

「樓宇復修平台」 助精明業主籌組大廈維修

Experience Self-help Building Rehabilitation
With the All-in-one Building Rehabilitation Platform



謎面：有甚麼東西，業主一收到便會先是心情忐忑，繼而眉頭猛皺，甚至寢食難安？

謎底：應為各類與樓宇檢驗或維修有關的法定命令。怕天價怕圍標怕麻煩怕爭拗怕爛尾怕被釘契；更甚是業主不知維修大廈該如何入手。

然而試想像，假使有天業主們只需上網按鍵，所有關於樓宇復修的有用資訊便可一目了然。只要一步步按着天書的指示和參考標準文件去招標，「任何人」都可以籌組樓宇復修……

為達成這個目標，市建局最近推出「樓宇復修平台」一站式資訊和支援網站，透過不同的指南、標準文件、視頻及其他資訊，一步步釋除業主們對樓宇復修的疑慮，支援他們籌組工程。

今期《建聞》並找來兩幢大廈的復修個案，得到多位業主慷慨分享籌組樓宇復修工程的心得，教大家做個精明業主。

Solve this riddle: what causes worries then followed by sleeplessness and a loss of appetite to flat owners upon receiving it?

The answer: the statutory orders for building inspections or repairs. Over-priced quotations, bid rigging, hassle and disputes, incomplete projects, and encumbrances imposed on properties are the dreads of many owners, to name but a few. What's even worse is they simply do not know where to start in doing repairs.

Imagine this however: if there is one day when flat owners only have to go online and press a key, and all useful information about building rehabilitation are available at their fingertips. By following the step-by-step instructions and adopting the standard documents for tendering, "anyone" would be able to organise building rehabilitation works....

In fact this is not a dream, as the Urban Renewal Authority (URA) recently launched the "Building Rehabilitation Platform," an all-in-one website offering practical information and technical support in the form of guidebooks, standard documents, videos and other information that guide owners on implementing building maintenance easing much of their concerns.

In this issue of "Connect," we also feature two buildings which have recently undergone rehabilitation, with their owners generously offering tips on how to be a smart owner in organising building repair works.



掃除圍標疑雲 調查往績有助請得稱職顧問及承建商

Clearing away suspicion of bid-rigging by performing reference checks to hire proficient consultant and contractor



百樂大廈一班業主非常滿意經再三招標而委任的工程顧問和承建商。

The owners of Pak Lok Building have been very pleased with the work consultant and contractor eventually appointed after strenuous tender exercises.

四月中旬，佐敦百樂大廈歷時兩年多的復修工程終於接近尾聲，大廈業主立案法團主席李麗英望着這個心血結晶，回想起與一班業主籌組樓宇復修工程時的辛酸，開心也感慨。

事情要追溯到2012至13年間，法團收到屋宇署發出的大廈維修令。因為對樓宇復修工程不太認識，業主們當年為籌組維修工程聘請顧問時，竟然沒有經過招標，便信任替他們承辦消防工程的公司的推薦，直接委聘一間工程顧問公司負責。「我們那時還不曉得，原來請顧問都要招標。」李麗英說。

結果是，原本以百樂的樓齡和單位應課差餉租值都符合資格申請多個樓宇復修支援

After more than two years of refurbishment, the rehabilitation work of Pak Lok Building located at Jordan is finally approaching completion in mid-April. As Lee Lai-Ying, Chairman of the Owners' Corporation (OC), enjoyed the fruit of their effort, she also recalled the hard times that had been endured together with other owners during building rehabilitation.

It was in 2012 to 2013 when the OC of Pak Lok Building received a building repair order from the Buildings Department. Being unfamiliar with the subject, the owners at that time did not carry out any tender exercise to engage a consultant for the maintenance work. Instead they relied on the recommendation from their fire services installation works contractor, and directly appointed a consultant firm. "At the time we did not know that tender exercises were required for hiring consultants," Lee said.



百樂大廈的復修工程接近完成。
The Pak Lok Building's rehabilitation work is near completion.

