



優質物業設施管理大獎

QUALITY PROPERTY & FACILITY MANAGEMENT AWARD

QPFMA2012

ORGANISERS:



Award Presentation Banquet



CHAMPIONING INNOVATIVE SERVICE THROUGH
QUALITY MANAGEMENT
服務顯創意 管理尚優質

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ABOUT QPFMA 2012

Jointly organized by The Hong Kong Association of Property Management Companies (HKAPMC) and The Hong Kong Institute of Surveyors (HKIS), QPFMA is an a biennale award aspires to honour and recognize outstanding projects in the property and facility management industry. The pioneering QPFMA 2010 had captured a lot of attention in Hong Kong and received overwhelming response. In its second year, QPFMA 2012 has the theme on “Championing Innovative Services through Quality Management”.

The vision of QPFMA is to stimulate greater public recognition for the industry and reward those demonstrate contemplative performances in terms of bringing comfort, safety and security to their users and occupiers, whilst compliance with legal requirements and respect for the environment.

This year, 174 submissions from property management companies, big and small, were received, indicating that QPFMA has become a well-known award among the local property management industry players, winning the strong support of practitioners.

On 23 and 24 February 2013, site visits were arranged for the jury panel to take a closer look at the finalists' entries where candidates could have a chance to better demonstrate their best practices, promote their diligence and professionalism and, more importantly, be an inspiration to many others in the industry.

Further, on 9 March 2013, a finalist presentation to the jury panel cum QPFMA Conference was conducted where the audience had a wonderful time getting an idea of how property management industry has been transformed in recent years.

Industry leaders and important guests will gather at the Award Presentation Banquet held on 26 April 2013 to witness the birth of winners of QPFMA 2012 and share the joy of winning teams.



MESSAGE FROM GUEST OF HONOUR



環境局局長黃錦星

管業利眾
環保惠民

二零一二年優質物業設施管理大獎頒獎典禮



MESSAGE FROM ORGANIZING COMMITTEE CHAIRMAN



Sr. Andrew Lee

Organising Committee
Chairman

The first inauguration of the Quality Property and Facility Management Award (QPFMA) co-organized by the Hong Kong Institute of Surveyors (HKIS) and the Hong Kong Association of Property Management Companies (HKAPMC) in 2010 had been a great event in which 150 properties had participated. Now is the time for the second biennial. The aim of the Award is to promote professionalism within the Property and Facility Management industry.

Candidates for the past Awards included only Residential Private Housing and Commercial Buildings. In order to widen the scope of the Awards to include other categories of properties for consideration, we have revised the Award Category into Residential and Non-residential Categories with different types of buildings like public housing, shopping centres, office buildings, industrial buildings, institutional buildings (including campuses) and Non-governmental organizations. Thanks to this, each type of building will have its own winners.

First and foremost, I would like to send my sincere compliments to our judging panel for their diligence and professionalism during the judging assessment. The professional input by each juror is valuable to QPFMA 2012 as well as the industry.

I also would also like to take this opportunity to thank members of the OC for their dedicated efforts and time spent tirelessly in working out the Award scheme, and continuously facilitating the success of what has now proven to be one of the industry's most respectable awards.

For 2012, we have received an unprecedented 174 nominations. I would like to express my sincerest thanks to all the industry practitioners who submitted the nominations. A greater number and wider range of nominations means a more competitive award and a more diverse range of new ideas. This year we are proud to claim that we have received more nominations than ever before.

Winning the Award would not only be a great honour to the buildings, but also to the practitioners as well who have made it a success in the eyes of the jurors. It represents the pinnacle of their achievement in the industry. It is through everybody's combined effort that over the years we are able to continuously witness the evolution and favourable growth of our city. As the world aspires to higher standards and has increased expectations, it becomes imperative to take further action and ensure that we continue to surpass them.

Thank you for your participation.

MESSAGE FROM CHAIRMAN OF JURY PANEL



Sr. AU Choi-kai, JP

Director of Buildings
Buildings Department
HKSAR Government

Let me first congratulate the winners of the Quality Property and Facility Management Award (QPFMA) 2012. Congratulations should also go to the Organising Committee, as well as the Hong Kong Institute of Surveyors and the Hong Kong Association of Property Management Companies for the great success of the Award.

It is indeed my honour to be appointed a member of the Judging Panel for the QPFMA the second time. The QPFMA 2012 has not only excelled the activity firstly launched two years ago in the number of participants of the Award, I also see the performance and quality of property and facility management in Hong Kong having leapt a great step forward in these two years. Enhancement is obvious in particular in the fulfilment of needs of the owners and occupants and the contribution to the environment and sustainability through quality property and facility management.

As property and facility management is closely associated with maintenance thereof, I would like to appeal to management agents for more attention to be paid to preventive maintenance of the property and facility they manage. With the launch of the Mandatory Building and Window Inspection Schemes in June 2012, the support of the property and facility management provided to the owners in the aspect of preventive maintenance has become even more important. I am looking forward to seeing a further great step being leapt forward in property and facility management again in the next Award exercise, this time in the aspect of preventive maintenance particularly.

Congratulations to the winners of QPFMA 2012 once more!

MESSAGE FROM JURY PANEL



Sr. Prof. CHAU Kwong Wing

Chair Professor of Real Estate and Construction
Department of Real Estate and Construction
The University of Hong Kong

This is the second time I have served on the Jury Panel of the Quality Property & Facility Management Award (QPFMA). It has been a very enjoyable experience for me. Thanks to the Organizing Committee for inviting me to serve on the Jury Panel.

I wish to extend my warmest congratulations to the winners QPFMA 2012. You have demonstrated excellent professionalism and skills in property and facility management. I fully enjoyed your presentations and learnt a lot from how you implemented innovative ideas in practice. I wish the winners continued success in the years ahead.

