



優質物業設施管理大獎
QUALITY PROPERTY & FACILITY MANAGEMENT AWARD

QPFMA2014

Award Presentation Banquet

Moving Forward to the New Era of
Property and Facility Management –
Sustainability and Liveability

物業設施管理新紀元 –
可持續性與宜居性



12 September, 2014 (Friday)

ORGANIZERS:



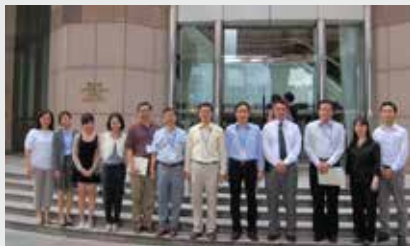
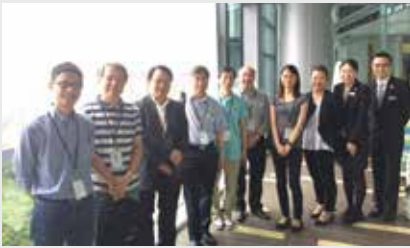
About QPFMA 2014

Jointly organized by The Hong Kong Institute of Surveyors (HKIS) and The Hong Kong Association of Property Management Companies (HKAPMC), QPFMA is a biennale award aspires to honour and recognize outstanding projects in the property and facility management industry. The pioneering QPFMA 2010 had captured a lot of attention in Hong Kong and received overwhelming responses. At its 3rd year, QPFMA 2014 has the theme on “Moving Forward to the New Era of Property and Facility Management – Sustainability and Liveability”.

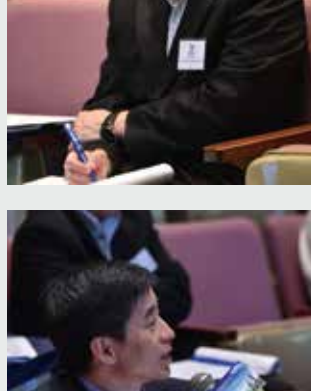
The vision of QPFMA is to stimulate greater public recognition for the industry and reward those demonstrate contemplative performances in terms of bringing comfort, safety and security to their users and occupiers, whilst compliance with legal requirements and respect for the environment.



Site Visit Highlights



Conference Highlights



Message from Guest of Honor



環境局局長黃錦星

減排減廢
宜業宜居

二零一四年度優質物業設施管理大獎



Message from Organizing Committee Chairman



Sr Gary YEUNG Man Kai

Chairman of QPFMA 2014 Organizing Committee

Member of QPFMA 2014 Jury Panel

Founded in 2010, the Quality Property and Facility Management Award (QPFMA) is a biennale award that honors and recognizes outstanding projects in the property and facility management industry. Jointly organized by The Hong Kong Institute of Surveyors and The Hong Kong Association of Property Management Companies, the award's theme this year is: "Moving Forward to the New Era of Property and Facility Management – Sustainability and Liveability". The award strives to give due recognition to the commitment of the property management industry for maintaining the highest levels of professionalism and quality management, and to award industry practitioners for their efforts and achievements in raising the quality of life for the people of Hong Kong.

With 115 nominations this year, QPFMA has received enormous support and endorsement from the industry, which speaks to the success of the past QPFMA awards. I would like to express sincere thanks to the jurors for their hard work this year. Your work as jurors and the hard work from all the industry practitioners raises the quality of life for millions of people living in Hong Kong.

I would also like to personally thank the sponsors and supporting organizations of this year's award. Without your support, QPFMA would not have been nearly as successful. Your support is invaluable to us, and we look forward to your continuous endorsement for the future as well.

I would like to take this opportunity to express my gratitude to my fellow Organizing Committee Members for their efforts. Their contributions have made organizing QPFMA a true pleasure. Lastly, I would like to congratulate all the award-winners for their continuous endeavours in the pursuit of quality in property and facility management.

Message from Head of Jury Panel



Mr Hui Siu-wai, JP

Director of Buildings

Building Department, HKSAR Government

This is the third time when the biennial QPFMA has been held to recognize and celebrate outstanding projects in the property and facility management (PFM) industry.

All the finalists taking part in the presentation on 2 August 2014 should be proud of themselves as coming this far as the top performers in the field. I am most impressed by the painstaking efforts of the teams in showing how they have contributed to enhance the professionalism of the PFM industry. It is essential to have continuing improvement. I am sure that there are more opportunities and challenges lying ahead for them to demonstrate their expertise in PFM and to make Hong Kong a better place to live.

Last but not least, I would like to congratulate the hard work of the Organizing Committee led by Sr Gary YEUNG in making this event a successful one.

Message from Jury Panel



Sr Tony TSE Wai Chuen

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

It is my great pleasure in sending you my warmest congratulations on the success in organizing Quality Property & Facility Management Award (QPFMA) 2014 jointly by the Hong Kong Institute of Surveyors and Hong Kong Association of Property Management Companies.

I am pleased to join you in celebrating such special occasion with the theme "Moving Forward to the New Era of Property and Facility Management – Sustainability and Liveability". The QPFMA is an opportunity for the property and facility management industry to come together to recognize outstanding professionalism. The Award also provides a platform in bridging the knowledge, innovation and creativity that will promote excellence in property and facility management which, in turn would support the provisions of high quality of life and to the well-being of all people.