計劃資助，但因為顧問沒有提及，他們便懵然不知。更甚是，顧問公司只為大廈外牆做了紅外線檢測，在沒有進一步勘察和呈交詳細報告下便為聘請承建商進行招標，結果只有十多間公司回標，比起很多同類招標都要少。

到了最後招標程序，雖然顧問建議了一間標價最低的承建商，卻引起了一眾業主懷疑。「儘管公司名字略有不同，但它的老闆卻好像跟之前負責消防工程的承建商為同一人，連面見時的公司代表亦為同一班人呢。」在滿腦子疑問下，法團委員最後經投票決定取消該次的承建商招標。

自創「百樂式洗樓法」

後來由於業主們議決參加樓宇復修綜合支援計劃，法團便索性重頭開始，重新招標聘請工程顧問。難得可重來一次，大家再不敢怠慢，除仔細研究標書內容外，一班法團委員更發明了「百樂式洗樓法」——

Although Pak Lok Building was old enough to apply for building rehabilitation assistance schemes with the rateable value of its units falling within the limit, the then consultant failed to inform owners of their eligibility. Things got worse with the consultant carrying out only an infra-red survey of the building's exterior walls to draft the specifications. Without any further inspection and submission of a detailed report, the consultant went on to conduct a tender exercise with limited specifications resulting in a relatively cold response of tender submissions by only a dozen firms.

At the final stage of the tender exercise, although the consultant recommended a contractor with the lowest bid, suspicions were triggered among the owners. "Despite having a slightly different name, the recommended contractor appeared to be having the same boss as our previous fire services works contractor had. Representatives of the recommended work contractor whom we met in the tender interview were the same persons as those from the previous fire services works company," Lee said. With a lot of doubts in the mind, the OC members decided, after a vote, to abort the tender exercise.

The Pak Lok's approach to conducting reference checks

With the owners' later decision by votes to participate in the Integrated Building Rehabilitation Assistance Scheme, the OC then started the tender exercise all over again, daring not



百樂大廈業主立案法團主席李麗英在開標前留影。
Moments before Pak Lok Building's OC Chairman Lee Lai-ying opens the tender boxes.



個案
case
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即根據顧問公司和承建商在標書中所填報的過往工程經驗，逐幢大廈去請教那些業主和管理員有關該顧問或承建商的表現；不問過，不罷休。

「曾經有一次我們到訪某幢大廈，才發現那間填報的承建商根本沒有承接過該幢大廈的工程。另外又有一次，我們親身到過才知某承建商填報的過往工程原來爛尾。」

這樣洗樓，費時又費神。司庫黃美蘭笑言：「我也不想的，可是主席實在太落力了。有次洗樓期間突然下大雨，主席提議隨街買件雨衣便繼續行，你忍心丟下她嗎？」副主席林趙少馨則謂：「我覺得這個步驟好重要，因為我們是為七十多位業主辦事！」

後來當法團要召開業主大會商討大廈維修工程時，一班委員又出力在大廈內逐家逐戶洗樓，鼓勵業主出席大會聽取工程招標的匯報和詳情，結果很多業主親身出席並參與投票，一班委員更感鼓舞。

to treat the matter lightly. Apart from studying carefully the tender documents, members of the OC even came up with their unique approach to conducting reference checks – by paying visits to buildings after buildings according to the tender information to learn about the work history and performance of consultants and contractors from the mouths of owners and property management staff there.

“Once we visited a building only to discover that the contractor had not undertaken any works for that building. On another occasion, we learned that the previous work mentioned by a contractor in his tender was in fact incomplete,” Lee said.

Speaking of their fruitful yet tiring approach of doing reference checks, Wong Mei-lan, treasurer of the OC, said, “Trust me this is not something I volunteered for, but the chairman was putting in so much effort herself so I couldn’t sit by. One day when we were doing the building visits, it started raining heavily. The chairman then proposed to buy some raincoats from nearby shops in order to continue. Could you bear to leave her alone to do the rest?” The deputy chairman Lam Chiu Siu-hing added, “I think it was an important step because we were working for all 70 more owners!”



