

優質物業設施管理大獎2024

QUALITY PROPERTY AND FACILITY MANAGEMENT AWARD 2024



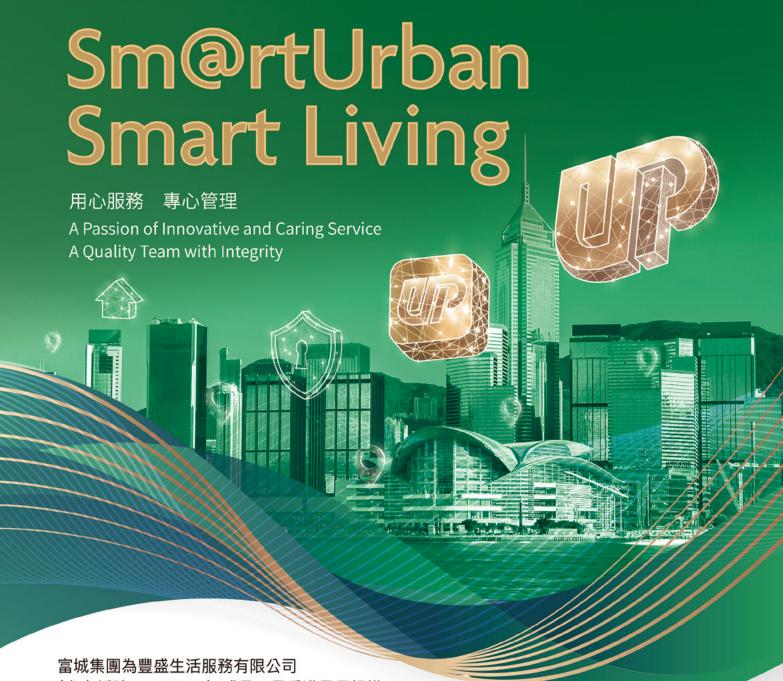


Professional PFM Services
Establishing a Wellness Harmony Community

JOINT ORGANISERS:







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的物業資產及設施管理公司之一,於業界一直處於領導

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2024 HKAPMC Annual Dinner cum QPFMA Award Presentation Ceremony

Event Program

TIME	PROGRAMME
1800 - 1900	Cocktail Reception
1900	Programme Commences
1900 - 1910	March-In & Playing and Singing of the National Anthem
1910 - 1915	Opening Remarks by the President of HKAPMC
1915 - 1925	Welcome Speech by Guest of Honour
1925 - 1935	HKAPMC Council 2023-2025 Group Photo & Toasting Ceremony
1935 - 1945	Dinner Starts & Table Prize Draw
1945 - 1950	Welcome Address by the QPFMA 2024 Organising Committee Convenor
1950 - 1953	Welcome Speech by QPFMA 2024 Head Juror
1953 - 2003	Souvenir Presentation to QPFMA 2024 Jury Panel
2003 - 2008	QPFMA 2024 Organising Committee & HKIS - PFMD Council Member Group Photo
2008 - 2020	Grand Award Presentation - Award Category (1) Residential
2020 - 2028	Grand Award Presentation - Award Category (2) Non-Residential
2028 - 2032	Grand Award Presentation - Award Category (3) Refurbishment / Renovation
2032 - 2035	Theme Award Presentation
2035 - 2049	Excellence Award Presentation - Award Category (1) Residential
2049 - 2109	Excellence Award Presentation - Award Category (2) Non-Residential
2109 - 2111	Excellence Award Presentation - Award Category (3) Refurbishment / Renovation
2111 - 2127	Merit Award Presentation - Award Category (1) Residential
2127 - 2144	Merit Award Presentation - Award Category (2) Non-Residential
2144 - 2150	Merit Award Presentation - Award Category (3) Refurbishment / Renovation
2150 - 2155	Souvenir Presentation to QPFMA 2024 Sponsor
2200	Dinner Ends

QPFMA 2024 Introduction

Event Theme

Quality Property and Facility Management Award is a biennial award jointly organised by The Hong Kong Institute of Surveyors - Property and Facility Management Division (HKIS-PFMD) and The Hong Kong Association of Property Management Companies (HKAPMC).

With the theme "Professional PFM Services Establishing a Wellness Harmony Community" this year, QPFMA 2024 aims to recognise and promote organisations and practitioners demonstrating excellence and outstanding achievements in enhancing occupant experience and well-being while embracing harmony and sustainability.

Launch Day











Site Visits

13-14 July 2024





















Site Visits

13-14 July 2024





















Finalists Presentation

10-11 August 2024























Finalists Presentation

10-11 August 2024





















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Messages from Joint Organisers



Sr Dr. Kenny CHAN Kwok-hung

Chairman of The Hong Kong Institute of Surveyors - Property and Facility Management Division (HKIS-PFMD) cum QPFMA 2024 Organising Committee Convenor

Property and facility management professionals have been serving society since the emergence of professional management in the real estate market in Hong Kong. Professional surveyors contribute their knowledge and efforts to maintaining a liveable, workable and sustainable environment for our citizens through recognised employments in government, public corporations, developers, NGOs, consultancy firms, contractors, as well as property and facility management service providers.

The Hong Kong Institute of Surveyors - Property and Facility Management Division (HKIS - PFMD) is pleased to once again collaborate with the Hong Kong Association of Property Management Companies Limited (HKAPMC) to organise the Quality Property and Facility Management Award (QPFMA).

As property and facility management surveyors, it is important for us to remain abreast of the latest developments in our field. The theme of QPFMA 2024, "Professional PFM Services Establishing a Wellness Harmony Community," encapsulates the core mission of our service provisions. We must equip ourselves sustainably to adapt to social changes and advancements in technology. Our works have extended beyond the maintenance of physical amenities, we shall place greater emphasis on enhancing service quality, management efficiency, and the overall experience of the community.

QPFMA 2024 received a record-breaking 196 nominations, with 55 awards granted following a rigorous assessment process. The participation in QPFMA 2024 not only exhibits exceptional expertise in property and facility management but also demonstrates a strong connection to society and a commitment to social responsibility. I hope their achievements inspire industry practitioners to continually enhance their professions and contribute to the well-being of our community.

On behalf of the Division, I would like to express my heartfelt gratitude to the jury panel, sponsors, supporting organisations, and organising committee for their enthusiastic support and dedication to the Award. Last but not least, congratulations to all the award winners, each of whom is helping to illuminate Hong Kong as a beautiful city in which to live, work and enjoy.



Messages from Joint Organisers

Surveyors - Property and Facility Management Division (HKIS - PFMD).



Sr Dr. Edmond CHENG Kam-wah

President,
The Hong Kong Association of Property Management Companies Limited

The Hong Kong Association of Property Management Companies Limited (HKAPMC) is honoured to continue co-organising the Quality Property and Facility Management Award (QPFMA) with The Hong Kong Institute of

HKAPMC has set a clear vision to uphold our professionalism by setting principles of excellence and strengthening communication with the government. We are also committed to enhancing standards and practices in the property management industry through continuing education and collaborative engagement with peer organisations. This vision is supported by a variety of initiatives, including launching QPFMA 2024.

This biennial award aims to exhibit and recognise the outstanding performance of organisations and practitioners in our industry. The theme of this edition – "Professional PFM Services Establishing a Wellness Harmony Community" – reflects current trends in property and facility management that focus on creating a sustainable and efficient environment to address the ever-changing landscape of the sector.

As a co-organiser, we are pleased to see the enthusiastic response from the industry, reflected in both the number of nominations and the participation of jurors. This year's entries have demonstrated exceptional standards in service delivery, stakeholder engagement, and the application of innovative technologies. All entries reflect their dedication to developing a people-centric, safe, and comfortable living environment that enables every stakeholder in the community to experience a sense of well-being.

On behalf of HKAPMC, I would like to express my sincere gratitude to our jurors, sponsors, supporting organisations, and the organising committee. Without their unwavering support, we would not have been able to organise this award successfully.

My appreciation also extends to all project teams. Your contributions throughout the award process will lay the foundation for further pursuits of professional excellence among peers and the profession as a whole. HKAPMC will continue to collaborate with industry partners to advance our profession and create a better future for Hong Kong.



QPFMA 2024 Jury Panel

Head Juror



Sr Hon. Tony TSE Wai-chuen, BBS, JP

Jurors



Sr Dr. Kenny CHAN Kwok-hung



Sr Dr. Edmond CHENG Kam-wah



Mr. Sanford POON Yuen-fong



Sr Francis LAM Ka-fai



Ms. Clarice YU Po-mei, JP



Sr Alan
SIN Kwok-leung



Ir Daniel LEUNG Hung-wai



Mr. Chris NG Hung-fai, JP



Mr. Boris YIU Tak-tai



Dr. James WONG Kong-tin, BBS, JP



Dr. CHEUNG Tin-cheung, SBS



Mr. Alex HO Kwing-kwong



Mr. James CHAN Yum-min



Ms. Patricia CHANG Yuk-kam



Ir Sr Jonathan LEE Man-kwong



Sr Louis LEE Man-ho



Sr Prof. Eddie HUI Chi-man, MH, JP



Ir Prof. Michael YAM Chi-ho



Prof. HE Shenjing



Dr. KWONG Tsz-man

Sr Hon. Tony TSE Wai-chuen, BBS, JP

President of Guangdang Property and Facilities Management Association of the Greater Bay Area cum Legislative Council Member (Architectural, Surveying, Planning and Landscape) Legislative Council, HKSAR



May I first offer my heartfelt congratulations to the most successful organising of Quality Property and Facility Management Award 2024.

