



**Press Release**

26 November 2024

**HKHS Property Management Talents Earn Successive Accolades for  
Providing Quality Services to Enhance Residents' Well-being**

The Hong Kong Housing Society (HKHS) has consistently earned industry recognition for providing dedicated, professional and quality housing and related services for its residents. Recently, two staff members of HKHS Property Management Division were respectively honoured by the Office of The Ombudsman with The Ombudsman's Awards 2024 for Officers of Public Organisations, and The Hong Kong Institute of Housing (HKIH) with the Outstanding Manager (Public Housing) – Excellence Award in the HKIH Elite Awards 2024 in recognition of their excellence in property management.

HKHS Director (Property Management) Sanford Poon said, “Our property management team has always been upholding the belief of serving our residents with people-centric and quality services. The whole team is greatly encouraged by the honours awarded to two of our colleagues. The Housing Society has been commended by the Office of The Ombudsman for five consecutive years, reaffirming our commitment to excellence. It also underscores our professional, proactive and positive attitude in addressing residents' needs, striving to foster a quality living environment, and enhancing residents' well-being as a whole.”

HKHS Assistant Manager (Property Management) Ling Ching-ching, who received The Ombudsman's Awards 2024 for Officers of Public Organisations, has been serving HKHS for 10 years. She is responsible for supporting the daily operations management of Clague Garden Estate, with duties covering security, environmental hygiene, maintenance, and handling residents' inquiries and complaints, and more. Her unwavering devotion to service is best demonstrated in the way she handled a sewage backflow incident of a unit. She patiently listened to the concerns of the affected resident and looked for solutions relentlessly. Her swift action to arrange inspections and repairs, along with her proactiveness in coordinating with HKHS's multi-disciplinary CES (Caring Engaging Smart) team to provide appropriate home and health support, earned her commendation letter from the resident for her professional and diligent service attitude.

HKHS Property Manager Leung Ka-yan, winner of the Outstanding Manager (Public Housing) – Excellence Award at the HKIH Elite Awards 2024, has been serving HKHS for 14 years. She oversees the property management of the “T-Home” at Trackside Villas. Ms Leung volunteered to join the property management operation at Trackside Villas, and together with the joint effort of the property management team, endeavoured to create a safe and contented living environment for residents and

.....continued on next page



## Press Release

enhance their well-being. She actively arranged the renovation works of approximately 200 units at Trackside Villas, a transitional housing project, before the “T-Home” residents moved in, organised update briefings and coordinated the diverse needs of both the existing and “T-Home” residents, ensuring a smooth move-in while minimising the nuisance to existing residents. Her efforts have contributed to building a harmonious and inclusive community in Trackside Villas. In addition, Ms Leung and her team also tackled challenges with innovative minds. For example, they developed a smart gadget for residents to safely replace ceiling lights in response to the exceptionally high and slanted ceilings at Trackside Villas.

The Ombudsman’s Awards was introduced in 1997 by the Office of The Ombudsman to recognise government departments and public organisations for maintaining professional standards in handling complaints. In 1999, the Awards was extended to honour individual officers who have consistently made significant contributions to improving public service and fostering a positive complaint culture in the public sector.

The HKIH Elite Awards, organised biennially by the Hong Kong Institute of Housing since 2020, commend housing managers and management teams for their commitment to providing a harmonious and well-managed living and working environment for the public.

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### Photos:



HKHS Assistant Manager (Property Management) Ling Ching-ching received the Ombudsman’s Awards 2024 for Officers of Public Organisations in recognition of her dedicated performance in serving residents.

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HKHS Property Manager Leung Ka-yan is the proud winner of the Outstanding Manager (Public Housing) – Excellence Award in the HKIH Elite Awards 2024 in recognition of her dedicated efforts in creating a harmonious and well-managed living environment for residents.



The property management team at Trakside Villas invented a smart gadget for replacing slanted ceiling lights safely, demonstrating flexibility and innovation in delivering property management services.