

HKIS Property and Facility Management Division Conference 2015 cum 10<sup>th</sup> Anniversary

# Enhancing Sustainability through Professional Property and Facility Management Services



**10<sup>th</sup>**  
**Anniversary  
Publication**



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## About The Hong Kong Institute of Surveyors

The Hong Kong Institute of Surveyors ('the Institute') was founded in April 1984 and had 85 founder members. The Institute was statutorily incorporated by virtue of the Hong Kong Institute of Surveyors Ordinance in January 1990 (Cap. 1148). In July 1991, there was also passed the Surveyors Registration Ordinance (Cap. 417) to set up a Registration Board to administer the registration of surveyors.

The Hong Kong Institute of Surveyors is the only professional organisation representing the surveying profession in Hong Kong. The Institute strives to maintain a high professional standard and requirements amongst members including setting standards for professional services and performance, establishing codes of ethics, and determining requirements for admission as professional surveyors. The Institute imposes a mandatory requirement for all members to upgrade skills through continuing professional development.

As a reputable and responsible professional body of surveyors, the Institute has always maintained vigorous assessment standards for entry to the profession and has also maintained high professional and ethical standards of member surveyors, through the various codes of professional practices, the code of ethics, and continuing professional development. The Institute has taken on an important and responsive consultative role in government policy making particularly on issues affecting land, property and construction. The Institute plays an important role from time to time in giving advice to the Government on issues such as unauthorised building works, building safety campaign, problems of property management, town planning and development strategies, construction quality and housing problems.

To qualify as a corporate member of the Institute, surveyors must possess a recognised academic degree or similar qualification, followed by a minimum of 2 years supervised professional experience within strict guidelines, followed by an Assessment of Professional Competence (APC).

The title "Surveyor" embraces a number of disciplines involved with land and its development with land and buildings, covering an extremely wide scope. Some surveyors work in private practices and others may work for a landowner, developer, building contractor or government departments and related bodies.

The Institute consists of six divisions:

1. Building Surveying Division
2. General Practice Division
3. Planning and Development Division
4. Quantity Surveying Division
5. Land Surveying Division
6. Property and Facility Management Division

A land surveyor measures and records the shape and position of the land, defines the boundary and sets out the legal boundaries of the sites. A general practice surveyor advises on the best use of the land, assesses the feasibility and viability of the proposed development project as well as the valuation, marketing, sale, leasing and management of completed developments. A planning and development surveyor further advises on the possible change of zoning, the likely environmental impacts and makes suggestions on preliminary development contents. A quantity surveyor is concerned with the building contractual arrangements and cost control, and will evaluate the likely cost of the development project and advise on the most suitable kind of contract for the project. A building surveyor is involved in the project management of building development proposal, holistic maintenance management of building and overall control of private buildings under relevant legislation. A property and facility management surveyor provides a comprehensive range of services in real estate management.

## About The Hong Kong Institute of Surveyors

Internationally, the Institute has established and continues to expand its presence in the international scene through participation in various international platforms. Over the years, the Institute has shown its international importance and leading position by playing an important role in participating and joining different international organisations and committees included the World Organisation of Valuation Associations (WAVO), World Organisation of Building Officials (WOBO), Pacific Association of Quantity Surveyors (PAQS), International Federation of Surveyors (FIG), South East Asian Surveyors Congress (SEASC), International Valuation Standard Council (IVSC) etc. In May 2001, Past Chairman of the Quantity Surveying Division, Sr TT Cheung was elected as Chairman of the PAQS for the term 2001 to 2003 at the 5th PAQS Board Meeting. In January 2003, Past President (Council Year 1997/98) Sr WONG Thien Nyen was elected as the Vice President of the FIG Council 2003-2006. The status and reputation of the Institute have been much upgraded through the active participation in these international organisations and events.

Over the years, the Institute had also successfully organised a number of international events in Hong Kong or other countries. Few examples are: in 2000 HKIS co-organised the “Year 2000 Mainland and Hong Kong Conference on Urban Construction and the Environment” in Chongqing; in 2003 HKIS successfully hosted the 7th SEASC Congress in Hong Kong; in 2007 HKIS hosted the FIG Working Week 2007 in Hong Kong. The FIG Working Week was the biggest congress event ever organised by the Institute. The Institute also regularly hosts the Cross Strait Land Conference (兩岸四地土地學術研討會) and the Cross Strait Geometric Conference (海峽兩岸測繪發展研討會).

Besides international participation, the Institute has established reciprocity relationships with other national surveying bodies and through membership in relevant world bodies and international organisations in order to maintain its professional edge at international level. The Institute is one of the 3 founding members, apart from the Singapore Institute of Surveyors and Valuers and the Institution of Surveyors, Malaysia, of the Surveyors’ Alliance Asia which was inaugurated in November 2004. The Institute has reciprocal agreements with:

- The Australian Property Institute (API)
- New Zealand Property Institute (NZPI)
- Singapore Institute of Surveyors and Valuers (SISV)
- The Australian Institute of Quantity Surveyors (AIQS)
- New Zealand Institute of Quantity Surveyors Incorporated (NZIQS)
- China Institute of Real Estate Appraisers (CIREA)
- China Engineering Cost Association (CECA)
- China Association of Engineering Consultants (CAEC)
- The Building Surveyor’s Institute of Japan (BSIJ)
- Canadian Institute of Quantity Surveyors (CIQS)
- Chartered Institution of Civil Engineering Surveyors (ICES)

The Institute continues to increase its importance and standing both locally and internationally. Through maintaining both a high professional standard of the institute and the members locally, and keeping in pace with the professional levels internationally, the Institute is marching towards another step ahead of the summit.

# About Property and Facility Management Division

## Property and Facility Management Division

In the past, those of us from the three main branches of specialisation of the Surveying profession, namely Building Surveying, General Practice, Quantity Surveying, were engaged in property and facility management. In 1999, the General Council saw the need to coordinate the activities of professional surveyors in this field and established the first cross-divisional committee on Property Management (PM). The PM Committee acted as the central source for coordinating activities internally and provided representations in non-government and other bodies related to property management activities. In 2003, the PM Committee was renamed Property and Facility Management (PFM) Committee to embrace the growing importance in the development of facility management both globally and locally. Later in the year, the PFM Committee was reformed to become the Property and Facility Management Forum following the amendment of the HKIS constitution recognising the establishment of specialist forums for cross-divisional and specialised services in the profession. With the hard work of the PFM Forum under the leadership of its chairman, Sr Michael Price and the approval of the General Council, the formation of the Property and Facility Management Division was approved with overwhelming support in the Extraordinary General Meeting held on 18 May 2005.

## Property and Facility Management Surveyor

Since the dawn of professional management of the real estate market in Hong Kong in the sixties, Property and Facility Management Surveyors (PFMS) have been engaged and are employed as estate surveyors, estate director/managers, property managers, maintenance managers, property service managers, facility managers, etc., and provide daily operations and strategic management of properties, assets and estates to the clients in both public and private sectors. PFMS has also contributed to the professionalism, quality and excellence of the property management of governmental, corporate and private commercial, residential and industrial buildings, as well as shopping malls and other facilities.

PFMS in Hong Kong are widely recognized both locally and internationally as experts in the real estate and construction industry and their responsibilities are wide ranging and include strategic facility planning, asset management, space planning management, real estate design and management, operation and maintenance, property management, corporate real estate and related services. Confined by the rules of professional standards, PFMS capitalize their professional knowledge as well as relevant experiences and play an advisory role in various stages of the real estate development. At the startup stage, PFMS provides in-depth expert opinions on security, functions, space management, and human resources planning for single and/or multi-development projects. Following on the consolidation stage, we contribute our experiences and expertise on green management, energy savings, air quality improvements, environmental education, sustainable development, and control. At the expansion stage, we provide a promotional platform for green management initiatives through educational activities and exercises on ideas and good practice exchanges so as to contribute to the sustainable development of the Hong Kong built environment.

## Area of Specialization

Property and Facility Management Surveyors are employed in over 140 organizations spreading across 10 different sectors including the government, government agencies, public corporations, developers, property and facilities management services providers, multi-national companies, international real estate consultants in the provision of professional services as follows:

### 1. Property Asset Management

Property Asset Management is the comprehensive management of real estate assets from acquisition, marketing, leasing, property management (including renovation, improvement and production of complex financial packages and projections) through to disposal. Depending on the nature and scale of the asset, this may involve management of extensive facilities including auditorium, theatre, meeting rooms, club house with full range of recreation facilities, business centre, serviced apartments, canteen etc. The ability of Property and Facility Management Surveyors will provide a caring service to the users, offer innovative value added services and to manage such facilities in a cost effective manner using state of the art technologies is essential.

### 2. Corporate Real Estate

Space and premises are the inseparable parts of the business operation of a corporation. The strategic and effective management of business space and premises will impact on competitiveness and productivity of the corporation. Property and Facility Management Surveyors are employed with major space users or international real estate consultants to take up responsibility in the global and local strategic space planning, research and business relocation planning. They will assist in the acquisition of space and premises, valuation and agreement on terms.

### 3. Project Management

Project management for property facilities is the application of managerial knowledge and professional expertise to complete project activities relating to the built environment and to meet or exceed the satisfaction of all stakeholders as a whole. The major incumbents include but not limited to offering professional advice on the feasibility study, desktop design, program, procurement options, constructability, quality control and the final deliverables throughout the project life cycle from the initiating, planning, executing, controlling until the final closing-off.

### 4. Property Management

Property and Facility Management Surveyors as Property Managers have the overall responsibility for up-keeping the standard and enhancing the asset value of their managed properties. They should maintain the properties in a sound and safe condition. Well planned maintenance schedules can help to upkeep the facilities of the building well so as to maintain the building quality standard. Ongoing renovation, improvement and statutory alteration are the keys to allow the properties held for investment purpose to compete with other newly built buildings.