I would also like to congratulate The Hong Kong Institute of Surveyors (HKIS) and The Hong Kong Association of Property Management Companies (HKAPMC) for their success in organizing the QPFMA. The QPFMA does not only recognize outstanding practitioners in property and facility management, it is also a brilliant platform for exchange of professional knowledge. The QPFMA is an excellent example that demonstrates how HKIS and HKAPMC endeavor to advance professionalism and promote good practices for the property and facility management profession in Hong Kong. I am sure that HKIS and HKAPMC will continue to lead and serve the property and facility management profession in the future.

MESSAGE FROM JURY PANEL



Sr. Dr. Edmond CHENG

Immediate Past President
Hong Kong Association of
Property Management Companies

As an advocate in enhancing the service quality of built assets, I am most honoured to be a member of the Jury Panel of the Quality Property & Facility Management Award (QPFMA) 2012 to help promote the importance of quality management to a wide spectrum of private and public properties and facilities and to improve the standard of the industry in Hong Kong.

In recent years, both the Hong Kong Association of Property Management Companies and the Hong Kong Institute of Surveyors have been actively promoting the service quality in property and facilities management. I have been granted the privilege to represent the Association and the Institute to participate in the QPFMA over the years.

Encouragingly, I am aware that the service quality, management standard, green practices and value added provisions have been improving in the industry over the years and I am pleased to see that QPFMA has established an excellent platform to enable participating organizations to benchmark and exchange experiences in various areas, which is a meaningful act to enhance the knowledge and standard of the industry.

Take this opportunity, I would like to congratulate the outstanding achievements of all winners who have made excellent efforts in providing quality services to their clients and very much expect that QPFMA will establish a solid foundation and carry on with the good works to make Hong Kong a pioneer in the profession.

MESSAGE FROM JURY PANEL



Sr. Stephen LAI

President

The Hong Kong Institute of Surveyors

Jointly organized by The Hong Kong Association of Property Management Companies (HKAPMC) and The Hong Kong Institute of Surveyors (HKIS), QPFMA is an a biennale award aspires to honour and recognize outstanding projects in the property and facility management industry. For some years, the Awards have given recognition to the dedicated service and outstanding performance of property and facility management projects, and in appreciation of their efforts towards enhancing the quality and services of the industry.

I wish to extend my heartiest congratulations to the winners for their contribution and achievements to the building and construction industry.

MESSAGE FROM JURY PANEL



Sr. Albert LEE

Deputy Director (Estate Management)
Housing Department
HKSAR Government

MESSAGE FROM JURY PANEL



Prof. Andrew LEUNG

Chair Professor

Department of Civil and Architectural Engineering

City University of Hong Kong

MESSAGE FROM JURY PANEL



Sr. Tony TSE

Member of Legislative Council
(Architectural, Surveying and Planning Functional Constituency)
HKSAR

It is my great pleasure and privilege to send you my warmest congratulations on the Quality Property & Facility Management Award (QPFMA) 2012 by the Hong Kong Institute of Surveyors and Hong Kong Association of Property Management Companies.

Building on the success of the first award in 2010, this Award gives a good opportunity for all sectors of the Property and Facility Management industry to come together and to recognize leading professionals that have made such tremendous effort in managing, maintaining and operating Hong Kong properties.

The public demands on quality property and facility management have never been higher than today. As Hong Kong's built environment is becoming more complex while facing new challenges in energy saving and sustainability, the Awards can showcase the great responsibility and high degree of professionalism of the industry which support the better and greener quality of living of all people.

Congratulations to all those in Property and Facility Management who have won awards this year and everyone making tonight's event successful. This Award would provide a platform in bridging knowledge, innovation and creativity that will promote excellence in property and facility management. It is my belief this level of excellence will continue to flourish, in the years to come. I send you every confident hope for mounting success in the future.

MESSAGE FROM JURY PANEL



Ir Prof. Francis WONG

Director
Research Centre for Construction and Real Estate Economics (RCCREE)
Professor
Department of Building and Real Estate
Hong Kong Polytechnic University

High quality of property and facility management is particularly important in the local context because Hong Kong is famous for its dense population and as a vibrant international city.

The purpose of QPFMA is to recognize outstanding projects and to honour the respective property and facility management teams and their staff. I am pleased to see that there are 174 submissions to 9 different awards for the QPFMA 2012, which reflects its wide degree of recognition by the property and facility management industry.

Congratulations to the Hong Kong Association of Property Management Companies (HKAPMC) and the Hong Kong Institute of Surveyors (HKIS) as the organizers for QPFMA 2012 as well as to all the award winners.

MESSAGE FROM JURY PANEL



Mr. XU Jianhua

President

Guangdong Property Management Industry Institute

It is a great honour for me to be appointed a member of Jury Panel of the Quality Property and Facility Management Award in the capacity of President of Guangdong Property Management Industry Institute again.

I would like to thank the organizing committee of QPFMA 2012 for their great effort and time in organizing the Award. In particular, I am deeply impressed by the visit to various premises of entries for the Jury Panel to assess the overall performance of property management teams. I am also inspired by the green initiatives of teams in terms of saving energy and reducing carbon emission. The practices set good examples for property management industry in Guangdong.

We can see the dedication and professionalism of the Hong Kong property management industry from the wonderful presentations of the delegations, while winning project teams have fully demonstrated their innovative spirit. I am confident that property management practitioners in Guangdong can learn more from our counterparts in Hong Kong in the future.

On behalf of the Guangdong Property Management Industry Institute, I would like to congratulate the winners of QPFMA 2012. It is with great pleasure that I offer my congratulations on another successful Award.

I hope that delegations and property managers can make full use of this opportunity, keep up the good work and act as role models in the field of property management so that we can work together to enhance property management services and property industry in Hong Kong.