I would also like to congratulate this year's award recipients in recognition of their excellent achievements. It is my belief such level of excellence will continue to flourish, in the years to come. I send you every confident hope for mounting success in the future.

Message from Jury Panel



Sr Simon KWOK

President

The Hong Kong Institute of Surveyors

With increasing public awareness of the importance and benefits of property and facility management, sustainability and livability have become key concerns in the 21st Century.

The Quality Property & Facility Management Awards (QPFMA) recognizes outstanding project teams that have made excellent contributions to the Property and Facility Management Industry. On behalf of the HKIS, I would like to congratulate all winners and nominees, and wish the 2014 QPFMA every success.

Message from Jury Panel



Mr. Ivan TAM Kwok Wing

President

Hong Kong Association of

Property Management Companies

As an award dedicated to rewarding outstanding practitioners in the property management industry, Quality Property & Facility Management Award (QPFMA) not only commemorates the property projects but also celebrates the property management operations who are magnificent in maintaining the properties as sustainable places. It is indeed a great honour for me to be appointed as a member of the Jury Panel for QPFMA 2014.

This year, much attention has been paid to innovative management strategies and enhancing harmony in community. Each project team has done an excellent job establishing a brand new paradigm for practitioners by adding a humanistic touch. Such brilliant work has definitely marked a milestone in the property management industry, and deserves more acclaims from different sectors in the community.

I hereby convey my warmest and sincerest congratulations to all the winners and participating candidates for their dedication and professionalism. HKAPMC would like to encourage more members to continue to strive for excellence in the future.

Message from Jury Panel



Mr. Albert LEE Kwok Wing

*Deputy Director (Estate Management),
Housing Department, HKSAR Government*

It is my great honour to be appointed as a Juror again for QPFMA 2014. With the concerted efforts of the co-organizers, The Hong Kong Institute of Surveyors (HKIS) and The Hong Kong Association of Property Management Companies (HKAPMC), and all the property and facility management practitioners, the event has been a great success stimulating wider public recognition of the industry.

The theme of this year's QPFMA is "Moving Forward to the New Era of Property and Facility Management – Sustainability and Liveability". I believe that the industry practitioners have always strived to bringing comfort, safety and security to the users of facilities and occupiers of properties, and QPFMA is to reward those who have demonstrated professionalism and contemplative performance in the area. I would like to extend my sincerest congratulations to the winners of the various awards and am sure that all professionals in the industry will continue to strive for improvement and contribute to the advancement of sustainability and liveability through quality property and facility management.

Message from Jury Panel



Prof Francis WONG

Director, Research Centre for Construction and Real Estate Economics, and Professor, Department of Building and Real Estate

The Hong Kong Polytechnic University

High quality of property and facility management is extremely important because Hong Kong is a densely populated metropolitan city.

The purpose of QPFMA is to recognize outstanding projects and to honour the respective property management teams and their dedicated staff. I am pleased to see the increasing number of submissions for different categories of awards in the QPFMA 2014, which reflects its wide degree of recognition by the property and facility management industry.

Congratulations to the Hong Kong Association of Property Management Companies (HKAPMC) and the Hong Kong Institute of Surveyors (HKIS) as the QPFMA 2014 organizers as well as to all the award winners.

Message from Jury Panel



Dr. Daniel HO C.W.

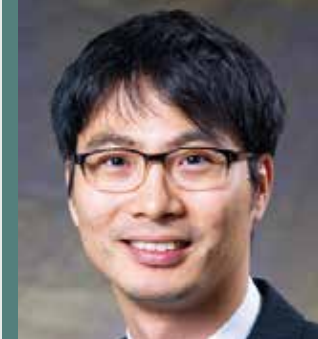
Associate Professor

Department of Real Estate and Construction,
The University of Hong Kong

Certainly sustainability and livability are two of the most important elements in every built form, be it residential, commercial, industrial, or institutional. These are especially relevant in Hong Kong's high-density, high-rise built environment, in which small issues can easily turn into big problems if not handled appropriately by a professional property and facility management team both stationed on the premises and supported remotely by its company. These dedicated personnel and company policies vividly demonstrated the quality of management during our assessment of and visit to each participating team and property in the various categories. In all the cases, I saw that every team took a step forward in proactively providing and improving the quality of the facility it managed in the areas of maintenance, finance, green management, and, in particular, demonstrating corporate social responsibility. As I understand it this year, the Award attracted over 100 entries, which indicates the industry's recognition of the Award, as well as the support by the users and owners of these properties.

May I convey my heartfelt thanks to the organizers and organizing committee of the 2014 Quality Property and Facility Management Award (QPFMA). I am sure that the QPFMA will achieve its vision and stimulate ever wider recognition in both the professional and public arenas. I also wish to congratulate all award winners and encourage all participants to work harder towards providing a sustainable and livable built environment for Hong Kong.