一班法團委員坦言，最重要還是業主之間要團結和互信。

The OC members believe that solidarity and mutual trust among owners are the essences of success.



法團司庫黃美蘭期望未來將有更多維修項目的價格參考資料。

Treasurer of the OC Wong Mei-lan hopes for more costs references for different work items available in future.

最後經千辛萬苦招標找來的顧問和承建商，業主們都十分滿意。主席李麗英說，感恩參加了樓宇復修綜合支援計劃，尤其是透過「招標妥」的電子招標平台，法團在招標過程中收到很多標書，讓他們有更多選擇。此外，法團亦慶幸得到市建局職員用心的意見和幫忙，讓工程得以順利進行。

那麼他們對一眾舊樓業主有何分享和忠告？李麗英指，由於小業主在樓宇復修方面知識有限，因此稱職的工程顧問很重要。「顧問會替你監管好承建商，不時會替業主分析及給予獨立和有用意見。如果顧問與承建商是『自己人』，根本發揮不到監工作用。」負責法團財政的黃美蘭則謂價格參考亦很重要，除「招標妥」會有獨立顧問提供市場估算外，她期望將來有更多大廈維修項目的價格參考資料，方便業主對比所收到的投標價是否合理。

但說到底，一班百樂法團委員坦言最重要還是業主之間要團結和互信。「甚麼事也應攤開來講，很多時大家意見不同，便投票決定，重點是對事不對人。」黃美蘭說時笑望主席。原來之前法團在討論應否重新招標聘請顧問和承建商時，主席因承受太大壓力曾一度想過呈辭。

黃續道：「當時我勸她，凡事不要太放在心上。喂，你不是信佛的嗎？還不懂得放下？」說時，主席與司庫相視而笑，其他委員也一哄地笑了。

The same method was later put to good use again, when the OC members had to call for a meeting to discuss the works plan and solicit owners' approvals. They went door to door to reach out to the owners and encourage them to attend the meeting. In the end, many owners turned up and voted, and the OC members were thrilled by their support.

Finally, after strenuous tender exercises, a consultant and a contractor were appointed, with which the owners were very pleased. Chairman Lee said she felt blessed on participating in the URA's Integrated Building Rehabilitation Assistance Scheme, in particular they were able to invite tenders through the "Smart Tender" electronic tender platform, which attracted a large number of bids that had indeed given the OC much more choices. The OC was also grateful for the professional advice and support from the URA staff, without which the works could not have gone so smoothly.

In concluding her experience, Chairman Lee said there was a particular thing that owners of old buildings should take note of. "As owners have limited knowledge of building repairs, it would be crucial for them to hire a proficient and qualified consultant for works supervision. Being responsible for supervising the contractors on owners' behalf, consultants should provide owners with good analysis as well as independent and useful advice from time to time. If the consultant is in league with contractors, its supervisory role simply cannot be brought into play," Lee said. For Treasurer Wong, the availability of reference prices is also important. Apart from "Smart Tender", which has independent consultants providing market costs estimates, she hoped in future there would be more intelligence on costs references for different building rehabilitation work items, thereby allowing owners to weigh up more easily on whether the tendered prices are reasonable or not.

Yet in general, according to OC members of Pak Lok Building, solidarity and mutual trust among owners are the essences of success. "Everything has to be above board. People's views are different often, so we have to take a vote to decide. The point is that we focus on the issue and not the person," Wong said smilingly while looking at Lee, in recalling that her chairman once considered resigning due to the intense pressure during the initial discussion on whether or not to re-tender for consultancy and works services.

Wong continued, "At the time I urged her not to take things to heart. Look, don't you believe in Buddha? Haven't you learnt to let things go?" On saying this, both the chairman and treasurer chuckled as they looked at each other while other members also broke out into laughter.



合約灰色地帶易惹爭拗 盡早釐清免紛爭

Clearing up contractual grey areas to avoid disputes



由於要重新招標，再加上颱風和雨季拖慢了工程進度，顧問公司為此與保其利大廈法團出現爭拗。
The consultant firm once disputed with the OC of Bulkeley Building over works delay which was caused by typhoons and rainy season in addition to the retendering exercises.