AWARD PRESENTATION PROGRAM

18:30	Welcome Cocktail
19:00	<p>Stage Program Starts</p> <ol style="list-style-type: none"> Welcome Speech - Mr. Alkin Kwong, President, The Hong Kong Association of Property Management Companies Speech by Guest of Honor - Mr. Wong Kam Sing, JP, Secretary for Environment Bureau, HKSAR Government Speech by Chairman of Jury Panel - Mr. Au Choi Kai, JP, Director of Buildings, Buildings Department, HKSAR Government Souvenir Presentation to Jurors
19:40	Dinner Starts
19:40	<p>Award presentation to: Home Ownership Scheme (HOS) & Private Sector Participation Schemes (PSPS) & Sandwich Class Housing Scheme (SCHS) (HPS)</p>
	<p>Award presentation to: Tenants Purchase Scheme (TPS) & Public Rental Housing (PRH) (TP)</p>
	<p>Award presentation to: Small-Scale Residential Property Management (SR)</p>
20:05	<p>Thank You Remarks to Sponsors - Mr. Andrew Lee, Chairman of Organizing Committee Souvenir Presentation to Sponsors</p>
20:20	<p>Award presentation to: Medium-Scale Residential Property Management (MR)</p>
	<p>Award presentation to: Industrial Building Management (IB)</p>
	<p>Award presentation to: Institutional Facility Management (IF)</p>
	<p>Award presentation to: Shopping Centre Management (SC)</p>
	<p>Award presentation to: Office Building Management (OB)</p>
	<p>Award presentation to: Large-Scale Residential Property Management (LR)</p>
21:30	<p>Thank You Speech - Sr. Stephen Lai, President of the Hong Kong Institute of Surveyors Souvenir Presentation to Organizing Committee Members</p>
22:00	End of Dinner

ORGANIZING COMMITTEE

Sr. Andrew Lee (Chairman)

Sr. Gary Yeung

Mr. C.W. Kwan

Mr. Chris Lam

Sr. Dick Kwok

Sr. Kenneth Chan

Sr. Dr. James Chan

Sr. Kays Wong

Sr. Vincent Lo

Sr. Rebecca Lee

Mr. Teddy Cheung

Sr. Dr. Edmond Cheng

Sr. Prof. Eddie Hui

Sr. Dr. K.W. Lam

Sr. Johathan Lee

PROJECT TEAM LIST

Name of Property (English)	Name of Property (Chinese)
Large-Scale Residential Property Management (LR)	
Bellagio	碧堤半島
Chelsea Heights	卓爾居
East Point City Residential	東港城 (住宅)
Grand Promenade	嘉亨灣
Grand Waterfront	翔龍灣
Harbour Place	海濱南岸
Hong Kong Gold Coast	香港黃金海岸
Island Resort	藍灣半島
Lake Silver	銀湖 天峰
Liberte	昇悅居
Metro City Phase 2	新都城二期
Ocean Shores	維景灣畔
Oscar By The Sea	清水灣半島
Park Central (Residential)	將軍澳中心(住宅)
Royal Peninsula	半島豪庭
Sceneway Garden	匯景花園
Sereno Verde	蝶翠峰
Shui Pin Wai Estate	水邊圍邨
The Capitol	首都
The Parcville	采葉庭
Tin Yiu (I) & (II) Estate	天耀邨 (I), (II)邨
Vista Paradiso	聽濤雅苑
YOHO Midtown	新時代廣場
YOHO Town	新時代廣場

Medium-Scale Residential Property Management (MR)	
18 Farm Road	農圃道18號
Aria	峻弦
Beneville	聚康山莊
Celestial Heights	半山壹號
Floriant Rise	海桃灣
Fontana Gardens	豪園
Grand Horizon	海欣花園
Grand Pacific Views / Grand Pacific Heights	浪琴軒 / 海琴軒
King's Park Villa	帝庭園
Le Sommet	豪廷峯
Manhattan Hill	曼克頓山
Mount Beacon	畢架山峰
New Tech Plaza	新科技廣場
No. 8 Waterloo Road	窩打老道8號
Noble Hill	皇府山
Oceanaire	天宇海
One SilverSea	一號銀海
Pacific Palisades	寶馬山花園
Parc Palais	君頤峰
Peak One	壹號雲頂
The Beverly Hills	比華利山別墅
The Dynasty	御凱
The Hermitage	帝峰皇殿

Name of Property (English)	Name of Property (Chinese)
The Latitude	譽 港灣
The Legend at Jardine's Lookout	渣甸山名門
The Leighton Hill	禮頓山
The Merton	泓都
The Palazzo	御龍山
The Victoria Towers	港景峰
Vision City	萬景峯
Woodland Crest	奕翠園

Small-Scale Residential Property Management (SR)	
1 Lion Rock Road	獅子石道一號
39 Conduit Road	天匯
Beacon Lodge	豐盛居
Bedford 28	柏豐 28
Bowen's Lookout	Bowen's Lookout
Evergreen Towers	長春大廈
Grand Garden	君悅軒
Hill Paramount	名家匯
Hillview Court	曉嵐閣
LIME Habitat	形品
Ning Yeung Terrace	寧養臺
No. 1 Homantin Hill	何文田山一號
Queen's Cube	Queen's Cube
Queen's Garden	裕景花園
Regence Royale	富匯豪庭
St. Andrews Place	St. Andrews Place
The Giverny	溱喬
The Royal Oaks	御林皇府
The Westminster Terrace	皇璧
Vista	海峯

Tenants Purchase Scheme (TPS) & Public Rental Housing (PRH) (TP)	
Cheung Ching Estate	長青邨
Ching Ho Estate	清河邨
Fung Tak Estate	鳳德邨
Kwun Lung Lau	觀龍樓
Lam Tin Estate	藍田邨
Long Ping Estate	郎屏邨
Lower Ngau Tau Kok Estate	牛頭角下邨
Ming Tak Estate	明德邨
Moon Lok Dai Ha	滿樂大廈
Nga Ning Court	雅寧苑
Ping Shek Estate	坪石邨
Shek Mun Estate	碩門邨
Shek Pai Wan Estate	石排灣邨
Shek Yam East Estate	石蔭東邨
Sun Tin Wai Estate	新田圍邨
Tak Tin Estate	德田邨
Tin Ching Estate	天晴邨
Tsing Yi Estate	青衣邨
Yiu On Estate	耀安邨

