

Report from School Repairs and Maintenance Task Group

1. Non-estate Schools (outsourcing repairs and maintenance)
 - 1.1) Starting from 2003/04 ArchSD planned to outsource repairs and maintenance of all non-estate schools.
 - 1.2) Two phases of the pilot scheme were completed involving the major repairs (MR) of 18 schools in 2003/04, and the MR and the Emergency Repairs (ER) of 33 schools in 2004/05. A third phase of the pilot scheme will be conducted in 2005/06 to involve more schools (including primary, secondary and special schools). ArchSD will approach the schools after the tendering process and will arrange the appointed consultants to discuss with the schools about the coming MR projects.
 - 1.3) Evaluation of outsourcing process was conducted by satisfaction survey. The overall reports in the first two phases were favorable.
2. Estate Schools (MR and ER)
 - 2.1) Last year the Council received complaints from estate school members on the poor MR work of Housing Department.
 - 2.2) In April 2004, this task group had conducted a survey on the opinions of estate school members on the performance of the Housing Department in carrying out MR / ER in their schools and received 46 responses. 41.3% of the responses were not satisfied with the quality of the work. On analyzing the cases quoted by members, the dissatisfaction with the Housing Department came from four areas:
 - a. Poor communication with schools
 - b. No professional advice and lack of consider schools' concern
 - c. Poor quality of work (both repair work and materials used)
 - d. Poor monitoring system
 - 2.3) On 2 June 2004, a meeting among EMB representatives, our task group members and the Housing Department was held. A working group was set up to improve the workflow of the maintenance services.
 - 2.4) On 7 July 2004, the working group discussed the workflow and monitoring system of the schools' repairs and maintenance services.
 - 2.5) The final workflow prepared by Housing Department had been sent to estate school members in February 2005. The workflow has clarified the usual practice including external repair funded by ArchSD and internal repair funded by EMB. Improvements included in the workflow are as follows:
 - a. Arrange site inspection with school representatives to identify the need of project;
 - b. Arrange joint site inspection with school representatives and contractors before and during the project;
 - c. Arrange handover inspection and issue certificate;
 - d. Arrange contractor to make good all defects during Defect Liability Period (DLP);
 - e. Upon expiry of DLP, send inquiry to school to ensure no more follow-up action is needed.