I am glad to be the head juror for the QPFMA, and honored to witness the exceptional standards and innovation demonstrated by this year's participants. Each submission has illustrated a commitment to excellence, sustainability, and the enhancement of the built environment.

Throughout the evaluation process, it became evident that the Property and Facility Management industry is evolving rapidly, with a strong focus on incorporating cutting-edge technologies, promoting energy efficiency, and ensuring the well-being of occupants and community. The dedication and passion displayed by all nominees have been truly inspiring.

I have had the privilege of reviewing a diverse range of projects and initiatives that have not only raised the bar for property and facility management but have also set new benchmarks for industry good practices. The creativity, attention to detail, and forward-thinking approaches evident in the submissions and presentations have made the selection process both challenging and immensely rewarding.

I commend all participants for their hard work, vision, and dedication to excellence. Your contributions are shaping the future of property and facility management, and I am confident that your efforts will continue to drive positive change in the industry for years to come. Congratulations to all nominees, and best wishes for a successful awards ceremony.

Mr. Sanford POON Yuen-fong

Vice-President of The Hong Kong Association of Property Management Companies cum QPFMA 2024 Organising Committee Vice-Convenor



As the Vice-Convenor of the Organizing Committee and a Juror of the Judging Panel for the QPFMA 2024, I am much pleased to note the theme of the Award this year i.e. Professional PFM Services Establishing a Wellness Harmony Community (專業物業設施服務 締建幸福和諧社區). This is so timely to echo not only the aspirations of our professional property & facility management organizations as well as practitioners, but also one of the focuses the HKSAR government advocates.

From the assessment of participants' submissions, site visits of projects and finalists' presentations, I was much impressed by the PFM services they deliver to residents and customers, which results in establishing a truly "Wellness Harmony Community" with hearts.

Taking this opportunity, I would like to congratulate all winners of QPFMA 2024 for their contributions and efforts in showcasing professionalism in the whole process for the benefits of residents and customers. Lastly, my heart-felt thanks are also given to Hong Kong Institute of Surveyors (Property & Facility Management Division) and Hong Kong Association of Property Management Companies to co-organize this meaningful and successful event.

Sr Francis LAM Ka-fai

President of The Hong Kong Institute of Surveyors

I am truly honoured to be one of the jurors for the Quality Property and Facility Management Award, organised by The Hong Kong Institute of Surveyors – Property and Facility Management Division and The Hong Kong Association of Property Management Companies. The award not only highlights the exceptional standards within our industry but also reinforces our commitment to excellence in property and facility management.

The Hong Kong Institute of Surveyors aims to promote the professionalism of Surveying and nurture outstanding surveyors by setting standards for professional services and performance via a wide range of activities, including the QPFMA 2024. The award not only showcases the distinguished practices in surveying but also highlights the role we play in shaping a sustainable and harmonious city for our citizens.



Being part of the judging panel has been an enriching experience. I have had the opportunity to witness firsthand the dedication, innovation, and professionalism that our peers bring to their work. All winners demonstrate the vision to develop a better Hong Kong community, reflecting a profound commitment to enhancing the quality of living and working environments for our communities.

On behalf of The Hong Kong Institute of Surveyors, I would like to congratulate all the winners for their contributions to upholding the quality and professionalism of our industry. Our collective efforts will promote and propel our profession to establish a wellness-oriented and harmonious community.

Ms. Clarice YU Po-mei, JP

Director of Buildings, Buildings Department, HKSAR

The QPFMA 2024 celebrates the remarkable achievements of our property and facility management practitioners, who have contributed significantly to the quality of our living environment. It is therefore an honour for me to serve as a juror for this prestigious award.

This year, the Award focuses on how property and facility management services can promote a community with wellness and harmony. We at the Buildings Department share the same goals and remain dedicated to fostering an inclusive and harmonious living environment. Recently, we implemented a new gross floor area concession mechanism that included a specific standard aimed at enhancing "health and well-being" in new buildings. Additionally, we are reviewing our Design Manual: Barrier Free Access to incorporate universal design and accessibility principles more comprehensively to promote elderly-friendly building designs.



Beyond wellness, building safety remains a prime concern. The rapidly growing number of ageing buildings that lack proper care and maintenance can pose threats to residents and the public. Since the implementation of the Mandatory Building Inspection Scheme in 2012, Building owners are becoming more familiar with the need for regular building inspections and repair. It is encouraging to see more property management companies embrace the principle of preventive maintenance by formulating comprehensive maintenance plans. These plans will assist owners to better prepare in taking up their responsibilities for ensuring building safety and health.

I take this opportunity to applaud the organisers for this meaningful event, and extend my warmest congratulations to all the awardees for their outstanding contributions to our community.

Sr Alan SIN Kwok-leung

Deputy Director of Architectural Services, Architectural Services Department, HKSAR

My heartfelt congratulations to the winners of Quality Property and Facility Management Award (QPFMA) 2024!

For many years, the Hong Kong Association of Property Management Companies (HKAPMC) and the Property and Facility Management Division of The Hong Kong Institute of Surveyors (HKIS PFMD) have been hosting the QPFMA for property and facility management practitioners to showcase their talents and professionalism. This biennial award has become a hallmark of excellence, recognising exemplary projects across various types of buildings. Once again, QPFMA 2024 has witnessed an overwhelming responses, with participation from over 190 project teams, illustrating the industry's dedication to collaborative advancement for our community's benefit.

I greatly enjoyed my role as a juror in evaluating numerous



outstanding entries for QPFMA 2024. Contestants have generously shared their experiences, knowledge and stories, integrating their presentations with the theme "Professional PFM Services Establishing a Wellness Harmony Community". The programmes and solutions presented are both practical and impressive, thoughtfully tailored to the context. I deeply appreciate the contestants' teamwork and endeavour in enhancing occupants' well-being, harmony and sustainability - a shared aspiration in our global community. The standards of the QPFMA has truly been elevated to new heights.

As we come to the joyous and successful conclusion of QPFMA 2024 with the Award Presentation Ceremony, I would like to congratulate all deserving winners again and commend each participants for their proficiency. I also wish to express my profound gratitude to HKAPMC and HKIS PFMD for their unwavering efforts in making this event a success.

Ir Daniel LEUNG Hung-wai

Deputy Director (Development & Construction), Housing Department, HKSAR

As a juror for the Quality Property and Facility Management Award 2024 (QPFMA 2024), I am honored to recognise the exceptional efforts of organisation dedicated to establishing wellness-focused communities. In today's fast-paced world, the importance of creating environments that promote health, well-being, and harmony cannot be understated.

The nominees have demonstrated a profound commitment to integrating wellness into their property and facility management practices. By prioritise sustainable design, green spaces, and community engagement, they foster not only physical health but also mental and emotional wellbeing among residents. These initiatives include accessible recreational areas, wellness programs, and community events that encourage social interaction and support.



Moreover, the innovative use of technology to enhance living experiences-such as smart building systems that optimise energy use and improve air quality-reflects a forward-thinking approach that aligns with modern wellness standards. This holistic perspective on property management enhances the quality of life for residents, making communities more inviting and harmonious.

I commend all nominees for their dedication to excellence in service and their unwavering focus on creating environments where individuals can thrive. Your hard work and vision are paving the way for future developments in property management, and it is a privilege to celebrate your achievements in this vital area. Together, you are setting new benchmarks for what it means to cultivate wellness within our communities. Thank you for your commitment to creating spaces that nurture and inspire.

Mr. Chris NG Hung-fai, JP

Assistant Director of Home Affairs, Home Affairs Department, HKSAR

On behalf of the Home Affairs Department and as a juror for the Quality Property and Facility Management Award (QPFMA) 2024, I am honoured to extend my warmest congratulations to all the winners.

Since its launch in 2012, the QPFMA has recognised numerous outstanding projects and practitioners with excellent achievements in the property and facility management industry. The projects and initiatives presented this year showcase how property and facility management can play a vital role in promoting community building and fostering social harmony. The innovative approaches and unwavering commitment to advancing the industry standard of professionalism are exemplary.



To promote a harmonious community and enhance people's sense of achievement and satisfaction is one of the major policy objectives of the Government. I am glad to see that the property and facility management industry has been rendering its full support. As we celebrate the achievements of the winners tonight, let us also look forward to their continuous provision of quality property management services and active collaboration with the Government to build a more liveable city.