PROJECT TEAM LIST

Name of Property (English)	Name of Property (Chinese)
Home Ownership Scheme (HOS) & Private Sector Participation Schemes (PSPS) & Sandwich Class Housing Scheme (SCHS) (HPS)	
Affluence Garden	澤豐花園
Bauhinia Garden	寶盈花園
Bel Air Heights	悅庭軒
Hong Yat Court	康逸苑
Kingston Terrace	景新臺
Mei Chung Court	美松苑
On Ning Garden	安寧花園
Rhythm Garden	采頤花園
Sun Lai Garden	新麗花園
Yue On Court	漁安苑

Shopping Centre Management (SC)	
APM	APM
China Hong Kong City	中港城
Citywalk	荃新天地
Domain	大本型
East Point City (Commercial)	東港城 (商場)
Harbour City	海港城
HomeSquare	HomeSquare
Landmark North	上水廣場
Leung King Plaza	良景廣場
Lok Fu Plaza	樂富廣場
Metro City Plaza II	新都城中心二期商場
Mikiki	Mikiki
Miramar Shopping Centre/Tower	美麗華商場/大廈
New Town Plaza	新城市廣場
Olympian City	奧海城
Park Central (Shopping Arcade)	將軍澳中心(商場)
Stanley Plaza	赤柱廣場
Sunshine City Plaza	新港城中心
Tai Po Mega Mall	大埔超級城
Tsuen Wan Plaza (Shopping Mall)	荃灣廣場(商場)
Tuen Mun Town Plaza (Shopping Arcade)	屯門市廣場 (商場)
wtc more	世界貿易中心
Yu Chui Shopping Centre	愉翠商場

Office Building Management (OB)	
AIA Central	友邦金融中心
AIA Financial Centre	友邦九龍金融中心
AIA Tower	友邦廣場
C-BONS International Center	絲寶國際大廈
China Hong Kong City	中港城
Excel Centre	卓匯中心
Exchange Tower	國際交易中心
Futura Plaza	富利廣場
Ginza Plaza	銀城廣場
Grand Central Plaza	新城市中央廣場

Name of Property (English)	Name of Property (Chinese)
Grand Century Place - Office Towers	新世紀廣場 - 寫字樓
HK Pacific Centre	亞太中心
International Commerce Centre	環球貿易廣場
Manulife Financial Centre	宏利金融中心
Metroplaza	新都會廣場
Nan Fung Tower	南豐大廈
New World Tower	新世界大廈
One Island South	One Island South
Prosperity Place	泓富廣場
Shui On Centre	瑞安中心
Skyline Tower	宏天廣場
The Centrium	中央廣場
The Hong Kong Jockey Club Headquarters	香港賽馬會總部大樓
United Centre	統一中心

Industrial Building Management (IB)	
Camelpaint Buildings Block I & II	駱駝漆大廈第一, 二座
CEO Tower	環薈中心
Comweb Plaza	經達廣場
Corporation Plaza	企業中心
Ford Glory Plaza	福源廣場
Fullerton Centre	富登中心
Golden Dragon Industrial Centre	金龍工業中心
Hoplite Industrial Centre	合力工業中心
International Trade Centre	達質中心
Kenning Industrial Building	健力工業大廈
New Commerce Centre	匯貿中心
Peninsula Tower	半島大廈
Remington Centre	利登中心
Sino Favour Centre	新華豐中心
Westin Centre	威登中心
Westley Square	威利廣場
World Peace Centre	世和中心

Institutional Facility Management (IF)	
Caritas Bianchi College of Careers	明愛白英奇專業學校
Hong Kong Community College (Hung Hom Bay Campus)	香港專上學院(紅磡灣校園)
Hong Kong Design Institute	香港知專設計學院
Kowloon Tong Church of the Chinese Christian & Missionary Alliance	九龍塘基督教中華宣道會
Victoria Shanghai Academy	滬江維多利亞學校
Yan Fook Centre	恩福中心

Home Ownership Scheme (HOS) & Private Sector Participation Schemes (PSPS) & Sandwich Class Housing Scheme (SCHS) (HPS)

Bel Air Heights	悅庭軒
Kingston Terrace	景新臺

Tenants Purchase Scheme (TPS) & Public Rental Housing (PRH) (TP)

Ching Ho Estate	清河邨
Kwun Lung Lau	觀龍樓
Lam Tin Estate	藍田邨
Ping Shek Estate	坪石邨

Small-Scale Residential Property Management (SR)

Beacon Lodge	豐盛居
Hill Paramount	名家匯
Regence Royale	富匯豪庭
The Westminster Terrace	皇璧

Medium-Scale Residential Property Management (MR)

Mount Beacon	畢架山峰
The Beverly Hills	比華利山別墅
The Leighton Hill	禮頓山
The Palazzo	御龍山
The Victoria Towers	港景峰

Industrial Building Management (IB)

CEO Tower	環蒼中心
Corporation Plaza	企業中心
International Trade Centre	達賢中心

Institutional Facility Management (IF)

Hong Kong Community College (Hung Hom Bay Campus)	香港專上學院(紅磡灣校園)
Hong Kong Design Institute	香港知專設計學院
Yan Fook Centre	恩福中心

Shopping Centre Management (SC)

APM	APM
Harbour City	海港城
New Town Plaza	新城市廣場
wtc more	世界貿易中心

Office Building Management (OB)