Message from Jury Panel



Dr KIM Tae Wan

Assistant Professor

Department of Civil and Architectural Engineering,
City University of Hong Kong

Property and facility management is in nature very challenging because it necessitates integration of different needs and values from different stakeholders. Nevertheless, it needs to be done in great quality because it affects people, community, and the earth greatly. Thus, I would like to take this opportunity to thank all of the 27 project teams who presented for QPFMA 2014 for their endeavor and achievement and for their willingness to share their valuable experience and expertise with other property and facility managers. Please accept my sincere congratulations on your achievement this year and best wishes for your further contributions to our society and environment.

Message from Jury Panel



Mr Xu Jianhua

President

*Guangdong Province Certified Property Manager
Association*

I sincerely give my congratulation to the grand opening of The Quality Property & Facility Management Award 2014.

Since 2012, The Quality Property & Facility Management Award has attracted extensive attention from Hong Kong and Guangdong Province. The theme of QPFMA 2014 is [Moving forward to the new era of property and facility management-Sustainability and Liveability]. It praise and encourage the outstanding management project in the industry. This award which greatly promoted the development of property management field requires more professional property management, higher quality management standards and growing environmental protection concept to give a more comfortable, safe and convenient working and living environment to public. The efforts and impact towards the local industry made by The Hong Kong Institute of Surveyors and The Hong Kong Association of Property Management Companies have been well recognized by both industrial practitioners and academics.

I wish The Quality Property & Facility Management Award continued success in the Year ahead, continue to contribute to the healthy development of the industry as well as the betterment of Hong Kong society as a whole, and bring precious experience to the property management field in Guangdong Province.

Award Presentation Banquet Program

PROGRAMME

18:30	Welcome Cocktail
19:00	<p>Stage Program Starts</p> <ol style="list-style-type: none"> 1. Video of QPFMA 2014 2. Welcome Speech – Sr Simon KWOK, President, The Hong Kong Institute of Surveyors 3. Speech by Guest of Honor – Mr. WONG Kam Sing, JP, Secretary for Environment Bureau, HKSAR Government 4. Speech by Chairman of Jury Panel – Mr. HUI Siu-wai, JP, Director of Buildings, Buildings Department, HKSAR Government 5. Souvenir Presentation to Jurors
19:45	Dinner Starts
19:45	Award presentation to: Home Ownership Scheme (HOS) & Private Sector Participation Schemes (PSPS) & Sandwich Class Housing Scheme (SCHS) (1, 500 units and below) (HOS1500)
	Award presentation to: Home Ownership Scheme (HOS) & Private Sector Participation Schemes (PSPS) & Sandwich Class Housing Scheme (SCHS) (1, 501 units and above) (HOS1501)
	Award presentation to: Tenants Purchase Scheme (TPS) & Public Rental Housing (PRH) (TP)
	Award presentation to: Institutional Facility Management (IF)
	Award presentation to: Industrial & Carpark Building Management (ICB)
20:10	<p>Thank You Remarks to Sponsors – Sr Gary YEUNG Man Kai, Chairman of Organizing Committee Souvenir Presentation to Sponsors</p>
20:25	Award presentation to: Small-Scale Residential Property Management (SR)
	Award presentation to: Large-Scale Residential Property Management (LR)
	Award presentation to: Medium-Scale Residential Property Management (MR)
	Award presentation to: Shopping Centre Management (SC)
	Award presentation to: Office Building Management (OB)
21:35	<p>Thank You Speech – Mr. Ivan TAM, President, The Hong Kong Association of Property Management Companies Souvenir Presentation to Organizing Committee Members</p>
22:00	End of Dinner

Organizing Committee List

Chairman of Organizing Committee

Sr Gary YEUNG Man Kai

Members of Organizing Committee

Sr Dr Edmond CHENG

Mr Teddy CHEUNG

Ir Dr CK HUNG

Sr Dr KW LAM

Sr Tim LAW

Sr Ir Jonathan LEE

Sr Andrew LEE

Ms Rita LI

Sr Vincent LO

Sr Ray NG

Mr Felix TANG

Sr Kays WONG

Mr Ellis IP

Mr Herman YU

Project Team Entry List

Name of Property (English)	Name of Property (Chinese)
Large-Scale Residential Management Category (LR)	
Banyan Garden	泓景臺
Bellagio	碧堤半島
Central Park Towers	柏慧豪園
Grand Promenade	嘉亨灣
Harbour Place	海濱南岸
Hong Kong Gold Coast	香港黃金海岸
Hong Sing Garden	康盛花園
liberté	昇悅居
Metro Harbour View	港灣豪庭
Park Central (Residential)	將軍澳中心 (住宅)
Royal Peninsula	半島豪庭
Sereno Verde	蝶翠峰
Villa Esplanda	灝景灣
Vista Paradiso	聽濤雅苑
Yoho Midtown	新時代中城
Yoho Town	新時代廣場