## Training and competencies

After obtaining the relevant academic qualification, candidates, who are interested in becoming PFMS, are required to undergo at least 400 days of recognized professional training in order to acquire the required level of professional competence in three major areas of competencies.

In the area of Mandatory Competencies, candidates are expected to achieve general knowledge and understanding in all of the following Core Skills: Ethics, knowledge of HKIS structure, rules and regulations; Basic business & communication skills, self-management, customer care; Information technology, analysis of information and data; Law, dispute resolution and conflict avoidance; and Health, Safety and Environmental Awareness. They are also required to acquire general knowledge and understanding in all of the following Others Skills: Business management, Organizational Leadership, Negotiation Skills; Management of People and Resources, Recruitment and Selection; and Accounting Principles and Procedures.

Candidates may choose two out of the following four Core Competencies and engage themselves in such breadth and depth in knowledge application and analysis with the ability to give advice. These competencies are grouped under Property Asset Management, Corporate Real Estate, Project Management, and Property Management.

Finally candidates are required to achieve general knowledge and understanding in two of the following five Non-Core Competencies: Finance Management, Human Resources and Organization Management, Information Technology and Communication Management, Quality and Performance Management and Benchmarking, and Major Research.

## Development of the Profession

For the growth and development of the profession, Property and Facility Management Division would closely monitoring on the regulation of the property management industry and review of related government ordinances. It is considered that the pre-requisites on academic and professional qualifications for the registration of property management practitioners would have deep impact to the career development of PFMS in the long run, therefore, the division took the opportunity to raise our concerns towards the licensing of Property Management Companies and practitioners. Besides, we have further established a closer relationship and co-operation with our China counterparts in Beijing, Shanghai and Guangdong. Closer ties with the local and Mainland China open up opportunities to raise the recognition of our profession.

# Property and Facility Management Division Major Milestones (2005-2015)

2005

Establishment of Property and Facility Management Division

- EGM on 18 May 2005 to approve the formation of PFM Division
- Qualification on PSA/PSC Tenders in Housing Department

2006

- Joint Conference with RICS – “Asset Management in Real Estate – Strategic or Tactical”
- Recognized degrees within the
  1. University of Hong Kong
  2. Hong Kong Polytechnic University

2007

- Local Degree Courses Accredited for APC of the PFM Division
- Publication of the HKIS Guide to Good Property Management Practices

2008

2009

- Visit by the Guangdong Property Management Association
- Publication of Benchmarking of Management Fees for Residential Properties in Hong Kong
- Joint Conference with RICS – “Property and Facility Management: A Greater China Perspective”

- Jointly organised the 1<sup>st</sup> Quality Property and Facility Management (QPFMA) Award with HKAPMC.
- Publication of Benchmarking of Management fees for Office Buildings in Hong Kong

2010

2011

- Publication of HKIS Guide to Good Property Management Practices
- QPFMA Conference – “Corporate Real Estate – Value Enhancement or Business Support?”
- QPFMA Award jointly organised with HKAPMC

- Publication of Research on Facility Management for the Elderly in Public and Subsidised Housing
- Jointly Organised the 2<sup>nd</sup> Quality Property and Facility Management (QPFMA) Award with HKAPMC

2012

2013

- QPFMA Conference – “Championing Innovative Service Through Quality Management” jointly organised with HKAPMC
- Publication of Standard Property Management Agreement

- HKIS 30<sup>th</sup> Anniversary Programme – Surveyors Luncheon Talk
- 3<sup>rd</sup> QPFMA Conference – “Moving Forward to the New Era of Property and Facility Management – Sustainability and Liveability”

2014

- Jointly Organised the 3<sup>rd</sup> Quality Property and Facility Management (QPFMA) Award with HKAPMC
- Papers on Regulations of Property Management Industry and Implementation of Municipal Solid Waste Charging Scheme were submitted to the Government

## 10<sup>th</sup> Anniversary

- Publication of Research on Contributions of Property and Facility Management Industry in terms of Gross Domestic Product (GDP) to Hong Kong
- Property and Facility Management Division Conference cum 10th Anniversary – “Enhancing Sustainability through Professional Property and Facility Management Services”
- Publication of the Green Property Management Practices

2015



# Congratulatory Messages



## Message from the President of HKIS



On behalf of the Hong Kong Institute of Surveyors (HKIS), I would like to extend my warmest welcome to all government officials, industry professionals, academics and practitioners to the Property and Facility Management (PFM) Division Conference 2015 cum 10th Anniversary.

This year marks the 10th anniversary of the PFM Division of the Hong Kong Institute of Surveyors. It is my pleasure to congratulate its successful development and achievements in the past decade.

Of the six divisions of HKIS, the PFM Division may be the most recently established, but it is by no means the one with the briefest history. Its establishment a decade ago witnessed their ever more active devotion and dedication in enhancing the standards of the property and facility management services in Hong Kong. PFMD has jointly launched the Quality Property and Facility Management Award, which has helped enhance the property and facility management industry's quality and standards in service.

A highlight this year would be the HKIS PFM Division Conference 2015 cum 10th Anniversary, with the theme of "Enhancing Sustainability through Professional Property and Facility Management Services". It has been widely agreed that building towards a sustainable future is one of the city's main directions of development. As such, there is a need for changes and new practices in the real estate and property management industry — to provide even higher quality services and to increase the quality of life in Hong Kong. The conference would act as a platform for stake holders and professionals to exchange their experiences from the past and provide insightful ideas that will lead the industry into a sustainable future. It is our honour to have Prof Anthony Cheung Bing Leung, GBS, JP, Secretary for Transport and Housing to be the conference's Guest of Honour and to enlighten us with the point of view from the government. With speakers from the industry, from academia, and from the government, this is undoubtedly an event to look forward to.

The PFM Division contributes not only to the promotion and enhancement of the property and facility management services, but also actively engages individual professionals for the betterment of the industry as a whole. It is with pride and appreciation that my profound thanks goes out to all who has paid effort towards achieving this goal.

Last but not least, I would like to extend my heartfelt thanks to all the sponsors, speakers and guests for their generosity and participation. I would also like to thank the Organizing committee and its members for their hard work towards making this conference a success.

**Sr Vincent HO**

President

The Hong Kong Institute of Surveyors

## Message from HKIS Property and Facility Management Division Chairman



Year 2015 is a milestone for the Property and Facility Management (PFM) Division of the Hong Kong Institute of Surveyors (HKIS) as we celebrate our 10th Anniversary. Since our establishment in 2005, the number of members reached 798 including 730 corporate members and 68 probationers and students as at 31 March 2015.

With the great endeavours and contributions of our members, the PFM Division has experienced a rapid growth and development over the last 10 years. Upon this memorable moment of our Division, I would like to express my most sincere gratitude to our Founding Members, Past Chairmen and Council Members as well as the Council for 2013 to 2015 for their contributions which have made the Division flourish in the last decade.

Over the years, the PFM Division of HKIS is fully devoted and dedicated to enhancing the standards of the property and facility management services in Hong Kong. We have been actively engaging in various professional development and social issues related to our trade which received accolades and wide spread recognition. Among them, we have been contributing our expertise in the licensing of the property and facility management industry and have been involving in the review on the Building Management Ordinance (BMO) Cap 344 over the last few years. A number of seminars, forums and media interviews have been conducted to express our views and concerns on the issues. Moreover, we have also engaged in a number of social and environmental programmes launched by the Hong Kong SAR Government to contribute to the sustainable development of the society.

Whereas in the professional development perspective, the PFM Division has jointly launched the Quality Property and Facility Management Awards (QPFMA) with The Hong Kong Association of Property Management Companies (HKAPMC), which is a biennale award organized since 2010 to honour outstanding projects to enhance the quality and service standards of the property and facility management industry.

2015 is a memorable and important year for the PFM Division. We shall organize a Conference cum the 10th Anniversary Celebration to commemorate the achievements of the Division over the last decade. The theme of the Conference is "Enhancing Sustainability through Professional Property and Facility Management Services", which aims to provide a unique opportunity for real estate, property and facility management professionals to exchange experiences and ideas that will work together towards a sustainable future in Hong Kong.

Finally, I would like to take this opportunity to thank all members for your supports and contributions to the works done by the Division, which have got remarkable achievements. I look forward to your continuous supports to the PFM Division and wish you all every success in the years to come.

**Sr Dr Edmond Cheng Kam Wah**

Chairman

Property and Facility Management Division

The Hong Kong Institute of Surveyors

## Message from HKIS PFMD Conference 2015 cum 10th Anniversary Organising Committee Chairman



It is my great pleasure to welcome you for joining HKIS Property and Facility Management Division Conference 2015 cum 10th Anniversary of the topic “Enhancing Sustainability through Professional Property and Facility Management Services”. This Conference is targeted to provide an opportunity for all the real estate and property management related professionals to exchange their experiences and know-how that can work together for creating a sustainable built environment through the property and facility management. The Conference also provides a platform for the practitioners as well as the professionals and academia on the property and facility management field to share their views and perspectives. This year’s Conference is also to celebrate the 10th Anniversary of Property and Facility Division of HKIS. Through the marvelous efforts of the current and past Chairmen and all the Council Members, significant achievements have been established. This is the time for us to honour and to congratulate. We are privileged to invite many strong and famous speakers to share their valuable knowledge and experiences thus I can assure that all of you will find this Conference valuable.