AIA Central	友邦金融中心
C-BONS International Center	絲寶國際大廈
Grand Century Place - Office Towers	新世紀廣場 - 寫字樓
International Commerce Centre	環球貿易廣場
Skyline Tower	宏天廣場

Large-Scale Residential Property Management (LR)

Grand Promenade	嘉亨灣
Harbour Place	海濱南岸
Ocean Shores	維景灣畔
Sceneway Garden	匯景花園

AIA Central



BUILDING PARTICULARS

Location	No. 1 Connaught Road Central
Building owner	"Bayshore Development Group Limited", a 90% subsidiary of AIA Group Limited and 10% owned by Lai Sun Development Company Limited.
No of floors	26 Office levels & 2 car park levels



A LEADING COMMITMENT TO THE ENVIRONMENT

In 2012, AIA Central was awarded the Silver Certification for Existing Buildings: Operations & Maintenance in the Leadership in Energy & Environmental Design (LEED), in recognition of its world-class quality management and environmental sustainable initiatives and practices. This marked the first time an office building in Hong Kong had received such a distinction, setting a benchmark in the field of property management.



WORLD - CLASS SERVICE

AIA Central provides the best possible facilities to those who visit or work at the building, reflecting AIA's longstanding and deep commitment to excellence in customer service. Professionally trained reception staff are always on standby to assist, and new innovations are continually being explored to further enhance the customer experience. For example, the reception area of AIA Central has recently been upgraded to offer an interactive street map of Hong Kong.



AN ACTIVE PART OF THE COMMUNITY

AIA is strongly dedicated to giving back to its local communities, and AIA Central is actively involved in a range of community-related initiatives and events. Each year, AIA Central is host to a wide array of activities and initiatives, ranging from art exhibitions to events such as International Women's Day and Earth Hour.



apm

apm is positioned for youngsters. Its special name means a.m. and p.m., day and night, Play More Sleep Less. It has long business hours, 06:00 to 02:00, and a trendy, playful appeal. Located right next to the Kwun Tong MTR station, apm is a 630,000 sq ft plus shopping mall managed by Kai Shing Management Services Ltd., and owned by Sun Hung Kai Properties. It has 12 storey of shopping space and currently houses over 170 retail businesses, ranging from fashion to electrical stores and dining to entertainment outlets.

The mall is not only well positioned, but has also become the landmark of Kowloon East. The lengthy operation hours, the high shoppers' flow and the high frequency of our promotional events indeed require extra efforts in planning, maintenance, security and crowd control. It no doubt a great challenge to the management team.

To manage such a popular mall, we exercise strong leadership and careful operational planning as well as close monitoring of all our contactors' performance. The Management Services Office actively fosters a good team spirit because we believe that if every one of our staff does his best, we can deliver a top-notch property and custom service to our customers, owner, and the community. We also put great emphasis on effective communication among our sub teams, mainly, technical, maintenance, cleaning, operation and customer service. In fact, effective communication among the teams is the key to our successful operation.

Over the years, we have received many professional and environmental awards eg. "Most Popular Consumer Brands in Hong Kong & Macau by Mainland Consumers" and "Hong Kong China Brand Award". In 2012, the Management Services Office received over 100 commendations from shoppers, tenants, NGOs as well as government bodies on our outstanding service standard.





BEACON LODGE

Situated at 373 Po On Road in Cheung Sha Wan, Beacon Lodge, a residential and commercial complex development is located in a quiet and pleasant corner of Kowloon West. With a 35-storey single block, Beacon Lodge offers a total number of 166 small and medium-sized units. Transportation links are convenient with only 5-minute access to the MTR stations and a walking distance with public bus routes that everywhere of Kowloon and Hong Kong are easily accessible.

Quality Property Management

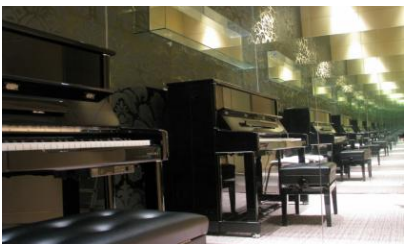
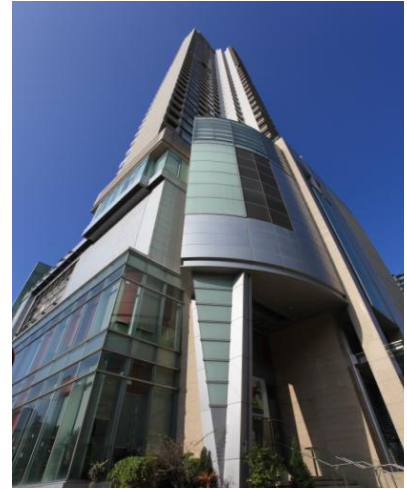
It is always our prime mission to deliver prestigious management service with ultimate courtesy in Beacon Lodge. Hong Yip Service Company Ltd will continue to offer best service excellence by our talented property management professionals in security, repair and maintenance, cleaning as well as hospitality. Strict cost control is also implemented in order to maintain a healthy financial status of the building. In the meanwhile, green living of residents and various energy saving initiatives are introduced to make Beacon Lodge a better place to live in.

Leisure Enjoyment

Clubhouse is a nice place to enjoy a healthy lifestyle with recreational facilities including outdoor swimming pool, reading area, gymnasium, banquet room and games room. Residents are able to relax themselves by breathing fresh air in the hustle and bustle of city life by stepping in the sky gardens of Beacon Lodge.

Goodwill Recognition

Hong Yip Service Company Ltd strives for providing best management service to residents of Beacon Lodge. Our efforts are recognized by the public with sectoral awards such as Hong Kong Awards for Environmental Excellence, Quality Water Recognition Scheme for Buildings, Kowloon West Best Security Services Awards etc.





C-BONS International Center 絲寶國際大廈



“Team Building”, “Proactive Management” and “Environmental Protection” are our management principles.