Medium-Scale Residential Management Category (MR)	
Aria	峻弦
Bayshore Towers	海柏花園
Celestial Heights	半山壹號
Clovelly Court	嘉富麗苑
Grandview Garden	嘉景花園
Hillsborough Court	曉峰閣
King's Park Villa	帝庭園
Lime Stardom	形品·星寓
Manhattan Hill	曼克頓山
Mount Beacon	畢架山峰
No.8 Waterloo Road	窩打老道8號
Oceanaire	天宇海
One SilverSea	一號銀海
Pacific Palisades	寶馬山花園
Parc Regal	賀龍居
Peak One	壹號雲頂
The Hermitage	帝峰·皇殿
The Latitude	譽港灣
The Legend at Jardine's Lookout	渣甸山 名門
The Leighton Hill	禮頓山
The Wings	天晉
Vision City	萬景峯

Name of Property (English)	Name of Property (Chinese)
Small-Scale Residential Management Category (SR)	
39 Conduit Road	天匯
Beacon Lodge	豐盛居
Bedford 28	柏豐28
Belcher's Hill	寶雅山
Hill Paramount	名家匯
No.1 Homantin Hill	何文田山1號
Regence Royale	富匯豪庭
Sheffield Garden	勝豐園
Shouson Peak	
The Royal Oaks	御林皇府
The Verandah Garden	海天園
The Westminster Terrace	皇璧

Tenants Purchase Scheme & Public Rental Housing Category (TP)	
Cheung On Estate	長安邨
Fung Tak Estate	鳳德邨
Kwong Yuen Estate	廣源邨
Ma Hang Estate	馬坑邨
Shek Lei 2 Estate	石籬二邨
Shui Pin Wai Estate	水邊圍邨
Sun Chui Estate	新翠邨
Tsz Ching Estate	慈正邨

Home Ownership Scheme & Private Sector Participation Schemes & Sandwich Class Housing Scheme Category (1,501 units and above)	
Charming Garden	富榮花園
Harmony Garden	富欣花園
Hong Nga Court	康雅苑
Kam Fung Court	錦豐苑
Kam Tai Court	錦泰苑
Mei Chung Court	美松苑
Rhythm Garden	采頤花園
Saddle Ridge Garden	富寶花園

Project Team Entry List

Name of Property (English)	Name of Property (Chinese)
Home Ownership Scheme & Private Sector Participation Schemes & Sandwich Class Housing Scheme Category (1,500 units and below)	
Sunningdale Garden	順欣花園
Ho Ming Court	浩明苑
Kwun Hei Court	冠熹苑

Shopping Centre Management Category (SC)	
Choi Yuen Plaza	彩園廣場
Citywalk	荃新天地
Coronation Circle	中港薈
East Point City (Commercial)	東港城 (商場)
Island Resort Mall	藍灣廣場
Kwai Fong Plaza	葵芳廣場
Landmark North	上水廣場
Lok Fu Plaza	樂富廣場
Metro Town Shopping Mall	都會駅商場
Metropiazza	新都會廣場
Mikiki	
Olympian City	奧海城
Stanley Plaza	赤柱廣場
Tai Po Mega Mall	大埔超級城
Tsuen Wan Plaza (Shopping Arcade)	荃灣廣場 (商場)
Tuen Mun Town Plaza Ph.I,II (Shopping Mall)	屯門市廣場第1,2期 (商場)

Office Building Management Category (OB)	
148 Electric Road	電氣道148號
China Hong Kong City	中港城
Citibank Plaza	花旗銀行廣場
E-Trade Plaza	東貿廣場
Grand Central Plaza	新城市中央廣場
Grand Century Place - Office Towers	新世紀廣場－寫字樓
Metropiazza	新都會廣場
Millennium City 5	創紀之城五期
Millennium City 6	創紀之城六期
Miramar Tower	美麗華大廈
One Island South	
Sino Estates Management Limited - Exchange Tower	信和物業管理有限公司－國際交易中心
The Metropolis Tower	都會大廈
Two International Finance Centre	國際金融中心二期
Wheelock House	會德豐大廈

Name of Property (English)	Name of Property (Chinese)
Industrial & Car Park Building Management Category (ICB)	
CEO Tower	環薈中心
Chevalier Engineering Service Centre	其士工程服務中心
Global Trade Centre	宏貿中心
New Tech Plaza	新科技廣場
One Midtown	
Peninsula Tower	半島大廈
Po Lung Centre	寶隆中心
Westin Centre	威登中心
World Tech Centre	世達中心

Institutional Facility Management Category (IF)	
Hong Kong Community College (Hung Hom Bay Campus)	香港專上學院 (紅磡灣校園)
Hong Kong Design Institute	香港知專設計學院
Hospital Authority - Kowloon West Cluster Princess Margaret Hospital Facility Management	醫院管理局－九龍西聯網瑪嘉烈醫院設施管理
Lingnan University	嶺南大學
PolyU Student Hall of Residence (Hung Hom)	理工大學學生宿舍 (紅磡)
The Hong Kong Jockey Club Headquarters Building	香港賽馬會總部大樓

Awardee List

Large-Scale Residential Management Category (LR)

Central Park Towers 柏慧豪園	Citybase Property Management Company Limited 港基物業管理有限公司
Harbour Place 海濱南岸	Harbour Place Management Services Company Limited 海濱南岸管理服務有限公司
Villa Esplanda 灝景灣	Citybase Property Management Company Limited 港基物業管理有限公司
Vista Paradiso 聽濤雅苑	Goodwell Property Management Limited 高衛物業管理有限公司