七十一歲的倪錦文有雙重身份。一方面，他是紅磡保其利大廈業主立案法團的主席；同時，他亦是一位有五十年資歷的電力供應系統承建商。

既為工程老行家，倪錦文明白到大廈維修工程往往存在很多變數，可謂「時也命也運也」，連他自己擔任法團主席的大廈也一樣。保其利業主法團於2011年中聘請顧問為大廈籌組維修工程，然而由於首次招標時回標價太高，再加上業主們後來決定重新招標，因此法團前後共花了約四年時間，才正式委聘到心儀的大廈維修承建商進行工程。

和承建商的合約於2015年底簽署後，工程隨即展開。可2016年卻又來了多個颱風和連綿雨季，拖慢了工程進度。協助籌組工

Ngai Kam-man, 71, has two hats. On one hand, he is the chairman of the OC of Bulkeley Building in Hung Hom. On another hand, he is a contractor for power supply systems who has been in business for 50 years.

As a veteran contractor, Ngai understands there are often a lot of ad hoc changes to building repairs plans, and that of his own building is no exception. In 2011, the OC of Bulkeley Building hired a consultant to manage the works tender exercise. However as the bidding prices returned were unfavourably high, the owners decided to re-tender at that time. Altogether it took about four years for the OC to formally appoint their works contractor.

Works commenced upon signing of the contract with the contractor in late 2015, yet the many typhoons and long rainy season in 2016 had again delayed the progress. The consultant firm

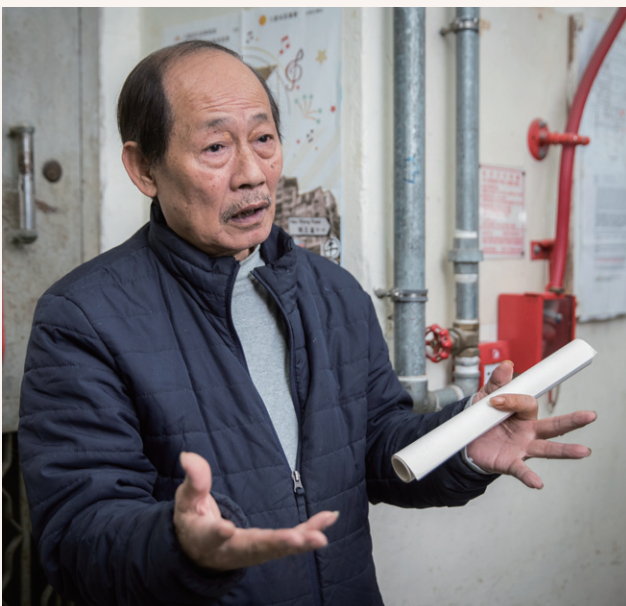
程和負責監工的顧問公司為此與保其利大廈法團出現爭拗，致使工程一度未能「埋尾」（完成）。

「顧問說，工程拖得太久，每樣俱是開支，他們不可能打開門口做義工……」倪錦文續說：「我們其實理解，說句真，顧問公司在各方面都算交帶，監工亦盡責，而籌備兩次招標的確耗了很多時間，亦拖長了合約期。」

事實上，現時很多有關樓宇復修的工程或顧問合約在執行細節方面，包括工期和數量等都不會寫得太清晰和具體，導致業主和顧問或承建商之間往往出現爭拗。倪錦文說：「期間顧問跟我們開了二十多次會議，但合約沒有列明出席會議次數，所以當他們提出要加顧問費，我覺得當中有灰色地帶。」

雙方幾經商討，業主們最終同意多付七萬多元的顧問費。倪錦文形容是「一人行一步」：「我沒有幫誰說話，事實擺在眼前。若是合理，我們就要給別人應得的；不合理的話，我一定據理力爭。」

但假如再來一次招標，倪認為，法團大可在顧問合約上加入一些條款以保障合約雙方在工程出現延誤時的利益，減少爭拗。



倪錦文說，業主最終同意多付顧問費是「一人行一步」。
Ngai says the owners finally agreed to pay extra consultancy fees is a "concession by both sides for the good of all".