Team Building:

All staffs are seen as Internal Customers and Team Spirit is emphasized. Frequent communication with staffs to create mutual trust and obtains valuable comments from them to make further improvement.



Numerous Activities and Trainings are organized throughout the year to staff in enhancing team work and job quality

Proactive Management:

Numerous risk management and improvement works such as installation of Safety Mesh at Roof, water resistant facilities, provision of safety equipment at facility rooms and so forth were initialed or carried out by in-house staff in the past years.



Safety Mesh and Safety Equipment can reduce accidents and the Shield Boards can protect the facilities against water damage

Environmental Protection:

Solar energy is fully utilized to provide lighting in Roof Garden. The use of solar-powered LED lighting cannot only reduce the energy consumption and pollution, but also save management expenses for other improvement works.



Solar Panel and Lighting are installed at Roof Garden

CEO Tower

has been managed by Hong Yip Service Co Ltd since 2011, is the first and foremost grade-A development located at Cheung Sha Wan. A perfect blend of aesthetics and versatility, its illuminating architectural features, crystal clear glass curtain walling, flexible layouts and leading-edge amenities truly make it a remarkable statement of a premier landmark appealing to all prestigious establishments.

Value-added Services

- Daily mail drop-off
- Renovation application
- Assist Grand Opening to Occupiers
- Seasonal food and special bargain offers



Green Technology Support

- Programme on Source Separation of Commercial and Industrial Waste
- Quality Water Recognition Scheme
- Preparation of Opening Schedule for Common Facilities
- Application for Bulk Tariff
- Professional Advice on Energy Saving System

Achievements / Awards

- The Best Managed Property by Kowloon West Regional Crime Prevention Office
- The Best Landscape Award for Private Property Development
- Quality Water Recognition Scheme by Water Supplies Department
- Commendation Scheme on Source Separation of Commercial and Industrial Waste organized by Environmental Protection Department.



創毅物業服務顧問有限公司
 Creative Property Services Consultants Ltd.



CHING HO Estate

CHING HO Estate, comprising 7,162 residential units in 8 blocks, is a large public housing estate in the North District. The management of the estate has all along been contracted out to Creative Property Services Consultants Ltd ("Creative").

Greenery

To promote greening, the estate has roof gardens placed at estate garbage points, which is a pioneer innovation in public housing of Hong Kong. There are also green estate roads, vertical plantings and 10 solar energy lights, etc. - all help to shape the special character of the estate.



Environmental

Despite the contractual limit in resources, "Creative" manages to render quality management service in Ching Ho Estate. The green campaign succeeds in providing the estate residents with a serene living environment with flower blossoms. The nursery garden is also a highlight of the greening measures in the estate. Besides greening, "Creative" strives to promote recycling in the estate by cooperating with green groups to implement campaigns and publicize green ideas among the tenants.



Caring

"Creative" is enthusiastic in participating in community services. With a view to enhancing the sense of belonging and harmony of estate residents, "Creative" has organized the "Ching Ho Social Services Team", "Ching Ho Voluntary Services Team" and "Ching Ho Creative Football Team", etc.

The management principles of "Creative" can be outlined by four corporate social responsibilities: providing quality management services; caring employees; protecting the environment and contributing to society.



Awards

Ching Ho Estate has won the Estate Management Services Contractors Awards organized by the Hong Kong Housing Authority for three consecutive years (Bronze medals in 2010 and 2011; silver medal in 2012). The management of Ching Ho Estate is accredited with international standards under ISO. As always, "Creative" will continue to provide the residents with quality management service with a flexible and people-oriented approach.





Harbour Place

Background

Located along the Hung Hom Waterfront in Kowloon, Harbour Place has 7 towers with 2,470 typical units and a 64 thousand square feet special Clubhouse with food and beverage service. Harbour Place features a boutique hotel style lobby, which reflects a wonderful interpretation in modern design ultimately.

Our achievements

It is always ours mission to deliver premier service with supreme courtesy, managing all to the highest quality standards. We had created value by implementing effective cost control measures, included but not limited to introduction various energy saving initiatives, which successfully maintains management fee with no increment and rebate surplus to the pocket of residents despite fierce inflation during last four years. On the other hand, fantastic activities are arranged to let our residents to enjoy unique experience in our club house. Except traditional source separation of waste, likes, paper, metals, plastics, food waste machine was introduced to our estate since 2010. We are one of the pioneer residential complexes to implement food waste recycling campaign with great success.



Hong Kong Community College (Hung Hom Bay Campus)

Hong Kong Community College (Hung Hom Bay Campus) (HKCC) has been servicing youngsters in Hong Kong for post-secondary education with state-of-the-art design and infrastructure. The ever-innovative and sustainable design stands one of the finest educational institutions throughout the community.

Under the auspices of The Hong Kong Polytechnic University (PolyU), HKCC is a self-financed educational institution offering Associate Degree (AD) and Higher Diploma (HD) programmes to the youth. The 25,000+ sq. ft. coverage, 19-storey campus delivers numerous facilities to students from Library, Students Computer Labs to Multi-Purpose Hall, Health Care Centre, and so on. Built for every environmental concern, visitors will notice the energy and resources saving both consciously and unconsciously with our professional management team.



With the matching environment notions, Hong Yip Service Company Limited is appointed as the manager for the Campus Facilities responsible for the campus security, cleaning, maintenance and repair, and gardening. Hong Yip's customer-oriented, ever-pioneering culture successfully contributes to the campus improvement. Always keeping customer-centric in mind, our Management Team strikes to offer various means for perfections to the campus and, in addition, the environment. We on one hand constantly meet with the College Management, Departments, and students to build up mutual relationship and viewpoint sharing; while on the other we continuously persuades

improvement and innovation. Our experienced Technical Team not only offers definite and prompt service pledge that transcends customers' need, but also provides specialized expertise and feasible suggestions for seamless, technical advancement. Our professional Cleaning Team maintains routine cleaning tasks, as well as providing swift and precise logistic support on demand.