Medium-Scale Residential Management Category (MR)

Aria 峻弦	Royal Elite Service Company Limited 帝譽服務有限公司
Manhattan Hill 曼克頓山	Royal Elite Service Company Limited 帝譽服務有限公司
Pacific Palisades 寶馬山花園	Sino Estates Management Limited 信和物業管理有限公司
The Hermitage 帝峰·皇殿	The Hermitage Estates Management Limited 帝峰·皇殿物業管理有限公司

Small-Scale Residential Management Category (SR)

Beacon Lodge 豐盛居	Hong Yip Service Company Limited 康業服務有限公司
Belcher's Hill 寶雅山	Urban Property Management Limited 富城物業管理有限公司

Tenants Purchase Scheme & Public Rental Housing Category (TP)

Shek Lei 2 Estate 石籬二邨	Creative Property Services Consultants Limited 創毅物業服務顧問有限公司
Sun Chui Estate 新翠邨	Hong Kong Housing Authority 香港房屋委員會

Home Ownership Scheme & Private Sector Participation Schemes & Sandwich Class Housing Scheme Category (1,501 units and above)

Mei Chung Court 美松苑	Hong Yip Service Company Limited 康業服務有限公司
Rhythm Garden 采頤花園	Urban Property Management Limited 富城物業管理有限公司

Home Ownership Scheme & Private Sector Participation Schemes & Sandwich Class Housing Scheme Category (1,500 units and below)

Ho Ming Court 浩明苑	Shui On Properties Management Limited 瑞安物業管理有限公司
Kwun Hei Court 冠熹苑	Urban Property Management Limited 富城物業管理有限公司

Shopping Centre Management Category (SC)

Citywalk 荃新天地	Citywalk Management Company Limited 荃新天地管理有限公司
East Point City (Commercial) 東港城(商場)	Kai Shing Management Services Limited 啟勝管理服務有限公司
Metropalaza 新都會廣場	Kai Shing Management Services Limited 啟勝管理服務有限公司
Olympian City 奧海城	Sino Estates Management Limited 信和物業管理有限公司

Office Building Management Category (OB)

Citibank Plaza 花旗銀行廣場	The Great Eagle Properties Management Company Limited 鷹君物業管理有限公司
Grand Central Plaza 新城市中央廣場	Kai Shing Management Services Limited 啟勝管理服務有限公司
Millennium City 5 創紀之城五期	Kai Shing Management Services Limited 啟勝管理服務有限公司

Industrial & Car Park Building Management Category (ICB)

Westin Centre 威登中心	Sino Estates Management Limited 信和物業管理有限公司
World Tech Centre 世達中心	Harriman Property Management Limited 夏利文物業管理有限公司

Institutional Facility Management Category (IF)

Lingnan University 嶺南大學	ISS EastPoint Property Management Limited 置邦物業管理有限公司
The Hong Kong Jockey Club Headquarters Building 香港賽馬會總部大樓	The Hong Kong Jockey Club 香港賽馬會

峻
弦

aria | KOWLOON
PEAK

R
royal elite
SERVICES

Basic Information

Aria, locates at No. 51 Fung Shing Street, Ngau Chi Wan which was established in Year 2011, is managed by "Royal Elite Service Co., Ltd. ". Aria comprises of 5 towers Providing a total of 723 units. There are 3 storey of car park and over 92,000 sq. ft. of twin clubhouses.

Customer First •To Understand Customer's Needs and Expectations from All Directions

We believe that customer's suggestion is one of the key components to optimize our services. We therefore provide various channels to collect customer's suggestions so as to enhance our services level and even exceed our customer's expectation. We also work hand in hand with our working partner, the Owners' Committee of Aria. These years, we have successfully created a new funny environment to the kids at Aria, whose numbers are keen increasing, by introducing "Noah's Ark" Bouncy and "Summer Water Fun" session at outdoor swimming pool.



Professionalism

Royal Elite Service Co., Ltd. is one the experienced property management company in Hong Kong. We offer comprehensive services to our customers by talented property management professionals in security control, cleaning, repair & maintenance work, landscaping, financial control, clubhouse management etc. For the past 3 years, we earn over 10 awards in various categories. These recognitions motivate us to provide better professional property management services to the customers continuously.



Development

Aria's Management team strives to promote green culture in the estates aiming at bringing our customers to the green and healthy lifestyle and create the liveable and sustainable living environment together. "Green Steps Reward Program" launched in Year 2013 is a sustainable green activity. Customers can obtain the green stamps when joining the green activities to redeem the clubhouse catering coupon. Environmental protection tips are also provided in the brochure. Besides, we also launched the "Home Energy Assessment Program" to provide energy saving tips & advices to residents.

豐盛居 BEACON LODGE

373 Po On Road, Cheung Sha Wan

Beacon Lodge is a residential and commercial complex located at 373 Po On Road of Cheung Sha Wan. With a 35- storey single block, Beacon Lodge has 166 small and medium-sized units. It is closed to the MTR stations and buses offering easy access to other parts of the city.