保其利大廈樓齡近59年。
The Bulkeley Building is approaching its 59th year.

in charge of supervising the works then disputed with the OC over the delay, leading even to a point where works were left uncompleted.

"The consultant said the works had been delayed for too long, and while expenditure was mounting, they could not be doing business for free," Ngai said. "In fact we understood their situation. To be honest, the consultant firm was quite competent in its duties and responsible in works supervision. The substantial amount of time spent in preparing and managing the two rounds of tender exercises had also contributed to the protracted contract."

In truth, Bulkeley Building is not the only case. Comprehensive details of building repair works or consultancy services, including contract period and quantities, are often not written clearly in contracts, causing many disputes between owners, consultant and contractors. "During the period, the work consultant had attended over 20 of our meetings. As there was no specification on the number of meetings requiring their attendance in the contract, we felt that there was a grey area when they claimed us an extra fee for their consultancy service," Ngai said.

After negotiations, the owners finally agreed to pay an additional \$70,000 of consultancy fees. Describing it as "a concession by both sides for the good of all", Chairman Ngai said, "I was not speaking for anybody in particular because the truth spoke for itself. If the claim was reasonable, we should pay what the other party deserved. If it was unreasonable, we would definitely fight against it."

Nevertheless, Ngai suggested that OCs should add in some clauses to the consultant services contracts in order to protect the interests of both parties in case of works delay, so as to minimise disputes.



業界攜手設立「樓宇復修平台」 持續推出新內容助行業健康發展

The Building Rehab Platform – a joint effort in providing new features with ongoing updates for fostering healthy development of the building maintenance industry



市建局邀請政府部門、公營機構、專業界別及業界商會代表參與設立平台，共同訂定樓宇復修標準。

The URA invites representatives from government departments, public organisations, professional associations and industry organisations to participate in the establishment of BRP and setting standards for building rehabilitation.

樓宇復修高級經理李永剛（Daniel）在市建局專注樓宇復修工作十四年，類似百樂大廈法團懷疑被圍標，或保其利大廈法團出現業主與顧問的爭拗個案，可謂屢見不鮮。他續指，樓宇復修工程多年來都沒有一套標準規範，透明度低亦易讓人鑽空子，故此爭拗、以至種種佔盡便宜的招數便容易出現。

「在建造新樓而言，香港在建築合約、工程和測量標準等方面普遍已經有一套很完善的規範。」 Daniel 說：「但樓宇復修則完全不一樣，業界多年來都是各自演繹這些標準，因此水平亦參差。」

舉例說，業界報價的方式一直都很「籠統」，顧問很多時在標書上只會概括地描述工程內容，如「公眾地方石屎修葺」或「消防系統維修」，但細節如工程範圍、項目及工序等都欠奉，數量亦只會註明「一單」或是「一項」，然後報上一個「全包價」的總金額。這個俗稱「一單一項」的報價做法，因為沒有註明具

For Daniel Lee, the URA's Building Rehabilitation Senior Manager who has 14 years of experience specialising in building rehabilitation, incidents like the suspected bid-rigging during works tender process of Pak Lok Building, as well as disputes between owners and the consultant of Bulkeley Building are all familiar scenes. According to Daniel, as there have been no set standards for building rehabilitation works in Hong Kong and industrial transparency is low, people may take advantage of loopholes easily that often leads to disputes.

“For new buildings construction in Hong Kong, there exists already a very comprehensive set of standards with regard to terms and quality of building contracts, works and surveying,” Daniel said. “But in building rehabilitation, the story is completely different. For many years, practitioners in the industry have come up with their own interpretation of standards and therefore their service qualities are varied.”