On behalf of the Organizing Committee, I would like to express our gratitude towards all the sponsors, supporting organizations and speakers for their support and participation. This is one of the key elements to make this Conference successful. In addition, I also need to take this opportunity to thank our Council Chairman Sr Dr Edmond Cheng, all the fellow Organizing Committee members, Conference Consultant and staff for their hard works in the past couple of months.

At last, I would like to thank all of you for your participation and I sincerely hope this Conference is fruitful to all of you.

### **Sr Daniel Hui Wah Lun**

Chairman, Organising Committee  
HKIS PFMD Conference 2015 cum 10th Anniversary



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24 April 2015

**Congratulatory Message for  
HKIS Property and Facility Management Division Conference 2015  
cum 10<sup>th</sup> Anniversary**

My warm congratulations to the Hong Kong Institute of Surveyors (HKIS) Property and Facility Management Division on its 10<sup>th</sup> Anniversary!

As a highly developed international city, Hong Kong is constantly facing the challenge of providing a quality living environment for its people while meeting the need to accommodate more housing and commercial and public facilities. Property and Facility Management Surveyors in Hong Kong play a crucial role in achieving this objective with their profound professional expertise and tireless pursuit of the latest sustainable development practices.

I commend the HKIS Property and Facility Management Division and its members for their contribution to Hong Kong in the past decade, and wish them ongoing success. I trust that all who take part in the Conference today to mark its 10<sup>th</sup> Anniversary will benefit from the rich and insightful discussions.

Professor Anthony BL Cheung, GBS, JP  
Secretary for Transport and Housing



中華人民共和國  
香港特別行政區政府  
政務司司長辦公室



CHIEF SECRETARY  
FOR ADMINISTRATION'S OFFICE  
Government of the Hong Kong  
Special Administrative Region  
of the People's Republic of China

## The Hong Kong Institute of Surveyors Property and Facility Management Division Conference 2015 cum 10<sup>th</sup> Anniversary Publication

### Congratulatory Message

I am delighted to extend my warmest congratulations to the Property and Facility Management Division (PFMD) of the Hong Kong Institute of Surveyors on the occasion of its 2015 Conference and its 10<sup>th</sup> Anniversary.

Since its establishment in 2005, the PFMD has contributed to the healthy development of the trade benefiting not only its members, but also the community at large. The PFMD plays an important role in promoting the culture of excellence and quality in property and facility management. With the expertise in space planning and facility management, your members have contributed to improving the quality and efficiency of modern living and enhancing the sustainability of our buildings.

On this occasion, I wish the PFMD and its members every success in the years to come. May I also extend my gratitude to everyone in the Institute for their contributions in developing a sustainable built environment for our next generations and promoting Hong Kong as a world-class city in the region.

( Mrs Carrie Lam )  
Chief Secretary for Administration  
Hong Kong Special Administrative Region



香港測量師學會物業設施管理組  
二零一五年會議暨十周年年刊

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羣才薈萃  
十載輝煌

中華人民共和國香港特別行政區  
立法會主席

劉焜成







It is my great pleasure and privilege to send you my warmest congratulations on the Hong Kong Institute of Surveyors Property and Facility Management Division Conference 2015. I also congratulate on the 10th Anniversary of the Property and Facility Management Division.

Under the theme “Enhancing Sustainability through Professional Property and Facility Management Services”, the conference is a good opportunity for professionals of the property and facility management, the real estate sector and other related sectors to come together in promoting excellence and quality in planning, design, asset management, building and facility management services. The conference will be a showcase the great responsibility and high degree of professionalism of the industry.

Over the past decade, Property and Facility Management Division of the Institute has grown in the number of membership and worked with other divisions in providing quality cross-divisional and specialized services. The public demands on the property and facility management have never been higher, and looking ahead, professional surveyors have to work harder toward the achievement of a balance in use efficiency of building space, maintaining and enhancing property value and energy sustainability.

On this joyous occasion, I wish Property and Facility Management Division the continuing success in future and a most fruitful conference.

**The Hon. Tony Tse Wai Chuen**

Legislative Councilor (Architectural, Surveying and Planning)



香港特別行政區立法會議員(工程界)  
盧偉國博士工程師 銅紫荊星章、太平紳士 敬賀

# 提升管理質素 發揮專業精神

香港測量師學會物業設施管理組十周年誌慶：



Congratulations to the Property and Facility Management Division (PFMD) on its 10th anniversary!

Over the last decade, the PFMD has done a wonderful job of promoting the property and facility management industry both in Hong Kong and in the mainland, helping local property management companies and practitioners explore opportunities and addressing their concerns, as well as sharing its professional knowledge and industry experience with those from all walks of life through seminars, conferences and site visits.

The PFMD's hard work and dedication deserves full acclaim, and the continuous growth of the PFMD's membership is clear affirmation of the PFMD's success.

I wish the PFMD continuing outstanding success for many years to come.

Shek Lai Him  
Legistative Councillor (Real Estate and Construction Constituency)



香港特別行政區政府  
發展局局長



SECRETARY FOR DEVELOPMENT  
Government of the Hong Kong Special  
Administrative Region

**The Hong Kong Institute of Surveyors  
Property and Facility Management Division Conference 2015  
cum 10th Anniversary Publication**

**Congratulatory Message from  
the Secretary for Development, Mr Paul MP CHAN**

**Message**

Over the past decade, the Property and Facility Management Division (PFMD) of the Hong Kong Institute of Surveyors has worked steadily towards the goal of improving our living environment. In doing so it has provided an excellent platform for experience sharing among the professionals in the field. The PFMD and its members have made a significant contribution to the proper management, operation and maintenance of buildings in the public and private sectors. These efforts to build Hong Kong into an attractive, safe and sustainable city are truly commendable.

On the occasion of the 10th Anniversary of the PFMD, I congratulate the PFMD and its members for their many accomplishments and wish you all every success in the years to come.

(Paul MP Chan)

Secretary for Development



環境局局長黃錦星



# 精測巧量 惜物減廢

香港測量師學會  
物業設施管理組十周年誌慶



勞工及福利局局長張建宗



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民政事務局局长  
香港干諾道中二號  
政府總部西翼十二樓



Secretary for Home Affairs  
12th Floor, West Wing,  
Central Government Offices,  
2 Tim Mei Avenue,  
Tamar,  
Hong Kong.

## Message

I would like to congratulate the Property and Facility Management Division of The Hong Kong Institute of Surveyors (HKIS) for staging this important Conference to mark its 10<sup>th</sup> Anniversary.

In these ten years, the Division has fulfilled a specialised role in HKIS and made significant contributions to the advancement of property and facility management in Hong Kong. With its wealth of expertise and experience, it has provided highly valuable advice to the Government and helped create a sustainable living environment for the benefit of our society.

I wish the Conference a great success and the Division continued expansion in the years to come.

A handwritten signature in black ink that reads 'T.S. Tsang'.

Tsang Tak-sing  
Secretary for Home Affairs

## Congratulatory Messages



I am pleased to offer my heartfelt congratulations to the successful organization of the Hong Kong Institute of Surveyors – Property and Facility Management Division Conference 2015 cum 10<sup>th</sup> Anniversary.

Over the years, the Hong Kong Institute of Surveyors – Property and Facility Management Division has played a vital role in promoting professionalism in the property and facility management field. The Conference provides an excellence opportunity for the industry and the stakeholders to exchange their experience and views. I am sure that the Institute and the participants will continue to uphold its professional excellence and work towards building a sustainable environment for our future generations.

On this memorable occasion, I wish the Hong Kong Institute of Surveyors – Property and Facility Management Division every success in the years to come.

A handwritten signature in black ink, appearing to be 'W.K.' with a flourish.