Once again, congratulations to all the winners of the QPFMA.

Mr. Boris YIU Tak-tai

Assistant Director / Electricity and Energy Efficiency, Electrical & Mechanical Services Department, HKSAR

First of all, I would like to extend my heartfelt congratulations



to The Hong Kong Institute of Surveyors Property and Facility Management Division (HKIS-PFMD) and The Hong Kong Association of Property Management Companies (HKAPMC) on the successful conclusion of QPFMA 2024. The theme. "Professional PFM Services Establishing a Wellness Harmony Community", highlights the exceptional commitment of both organisations to creating environments that enhance wellbeing while promoting sustainability.

In today's world, the link between a wellness harmony community, high quality, and environmental friendliness is essential. Participants' initiatives not only elevate the quality of life for residents but also play a crucial role in achieving our shared environmental objectives. By embracing best practices in property and facility management, the way toward a greener future is being directed and a strong commitment to carbon neutrality has been demonstrated.

a sustainable future. In this regard, the HKSAR Government is committed to partnering with the industry to advance sustainable development. Through collective efforts, vibrant communities that prioritize human health and environmental stewardship can be created. Today's milestones inspire us to strive for a more sustainable and harmonious future. Let us continue to support each other in fostering environments that enhance well-being while being mindful of our planet's needs. Together, we can make a significant impact on our communities and the environment.

Last but not least, congratulations to all winners of QPFMA 2024 for the well-deserved recognition! Their dedication to excellence in property and facility management is truly commendable, and it will be exciting to witness the ongoing impact that contributes to the betterment of the industry.

Dr. James WONG Kong-tin, BBS, JP

Chairman of Property Management Services Authority



志臻管業 創優立新

Dr. CHEUNG Tin-cheung, SBS

Chairman of The Hong Kong Green Building Council



It is a distinct honour to be invited as a juror for the prestigious biennial Quality Property and Facility Management Award 2024 (QPFMA 2024). This Award recognises outstanding projects and practitioners in the property and facility management industry, and it is a true privilege to be part of this process.

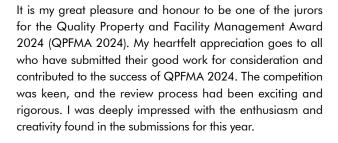
The theme for QPFMA 2024, "Professional PFM Services Establishing a Wellness Harmony Community", is particularly vivid in these challenging times. It highlights the crucial role of property and facility management in creating environments that foster well-being, sustainability, and a sense of community. The finalists have demonstrated exceptional commitment to this theme; they showcased outstanding performance with an exceptional

exhibition of professionalism, and a diverse range of skills. Their dedication to putting people first and embracing sustainable practices is a cornerstone for constructing a flourishing, eco-friendly future.

As we gather to celebrate the achievements of the QPFMA 2024 winners, I am confident that the award recipients will inspire and challenge the market to strive for excellence in property and facility management. This has made the QPFMA 2024 a truly meaningful and uplifting event. I'm thrilled to be on this journey and look forward to seeing the positive impact that the award winners will have on the communities they serve.

Mr. Alex HO Kwing-kwong

Director - Industry Development, Construction Industry Council



Most of the submissions were of high quality, with numerous best practices showcasing the use of innovative technologies in property and facility management. The professional work not only enhances the experience and well-being of occupants, but also helps elevate the



value and prestige of Hong Kong properties. In some of the submissions, applicants also shared dynamic and practical measures for building a healthy, harmonious and sustainable future for our society. Regardless of the outcome of this Award exercise, applicants' efforts and dedication in improving the living conditions of individual tenants and the entire community would be recognised. They have set a benchmark for high standards in property and facility management for practitioners to follow.

Lastly, may I take this opportunity to congratulate the awardees on their outstanding achievements!

Mr. James CHAN Yum-min

Chief Executive Officer and Executive Director of Hong Kong Housing Society

Serving as a juror of the Quality Property and Facility Management Award 2024 is both an honour and a responsibility I very much value. This event highlights our industry's commitment to excellence and innovation, particularly with this year's theme: "Professional PFM Services Establishing a Wellness Harmony Community", that embodies our vision to create functional, nurturing, harmonious, and sustainable environments.

The property and facility management industry has demonstrated resilience and creativity, as evidenced by the impressive submissions received. These submissions reflect the dedication of professionals who strive to enhance the quality of life of the communities they serve. At HKHS, we recognise that quality management services are essential for residents' wellbeing and neighbourhood harmony. And our intrinsic value as a housing laboratory drives us to continually refine our services to meet the evolving needs of our communities.



I extend my heartfelt congratulations to the award recipients. Your achievements set a benchmark for the profession and inspire future innovations.

I would also like to thank the Property and Facility Management Division of The Hong Kong Institute of Surveyors and The Hong Kong Association of Property Management Companies for their efforts in bringing us this prestigious and meaningful event.

As we look ahead, let us stay committed to creating sustainable, liveable, and inclusive environments. By doing so, we ensure that our built environments address today's needs and enhance the wellbeing of the residents and next generations, guiding us toward a future where harmony and sustainability become integral parts of property and facility management services.

Ms. Patricia CHANG Yuk-kam

Immediate Past President of The Hong Kong Institute of Housing



On behalf of The Hong Kong Institute of Housing (HKIH), I am honoured to be invited by the Hong Kong Institute of Surveyors (HKIS) and the Hong Kong Association of Property Management Companies (HKAPMC) as a member of the judging panel for the Quality Property & Facility Management Award 2024.

The theme for this year is "Professional PFM Services Establishing a Wellness Harmony Community" which echoes the government's advocacy of promoting the well-being concepts that helps to improve the happiness index of people in Hong Kong, and to strengthen the cohesiveness of the community as well. In fact, practitioners of the property and facility management are playing a vital role in achieving the above missions.

I understand that the number of submissions received this year has reached a record high level, it is not an easy task for the jurors to shortlist the best projects from the pool. I can also see the high level of creativity, innovativeness, professionalism, and most importantly above all, is the enthusiasm of the candidates who thrive for building Hong Kong a livable and lovable city.

As one of the flagship award programs for the industry, Quality Property & Facility Management Award 2024 helps to recognise and commemorate projects and teams working so hard in providing excellent quality of property and facility management services. I look forward to seeing the growth of the industry and having more professionals joining our force under the influence of QPFMA in the years ahead.

Ir Sr Jonathan LEE Man-kwong

President of The Hong Kong Institute of Facility Management

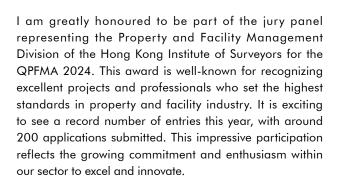


It is my great pleasure to be Juror in QPFMA 2024 co-organised by HKIS-PFMD and HKAPMC. During the assessment process of award, we have no doubt that Property and Facility Management (PFM) has evolved far beyond traditional roles, encompassing not only cleaning, security, and maintenance services but also embracing cutting-edge smart technologies and innovation that redefine building operations and well-being.

Today's PFM managers are harnessing the power of data analytics and IoT devices to optimise efficiency and sustainability. These innovations would streamline operations, enhance tenant engagement, fulfil the elderly needs, and create spaces that foster a genuine sense of well-being. We are witnessing a shift towards environments that prioritise comfort and community, where tailored services cater to the unique needs of each tenant or resident of every generations. Together, we are not just managing properties; we are shaping the future of living and working environments. Congratulations to all involved!

Sr Louis LEE Man-ho

Vice - Chairman of The Hong Kong Institute of Surveyors – Property and Facility Management Division



The theme for the QPFMA 2024 is "Professional PFM Services Establishing a Wellness and Harmony Community." Outstanding property and facility management means implementing reliable security measures, ensuring timely and effective maintenance, maintaining consistent cleanliness, adopting eco-friendly initiatives, and most



importantly, caring for and engaging with people to pursue the sense of wellness and harmony. These aspects are demonstrated through each applicant's nomination documents, site visits, and finalist presentations.

Tonight's award presentation banquet is more than just a ceremony; it is a platform to highlight and celebrate the best in our industry. It provides a valuable chance to network, share knowledge, and encourage collaboration that moves us all forward.

Congratulations to all the winners on your impressive achievements. May your continued efforts, along with those of all participants, help us build more wellness-oriented and harmonious communities. Your dedication and hard work are truly inspiring and set a benchmark for others to follow.

Sr Prof. Eddie HUI Chi-man, MH, JP

Chair Professor and Head of Department of Public and International Affairs, City University of Hong Kong



The QPFMA 2024, a biennial award event, is not just a ceremonial event but a significant platform designed to recognise outstanding projects and practitioners in property and facility management. It plays a crucial role in advancing the overall industry standard of professionalism. In 2024, the Hong Kong Institute of Surveyors Property and Facility Management Division (HKIS-PFMD) and The Hong Kong Association of Property Management Companies (HKAPMC) have once again come together to organise this important event.