For example, the tendered prices for works consultancy services are often nothing more than a set of “guesstimates”. On many occasions, consultants would only put down very general

體工程範圍與數量，業主根本無從比較單價，很難決定哪個標價更實惠。

這種情況容易令不良的工程顧問和承建商有機可乘，進行合謀行為；出現這種情況的箇中原因除了是行業積習外，也涉及一些實際困難。以近年經常出現在維修工程標書內的消防系統工程為例，一般而言，消防系統圖則需要取得有關部門的批文方可施工，過程中牽涉很多消防系統設計工作。可是業主和法團們卻往往只在標書內籠統地要求承辦商根據消防處指示完成相關工程，但基本的細節如水缸容量、安裝水缸及水泵的位置、是否需要進行加固工程等資料均欠奉，投標者在這種情況下實在很難準確報價。

為支援業主及大廈法團自行籌組樓宇復修工程，長遠地讓各個範疇的大廈維修工程及水平都更標準化，推動樓宇復修服務行業健康發展，市建局自2016年起便著手籌備一個名為「樓宇復修平台」（平台）的資訊及支援網站，並邀請政府部門、公營機構、專業界別及業界商會代表參與，集合行內一些良好的作業標準，及針對現時招標文件和合約內容的不足，共同訂定與樓宇復修有關的各種招聘及合約標準文件，讓業主可參照範本，要求投標者依統一格式詳盡填寫報價資料，並以標準化的條文及工程規格要求來籌組大廈維修工程。

descriptions of the service items in the tender documents, such as “concrete repairs in public areas” or “repairs to fire services system”, whereas details such as the scopes of work, lists of work items and work process are usually missing. As for quantity, tenderers often fill in with generic terms such as “one unit” or “one item”, supplemented by a package price quoted on a “lump sum” basis. These traditional modus operandi with little specifications on the work scope and quantity often frustrate owners who wish to compare the tendered prices and get the best value-for-money bid.

In such circumstances, unscrupulous consultants and contactors can avail themselves of these loopholes easily and engage in collusive conducts. Apart from the industry’s long-standing culture, the situation also reflects some practical problems that need to be addressed. Taking the fire services installation work as an example, which usually requires detailed design of fire safety provisions and submissions of installation plans to the relevant government departments for approvals before commencing works. Despite the complexity of works, owners and OCs would only broadly require the contractors in the tender documents to conduct works according to Fire Safety Directions as given by the Fire Services Department, without specifying much details such as capacity and locations of water tanks and pumps or whether any reinforcement works are needed. The absence of detailed information often makes tender estimates difficult.

To facilitate owners and OCs of buildings to implement building rehabilitation, and to achieve standardisation across multiple areas of building maintenance services thereby

fostering a healthy development of the industry in the long run, the URA has started creating the “Building Rehabilitation Platform” (the Platform) since 2016. Representatives from government departments, public organisations, professional associations and industry organisations have been invited to participate and contribute to the production of various standard documents and guidebooks that can help address the deficiencies in present modus operandi by taking reference from good practices. These standard documents and guidebooks on building rehabilitation, developed as a result of the joint effort by participating bodies, would serve as templates and references for



市建局樓宇復修高級經理李永剛（左）說，樓宇復修工程多年來都沒有有一套標準規範，水平亦參差。

The URA’s Building Rehabilitation Senior Manager Daniel Lee says service qualities of building rehabilitation are varied as there have been no set standards.



標準文件要求顧問或投標者填寫可供量化的工程項目數量，讓報價更準確。

Consultants or tenderers are required to specify the quantifiable amount of individual work items in the standard documents for better works estimates.

Daniel說：「標準文件除了更仔細地描述合約雙方的權責外，在報價表上都會有適當的位置讓顧問或投標者填寫可以量化的工程項目數量；此外標準文件亦會註明，如有關樓宇復修涉及消防工程，顧問服務便需要包括消防系統工程的初步設計，並須負責向屋宇署及消防處索取其對初步設計的意見，及以該設計內容制定招標文件，好讓中標的承辦商可按有關初步設計為藍本去制定整個消防系統設計，並提交予相關部門審批。如此一來，那些嚴重影響報價的未知數便可剔除，有助減低承辦商報錯價的風險。我們很高興得到屋宇署、消防處及業界的配合和支持，就初步設計該涉及哪些範圍向我們提供了很多寶貴的意見。」