Leung Koon-kee  
Director of Architectural Services





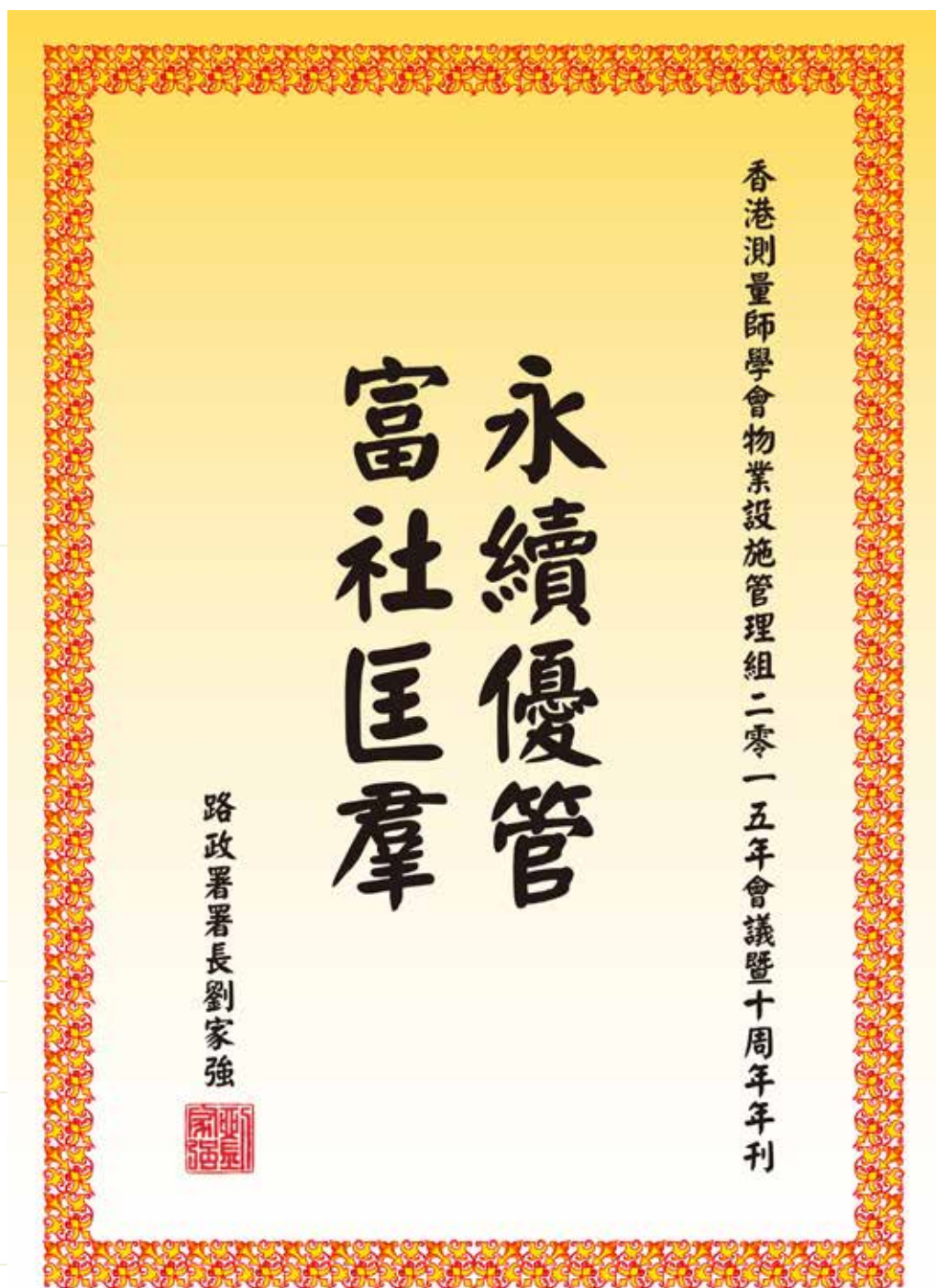
香港測量師學會物業設施管理組  
二零一五年會議暨十周年年刊誌慶

管理有道  
利商惠民

屋宇署署長許少偉



## Congratulatory Messages



香港測量師學會物業設施管理組二零一五年會議暨十周年年刊

永續優管  
富社匡羣

路政署署長劉家強





消防處處長黎文軒



磐穩基固  
業盛譽隆

香港測量師學會物業設施管理組十周年誌慶



土地註冊處處長周淑貞

英才懋集  
裕業利羣

香港測量師學會物業設施管理組二零一五年會議暨十周年年刊



地政總署  
LANDS DEPARTMENT

我們矢志努力不懈，提供盡善盡美的土地行政服務。  
We strive to achieve excellence in land administration.

香港北角渣華道三三三號北角政府合署二十樓  
20/F., NORTH POINT GOVERNMENT OFFICES  
333 JAVA ROAD, NORTH POINT, HONG KONG

地政總署署長甯漢豪

# 攜手建設 績效並彰

香港測量師學會物業設施管理組  
二零一五年會議暨十周年年刊



香港特別行政區政府  
運輸及房屋局常任秘書長(房屋)



**Permanent Secretary for  
Transport and Housing (Housing)**  
Government of the Hong Kong  
Special Administrative Region

5 March 2015

### Congratulatory Message

It is my pleasure to congratulate the Hong Kong Institute of Surveyors (HKIS) on the successful organization of the Property and Facility Management Division (PFMD) Conference 2015. I would also like to extend my best wishes to the PFMD on its 10<sup>th</sup> Anniversary.

Over the years, Property and Facility Management Surveyors have contributed to the professionalism and quality of the property management in Hong Kong. The proper upkeep of properties not only enhances the asset value but also improves building safety, benefiting not only owners and tenants of the properties, but also the community as a whole.

On this special occasion, may I take the opportunity to wish the HKIS and all participants every success in the Conference and in the years to come.

(Stanley Ying)  
Permanent Secretary for  
Transport and Housing (Housing)  
cum Director of Housing



民政事務局長  
香港添馬添美道二號  
政府總部西翼十二樓



Secretary for Home Affairs

12th Floor, West Wing,  
Central Government Offices,  
2 Tim Mei Avenue,  
Tamar,  
Hong Kong.

On the occasion of its 10th Anniversary, I have great pleasure to congratulate the Property and Facility Management Division of The Hong Kong Institute of Surveyors (HKIS) on its remarkable achievements.

The Division has made invaluable contributions to HKIS's success in promoting professionalism and winning wide recognition both in the industry and the community at large. To highlight its Anniversary celebrations, the Division is hosting a major Conference to advocate the enhancement of sustainability through quality services. It will certainly be productive, inspiring and rewarding.

May I wish the Division every success in its future endeavour.

Jack CHAN  
Director of Home Affairs (Acting)

## Congratulatory Messages



I congratulate the Property and Facility Management Division of The Hong Kong Institute of Surveyors on the occasion of its 10th Anniversary.

In the past decade, the Division has made significant contribution to promoting quality property and facility management in Hong Kong. I look forward to the Division's sustained efforts in enhancing professionalism of the industry in the years to come.

A handwritten signature in black ink, appearing to be 'Alan Siu'.

Alan Siu  
Government Property Administrator





It is my great pleasure to congratulate the Property and Facility Management Division (PFMD) of the Hong Kong Institute of Surveyors on the joyful occasion of its 10th anniversary.

Over the decade, the PFMD has remarkable achievements in promoting professionalism in property and facility management in Hong Kong. In particular, the PFMD has been advocating green management operations which are vital to the long-term sustainability of the built environment and thus the high competitiveness of this cosmopolitan city. The PFMD has also nurtured numerous talents who have made valuable contributions to the real estate and construction industry on both local and global levels.

May I wish the Division Conference a great success and the PFMD continuous prosperity in the years to come.

Sr Tang Ping-kwong, FHKIS, JP  
Commissioner of Rating and Valuation

## Congratulatory Messages



On behalf of the Construction Industry Council (CIC), I would like to congratulate the Hong Kong Institute of Surveyors (HKIS) on the occasion of its Property and Facility Management Division Conference 2015 cum 10th Anniversary.

As the premier professional body for surveyors in Hong Kong, the HKIS has been dedicating itself to the continuous advancement of the profession. Marking its 10th Anniversary, the Property and Facility Management Division (PFMD) of HKIS is organising a Conference this year under the theme "Enhancing Sustainability through Professional Property and Facility Management Services" to provide a unique opportunity for real estate and property management professionals to exchange experiences and ideas that will work towards a sustainable future through property and facility management in Hong Kong.

On behalf of the CIC, may I wish the HKIS a very successful Conference. I look forward to our future collaboration as we work closely together to build a better Hong Kong.

LEE Shing-see, GBS, OBE, JP  
Chairman,  
Construction Industry Council



**HONG KONG  
HOUSING SOCIETY**  
香港房屋協會

**The 10<sup>th</sup> Anniversary  
of the Property and Facility Management Division(PFMD)  
of the Hong Kong Institute of Surveyors(HKIS)**

Property and Facility Management traverses a broad spectrum of areas from strategic planning to physical maintenance and management.

With the increasing complexity in our built environment, it is most visionary for HKIS to have established one decade ago the PFMD which has played a pivotal role in creating an optimal environment for human activities in our society.

On its 10th anniversary, I take pleasure in extending my warmest congratulations to the PFMD on its fine achievements and wish it continued success in the years to come.

A handwritten signature in black ink, appearing to be 'Marco Wu'.

Marco Wu GBS  
Chairman



建港棟樑  
測量精英

香港測量師學會物業設施管理組十年周年慶典賀辭

港鐵公司主席錢果豐博士



It gives me great pleasure in offering my warmest congratulations to the Property and Facility Management Division of the Hong Kong Institute of Surveyors on successfully organizing the HKIS PFMD Conference 2015 to celebrate its 10<sup>th</sup> Anniversary.

The theme of the Conference is “Enhancing Sustainability through Professional Property and Facility Management Services”, which is very timely as Hong Kong is now facing the challenges of urban dilapidation in our older neighbourhoods. The call for better, more professional property and facility management will never be more imminent.

The Urban Renewal Authority, tasked with the mission to tackle the urban decay problem through redevelopment, rehabilitation, preservation and revitalisation, is committed to promoting sustainable development and advancement. Together with the dedicated efforts and professional contributions of Property and Facility Management Surveyors, I am sure Hong Kong will become an even better city to live.

May I take this opportunity to wish the Conference a great success and the HKIS PFMD a fruitful and prosperous Year of the Ram!

A handwritten signature in blue ink, appearing to read 'Victor So'.

Mr Victor So Hing-woh, JP  
Chairman,  
Hong Kong Urban Renewal Authority



## To: The Hong Kong Institute of Surveyors

On behalf of the Hong Kong Bar Association, I extend our warmest congratulations to the Property and Facility Management Division of the Hong Kong Institute of Surveyors at the 10th Anniversary of its establishment. Our Association is pleased to see the establishment and continued prosperity of the Division, and will continue to share with the Institute the common goal of enhancing the reputation and standing of professional services in Hong Kong and beyond.

**Winnie Tam SC**  
**Chairman**  
**Hong Kong Bar Association**

February 2015



6 March 2015



### **Congratulatory Message**

#### **The Hong Kong Institute of Surveyors – Property & Facility management Division Conference 2015 cum 10<sup>th</sup> Anniversary**

On behalf of the Chartered Institute of Housing Asian Pacific Branch, it my great pleasure to congratulate The Hong Kong Institute of Surveyors – Property & Facility Management Division on its 10<sup>th</sup> Anniversary.

The HKIS-PFMD have been very successful in promoting professional facility management practices and techniques for practitioners in the past years. With your great effort in arranging training and continuous learning in the facility management industry, the professional standard in the management of built asset and facilities in Hong Kong has continued to grow.