QPFMA 2024 is not just an event but a catalyst for change. It aims to recognise and promote organisations and practitioners demonstrating excellence and outstanding achievements in enhancing occupant experience and well-being. This year's theme, 'Professional PFM Services Establishing a Wellness Harmony Community,' is more than just a title. It's a call to action, embracing harmony and sustainability. The event has meaningfully addressed this critical theme in the Hong Kong community and the property and facility management industry, exemplifying the high quality of the projects in competition.

Finding the exact definition of a Wellness Harmony Community is somewhat challenging. Generally, wellness can be regarded as being in good health, especially as an actively pursued goal. In other words, it is the state of being healthy, especially when it is something that you actively try to achieve. On the other hand, harmony signifies a peaceful situation where people agree with each other. Thus, a Wellness Harmony community should have the attributes of these two words in totality. Also, it is a testament to a community whereby people reside and enjoy a healthy and peaceful environment. Such an environment enables us to live a better life after all.

It has been my great honor to serve as a jury panel member of the 2024 event, where I had the privilege of evaluating the outstanding projects and practitioners in our industry. I want to express my heartfelt gratitude to HKIS-PFMD and HKAPMC for providing unfailing support to make QPFMA 2024's vision and plans a reality. Finally, I sincerely thank the Organising Committee for its efforts and contributions to making this bi-annual award successful.

Ir Prof. Michael YAM Chi-ho

Head of Department and Professor of Department of Building and Real Estate, The Hong Kong Polytechnic University



It gives me great pleasure to extend my heartfelt congratulations to all the awardees of the Quality Property and Facility Management Award 2024 (QPFMA).

'QPFMA 2024' honours the exceptional organisations and professionals within the Property and Facility Management Industry for their illustrious achievements and significant contributions. This year's theme, 'Professional PFM Services Establishing a Wellness Harmony Community', aligns perfectly with the industry's core values.

As a juror, I had the privilege of witnessing the remarkable efforts and outstanding submissions of the participants.

The awardees have demonstrated a unique blend of creativity, sustainability and community focus, making a profound impact towards a more harmonious future. Their projects not only exemplify this year's theme but also inspire every practitioner to strive for excellence. I am confident that this remarkable professionalism will continue to thrive in the years to come.

I extend my sincere gratitude to the esteemed Organising Committee of 'QPFMA 2024' for their invaluable time and dedication to this meaningful event.

Prof. HE Shenjing

Head of Department and Professor of Department of Urban Planning and Design, The University of Hong Kong



It has been a great pleasure and a privilege for me to serve as a Juror for the QPFMA to witness the dedication, innovation, and commitment demonstrated by all the participants in fostering environments that prioritize the well-being and harmony of Hong Kong citizens. The entries we reviewed showcased a diverse range of initiatives aimed at creating communities that promote quality of life, well-being, social cohesion and harmony. From sustainable and innovative practices to community engagement programs, each presentation reflected a deep understanding of the importance of creating spaces and offering services that support the holistic well-being of citizens. As jurors, we were inspired by the creativity and passion displayed by all participants in their efforts to establish wellness and harmony within their communities. It is evident that these professionals have gone above and beyond to create environments that not only meet the needs of citizens but also enrich their lives and foster a sense of belonging. We commend all the presenters for their dedication to excellence and their commitment to creating communities that prioritize wellness and harmony. Each project we reviewed was a testament to the positive impact that Professional Property and Facility Management Services can have on the quality of life for residents. I would like to extend my heartfelt congratulations to the winners and all participants. Your contributions are truly making a difference in the lives of residents and setting a standard of excellence for the industry. Thank you for your hard work, dedication, and passion in creating Wellness Harmony Communities.

Dr. KWONG Tsz-man

Associate Professor and Senior Advisor, College of Humanities and Law, HKU School of Professional And Continuing Education



It is my great pleasure to extend my warmest congratulations on the success of the QFPMA 2024. I am honored to be a juror of this reputable Award organised by the HKIS-PFMD and the HKAPMC.

The Theme of this year's Award is to provide professional service to establish wellness-harmony communities. I would like to express my sincere gratitude to the organisers of the QFPMA 2024 for their concerted effort and endeavour in appreciating a harmonious living environment. The Award serves as a timely occasion to recognise the profession's contribution to building Hong Kong as a sustainable and suitable-to-live city.

As a juror, I noticed the high quality of professional work submitted by all the participants. Through their works, I witnessed the continuous efforts of professionals in the field in sustaining an all-encompassing living environment for the Hong Kong community. This is the supreme work of dedicated housing professionals who worked in teams to achieve such a noble mission of enhancing the well-being of Hong Kong people.

On this very special occasion, I wish to extend my best wishes to the organisers of the QPFMA and wish for the continued success of the Award in the years to come.

Residential Category

Large-Scale Residential

- Bel-Air
- CHELSEA HEIGHTS
- City One Shatin
- East Point City (Residential)
- Grand Central
- Grand Promenade

- Grand Waterfront
- Hong Kong Gold Coast Residences (Phase 2)
- La Cite Noble
- liberté
- Mei Foo Sun Chuen

- NOVO LAND
- O'South
- Richland Garden
- Sky Tower
- Sun Tuen Mun Centre
- Tseung Kwan O Plaza

Medium-Scale Residential

- Atrium House
- Avignon
- Avon Park
- Clovelly Court
- Eight Regency
- Florient Rise
- Grand Pacific Views / **Grand Pacific Heights**
- Harbour Glory
- Henley Park
- Illumination Terrace
- Island Garden
- Kennedy 38
- KOKO HILLS

- La Grove
- Lime Gala
- Marina Garden
- maya
- Mount Haven
- Mount Regency
- Ocean Pointe
- Ocean View
- Ocean Wings
- One Beacon Hill
- Pacific Palisades
- Providence Bay
- Sea Crest Villa Phase 1
- Seanorama

- Summit Terrace
- The Arles
- The Avenue
- The Beverly Hills
- The Cairnhill
- The Coronation
- The Harmonie
- The Henley
- The Leighton Hill
- The Wings IIIA
- The Zumurud
- Ultima

Small-Scale Residential

- 7-15 Mount Kellett Road
- 15 Homantin Hill
- 55 Conduit Road
- 8 Deep Water Bay Drive
- HANG KING GARDEN
- High Point
- Hill Paramount
- Interocean Court
- 8 LaSalle

- La Place de Victoria
- Mont Rouge
- Mount Nicholson
- Nicholson Tower
- No. 5 Mount Austin Road
- No.1 Po Shan Road
- Regent On The Hill
- Severn 8
- Shouson Peak
- Soho 189

- The Aster
- The Graces Providence Bay
- The Morgan
- The Parkville
- The Portofino
- Twelve Peaks



Residential Category

Public Rental Housing

- Butterfly Estate
- Chai Wan Estate
- Cheung Sha Wan Estate
- Cho Yiu Chuen

- Hau Tak Estate
- Hoi Ying Estate
- Queens Hill Estate
- Siu Sai Wan Estate

- So Uk Estate
- Tak Long Estate
- Tsz Hong Estate
- Yan Tin Estate

Subsidised Sales Housing

- Choi Po Court
- Fu Shin Estate
- Hong Sing Garden
- Ka Tin Court

- Kwai Yin Court
- Lei On Court
- Tin Chung Court
- Tin Fu Court

- Tin Shing Court
- Yuk Po Court

Community Housing

Pok Oi Kong Ha Wai Village

• The Tanner Hill

 Transitional Housing Project at LST Housing at Cheung Shan Estate, Tsuen Wan

Non-Residential Category

Shopping Centre (Small & Medium-Scale)

- Central Market
- Hong Kong Gold Coast Piazza
- Island Resort Mall
- Landmark North
- Uptown Plaza (Commercial)
- V Walk

Yuen Long Plaza

Shopping Centre (Large-Scale)

- AIRSIDE Shopping Centre
- China Hong Kong City
- Citywalk
- Langham Place Shopping Mall
- Metropolis Plaza
- MOKO
- New Town Plaza
- Olympian City

- OP Mall
- Paradise Mall



Non-Residential Category

Office Building (Small & Medium-Scale)

- 148 Electric Road
- 33 Des Voeux Road West
- China Taiping Tower
- Everbright Centre
- Fugro House KCC 2
- Fullerton Centre
- Futura Plaza
- HK Pacific Centre

- Kings Wing Plaza 1
- Mega Cube
- Millennium City 2
- Nan Fung Tower
- New Town Tower
- Pan Asia Centre
- Remington Centre
- Sino Plaza

- Soundwill Plaza II Midtown
- The Hong Kong Federation of Youth Groups Building
- The Metropolis Tower
- Two Chinachem Plaza
- Wheelock House

Office Building (Large-Scale)

- 12 and 14 Taikoo Wan Road
- AIRSIDE Office Building
- Alexandra House
- CITIC Tower
- Exchange Tower
- Grand Central Plaza
- Grand Century Place