The cutting-edge design of Hong Kong Community College, together with the long lasting success of Hong Yip Service Company Limited, a quality facilities management can be confidently failsafe, and efficiency and effectiveness can also be expected and achieved unceasingly.



Prepared by: Hong Yip Service Company Limited





啟勝管理服務有限公司

KAI SHING MANAGEMENT SERVICES LIMITED

新鴻基地產成員

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International Commerce Centre Making a difference in Property & Facility Management



We Care

We run concierge counters, hotline assistance as well as a 24/7 dedicated online helpdesk. We regularly call on our tenants and collect feedback and suggestions.



We Keep Watch

We have a well-trained security team, a smartcard lift & turnstile system and 24-hour surveillance CCTVs. We have trained dogs for patrol duty and mail checks.



We Are Tech Savvy

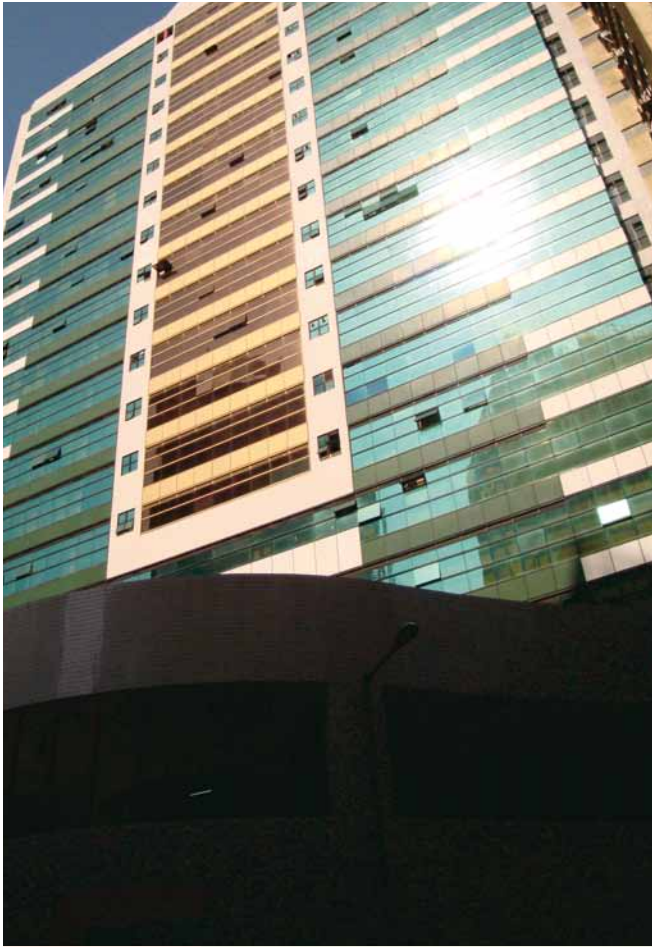
Our qualified technical team, academically and professionally, is structured to observe established international standards for maintenance and repairs. We also make use of a computerised system to monitor the operation status of nearly all our large and small electricals.



We Have an Eye on Green

First to attain ISO50001 Energy Management System for commercial buildings in Hong Kong, we actively implement conservation and recycling programmes and promote the green message to all our stakeholders.





INTERNATIONAL TRADE CENTRE

is an industrial property located at 11-19 Sha Tsui Road in Tsuen Wan which has been managed by Hong Yip Service Co., Ltd. since 1995. In continuing to provide high quality management to our customer and to facilitate them to enjoy a comfortable working environment, we provide management services with innovative elements to maintain high customer satisfaction and support.

Management service

Annual visit to customers and questionnaire / hiring independent organization to carry out survey to analyze customer satisfaction

Repair and maintenance

Keeping public area and facilities at finest condition all year round

Cleaning

Using 3 tiers cleaning quality monitoring system to achieve A-grade commercial building cleaning standard

Security

Ensure safety of our customer by devoted staff and advanced hardware

Greening and horticulture

Assemble roof top garden by in-house technicians

Financial management

Sufficient funds and over 12 months reserves

Energy Saving

4R ECO programs

Value-added services

Festive gifts pre-order service & etc



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富雅豪庭



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Real Estate Management Limited
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Régence Royale

Régence Royale is the luxurious estate managed by Well Born Real Estate Management Limited. Régence Royale is located at No.2 Bowen Road, Hong Kong, occupying the prime vantage point on the Hong Kong Island Mid-level, it comprises of 2 towers and 27 residential floors, offering total a 105 surpassing luxurious units. A magnificence clubhouse, Royal Clubhouse, provides a series of exclusive and extravagant facilities including indoor swimming pool, gymnasium, banquet room, golf simulator, sauna, children playroom etc., enable our residents to have a luxurious and unique life style.

Régence Royale is the first residential property to introduce concierge services in Hong Kong. We aim at providing "First-Rate Concierge Services" to all our tenants. Our experienced management staff understands our resident's needs, providing impeccable care and assist in every possible way regardless of race and ranks are what we mention as our Personalized Concierge Service.

Environmental Protection is one of our strategic objectives for property management. Aiming to pursuit environmental sustainability, we have taken a proactive role to practice different green measures. These include energy saving, sources separation, waste and clothes recycling and promote a series of green activities with a view to reducing carbon dioxide emission and providing a better environment. We will continue to offer our best services and make Régence Royale a quality and green living place to residents.

Well Born never stops for the pursuit of quality. With the sincere and honest attitudes, Well Born continues to strive for excellence and success



Régence Royale adopts customer-oriented approach. "Just One Call, We Prepare All"



Skyline Tower

Building Particulars

- Grade A Commercial Building
- 39-storey Office Tower
- 8-storey Car Park Tower
- Approx. 910,000 sq. ft.
- O.P. Date : 26 Nov 2003

Green & Corporate Social Responsibility

The management team and the stakeholders strive for a sustainable Green & CSR platform at Skyline Tower.