I wish the institute continued great success in the future.

A handwritten signature in black ink, appearing to read 'Paul', written over a horizontal line.

Ng Kwong Ming, Paul

Chairman

Chartered Institute of Housing Asian Pacific Branch



**The Chartered Institute of Building (Hong Kong)**  
Room 1501, 15/F  
Wanchai Commercial Centre  
194-204 Johnston Road, Wanchai  
Hong Kong.  
t: +852 2543 6369  
f: +852 2143 6882  
e: [enquiry@ciob.org.hk](mailto:enquiry@ciob.org.hk)  
w: [www.ciob.org](http://www.ciob.org)

### Congratulatory Message

#### The Hong Kong Institute of Surveyors Property and Facility Management Division Conference 2015 cum 10<sup>th</sup> Anniversary

On behalf of the Chartered Institute of Building (Hong Kong), I wish to extend my warmest congratulations to The Hong Kong Institute of Surveyors, Property and Facility Management Division on its 10<sup>th</sup> Anniversary.

The Institute has embodied a concept of excellence combining professionalism and services to the community and environment. With its relentless commitment, I trust the Institute and its members will continue to promote property and facility management and services on new dimensions and strive ahead for the interest of the society in the years to come.

I wish the Institute and its growing member base every success in the future.

**MOK Peng Lam**  
President, The Chartered Institute of Building (Hong Kong)





**The Hong Kong Institute of Surveyors  
Property and Facility Management Division Conference 2015  
cum 10<sup>th</sup> Anniversary Publication Congratulatory Message**

The Hong Kong Institute of Certified Public Accountants would like to congratulate the Hong Kong Institute of Surveyors on its Property and Facility Management Division Conference 2015.

Sustainability is a crucial aspect of Hong Kong's development and is one of the key ingredients to Hong Kong's success. The conference leaves an indelible mark on one of the world's most vibrant and cosmopolitan cities. We would like to wish you all the best.

Dennis Ho  
President  
Hong Kong Institute of Certified Public Accountants

## Congratulatory Messages



On behalf of the Estate Agents Authority (EAA), it is with great pleasure to offer my warmest congratulations to the Property and Facility Management Division (PFMD) of The Hong Kong Institute of Surveyors (HKIS) on the celebration of its 10th Anniversary.

Over the years, PFMD's dedication to enhancing the professionalism and excellence of the property management sector is invaluable to the Hong Kong society.

On this auspicious occasion of its 10th Anniversary, I sincerely wish the PFMD of HKIS continued success and excellence in uplifting the quality of the property and facility management industry.

William LEUNG Wing-cheung, BBS, JP  
Chairman  
Estate Agents Authority



### *Congratulatory Message*

It is with great pleasure that I am writing to Property and Facility Management Division (PFMD) of the Hong Kong Institute of Surveyors (HKIS) in celebration of its 10<sup>th</sup> anniversary.

Over the past decade, PFMD as well as HKIS as a whole, has been one of our closest allies in enhancing the professional standard and promoting professionalism to the general public. By encouraging its members to reach a high level of competency and compliance, PFMD has made enormous contribution in ensuring that our industry keeps up with the ever-changing world. It has also played an integral part in fostering communication between professionals and other stakeholders of the public by organizing a variety of forums and conferences. Its relentless dedication to striving for excellence and nurturing quality professionals is well recognized in the industry.

I am very pleased indeed to have PFMD as our close partner in safeguarding the interest and reputation of the property management industry. On behalf of The Hong Kong Association of Property Management Companies (HKAPMC), I would like to extend my heartiest congratulations to PFMD on this remarkable milestone.

I am sure the Institute will continue to pursue its noble mission, and I earnestly look forward to our further collaboration in the many years ahead.



Ivan Tam  
President  
The Hong Kong Association of Property Management Companies

## Congratulatory Messages



香港營造師學會  
HONG KONG INSTITUTE OF  
CONSTRUCTION MANAGERS

Congratulations to the HKIS-Property and Facility Management Division on its 10th Anniversary.

The 10 years of tremendous achievements of the HKIS-Property and Facility Management Division in building up the current quality of urban life for the community are indeed remarkable.

Integrating sustainability and environmental protection into our lifestyle is one of the greatest challenges of this century and let us continue join hands together in developing Hong Kong into an enjoyable city to live, to work and to visit.

Warmest wishes,

LAM Kin-wing, Eddie  
President



**HKIE** THE HONG KONG  
INSTITUTION OF ENGINEERS  
香港工程師學會

香港銅鑼灣記利佐治街1號金百利9字樓  
9/F Island Beverley, No 1 Great George St, Causeway Bay, Hong Kong  
電話Tel +852 2895 4446 傳真Fax +852 2577 7791  
hkie-sec@hkie.org.hk www.hkie.org.hk

會長 張志剛 工程師  
President Ir Victor C K CHEUNG  
BSc(Hon) MSc FHKIE R.P.E.(BSS, FRE)  
president@hkie.org.hk

**Congratulatory Message**  
**The Hong Kong Institute of Surveyors**  
**Property and Facility Management Division Conference 2015**  
**cum 10th Anniversary**

It is my great pleasure to offer my heartfelt congratulations to The Hong Kong Institute of Surveyors (HKIS) Property and Facility Management Division (PFMD) on the occasion of its Conference 2015 cum 10th Anniversary.

Since its establishment in 2005, PFMD has made great effort to uplift the recognition and competence of the property and facility management professions. It is very heartening to see its steadfast devotion in providing valuable inputs for the surveying industry by organising various seminars, forums and technical visits for its members.

With the unfailing support of members and distinguished speakers, I believe that the conference will be an excellent avenue for the industry stakeholders to share their experiences and perspectives on enhancing sustainability through professional property and facility management services. I am confident that through PFMD's dedication and close collaboration with fellow practitioners, the industry will continue to prosper with sustainable development.

May I wish your conference and anniversary celebration a great success and PFMD's continual prosperity in its future endeavours.

Ir Victor C K CHEUNG  
President  
The Hong Kong Institution of Engineers

## Congratulatory Messages



On behalf of The Hong Kong Institute of Facility Management, I would like to extend our warmest congratulations to the HKIS Property and Facility Management (PFM) Division on the occasion of its 10th Anniversary.

We would also take this opportunity to extend our appreciation to its contributions over the years in promoting the advancement in the professionalism, quality and excellence of property and facility management services, and the achievements in training and establishments of competences standards for PFM surveyors.

I wish HKIS PFM Division and its members continual success in the coming years.

A handwritten signature in black ink, appearing to read 'Hon Wah Low'. The signature is written in a cursive, flowing style.

Low, Hon Wah  
President  
HKIFM



香港房屋經理學會  
The Hong Kong Institute of Housing

### Congratulatory Message

On behalf of The Hong Kong Institute of Housing, I would like to convey my congratulations to the Property and Facility Management Division ("PFMD") of The Hong Kong Institute of Surveyors ("HKIS") on the occasion of its HKIS PFMD Conference 2015 cum 10<sup>th</sup> Anniversary.

Over the past decade, PFMD of HKIS has been showing a great support to the professional development of practitioners working for local property and facility management industry. With the continuous challenges faced by the industry, I sincerely look forward to the closer co-operation amongst PFMD of HKIS and other stakeholders of the industry in the years ahead.

I wish HKIS PFMD and its members every success in future endeavors.

A handwritten signature in black ink, appearing to read 'IP Chi Ming'.

IP Chi Ming, Ellis  
President

The Hong Kong Institute of Housing



**THE HONG KONG  
INSTITUTE OF  
PLANNERS**

Unit No. 201, 2/F, Prosperity Millennia Plaza  
663 King's Road, North Point, Hong Kong  
E-mail: [hkiplann@netvigator.com](mailto:hkiplann@netvigator.com)  
Web Site: [www.hkip.org.hk](http://www.hkip.org.hk)  
Tel: 2915 6212 Fax: 2915 7616

香港北角英皇道 663 號泓富產業十禧廣場 2 樓 201 室

香港規劃師學會

### Congratulatory Message

On behalf of the Hong Kong Institute of Planners, I wish to extend our congratulations to the Property and Facility Management Division of the Hong Kong Institute of Surveyors on the occasion of their 2015 Conference cum 10<sup>th</sup> Anniversary. The work of HKIS members has made great contributions toward improving the quality of life in Hong Kong and I look forward to working together with HKIS for many more years to come.

Raymond KW Lee  
President  
Hong Kong Institute of Planners





**HONG KONG INSTITUTE OF PROJECT MANAGEMENT**  
香港項目管理學會



To the Property and Facility Management Division, Hong Kong Institute of Surveyors, may we send our heartiest congratulations on your 2015 Conference cum 10<sup>th</sup> Anniversary.

It is a great position to be and is testament to the capacity of the HKIS leadership that it has been able to grow, sustain, and inspire the organization and give it a bright future. The dedication of your members also brings a fuelling and constant enabling force.

We take this wonderful opportunity to wish the Conference every success and the Division Chairman, Sr Dr Edmond Cheng and all the HKIS Property and Facility Management Division committee congratulations on their achievements to date. HKIPM looks forward to a wonderful and enduring relationship with our professional friends in Hong Kong and beyond, and wish the HKIS the best of fortune for another highly successful decade.

A handwritten signature in blue ink, appearing to read 'Andrew Keung', written over a light blue rectangular background.