- KC100
- Metro South Tower 1
- Metroplaza
- Nan Fung Centre
- NCB Innovation Centre
- New World Tower
- One Harbour Square & Two Harbour Square

- One North
- Shun Tak Centre
- Skyline Tower
- The Center
- Three Garden Road
- Two International Finance Centre

Industrial & Car Park Building

- 111 Lee Nam Road
- APEC Plaza
- Asia Logistics Hub-SF Centre
- CITIC Telecom Tower
- Global Gateway Tower
- Golden Dragon Industrial Centre
- Orient International Tower
- Wah Luen Industrial Centre
- Westin Centre
- Westley Square

Institutional Facility

- Cheung Sha Wan Wholesale Food Market
- City Gallery
- EcoPark
- On Tai Estate Ancillary Facilities Block
- Treasury Building





Refurbishment / Renovation Category

Large-Scale Residential

- Chi Fu Fa Yuen
- On Yam Estate
- Riviera Gardens
- Sui Wo Court
- Telford Gardens

Medium-Scale Residential

Beverly Hill

Small-Scale Residential

- Beverley Heights
- Dynasty Court
- Grand Garden

Commercial

- Manning House
- wwwtc mall



QPFMA 2024 Awardee List

Residential Category

Large-Scale Residential

Project	Company	Accolade
City One Shatin	Paramatta Estate Management Limited	Grand Award
Mei Foo Sun Chuen	Broadway-Nassau Investments Limited	Grand Award
Grand Promenade	Well Born Real Estate Management Limited	Merit Award
liberté	Shun Tak Property Management Limited	Merit Award

Medium-Scale Residential

Project	Company	Accolade
The Arles	Jones Lang LaSalle Management Services Limited	Grand Award
Avignon	Kai Shing Management Services Limited	Excellence Award
Grand Pacific Views / Grand Pacific Heights	Kai Shing Management Services Limited	Excellence Award
Seanorama	Goodwell Property Management Limited	Excellence Award
The Leighton Hill	Supreme Management Services Limited	Excellence Award
Clovelly Court	Urban Property Management Limited	Merit Award
Ocean Pointe	Kerry Property Management Services Limited	Merit Award

Small-Scale Residential

Project	Company	Accolade
Mont Rouge	Kerry Property Management Services Limited	Grand Award
Shouson Peak	Supreme Management Services Limited	Excellence Award
8 Deep Water Bay Drive	Nan Fung Property Management	Merit Award
15 Homantin Hill	Kerry Property Management Services Limited	Merit Award

Public Rental Housing

Project	Company	Accolade
Cho Yiu Chuen	Hong Kong Housing Society	Grand Award

Subsidised Sales Housing

Project	Company	Accolade
Fu Shin Estate	Synergis Management Services Limited	Excellence Award
Tin Fu Court	Synergis Management Services Limited	Excellence Award
Tin Shing Court	Urban Property Management Limited	Excellence Award
Lei On Court	Kai Shing Management Services Limited	Merit Award
Yuk Po Court	Kai Shing Management Services Limited	Merit Award

Community Housing

Project	Company	Accolade
The Tanner Hill	Hong Kong Housing Society	Grand Award

QPFMA 2024 Awardee List

Non-Residential Category

Shopping Centre (Small & Medium-Scale)

Project	Company	Accolade
Landmark North	Kai Shing Management Services Limited	Grand Award
V Walk	Kai Shing Management Services Limited	Grand Award

Shopping Centre (Large-Scale)

Project	Company	Accolade
AIRSIDE - Shopping Centre	Nan Fung Property Management	Excellence Award
MOKO	Kai Shing Management Services Limited	Excellence Award

Office Building (Small & Medium-Scale)

Project	Company	Accolade
Metro South Tower 1	Jones Lang LaSalle Management Services Limited	Excellence Award
Millennium City 2	Kai Shing Management Services Limited	Excellence Award
Sino Plaza	Sino Estates Management Limited	Excellence Award
Kings Wing Plaza 1	Savills Property Management Limited	Merit Award
New Town Tower	Kai Shing Management Services Limited	Merit Award
Soundwill Plaza II Midtown	Goldwell Property Management Limited	Merit Award
Wheelock House	Harriman Property Management Limited	Merit Award

Office Building (Large-Scale)

Project	Company	Accolade
AIRSIDE - Office Building	Nan Fung Property Management	Grand Award
Skyline Tower	Sino Estates Management Limited	Grand Award
Exchange Tower	Sino Estates Management Limited	Excellence Award
Grand Central Plaza	Kai Shing Management Services Limited	Excellence Award
One North	Sino Estates Management Limited	Excellence Award
Two International Finance Centre	MTR Corporation	Excellence Award
CITIC Tower	CITIC Tower Property Management Company Limited	Merit Award
KC100	Jones Lang LaSalle Management Services Limited	Merit Award
NCB Innovation Centre	New World Property Management Company Limited	Merit Award
New World Tower	Urban Property Management Limited	Merit Award
One Harbour Square & Two Harbour Square	Kai Shing Management Services Limited	Merit Award
12 and 14 Taikoo Wan Road	Savills Property Management Limited	Merit Award



QPFMA 2024 Awardee List

Non-Residential Category

Industrial & Car Park Building

ProjectCompanyAccoladeWah Luen Industrial CentreUrban Property Management LimitedMerit Award

Institutional Facility

ProjectCompanyAccoladeEcoParkUrban Property Management LimitedExcellence AwardTreasury BuildingUrban Property Management LimitedMerit Award

Refurbishment / Renovation Category

Large-Scale Residential

ProjectCompanyAccoladeChi Fu Fa YuenChi Fu Fa Yuen LimitedGrand AwardRiviera GardensUrban Property Management LimitedMerit AwardTelford GardensMTR CorporationMerit Award

Medium-Scale Residential

Project Company Accolade

Beverly Hill Hang Yick Properties Management Limited Excellence Award

Small-Scale Residential

ProjectCompanyAccoladeDynasty CourtKai Shing Management Services LimitedGrand Award

Commercial

ProjectCompanyAccoladeManning HouseUrban Property Management LimitedMerit Award

Theme Award

Project Company Accolade

The Tanner Hill Hong Kong Housing Society Wellness Harmony Community



Community Housing
The Tanner Hill – Theme Award & Grand Award

THE TANNER HILL 雋悦









Senior-Friendly Features
The architectural and interior
designs incorporate specific
needs of the elderly, such
as accessibility, safety and
age-friendliness



Home Care Support System
All individual living units are equipped with the Integrated Care Link System operated by a caring staff team to render 24/7 emergency support



Social EngagementA wide array of facilities and activities at Joyous Hub and Residents Club promote a socially active and joyful lifestyle



One-Stop Quality Services for the Elderly A multi-disciplinary team provides

A multi-disciplinary team provides a continuum of quality care services to cater to the diverse needs of the elderly

Large-Scale Residential

City One Shatin – Grand Award



City One Shatin



City One Shatin, managed by Urban Group - Paramatta Estate Management Limited, is Shatin's

largest private residential estate with 52 blocks of 10,642 units since 1981. It features diverse recreational amenities such as a swimming pool, basketball, tennis, squash and table tennis courts, as well as playgrounds catering to all age groups.

City One Shatin upholds Urban's commitment to delivering prestigious property management services, leveraging modern technologies, prioritizing OSH and environmental protection. Initiatives like drone inspections, safety patrols, together with the highest Excellent Grade in BEAM Plus EB V2.0 showcase dedication.

Through partnerships with experts and government bodies, we strive to foster an inclusive, dynamic, and sustainable community that adapts to the evolving needs of City One Shatin's owners and residents.







百得物業管理有限公司

Paramatta Estate Management Limited

PMC Licence No.: C60411

Large-Scale Residential

Mei Foo Sun Chuen – Grand Award



Mei Foo Sun Chuen, a leading private estate and a notable residential hub in Hong Kong, has evolved since 1968. Managed by Broadway-Nassau Investments Limited under Urban Group's stewardship, Mei Foo stands out with 13,110 units and family-centric amenities, embodying a self-sufficient environment.



Embracing a human-centered ethos, Mei Foo cultivates a harmonious and inclusive community. Through meticulous planning, prudent financial strategies, and collaboration with the Incorporated Owners, ongoing refurbishments like barrier-free access improvement enhance property values and elevate living standards.

Aligned with Urban's ethos, Mei Foo prioritizes innovation and attentive service delivery. Leveraging modern technologies for operational efficiency, the management team pursues top-tier building maintenance and renovations, sustaining Mei Foo as a dynamic and welcoming residential complex.