Fun Together @ Skyline Tower

Tenants together with their workmates, family members and their own community-hood are embraced full of fun at their work place.

I.T. Partnering with Local Institutions

The IT technologies jointly-developed with local institutions facilitate daily FM works.



CNY Celebration with NGOs



Flower DIY Class for Mother's Day



Innovative IT technology implementation

新鴻基地產成員

A member of Sun Hung Kai Properties



Supreme

超卓管理服務有限公司
Supreme Management Services Limited



禮頓山 THE LEIGHTON HILL

The Leighton Hill, a prestigious residential property serves 544 units of prestiged residents with a variety of six star hotel-style concierge services and leading management services since September 2002. We aim at providing well-maintained common facilities and high-standard living environment, as well as enhancing residents' quality of life with a green and healthy lifestyle. Our professional and experienced management services staff acquire the finest credentials and put all residents' well-being and interests in our first priority.



Supreme is the first property management company in Hong Kong to offer six star hotel style concierge services in premier high-end residential property. Our service rationales are "Never Say No" and "Nothing is Impossible". We offer more than 70 personalized or tailor-made concierge services, as we would like to wholeheartedly fulfill or even exceed the residents' needs, expectations and lifestyle demands, anticipating customer requirements in all possible ways by being our residents' personal assistant. To further establish a close relationship with residents and understand their comments and suggestions, we do contact the



residents of every unit at least once a year by arranging Meet & Greet, courtesy visit, telephone interview and tea gathering regularly. Moreover, we have superior customer relationship management through a comprehensive system with detailed customers' preference and information for offering tailor-made services. In 2012, we received 262 letters of appreciation from our residents, encouraging us to launch more creative concierge services every year in order to wow our customers.

Throughout the years, The Leighton Hill has been credited with numerous external awards such as the Merit Award of Hong Kong Award for Environment Excellence 2008, 2009, 2010 and the Bronze Award in 2012, Bronze and Promotion Awards of Competition on Source Separation of Domestic Waste in 2011/12, Safe and Healthy Estate Accreditation Scheme in 2010, Merit Award of Quality Property & Facility Management Award in 2010, Silver Award of Residential Clubhouse Management Award in 2011, Outstanding Residential Building Security Service of Hong Kong Island Best Security Awards for consecutive 4 years etc. The Leighton Hill also obtained caring company labels for consecutive 4 years together with many labels in environmental protection aspects, for instance, Wastewi\$e, Energywi\$e, IAQwi\$e etc. We are devoted to demonstrate outstanding performance particularly in customer service, property security management, green management, club management, occupational safety and health management.



Together with the support of all residents, we are confident in upkeeping our supreme service standard for all our prestiged residents of The Leighton Hill.



Yan Fook Centre

is a Church located at Cheung Sha Wan Road, was completed in 2004 and has been managed by Hong Yip Service Company Limited over 8 years. Hong Yip strives to deliver the finest management services for daily visitors and to maintain corporate values "Customer Focus, Striving for Unrivalled Service Quality and Best Value" to the highest standard since the beginning.

Value-added Services

To facilitate visitors, a medical room was set up and equipped with AED licenses. Staff are well trained for using AED machine.

Energy Saving

Yan Fook Centre complies Green Management policy into daily management practices. Such efforts had contributed to a \$20,000 reduction in electrical bills per month.

Achievements

Excellence in Facility Management Awards(Merit)
Organised by Hong Kong Institute of Facility Management

Won the Best Security Guards Service for the past 3 years.



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www.hongyip.com

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Established as a member of Sun Hung Kai Properties Group, Hong Yip is one of the largest property and facilities management companies in Hong Kong, managing over 1,900 individual building blocks, representing more than 120 million sq.ft in total ranging from private estates, luxurious houses, commercial and industrial buildings, shopping centres to government properties.

以廈為家
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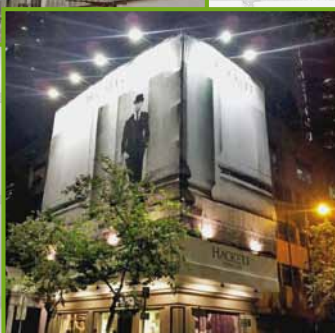
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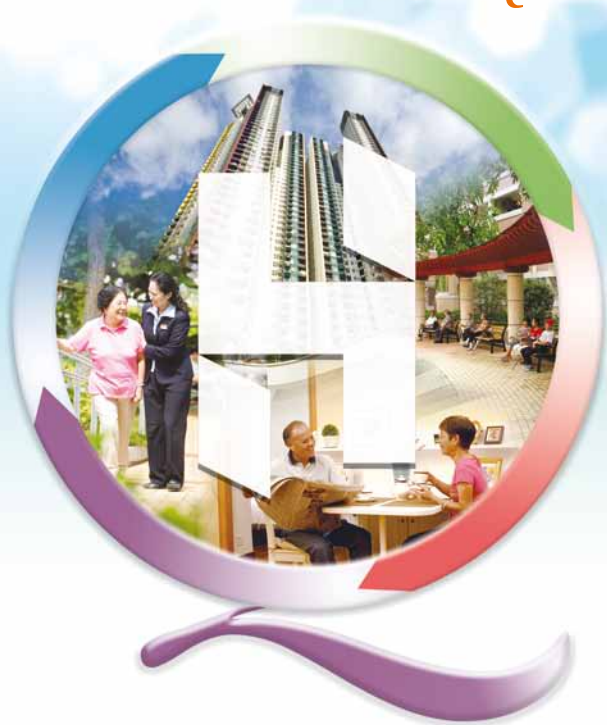
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