Ir Andrew Keung  
President  
Hong Kong Institute of Project Management

## Congratulatory Messages



香港地產建設高會

THE REAL ESTATE DEVELOPERS ASSOCIATION OF HONG KONG

香港中環德輔道中十九號環球大廈1403室  
Room 1403, World-Wide House, 19 Des Voeux Road Central, Hong Kong.  
Tel: 2826 0111 Fax: 2845 2521

### Congratulatory Message

On behalf of The Real Estate Developers Association of Hong Kong, I wish to extend my warmest congratulations to the Property and Facility Management Division of the Hong Kong Institute of Surveyors on its 10th Anniversary.

Over the past decade, the Division has made a significant contribution to promoting the professionalism of the industry and enhancing the quality of our built environment. I believe the Division will continue to make commendable achievements to the industry in the years ahead.

Keith Kerr  
President



## **Congratulatory Message**

On behalf of the Royal Institution of Chartered Surveyors (RICS) Hong Kong, I would like to extend my warmest congratulations to the Property and Facility Management Division of The Hong Kong Institute of Surveyors on holding its conference on 15 May 2015 for celebrating the 10<sup>th</sup> Anniversary of the establishment of the Division.

Your Division has grown over the years and your members are among the leading property and facility management professionals in Hong Kong. I would like to take this opportunity to express my most sincere appreciation towards the contributions made by your members to the industry.

On this very special occasion, I wish you a very successful event.

Best wishes,

A handwritten signature in blue ink, appearing to read "Andrew Lee". The signature is fluid and cursive, written over a light blue circular stamp.

Andrew Lee  
Chairman  
RICS Hong Kong

## Congratulatory Messages



Real estate properties are valuable assets for many in Hong Kong, individuals and organizations alike. Proper upkeep, structured repairs, timely caring and market driven enhancements from time to time of properties and related facilities are challenging and dynamic jobs that involve much more than just keeping the utilities running and collecting rent and management fees.

In the 21st century, property and facility management are no longer for back street watchmen in T-shirts and shorts, but for professionals in suits and ties who are highly educated with wide range of training, possess proper qualifications and professional ethics as their services portfolio encompasses not only safety and efficiency, but also analyzing a property's financial performance, enhancing property values, marketing and promotion, managing human relations and expectations, dealing with legal and statutory matters, managing incorporated owners' finances etc. Much of Hong Kong's treasure is vested in real estate properties the value of which has been enhanced substantially in the past few decade, thanks to the hard work of professionals like members of the PFMD of the HKIS who are bequeathed with all the right elements, well equipped and highly qualified for the job.

On behalf of The Hong Kong Coalition of Professional Services I have much pleasure to offer my heartfelt congratulations to the Property and Facility Management Division (PFMD) of The Hong Kong Institute of Surveyors on the occasion of its 10th anniversary and wish them every success in the next and future decades to come.

PC Lau  
Chairman, The Hong Kong Coalition of Professional Services



THE  
**LAW SOCIETY**  
OF HONG KONG  
香港律師會

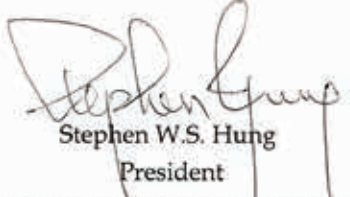
*From the President*

**Congratulatory message for The Hong Kong Institute of Surveyors  
Property and Facility Management Division Conference 2015**

On behalf of Law Society of Hong Kong, I have great pleasure in sending this message of congratulations to The Hong Kong Institute of Surveyors in celebrating the 10<sup>th</sup> Anniversary of its Property and Facility Management Division Conference. May I take this opportunity to wish Hong Kong Institute of Surveyors a successful event on 15 May 2015.

Over the past decade, the Hong Kong Institute of Surveyors has made tremendous contribution to the development of the surveying profession in Hong Kong and to the community. Indeed, the admiration of its achievement is felt by all within the profession, as well as the general public.

The Law Society of Hong Kong honours its cordial relationship with the Hong Kong Institute of Surveyors and looks forward to strengthening our strong ties of friendship in many more years to come.

  
Stephen W.S. Hung  
President  
The Law Society of Hong Kong

## Congratulatory Messages



On behalf of Department of Building and Real Estate, I am most delighted to congratulate the Property and Facility Management Division (PFMD) of the Hong Kong Institute of Surveyors on its remarkable 10th Anniversary.

The past decade has witnessed PFMD's great endeavor and contribution to the rapid and sustainable growth of the property and facility management sector.

I wish to extend my wholehearted gratitude for the Division's continued support for our BSc (Hons) in Property Management and BSc (Hons) in Surveying Programmes.

On this wonderful occasion, I wish the 'Enhancing Sustainability through Professional Property and Facility Management Services' Conference a great success. In addition, I sincerely wish PFMD and its members every success in the decades ahead!

Professor Albert CHAN Ping Chuen  
Head and Professor  
Department of Building and Real Estate  
Faculty of Construction and Environment

# Messages from Past Chairmen



## Property and Facility Management Division Past chairmen



From left to right:  
(Edmond CHENG, Gary YEUNG, Michael PRICE, Kenneth CHAN, Dick KWOK)

### **HKIS PFMD Past Chairmen**

2013-2015	Sr Dr Edmond CHENG Kam Wah
2011-2013	Sr Dick KWOK Ngok Chung
2009-2011	Sr Gary YEUNG Man Kai
2007-2009	Sr Kenneth CHAN Jor Kin
2005-2007	Sr Michael PRICE (Founding Chairman)





My sincere congratulations and best wishes on the 10th anniversary and conference of the Property and Facility Management Division.

As the founding Chairman of the division, I had the honour and privilege to work with an enthusiastic and dedicated team of surveyors, including all the past chairmen, to ensure the initiative bore fruit. The division has provided the necessary and needed focus for the Hong Kong Institute of Surveyors in the areas of Property, Facility and Asset management that was lacking before its formation.

Since inception members of the division have worked tirelessly in ensuring that HKIS interests are fully represented. Ensuring good relations with Government, CPD events and conferences have all been important aspects of this. The current review of the Building Management Ordinance, and Proposed Licensing of property managers are areas in which I am sure the division will continue to represent HKIS interests with vigour.

Looking forward I see continuing and many opportunities for Hong Kong Surveyors working in field. The HKIS and particularly the Division must always strive to meet the needs of HKIS members. Asset Management, Facility Management, Corporate Real Estate, and well as Property Management Issues are all areas that will need close attention, to achieve the best results for HKIS members, in the years to come.

Enjoy the Conference.

**Sr Michael PRICE**  
Founding Chairman (2005-2007)



奮力上位  
成就物業管理績效超卓  
全面推拓  
促進設施管理專業模範

陳佐堅測量師

二零零七至二零零九年度主席



Year 2015 earmarks the 10th Anniversary of the Property and Facility Management Division of the Hong Kong Institute of Surveyors. It gives me great pleasure in offering my congratulation to the Division.

Over the past 10 years and with the heartfelt dedication and unfailing commitment of the Council Members, the Division had already gained tremendous recognition by the property and facility management profession in Hong Kong.

The success of the Division can be testified by the publication of enormous research report including benchmarking of management fees for residential and office buildings, green property management practice, guide to good property management practice and standard property management agreement. Of course I would not miss out the inauguration of the Quality Property and Management Awards in 2010. Together with the Awards 2012 and 2014 which had attracted hundreds of nominations from the market, resulting tens of property and facility management professionals had already received rewards to recognize their quality performance and service.

I hope folks would join me in wishing the Property and Facility Management Division a happy 10th Anniversary and also look forward for the 20th Anniversary.

**Sr Gary YEUNG**  
Chairman (2009-2011)

## Messages from Past Chairmen



It is a significant milestone for the Property and Facility Management Division (PFMD) of The Hong Kong Institute of Surveyors reaching its 10<sup>th</sup> anniversary in 2015. As the founding secretary and Chairman for the tenure of the year 2011-2013, I would like to extend my warmest congratulations to the PFMD on this remarkable moment.

Over the past 10 years, the PFMD and its members have played a crucial role in government policy making and promoting professionalism for the Property and Facility Management industry.

Green initiatives have been regarded as one of the significant components in our professional development in future. My sincere gratitude to our council members for the effort made and I appreciated every member's participation contributing towards today's success. Meanwhile, I would like to take this opportunity to encourage more members to engage in the Green Movement in Hong Kong.

Membership growth in the past 10 years was notable and the qualification of "PFM Surveyor" has become widely recognized on its professional services and devotion towards the society at large.

On its 10<sup>th</sup> anniversary, I wish the PFMD continued success in the years to come and the PFM surveyors will become one of the most sought after qualification in Hong Kong.