Small-Scale Residential

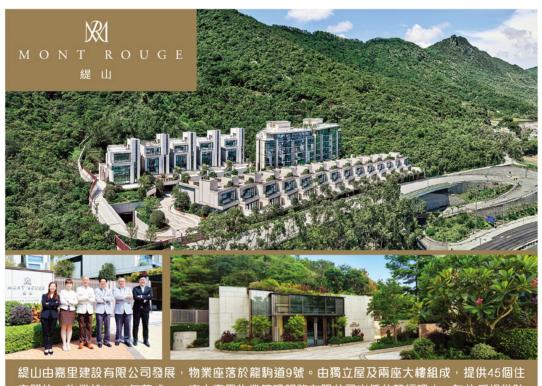
Mont Rouge – Grand Award

Small-Scale Residential

15 Homantin Hill – Merit Award

Medium-Scale Residential

Ocean Pointe – Merit Award



緹山由嘉里建設有限公司發展,物業座落於龍駒道9號。由獨立屋及兩座大樓組成,提供45個住宅單位。物業於2019年落成,一直由嘉里物業管理服務有限公司出任公契經理人,為住戶提供貼心而全面的專業物業管理服務。我們精心呈獻優質的尊貴服務及一系列的尊尚體驗活動,實現住戶及其家人的專屬需要,達至最舒適最精彩的品味生活。











嘉里物業管理服務有限公司 KERRY PROPERTY MANAGEMENT SERVICES LIMITED

Public Rental Housing

Cho Yiu Chuen - Grand Award

CHO YIU CHUEN 祖堯邨







Mind-Friendly Estate Model Mindfulness programmes are embraced to foster a strong sense of community



Public Art in the Neighbourhood The estate environment is enhanced through mural paintings created with resident participation



Community Care Initiatives
Tenants are engaged through a variety of group activities and community events



Quality of Life Enhancement Residents enjoy an enriched lifestyle in the first Public Housing Estate featuring a swimming pool

Shopping Centre (Small & Medium-Scale)

Landmark North – Grand Award



LANDMARK NORTH 上水廣場

Landmark North, a prominent shopping mall in Sheung Shui, is managed by Kai Shing Management Services Limited.

Since its establishment in 1994, it has become a vital destination for mainland tourists and local residents. The management team maintains high standards across all operations, ensuring optimal hygiene through advanced measures like UVC Light Sanitisers and Photocatalyst Disinfection in public areas. The mall also enhances its environment with updated landscape designs and actively engages in community programmes. Additionally, Landmark North features one of the largest EV charging stations in the northern district, showcasing its commitment to sustainability and visitor satisfaction.











Shopping Centre (Small & Medium-Scale)

V Walk – Grand Award



V Walk, a conveniently accessible shopping mall in the southwest of Kowloon District, is managed by Kai Shing Management Services Limited.

Since 2019, the mall spans over 300,000 square feet and hosts 150 retailers. The management team actively engages the community by organising various activities, such as inviting students to participate in organic farming programs and promoting green transportation with public entities. Additionally, V Walk offers pet-friendly workshops to connect with pet owners, fostering familiarity and strong relationships with local residents as it integrates seamlessly into the community.





新鴻基地產集團成員 Member of Sun Hung Kai Properties Group PMC Licence No:C-499163 V Walk



Office Building (Large-Scale)

AIRSIDE - Office Building - Grand Award

Shopping Centre (Large-Scale)

AIRSIDE - Shopping Centre - Excellence Award

AIRSIDE

AIRSIDE, managed by Nan Fung Property Management, is a mixed-use commercial complex nestled in the bustling heart of Kowloon. Aiming at redefining the urban landscape, the sprawling AIRSIDE complex consists of a 32-storey Grade A office tower as well as a multi-storey shopping centre embodying a distinctive "Wholeness" urban lifestyle concept.



Spanning approximately 18,000 sq. ft. of tranquil open areas, including a rooftop garden, greenery and outdoor space, and urban farms, the project creates a serene environment amidst the city skyline. Embracing inclusiveness, AIRSIDE offers not only a pet-friendly environment, but also a place for all people with its universal design and attentive services.





In terms of facilities, AIRSIDE introduces innovative features such as an Automatic Refuse Collection System, a Smart Bicycle Parking System, and all 851 car parking spaces equipped with EV charging facilities. Pioneering sustainability, it stands as the inaugural commercial development in Hong Kong to adopt the Kai Tak District Cooling System. AIRSIDE advocates a low-carbon-footprint lifestyle, nature-based solutions and a sustainable green lifestyle.



Refurbishment / Renovation Large-Scale Residential
Chi Fu Fa Yuen – Grand Award



CHI FU FA YUEN 置富花園

Chi Fu Fa Yuen, a prominent residential project in the south of Hong Kong Island, is managed by Chi Fu Fa Yuen Limited.

With over 40 years of history, the management team is committed to engaging the community and enhancing value-added services for residents. They work with residents and prioritise renovation projects, focusing on refurbishing external walls and upgrading facilities. Additionally, they improve amenities for elderly and disabled residents with barrier-free facilities and enlarging entrances, ensuring accessibility for all and fostering a healthy and harmonious living environment.









Refurbishment / Renovation - Small-Scale Residential

Dynasty Court - Grand Award



DYNASTY COURT 帝景園

Dynasty Court, a residential project in the mid-levels of Hong Kong Island, is under the management of Kai Shing Management Services Limited.

The management team is dedicated to enhancing residents' quality of life by continually improving facilities and services. They introduce value-added offerings, including complimentary home cleaning services, upgraded appliances in clubhouse restaurants, and renovated elevators. These initiatives prioritise the safety and well-being of residents, creating a comfortable living environment. Through their commitment to high standards, the management team fosters a welcoming community that meets the evolving needs of its residents.





新鴻基地產集團成員 Member of Sun Hung Kai Properties Group PMC Licence No:C-499163





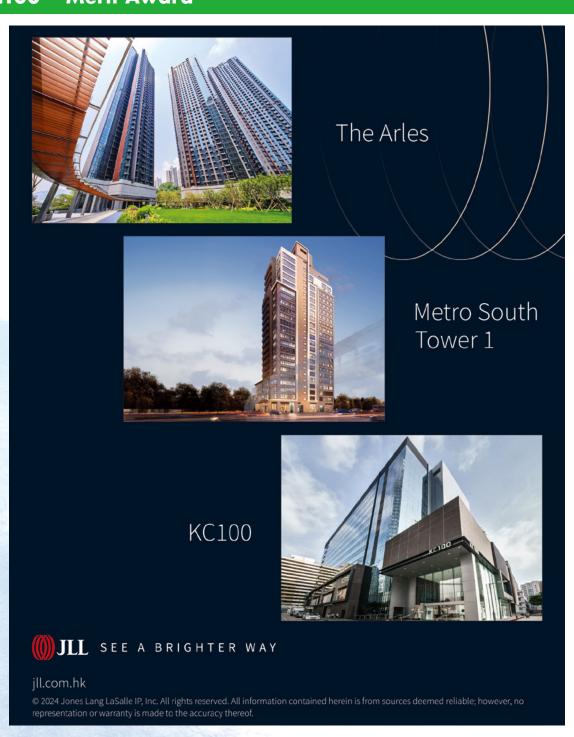
Medium-Scale Residential

The Arles – Grand Award

Office Building (Small & Medium-Scale)

Metro South Tower 1 – Excellence Award

Office Building (Large-Scale)
KC100 - Merit Award



Medium-Scale Residential

The Arles – Grand Award



Office Building (Small & Medium-Scale)

Metro South Tower 1 – Excellence Award

Office Building (Large-Scale) **KC100 – Merit Award**







Metro South

is an extraordinary transformation that breathes new life into two adjoining industrial buildings. This innovative hub redefines the way we work and live, seamlessly blending the demands of modern work with the comforts of a vibrant personal life. With integrated hotel (Tower 2) and office spaces (Tower 1), Metro South offers unparalleled convenience, enabling individuals to thrive in a mobile lifestyle. Welcome to a world "Where work and live become Seamless" at Metro South.



KC 100

is a successful industrial building revitalization project established in 2010. The development consists of a 9-storey office accommodation and a 2-storey retail shop with F&B facilities, it also includes parking spaces for both occupants and visitors. KC100 recognizes the importance of an environment with work-life balance. A spacious, light filled lobby and common corridors bring a sense of well-being for occupants.

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Medium-Scale Residential **Avignon – Excellence Award**



AVIGNON 星堤

Avignon, a residential project in the southeast of Tuen Mun District, is under the management of Kai Shing Management Services Limited.

The management team is committed to enhancing the quality of life for residents through ongoing renovation projects that upgrade facilities and public areas. Notable improvements include replacing the wooden floor in the multi-purpose sport hall to ensure a safe environment for sports activities. Additionally, the team has established separate areas for dog owners and non-dog owners, successfully fostering a harmonious community within the estate.





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Medium-Scale Residential

Grand Pacific Views / Grand Pacific Heights – Excellence Award





新鴻基地產集團成員 Member of Sun Hung Kai Properties Group PMC Licence No:C-499163





Medium-Scale Residential

The Leighton Hill - Excellence Award



LEIGHTON HILL 禮頓山

Leighton Hill, a private luxury housing estate in Happy Valley, is under the management of Supreme Management Services Limited.