此外，平台將陸續推出不同支援工具，包括搜集和分析數據以設立「工程費用參考中心」，以便業主隨時可參考不同樓宇復修工程項目之參考價格，更易於格價和估算工程費用。

有份參與籌備平台工作的香港專業建築測量顧問公會名譽秘書李海達指，過往不少顧問公司以低價競投合約，當中部分工程監督人員的專業資格也成疑問。漸漸地，很多堅持專業的行家惟有離開樓宇復修市場。

但他樂見近年市場上開始發生改變，尤其當愈來愈多大廈法團利用「招標妥」電子招標平台去聘請顧問及承建商時，更多行家願意參與並跟從公平的投標規

owners during tender exercises where bidders will be required to fill in tendered prices with details in consistent formats, and to implement building repairs according to standardised terms and works specifications.

“Apart from laying down detailed descriptions of the entitlements, roles and responsibilities of both parties in the standard documents, there are also dedicated spaces in the quotation form where consultants or tenderers are required to specify the quantifiable amount of individual work items. In building rehabilitation cases where fire services installation works are involved, according to the terms in standard documents, works

consultants will be responsible for the preliminary design of fire safety provisions as well as submitting them to Buildings Department (BD) and Fire Services Department (FSD) for comments. Tender documents will then be drafted based on the preliminary design, which serves also as the blueprint for the appointed contractor to devise and submit fire services installation and equipment plans for approvals by relevant government departments. As such, uncertainties affecting tender estimates can be eliminated which help minimise the risk of wrong tender ‘guesstimates’ by contractors. We are grateful for the support from BD, FSD and practitioners in the industry who have given us valuable advice on various definitions and scopes of preliminary designs.”

In future, the Platform will open up more supporting tools, such as the establishment of a “Cost Reference Centre” upon the collections and analysis on costs data of building rehabilitation works, so as to allow owners to look up the reference prices of different work items for comparing prices and estimating work budgets.

Nathan Lee, Honorary Secretary of Professional Building Surveying Consultants Association of Hong Kong who has taken part in building the Platform, pointed out that some works consultants used to compete for contracts with low tendered prices in the past, albeit doubts over the professional qualifications of some of the works supervisory staff of these firms. Other firms who strived to uphold professionalism chose to leave the market unwillingly as a result.



則。同時，市民對圖標亦提高了意識，開始明白以市場價格聘請好顧問除能確保工程質素外，亦可能因獨立顧問意見和良好監工而節省建築成本，降低整體的工程費用。

「我認為設立這個『樓宇復修平台』非常值得，並應發展下去，因為它整體地改善了大廈維修服務市場，市建局在此事上實在功不可沒。」李海達說：「當然最理想是能雙管齊下，除加強平台支援外，亦要多教育業主認識樓宇復修知識，及正價監工和施工的好處。」

But the situation is changing in recent years, something which Nathan is pleased to have witnessed. This is especially so when an increasing number of buildings' OCs are using the "Smart Tender" electronic tendering platform to hire consultants and contractors, and as a result more and more practitioners are willing to take part and adhere to fair and open rules in tendering. Changes are also seen when the public is increasingly aware of bid rigging and starting to understand that work quality can be assured by engaging consultants at market prices, alongside the possibility that construction costs, and thus also the overall work expenses, could be reduced because of good work supervisions coupled with independent consultancy.



市建局向業主宣傳有關樓宇復修的知識。
The URA promotes building repairs knowledge to owners.

"The setting up of this 'Building Rehabilitation Platform' is well worth the effort to keep it going. While the Platform has helped improve standards of the entire building maintenance services industry, the benefits are due in no small measure to the URA's effort," said Nathan. "Of course, we look forward to a dual pronged approach, that apart from strengthening tools on the Platform, owners should be educated to appreciate the benefits of paying the right price for the execution and supervision of works and be kept abreast of building repairs knowledge."