Quality Property Management

Hong Yip Service Company Ltd. is committed to delivering the finest property management services including security, repair, maintenance and cleaning in daily operations. Cost control is also strictly implemented at operational level to maintain a good financial record. Meanwhile, various energy saving initiatives and extensive horticulture are introduced to offer Beacon Lodge a lush green environment.

Leisure Enjoyment

Clubhouse is a stunning place with recreational facilities including outdoor swimming pool, reading area, gymnasium, banquet room, piano room and children playroom etc. where residents can enjoy and relax for prestigious living. Sky Garden is on 26 floor offering spectacular views for residents' satisfaction.

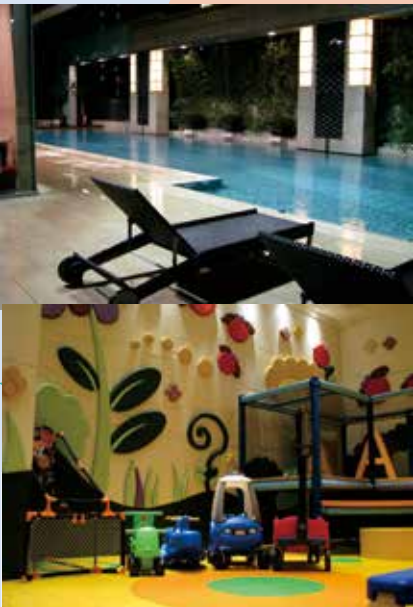
Achievements / Awards

Beacon Lodge won numerous awards, including

- Kowloon West Best Security Services Awards
- Quality Water Recognition Scheme for Buildings
- Hong Kong Awards for Environmental Excellence
- Excellence Award of Quality Property & Facility Management Award



康業服務有限公司
Hong Yip Service Company Ltd.





富城集團
Urban Group

豐盛創建成員 Member of FSE Holdings

Belcher's Hill is a luxury small scale single block building with prestige location, convenient transportation and sound school network in the Western District. Urban Property Management Limited (UPML) is glad to be appointed DMC manager of Belcher's Hill since 2011.

With fruitful experience of managing the luxury single block building, our mission is increase the property value to our owners. In long-term upkeep and value enhancement of the property, we have been applying our supreme Management Model "People, Process and Space Performance" in providing the best and comprehensive property asset management services.

A harmonious working environment is well established at Belcher's Hill. Stable management team is the key element of the quality management services to our prestige residents, with the hope to exceed our customers' expectation.

Because of large market share and strong area support of UPML, even Belcher's Hill could enjoy the advantage of economies of scale in our service provision. Our prestige residents could enjoy value of money in living in their comfortable, harmonious and quality environment.

Belcher's Hill



ICBC Tower 中國工商銀行大廈 Citibank Tower 花旗銀行大廈

Champion REIT
冠君產業信託

Citibank Plaza
a Champion REIT Property



鷹君物業管理有限公司
The Great Eagle Properties
Management Company, Limited



*Service Excellence In
Exceeding Customer
Expectations*

EAST POINT CITY 東港城

East Point City is the first large-scale multi-function shopping mall in Tseung Kwan O district in 1997. The property comprises with 400,000 square feet regional shopping arcade and supplemented with around 1,000 numbers of parking spaces. To catch up the change of needs of the community, the mall revamp was completed in early 2008.

Brand New East Point City

The revitalized East Point City not only gives a brand new appearance, but it also brings our customers a family-friendly and exceptional shopping experience with greater enjoyment. Except the refreshment of the feature decoration, the revamp works involved a lot of challenges included installation of new video wall at atrium, increment of the number and variety of Retail and F&B shop up to 160 nos., enhancement of huge washrooms and related baby caring facilities so as to accommodate the changing needs of the community. The revamp completed in great success with compliments from both the Landlord and tenants.



Quality and Human Touch Property Management

Quality management is one of the objectives we always upload. To strive for service excellence, East Point City has always stood by the Organization's motto of **"We Serve You Best"**, providing a total property management services. Among the team, East Point City offers a superb range of value-added services for tenants and shoppers. East Point City introduced the Customer Care Centre early in 1997, providing attentive and innovative value-added services by the well-trained Customer Care Ambassador. In addition, East Point City cares the community, for instance, the disadvantaged minority and the community who need special care. We provide a work-friendly environment and employ the disadvantaged minority so as to let them to acclimate to the society. Thus, East Point City won **"Certificate of Merit"** in **"HSBC Living Business Awards 2013 - Community Engagement Award"**, **"Caring Company"**, **"18 Districts Caring Employers Award"** and **"List of Barrier-free Companies/ Organisations"** etc.

Advocator of Environmental Protection in Property Management Field

"Loves the Earth" is one of our missions. While having the right to enjoy of nature, we also have the responsibility to protect the nature. East Point City believes green management is not only a sole responsibility of the building manager, but also the involvement of tenants, community as well as contractors. We try our best to introduce **"Green"** concept in every corners and being the advocator along property management field. With the continuous effort throughout these years, East Point City won a lot of Green Awards, including **"Certificate of Merit"** in **"HKAEE-Sectoral Awards"**, first batch of organization awarded **"Green Organisation Label"**, **"Bronze Award"** in **"GREEN PLUS Recognition Award"** and **"Certificate of Merit"** in **"HSBC Living Business Awards 2013 - Green Achievement Award"** etc.