The estate features a commitment to exceptional property management, ensuring a high quality of living for its residents. The management team continually enhances services by achieving safety and landscape awards, obtaining ISO management certifications, and participating in indoor air quality initiatives. Additionally, innovative technologies such as the "Live e-asy" app have been introduced to improve security and convenience, enabling residents to enjoy a secure and carefree lifestyle within this prestigious community.







Small-Scale Residential

Shouson Peak - Excellence Award



SHOUSON PEAK 壽臣山

Shouson Peak, a premium residential project comprising 31 luxury townhouses located at Shouson Hill, is managed by Supreme Management Services Limited (Supreme).

Supreme strives to provide residents a unique and satisfactory living experience with our professional services to a very high standard, such as conducting comprehensive staff training and maintaining constant communication with residents catering to their specific needs. Regular disinfection and pest control treatment are also performed to maintain hygiene and sanitation. Naturally surrounded by lush greenery, we also endeavour to create a green community with green practices and innovative technology at Shouson Peak, such as food waste composter and hydroponics equipment for sustainability.











Subsidised Sales Housing
Fu Shin Estate – Excellence Award

Subsidised Sales Housing

Tin Fu Court – Excellence Award



Subsidised Sales Housing Tin Shing Court - Excellence Award



Tin Shing Court, a 1999 completed Home Ownership Scheme, comprises 17 blocks with 6,580 units. Urban Group has provided quality professional management services since from July 2020 to establish the estate as a renowned landmark in Tin Shui Wai, Yuen Long.

Our commitment to the tenants' well-being includes over 60 annual community activities like picnics, workshops, and complimentary services. Our service approach include:

- 1. Quality Management Service
- 2. Exceeding Occupants' Expectations
- 3. Engaging with Occupants' Representatives
 4. Continuous Facility Improvement
- 5. Interactive Community Activities

Through meticulous maintenance, both interior and exterior spaces of the estate remain in pristine condition. Our eco-friendly practices have earned community recognition, including the "Merit Award" of the Green Pledge, Friends of EcoPark and numerous letters of appreciation from the owners.









Shopping Centre (Large-Scale)

MOKO – Excellence Award



MOKO 新世紀廣場

MOKO, a seven-storey shopping mall in Mong Kok is under the management of Kai Shing Management Services Limited (Kai Shing).

Featuring over 200 international retail brands and international dining options, Kai Shing ensures excellent customer service and undertakes risk management and mitigation measures at MOKO to protect our tenants and customers. Comprehensive staff training and development programme is implemented to enhance professional services. We also adopt a range of green measures including reusing shop fixtures and apply renewable energy in daily operation of the mall, successfully reducing the overall mall electricity consumption by 26% since 2016.





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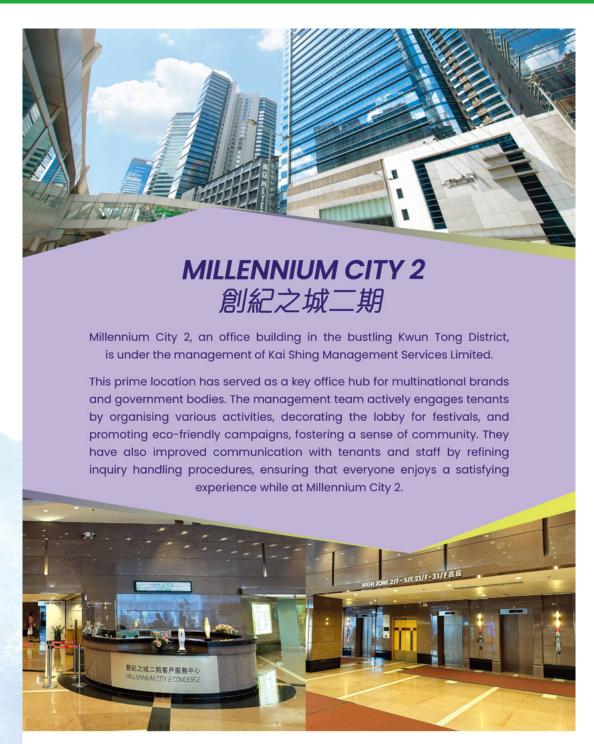






Office Building (Small & Medium-Scale)

Millennium City 2 – Excellence Award





新鴻基地產集團成員 Member of Sun Hung Kai Properties Group PMC Licence No:C-499163 Millennium City 2



Office Building (Large-Scale)

Grand Central Plaza – Excellence Award







GRAND CENTRAL PLAZA 新城市中央展場



Office Building (Large-Scale)

Two International Finance Centre – Excellence Award



Excellence Award Office Building (Large-Scale)

Two International Finance Centre (Two ifc), an enduring symbol of the region's robust financial vigor, is committed to providing professional service, enhancing occupant experience and well-being, and embracing sustainability. It is our honor to receive the Excellence Award in Quality Property and Facility Management Award 2024. It greatly encourages us and showcases the dedication and professionalism of our colleagues.

We have deeply embedded Environmental, Social and Governance (ESG) considerations into our daily operations of Two ifc with the aim of creating long-term value for our stakeholders.

Our management principles have focused on planet and people:

Planet – Protecting our Environment with Consciousness: Our devotion to protecting the environment is well demonstrated by our ongoing efforts to incorporate green and low-carbon features into Two ifc. We have implemented various energy saving and waste reduction schemes to the fullest extent possible at different scales in our daily operations from LED replacement to cloud-based big data analytic software platforms. This optimization has enhanced the efficiency of our central chiller plant operation, successfully aiding in the reduction of electricity consumption and carbon emissions. Our steadfast commitment towards the environment has also earned us both international and local green building certification standards at the highest ranking: i) Platinum level under LEED v4.1 Operations and Maintenance: Existing Buildings and ii) Final Platinum rating under BEAM Plus Existing Building.

People – Sustaining Wellness for the Customers: As always, we embrace the responsibility of ensuring the safety and health of every individual within our premises and maximize our efforts to achieve this goal. We put the safety and health of our customers, employees and all stakeholders as our top priority. Our commitment to safety and health was recognized with the Gold Award in the Safety Culture Award category of the 21st Hong Kong Occupational Safety & Health Award in 2023. Moreover, we strive to create healthier environment for advancing the wellness of our tenants which could be exemplified by the attainment of Two ifc being both WELL Performance Rated and WELL Health-Safety Rated. Two ifc is also the first commercial building to achieve the WELL Performance seal in Hong Kong. We actively engage with our tenants to promote sustainable practices and mental wellness. Different workshops are regularly organized for our tenants, focusing on green living to foster a culture of environmental responsibility and promote the overall well-being.

Looking ahead, we remain committed to advancing our low-carbon initiatives and enhancing wellness to provide exceptional service and a conducive environment for our tenants at Two ifc.

Institutional Facility

EcoPark - Excellence Award



EcoPark, managed by Urban Group designated by the Environmental Protection Department, is Hong Kong's premier recycle facility in Tuen Mun. Vital to the government's waste recycling and management policy, it bolsters the local recycling sector by providing affordable land leases to operators of advanced technologies and improved recycling methodologies.

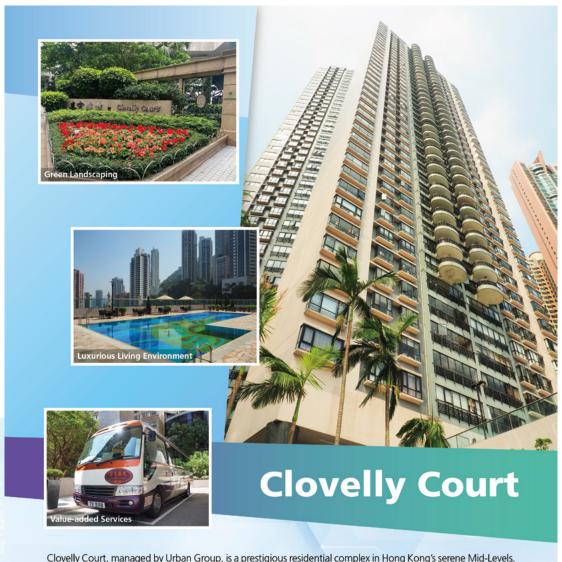
Since 2007, EcoPark has allocated 14 hectares to 10 tenants who are engaged in diverse recycling activities, including waste cooking oil, metals, wood, e-waste, plastics, batteries, construction debris, glass, and rubber tires. Three upcoming tenants will focus on waste paper, EV batteries, and plastics.

Urban Group's professional services ensure top-tier facility management services to the tenants, fostering a harmonious stakeholder community. Committed to driving Hong Kong's circular economy transition, EcoPark leads with innovation and environmental stewardship.



Medium-Scale Residential

Clovelly Court - Merit Award



Clovelly Court, managed by Urban Group, is a prestigious residential complex in Hong Kong's serene Mid-Levels. Featuring two blocks of luxury apartments totaling 240 units, it is surrounded by beautiful landscaped gardens.