**Sr Dick KWOK**  
Chairman (2011-2013)

## Council List

### Name

Sr Dr CHENG Kam Wah, Edmond  
Sr HUNG Chuen Ka, Charles  
Sr Prof HUI Chi Man, Eddie  
Sr WONG Shing, Alan  
Sr HUI Wah Lun, Daniel  
Sr KWOK Ngok Chung, Dick  
Sr Dr CHAN Kwok Hung, Kenny  
Sr Oliver CHAN  
Sr CHAN Wai Kin, Raymond  
Sr Dr CHAN Yuk Kit, James  
Sr Dr LAM Kwok Wing  
Sr Tim LAW  
Sr Johnathan LEE  
Sr LEE Leung Si, Rebecca  
Sr Vincent LO  
Sr Peter MA  
Sr Ray NG  
Sr Terence WAI  
Sr Kays WONG  
Sr YEUNG Man Kai, Gary  
Sr Stephen CHOW  
Ms Iris CHAN  
Ms Winnie MAK  
Mr Louis LEE

### Title

Chairman  
Vice Chairman  
Vice Chairman  
Hon Secretary  
Hon Treasurer  
Immediate Past Chairman  
Council Member  
Council Member  
Council Member  
Council Member  
Council Member  
Council Member  
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# Conference Programme & Paper Abstracts



Time	Program/Topic	Speaker
08:30 – 09:00	Registration	
09:00 – 09:10	Welcome Speech	<b>Sr Vincent HO Kui Yip</b> President The Hong Kong Institute of Surveyors
09:10 – 09:40	Opening Keynote Speech	<b>Prof Anthony CHEUNG Bing Leung, GBS, JP</b> Secretary for Transport and Housing Transport and Housing Bureau, HKSARG
09:40 – 09:50	Division Chairman Speech Celebrating 10th Anniversary	<b>Sr Dr Edmond CHENG Kam Wah</b> Chairman HKIS Property and Facility Management Division
09:50 – 09:55	10th Anniversary Celebration Ceremony	
09:55 – 10:00	Group Photo with Guest-of-Honour	
10:00 – 10:30	Integrating Sustainability in Property Management	<b>Mr George HONGCHOY Kwok Lung</b> Executive Director & Chief Executive Officer The Link Management Limited
10:30 – 10:55	Coffee Break	
10:55 – 11:25	Performance of Property Management Companies in High-rise Flats: A Pilot Study	<b>Sr Dr Daniel HO Chi Wing in co-authorship with Dr Ervi LIUSMAN</b> Associate Professor, Faculty of Architecture The University of Hong Kong
11:25 – 11:55	Development of Social Enterprise in Hong Kong	<b>Ms Florence HUI Hui Fai, SBS, JP</b> Under Secretary for Home Affairs Home Affairs Bureau, HKSARG
11:55 – 12:10	Q & A Session with Moderator	<b>Sr Prof Eddie HUI Chi Man</b> Vice Chairman HKIS Property and Facility Management Division
12:10 – 12:20	Souvenir Presentation to Speakers and Moderator by Sr Dr Edmond CHENG Kam Wah	
12:20 – 12:30	Souvenir Presentation to Sponsors by Sr Daniel HUI Wah Lun	
12:30 – 14:00	Lunch	
14:00 – 14:30	Eco Property Management – Partnership for Sustainable Development	<b>Ms Anissa WONG Sean Yee, JP</b> Permanent Secretary for the Environment Environment Bureau, HKSARG
14:30 – 15:00	Sustainable FM	<b>Sr Nelson HO Siu Leung</b> Senior Manager, Facilities Management Hong Kong Science & Technology Parks Corporation
15:00 – 15:25	Coffee Break	
15:25 – 15:55	Healthy Buildings and P&FM Surveyors	<b>Sr HUI Siu Wai, JP</b> Director of Buildings Buildings Department, HKSARG
15:55 – 16:25	Housing in An Aging Community	<b>Mr WONG Kit Loong</b> Chief Executive Officer & Executive Director Hong Kong Housing Society
16:25 – 16:40	Q & A Session with Moderator	<b>Sr Charles HUNG Chuen Ka</b> Vice Chairman HKIS Property and Facility Management Division
16:40 – 16:50	Souvenir Presentation to Speakers and Moderator by Sr Dr Edmond CHENG	
16:50 – 17:00	Closing Remarks	<b>Sr Daniel HUI Wah Lun</b> Chairman, Organising Committee HKIS Property and Facility Management Division Conference 2015 cum 10th Anniversary



### **Mr George HONGCHOY**

*Executive Director & Chief Executive Officer*  
The Link Management Limited

#### **BIOGRAPHY**

Mr Hongchoy joined The Link Management Limited in January 2009 as the Chief Financial Officer. The Link Management Limited is the manager of Hong Kong listed The Link Real Estate Investment Trust. He became the Chief Executive Officer in May 2010. He is Chairman of the Supervisory Committee of The Tracker Fund of Hong Kong and a director of Hong Kong Cyberport Management Company Limited. He is a member of the Policy Research Committee of the Financial Services Development Council of The Government of the HKSAR and member of the Council of the Hong Kong Institute of Directors. He is also member of the Asia Executive Board of The Wharton School, University of Pennsylvania.

Mr Hongchoy holds a Bachelor of Commerce degree from the University of Canterbury and a MBA degree from The Wharton School. He is a Chartered Accountant with the New Zealand Institute of Chartered Accountants, a Senior Fellow of Hong Kong Securities and Investment Institute, and a Fellow member of the Hong Kong Institute of Certified Public Accountants, The Hong Kong Institute of Directors, the Royal Institution of Chartered Surveyors and Institute of Shopping Centre Management and a Professor Practice (Real Estate) at The Hong Kong Polytechnic University.

Mr Hongchoy was presented with Asian Corporate Director Award by Corporate Governance Asia in 2013, Director of the Year Award under the category of Listed Companies – Executive Directors by The Hong Kong Institute of Directors and Outstanding Entrepreneurship Award by Enterprise Asia in 2011. He was also named “Best CEO” by FinanceAsia’s poll of Asia’s Best Companies in 2012 and 2013.

#### **ABSTRACT**

A sound corporate sustainability strategy lays the foundation for long-term business growth. This is done by identifying the specific elements critical to an organization’s success, and ensuring each element is addressed during decision-making processes. The result of this strategy is the generation of sustained value creation for different stakeholders across a business’s value chain. Corporate sustainability and long-term thinking is particularly relevant in the REIT sector, where such entities aim to provide unit holders with stable distributions through holding and managing a property portfolio.

As the largest real estate investment trust (REIT) in Asia, The Link REIT (0823.HK) has strived to be a local, regional and global leader in integrating corporate sustainability best practices throughout its business operations. This presentation will delve into:

1. the thought process behind why The Link REIT integrates sustainability throughout its business operations;
2. how it uses its Sustainability Framework to improve business resilience in contemporary property management issues such as climate change; and finally,
3. provide practical and measurable examples of value created.

The Link REIT’s corporate sustainability efforts have culminated in its inclusion in several global benchmarks, including the Dow Jones Sustainability Index, FTSE4Good Index and Global Real Estate Sustainability Benchmark. These recognitions are a testament to The Link REIT’s vision of ‘*being a world-class real estate investor and manager, serving and improving the lives of those around us.*’





### **Sr Dr Daniel HO**

*Associate Professor, Faculty of Architecture  
The University of Hong Kong*

#### ■ BIOGRAPHY

Sr Dr Ho is a Registered Professional Building Surveyor and Fellow Member of The Hong Kong Institute of Surveyors (HKIS), The Royal Institution of Chartered Surveyors (RICS), and The Hong Kong Institute of Facility Management (HKIFM). His research interests are the assessment of building quality and performance and facility management. He has co-authored two books and has contributed to chapters of several other books and has published papers in the areas of building quality and performance assessment, sustainable development and heritage, facility management benchmarking, development control, and the durability of building materials. Sr Dr HO has served on various government committees, councils, and boards of professional institutions, including the Authorized Persons' and Registered Structural Engineers' Disciplinary Board Panel, and the Appeal Tribunal Panel, under the Buildings Ordinance (Cap. 123), etc.



### **Dr Ervi LIUSMAN**

*Lecturer  
School of Hotel and Tourism Management  
The Chinese University of Hong Kong*

#### ■ BIOGRAPHY

Dr Liusman is a lecturer in the School of Hotel and Tourism Management at The Chinese University of Hong Kong. She currently teaches Shopping Mall Investment and Management. She has undertaken research on land supply restriction, residential real estate, commercial real estate, property management, urban renewal and heritage sustainability.

#### ■ ABSTRACT

The services of property management companies (PMCs) are crucial in ensuring health and safety of occupants in multi-owned high-rise flats due to the complex nature of ownership and interactions of various stakeholders. The maintenance and management of high-rise flats includes those for common areas such as lifts, staircases, lobbies, etc. together with building security, repairs, landscaping, expenditure, and budgeting issues. All these issues combined with the different background of owners have given rise to the needs of building management and PMC's services. Yet, the performance of PMCs varies. Using the logic model as the contextual framework with indicators adapted from the Building Quality Index (BQI), we attempt to measure the performance of PMCs in managing high-rise flats. A total of 41 high-rise flats are sampled in our pilot study. Our study shows that the performance of PMCs varies significantly. In addition, the same PMC is likely to generate different performance outcomes due to unique building characteristics. The outputs, building ages, and rehabilitation statuses were the contributing factors to PMCs' performance outcomes. Practically the model can be used by PMCs to review their current performance. This may facilitate the development of a strategy to enhance the health and safety standards of high-rise flats under their management.



### **Ms Florence HUI, SBS, JP**

*Under Secretary for Home Affairs*  
Home Affairs Bureau, HKSARG

#### ■ BIOGRAPHY

Ms Hui is currently Under Secretary for Home Affairs of the Hong Kong Special Administrative Region Government. The key policy areas covered by the bureau include culture and sports, district administration, youth development and social enterprises.

Prior to joining Government, Florence was Head of Business Planning and Development for North Asia of Standard Chartered PLC, responsible for strategy development and corporate governance. Before Standard Chartered, she was management consultant with McKinsey & Company, advising international and regional corporations on market entry and growth strategy, organisational restructuring and process reengineering.

While at the bank, Florence served the banking industry as Secretary for the Hong Kong Association of Banks in 2007 and was Part-Time Member of Government's Central Policy Unit in 2008.

Florence graduated from the Chinese University of Hong Kong and Cambridge University in the UK. She further completed executive programmes at Harvard Business School and Tsinghua University. Her interests include reading, travel, the arts and green living. She is married with two daughters.