Grand Central Plaza is one of the Class A commercial complex under the asset portfolio of Sun Hung Kai Properties Group which was completed in 1995 and managed by Kai Shing Management Services Limited.

In 2007, the management team together with her associates launched a decade-long and multi-phase refurbishment project with which the development have gained a much extended functional life and enriched with green elements that served insights to its sustainable development in the future.

The excellent understanding of planning, design and operation of physical facilities as well as the associated expenditure in long run gave rise to a customized, well-adapted improvement for the building that helps underpin “quality” and “sustainability” with minimal “resources”. Improved items were summarized as follow:-

Massive vertical greenery was applied to create a positive indoor bioclimatic that the development had never come across such as green walls and wall planters.

For waste management, we selected the waste produced during demolition and construction and retained the reusable with extra care.

Green Education Centre was set up for external communicative and educational purposes. Tenants and students were invited to visit and learn more about the green messages.

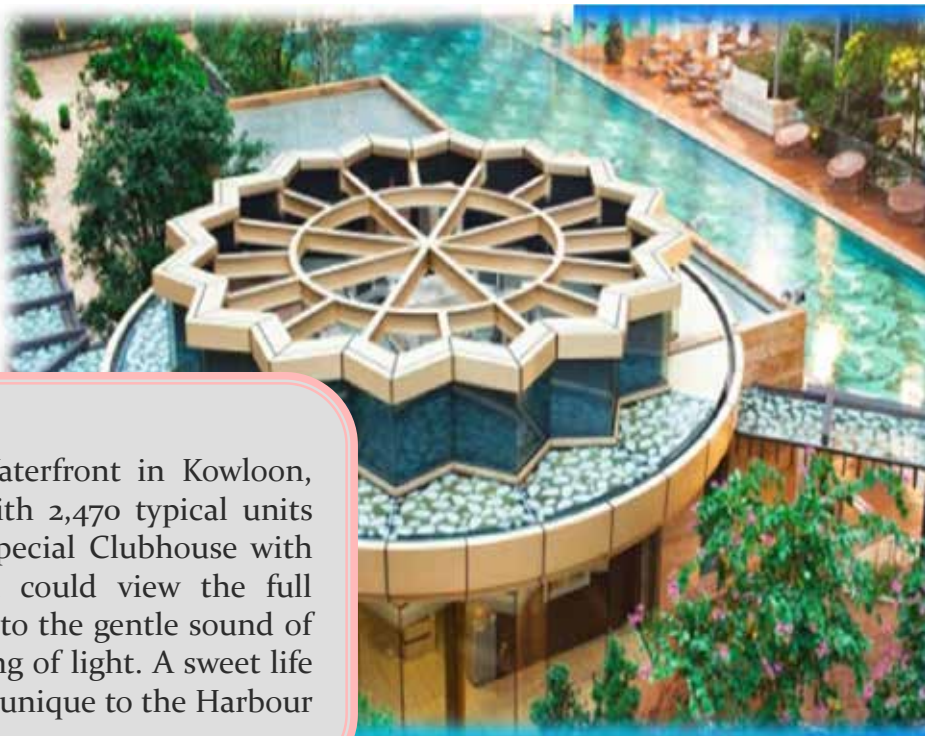
Having anticipated an ever-faster pace in electricity rate hike in connection with tighter pollutant emission control imposed on CLP, all new water cooled chillers and air-cooled chillers were in the plan to replace the aging air-cooled ones for best energy efficiency.

The New Car Searching and Parking Guidance Systems made users the ways for impressive parking experiences while cut the carbon emission of such activities by avoiding unnecessary traveling in search for available bays.

The newly introduced food composter with ample capacity completely soothed the concern about food waste issue and concurrently helped client exercise the social responsibility as a polluter.

Grand Central Plaza will continue to devote our efforts towards green management so to contribute for a better and carbonless working environmental.





Harbour Place

Located along the Hung Hom Waterfront in Kowloon, Harbour Place offers 7 towers with 2,470 typical units and a 64 thousand square feet special Clubhouse with food and beverage service. You could view the full metropolis's lightshow and listen to the gentle sound of ocean waves at the first glimmering of light. A sweet life and an enchanted journey, all are unique to the Harbour Place.

Green Management

We have put forward a number of energy-saving initiatives to cut down energy consumption of lighting in the Harbour Place such as modification of lighting circuits, dismantling of unnecessary lighting tubes and installation of energy-efficient LED resulting in a reduction of over 300 tonnes of carbon dioxide emissions.



Value added services

In further enhancing the property management services, value-added services and home repair services are provided such as installation of window frames, LED light bulbs, electric appliances. Other services include stamp selling, daily mail drop-off, newspaper/magazines subscription, laundry services and etc to relieve residents' from trivial and tedious household chores.

It is always our mission to deliver premier service with supreme courtesy, managing all to the highest quality standard.



