的工友需根據條例註冊。

關於建造業工人註冊事宜詳細資料，可參閱該管理局網頁www.cwra.org.hk



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