「樓宇復修平台」主要內容包括：

Highlights of “Building Rehabilitation Platform”:

樓宇復修實務指南

根據「樓宇復修6步曲」，提供一套簡便易明的指引，詳細列出樓宇復修前的準備工作、招聘工程顧問公司和工程承建商的程序，以及如何監督工程及施工等資料，並引述相關法例條文及提供建議程序和措施，堪稱「樓宇復修天書」，為業主恩物。



The Building Rehabilitation Guidebook

Based on the “Six Steps to Building Rehabilitation”, this ultimate guide is an easy and convenient handbook that lists out in details the preparatory work prior to undertaking building rehabilitation, the procedures for engaging consultants and contractors, as well as information on how to supervise works. In addition to citations of legislative provisions in force, suggested procedures and measures are also provided as recommended practice.

標準文件

根據各建築及專業法律顧問的意見及參考業界良好作業，為不同範疇的樓宇復修相關服務，制訂招標及合約範本文件，讓業主或法團以公平的準則招聘顧問或承建商，確保工程質素。

標準文件對施工規格、收費表格式，工期及階段性目標、以至負責工程的合資格專業人員名單、工作時數及開會次數等，都有十分詳細和標準化的資料填寫格式和要求。另文件亦要求服務提供者簽署不合謀投標確認書，承諾在投標中不參與合謀行為。平台在首階段推出供業主聘請註冊人員驗窗，以及供法團聘請顧問及註冊人員驗樓和負責整體樓宇復修的標準文件。



Standard documents

Taking reference from good practices in the industry and incorporating views from construction and legal professionals, the standard documents are model templates of tender documents and contracts for owners to engage consultants or contractors on fair grounds for implementing building rehabilitation, and thus ensuring the quality of work.

The standard documents require tenderers to give information with respect to works specifications, pricing schedules, works period and milestones, as well as lists of qualified professionals responsible and their work hours alongside the number of meetings to be attended and so forth, in very detailed and standardised formats. Service providers are also asked to sign a model non-collusive tendering certificate, in which they undertake not to engage in collusive conducts in tendering. In the initial stage, the Platform offers standard documents respectively for the use of individual owners to engage registered inspectors for the inspection of his/her flat's windows, as well as for the use of OCs to engage consultants and registered inspectors for the overall building inspection and rehabilitation.

全方位樓宇復修資訊及動畫視頻

由預防性維修保養、常見的樓宇問題和法定命令，以至樓宇復修流程，平台都以深入淺出的手法細心講解。多項資訊均附有生動有趣的動畫視頻，適合不同年齡人士收看。



All-round Building rehabilitation information and videos

Using an easy-to-understand approach, the Platform explains in details all know-hows of building rehabilitation, from preventative maintenance works, common building problems, statutory orders, to the building rehabilitation workflow, illustrated by animated videos suitable for all ages.

資助計劃及支援

包含各樓宇復修支援計劃的詳情、申請資格和須知，以及各項表格的下載中心。平台並載有不同超連結，介紹政府部門及機構為業主而提供的各項樓宇保養及復修支援服務。



Subsidy and Assistance

A corner where details of various building rehabilitation subsidy schemes, and their respective eligibility requirements and forms are available for read and download, alongside the display of hyperlinks and details of building maintenance assistance services provided by government departments and other organisations.

工程費用參考中心及服務提供者資料庫（稍後推出）

稍後推出的工程費用參考中心將參照個案及數據分析，羅列並不時更新公用地方主要復修工程項目的工程費用價格範圍及使用指引，有助業主格價及更準確估算工程費用。另平台亦研究建立一個服務提供者資料庫，並考慮設立機制確保服務提供者能達一定質量

Cost Reference Centre & Service Providers Directory (to be launched later)

With a pool of case studies to facilitate statistical analysis, the Centre will list and update from time to time the costs of major rehabilitation works of common areas in buildings and provide user guides, allowing owners to compare tendered prices and make more accurate cost estimates on the works. In addition, the BRP will explore the possibility of hosting a database of service providers with appropriate quality assurance mechanisms.



樓宇復修平台
Building Rehabilitation Platform
www.brplatform.org.hk