#### ■ ABSTRACT

Social Enterprises (SEs) in Hong Kong have been developing steadily after years of concerted efforts across the community and the Government has been committed to promoting its development. Today the number of SEs in Hong Kong has increased from about 260 in 2008 to more than 450. The sector has shown growing diversity in both the scope of services provided and its service targets. With cross-sector collaboration, the number of SE platforms and supporting organisations has exceeded 30. There has also been an increase in the public awareness of SEs with nearly 80% of survey respondents being familiar with SEs and about 70% of them indicating an interest to procure services or products provided by SEs in future.

The Government will continue to facilitate the development of SEs through a broad range of support services, including funding schemes for individual projects, assistance in capacity building for the sector, and initiatives to raise public awareness and further cross-sector collaboration. The Self-reliance Through District Partnership Programme under HAB has approved grants of around \$180 million for 161 SE projects since its launch in 2006. A total of 2 600 jobs have been created of which 80% were for the socially disadvantaged. After the funding period around 80% of the SEs are still in operation. To help nurture young social entrepreneurs for Hong Kong, we will also work with the community to support programmes to promote SEs among our younger generation.



### **Ms Anissa WONG, JP**

*Permanent Secretary for the Environment*  
Environment Bureau, HKSARG

#### ■ BIOGRAPHY

Ms Wong first joined the Government in July 1979 as an Executive Officer and was appointed to the Administrative Service in September in the same year. She has served in various bureaux and departments, the recent postings include Deputy Secretary for the Civil Service and the Director of Leisure and Cultural Services Department. She has taken up the position of Permanent Secretary for the Environment and Director of Environmental Protection since September 2006. The policy responsibilities of the Environment Bureau and Environmental Protection Department include energy, environmental protection, promotion of sustainable development and nature conservation. The Environmental Protection Department is also responsible for the planning and development of world class physical infrastructure on treatment and disposal of waste and wastewater, and the administration of environmental legislation.

#### ■ ABSTRACT

Eco property management – partnership for sustainable development

1. Hong Kong has approximately 2.6 million residential flats and over 43 million m<sup>2</sup> of non-domestic floor space, which provide a valuable opportunity for promoting green building and sustainable property management practices.
2. The promotion of green building and sustainable property management practice is a multi-faceted and diverse subject. It involves a wide range of issues covering both the hardware and the management aspects. The hardware aspects are by nature more visible. Examples of conservation of resources in building design and installations are plenty, ranging from incorporation of energy saving and renewable energy devices; the provision of waste recycling and recovery facilities; to green roof and vertical greening, etc. Indeed these features are becoming more popular in new buildings and facilities. On the management aspects, I am pleased to see wider adoption of green management practices in building and facility management. Amongst various measures, the appointment of green managers and energy wardens to implement green housekeeping programmes and to drive behavioural change among the building occupants can help oversee the progress of the green measures and the environmental performance of the buildings and facilities concerned. Participation in the Hong Kong Awards for Environmental Excellence also serves as an excellent opportunity for mobilizing concerted efforts of all parties concerned towards the goal of attaining the best practices in the industry. Benchmarking the achievements made amongst peers also creates an incentive for sustaining the high quality of green management services.
3. Surveyors have a key and strategic role to play in driving the green movement in the building sector as they act as the link between the building owners and the occupants. I am encouraged by HKIS' positive interest in driving sustainable property and facility management services. This drive echoes the vision of the Government to develop Hong Kong into a city of low-carbon and sustainable development. I look forward to further collaboration and exchange between the Environment Bureau and the HKIS for developing and promoting relevant best practice guidelines to raise awareness and broaden adoption of these measures in the community.



### Sr Nelson HO

*Senior Manager, Facilities Management*

Hong Kong Science & Technology Parks Corporation

#### ■ BIOGRAPHY

Sr Nelson Ho is an experienced Project and Facility Manager with Chartered Building Surveyor and Chartered Project Management Surveyor status, possessed over 27 years' experience in Projects and Facilities Management. He served in various renowned developers, major consulting firms and public organisations in Hong Kong.

Being a frequent award winner, Mr Ho had led his teams in various organisations to win various prestigious Awards in town and overseas. These included the United Nations' Cultural Award in Heritage in 2008, the HKIFM EFMA award in 2010 and the Grand Award in 2012, the HKIS QPFMA Grand Award in 2011, the Winner of Sustainability Initiative of the RICS Hong Kong Property Award 2012. Moreover, Mr Ho had led his team to certify for Hong Kong's first ISO 50001 Energy Management System in 2011.

Sr Nelson Ho is interested in various innovative developments in buildings, and is the Founding Chairman of the buildingSmart Hong Kong in 2013, which is a local chapter of the international body, buildingSmart International, to promote open BIM and IFC.

Sr Ho is also a frequent speaker in various conferences local and overseas for topics in FM, heritage conservation, energy management and sustainability. Nelson's major professional/research interests are facilities management, project management, sustainable technologies and policies, outsourcing management, maintenance, energy management, conservation, rehabilitation and restoration of heritage buildings, and Building Information Modeling.

#### ■ ABSTRACT

Sustainability is a hot topic in the arena of FM. However, it is always being mistaken to be associated with high cost or sacrifice of quality for environmental friendly products. However, the real case may be completely different. The FM team at the Hong Kong Science Park had practiced Holistic FM to achieve a sustainable and quality outcome.

In the Holistic FM approach, FM starts from the drawing board before the construction of the built asset. FM is involved in the planning and design stage, through the construction stage, then into the operation and maintenance stage of the building life cycle. Modern and innovative technologies in couple with total life cycle methodologies was employed by the Hong Kong Science Park FM team to achieve quality and sustainable result with good cost saving.

This presentation will share with the audience the practical methodologies to realize sustainable and quality performance and at the same time to have a good financial performance. Tips for successful FM practice will be demonstrated with proven examples in the Holistic FM approach of the Hong Kong Science Park



### Sr HUI Siu Wai, JP

Director of Buildings  
Buildings Department, HKSARG

#### ■ BIOGRAPHY

Sr Hui is a professional building surveyor with extensive experience in building control and the administration of the Buildings Ordinance. He joined the then Buildings Ordinance Office (now the Buildings Department) in 1978.

Sr Hui has been the Director of Buildings since March 2014.

He is a member of the Hong Kong Institute of Surveyors.

#### ■ ABSTRACT

There are several generations of the Buildings Ordinance since its introduction in 1856<sup>1</sup>. The objective of maintaining public health within the building control ambit could be traced back to the Public Health and Buildings Ordinance 1903. However, healthy buildings should go beyond the prescriptive requirements under the Ordinance. In this regard, what are the essential elements in defining “Healthy Buildings”? What are the minimum requirements for a healthy building? What further control other than that prescribed under the Buildings Ordinance (Cap. 123) should be imposed for a healthy building? *What will happen if the building is not healthy?*

Stakeholders in maintaining a healthy building should definitely include those participated in the design, construction and operation of the buildings. But, do they always share the same goal? Are there other parties playing a significant role in the field? Is there any means to align these stakeholders to achieve the common goal? What is the role of the Building Authority and the Buildings Department in ensuring a healthy built environment? What will happen if the stakeholders are not sharing the same objective towards a healthy built environment?

The occupation and operation of a building constitutes over 90% of its life time. A healthy building at design and construction stage can retain its original performance only if proper management and maintenance is made continuously. How can we maintain a healthy building effectively? If a building was not built with the consideration to strive for the highest level of healthy state, could it ever become a healthy building? What are the roles of the owners, occupants and property managers in this regard? What are the differences if P&FM Surveyors are participating in the management and maintenance of the building? *What might happen if there are no P&FM Surveyors?*

The speaker will share his experience from the perspective of building control with the audience with a view to stimulating ideas on the above questions and deriving a pathway towards a healthy built environment.

<sup>1</sup> Buildings & Nuisances Ordinance of 1856.



### **Mr WONG Kit Loong**

*Chief Executive Officer & Executive Director  
Hong Kong Housing Society*

#### ■ **BIOGRAPHY**

Mr Wong is now the Chief Executive Officer of the Hong Kong Housing Society. He is a graduate from the Chinese University of Hong Kong and the Advanced Management Program of Harvard Business School. He has worked in the Hong Kong SAR Government, Hutchison Whampoa Property Group. He has extensive experience in property related matters.

Mr Wong was the Chairman of the Chartered Institute of Housing, Asian Pacific Branch, and Senior Advisor of Shenzhen Property Management Association. He is currently serving a number of Government committees relating to apprenticeship and trade testing, qualification framework, and property management industry training.

#### ■ **ABSTRACT**

One of the features that differentiate senior housing from normal housing is the care support one can receive at home especially under emergency situations. Driven by this pivotal concept when designing the Tanner Hill project, dedicated efforts have been made to devise a personalised yet attentive Home Care Support System that would facilitate a better response support to emergent needs and daily well-being of residents from inside their residential units to within the scope of the project.

Apart from studying and referencing from the successful cases of senior housing in the US, Canada, and Australia, HKHS also gauges the opinion and ideas of experienced consultants, and recruits a well-versed team of architects and engineers, IT experts, communications officers, property and facility management personnel, and skilled care professionals, with the aim to provide round-the-clock professional care support services at residents' disposal.

From emergency response system to health data collection and monitoring, the Tanner Hill project is equipped with essential hardware and software to reassure residents that they will be duly attended to in case of emergencies. HKHS goes that extra mile to ensure the economy and efficiency of the assistance service at Tanner Hill by going digital with the aid of the cutting-edge IT technology.

Seniors desire an independent and worry-free lifestyle where their daily living and emergency needs can be addressed, without impinging on the lives of their offspring, friends and relatives. The Tanner Hill project encapsulates the synergy of innovative design by various professionals and consultants, and sets the prototype for a quality retirement living in Hong Kong by providing one-stop services for retirees, where they can age in place happily, healthily, gracefully and independently with dignity.

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