With a three-decade legacy, the management team at Clovelly Court focuses on enhancing property value through refined services and total resident satisfaction. Embracing innovation, the complex integrates modern technologies for operational efficiency. Offering outdoor amenities and ample parking, Clovelly Court ensures a quality and holistic living experience.

As a flagship property under Urban, it stands out for its luxurious living environment and dedicated management, making it a sought-after residence in Hong Kong's competitive real estate market.



Small-Scale Residential

8 Deep Water Bay Drive – Merit Award



8 Deep Water Bay Drive, managed by Nan Fung Property Management, stands out for its excellence in three core aspects: hassle-free living environment, stakeholder engagement, and sustainable development.



Hassle-free Living Environment

In addition to the support by a dedicated 24/7 operating team, providing round-the-clock assistance, we boast advanced security features such as intelligent video monitoring systems, infrared sensors, and pressure-sensitive walls to safeguard our residents. The management team adheres to a rigorous maintenance schedule, covering essential systems like fire safety, electrical, and HVAC, while utilizing the Smart Milestone System to monitor and address maintenance needs proactively.



Stakeholder Engagement

Prioritizing stakeholder engagement, 8 Deep Water Bay Drive strives to foster an inclusive community through a wide range of activities. Cultural and eco-conscious initiatives such as Japanese Learning Workshop, upcycling programs and mountain cleaning days develop a stronger bond and further enhance environmental awareness.

Sustainable Development

8 Deep Water Bay Drive incorporates sustainable practices into the day-to-day operations. Key green features including solar-powered lighting, rainwater and greywater harvesting systems are adopted at the property. An innovative waste management program is in place to enhance material circularity by 50%.







Subsidised Sales Housing

Lei On Court – Merit Award



LEI ON COURT 鯉安苑

Lei On Court, a subsidised residential property located in Lam Tin under the Home Ownership Scheme introduced by the Government, is managed by Kai Shing Management Services Limited.

To create a safe and clean living environment for residents, a range of professional property management services, such as maintenance, gardening, risk management services, as well as comprehensive cleaning and security services are provided at Lei On Court. With sustainability in mind, Kai Shing also introduces eco-friendly practices into daily management and engages in community volunteering. Recognitions given by residents for our professional services have continuously motivated us to pursue excellence.





新鴻基地產集團成員 Member of Sun Hung Kai Properties Group PMC Licence No:C-499163





Subsidised Sales Housing

Yuk Po Court – Merit Award



YUK PO COURT 旭埔苑

Yuk Po Court, a subsidised residential property located in Sheung Shui under the Government's Home Ownership Scheme, is managed by Kai Shing Management Services Limited.

The management team is dedicated to fostering a happy and harmonious community. They actively enhance the environment to create a sustainable future for the estate through renovation projects that ensure safety and comfort for residents. Additionally, efforts in beautification of lawn areas and gardens improve both environmental quality and amenities, allowing residents to enjoy a secure and pleasant living environment.





新鴻基地產集團成員 Member of Sun Hung Kai Properties Group PMC Licence No:C-499163





Office Building (Small & Medium-Scale)

Kings Wing Plaza 1 – Merit Award









Kings Wing Plaza 1 is a premier commercial-retail complex located in Shek Mun, offering 250,000 sq. ft. of Grade-A office space and featuring a vibrant 4-storey shopping mall.

Managed by Savills, **Kings Wing Plaza 1** prioritises accessibility and leverages IoT technology to enhance all-round building management. A dynamic community hub that fosters collaboration, promotes sustainability, and supports the growth of local business landscape, **Kings Wing Plaza 1** thrives on word-of-mouth recognition.







Office Building (Small & Medium-Scale)

New Town Tower - Merit Award





新鴻基地產集團成員 Member of Sun Hung Kai Properties Group PMC Licence No:C-499163 NEW TOWN TOWER

Office Building (Large-Scale)

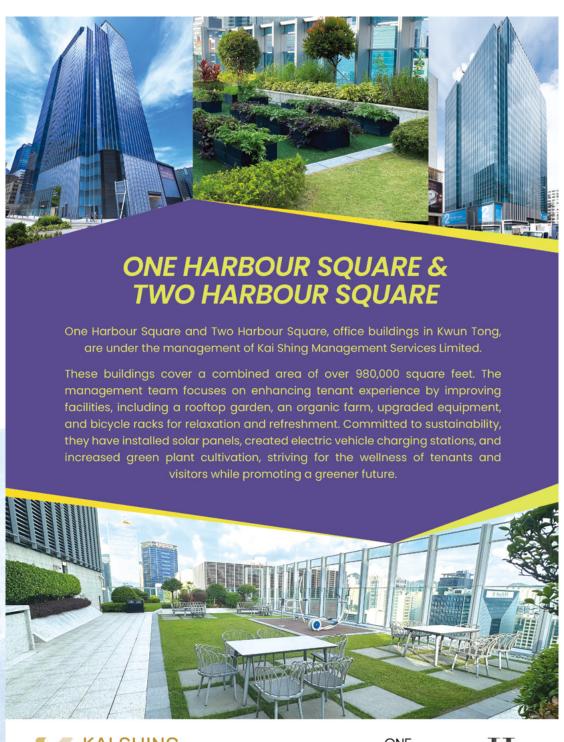
New World Tower – Merit Award





Office Building (Large-Scale)

One Harbour Square & Two Harbour Square - Merit Award





新鴻基地產集團成員 Member of Sun Hung Kai Properties Group PMC Licence No:C-499163 ONE HARBOUR SQUARE





Office Building (Large-Scale)

12 and 14 Taikoo Wan Road – Merit Award







Seamlessly integrated with a bustling shopping mall and residential community, 12 & 14 Taikoo Wan Road, a Grade-A office development, has been a cornerstone of the Island East business district for over three decades.

Since 2019, our professional management of 12 & 14 Taikoo Wan Road has prioritised sustainability, wellness and vibrancy in these assets. Committed to excellence through innovative initiatives that enhance tenant experiences and foster community engagement, we strive to create an inclusive and thriving environment for all.







Industrial & Car Park Building

Wah Luen Industrial Centre – Merit Award



Wah Luen Industrial Centre

Wah Luen Industrial Centre, under the management of Urban Group, is a well-known industrial building in the Fo Tan District completed in 1983. It comprises two blocks of 18-storey buildings with over 510 commercial and industrial units.

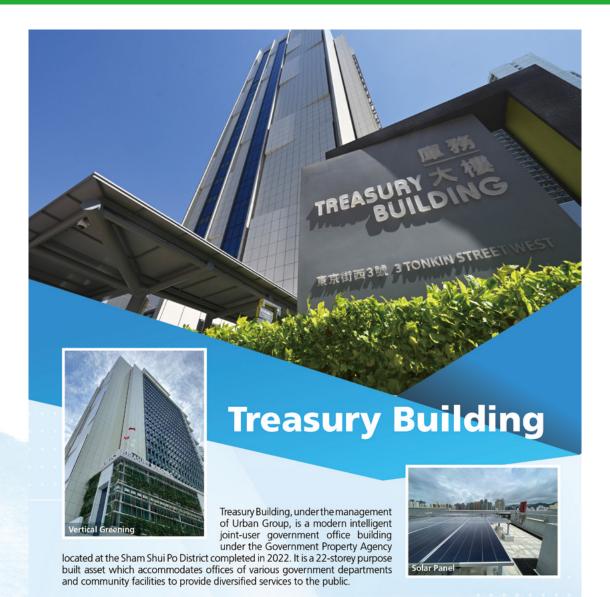
In coherence with Urban's commitment to the environment, Wah Luen Industrial Centre has transformed from a traditional industrial building into a modern industrial/ office building, emphasizing Environmental Sustainability in the business operations.

With the concerted efforts and great perseverance of the Urban team, the achievement of Wah Luen Industrial Centre has been widely recognized in notable industry awards and environmental campaigns, reflecting our devotion in attaining a consistent high standard of property and facility management services and establishment a harmonious and efficient business environment.



Institutional Facility

Treasury Building – Merit Award



In line with Urban's core beliefs, the property management team of the Treasury Building steps forward with strong innovative minds to achieve high standard of services. The team establishes a new professional facility management model to foster effective communications among different stakeholders and improve work productivity, so as to exceed the users' expectations.

Apart from high standard of services, the team has been introducing green and sustainable management practices into daily operations with an ultimate goal of creating a sustainable environment for the community and realizing the vision of green development.





Refurbishment / Renovation Large-Scale Residential Riviera Gardens – Merit Award



walkways and footbridges.

To combat aging infrastructure within budget constraints, resident feedback guides prioritized refurbishment projects, with a focus on infrastructure upgrades like water pipe replacements and environmental initiatives such as the installation of photovoltaic systems for renewable energy. Scheduled fire safety improvements and the utilization of drones for efficient maintenance highlight our commitment to enhancing resident satisfaction and environmental sustainability in Riviera Gardens.



Refurbishment / Renovation - Commercial Manning House - Merit Award





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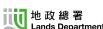


















































































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