海濱南岸管理服務有限公司
Harbour Place Management Services Company Limited



The Hong Kong Jockey Club

Quality Built Asset Management toward Sustainability and Livability



The Hong Kong Jockey Club is a non-profit organization and Hong Kong's largest provider of charity and community funding. The Club operates horse racing, sporting and betting entertainment in Hong Kong and is one of the largest membership clubs in Asia with four clubhouses. It is also one of the largest employers in Hong Kong, with over 26,000 full and part-time staff.

Property Division ("Property") is the custodian of the Club's property assets. Property continuously enhances the development value of the Club's property portfolio and manages, maintains and operates its facilities at optimal efficiency and effectiveness. Property also supports the Club in ensuring asset health with regard to environmental issues, OSH, operating efficiency, upkeep of building infrastructure and cyclical replacement of operating systems, as well as by leading the sustainability initiatives for all property facilities.



Our Operations

As compared to other key players in the property development and facility management industries, the operations of Property are unique and diversified. The Club's extensive facility coverage enables us to manage a vibrant portfolio, ranging from world-class racecourses to telebet centres, and from community facilities to heritage conservation projects. Property's service section works together allow us to implement building sustainability across the entire building life cycle and incorporate holistic approaches to address sustainability issues.

Looking Ahead

Property manages various projects that are beneficial to local communities and the general public. Below are the highlights:-

- **Conservation & revitalization projects of heritage cluster**@ Central Police Station (1)
- **Redevelopment of Asian Games equestrian venue** @ Conghua Thoroughbred Training Centre (2)
- **Development of world-class academy with sustainable design** @ Kau Sai Chau Golf Academy (3)
- **Major renovation with green design and technology** @ The Hong Kong Jockey Club Headquarters (4)
- **Development in pursuit of BEAM & LEED gold certification** @ Shatin Communication and Technology Centre (5)
- **7-year redevelopment & renovation programme** @ Shatin / Happy Valley Racecourses (6)





富城集團
Urban Group

豐盛創建成員 Member of FSE Holdings

Kwun Hei Court is a HOS court located in Homantin which was built in 2000. The Court consists of a single 40-storey building and there are totally 796 residential units & 1 welfare unit. The Owners' Corporation took over the management of the Court in May 2006.

Urban Property Management Limited has been providing the property asset management services in Kwun Hei Court since 2000 and focus on delivering to exceed customers' expectations and to find new opportunities to enhance the services. Our 3 approaches including:

To Enhance Relationship with Residents & Environment Awareness

Caring for the Elderly, Promote Green Management and Energy Saving

To Upkeep the Building Value with Effective Financial Control

Comprehensive Maintenance Work, Professional Security & Cleansing Services, Landscaping & Tree Management, Value-added Service with Effective Financial Control

To Handle the Community Issues in Homantin

Concerns the Changes about the New HOS Development and MTR Kwun Tong Line Extension in Homantin

Our efforts win the recognition of owners and we strive to create a better, harmonious and convenience living environment in Kwun Hei Court.

Kwun Hei Court



**Kwun
Hei
Court**



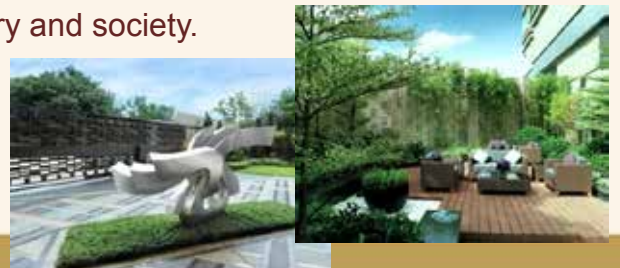
Royal Elite Service Co., Ltd. is a fellow subsidiary of Hong Yip Service Co., Ltd, which manages high-end residential property Manhattan Hill since 2007. Manhattan Hill includes 5 luxury towers of 1,115 residential units facing the panoramic Victoria Harbour. The development is equipped with a 50,000 square feet comprehensive clubhouse. Over 80% of the site area is covered with greenery with more than 200 numbers of trees planting around. The greenery around together with the sky garden in each residential towers provide a relax amidst for our residents enjoyment.



Our management team is certified with ISO 9001, ISO 14001 and OHSAS 18001, which aims at providing long-term and sustainable facility management service. We showed excellent performances in different aspects including financial control, green management, maintenance, etc. Innovative facilities and measures are continuously implemented in order to facilitate the management efficiency and improve the experience of the residents. We always encourage our residents and partners to achieve our goals by giving incentives like promotions and rewards, so that our management concepts can be spread out to all the stakeholders.



We are honored and privileged to receive the Award of “Quality Property & Facility Management Award 2014 (Medium-Scale Residential Property Management)” presented by The Hong Kong Institute of Surveyors and The Hong Kong Association of Property Management Companies. We believe that the achievement can strive us to be the leader and pioneer of the real estate management industry, with innovation and improvements which benefit our residents, industry and society.





MEI CHUNG COURT 美松苑

Mei Chung Court is a 6-block housing estate comprising 1,940 residential units. Hong Yip Service Company Limited has been providing quality property management service to Mei Chung Court since 1996. The estate is located in an extremely beautiful location amid natural hills, surrounded by extensive and spacious green areas. There are outdoor recreational facilities such as jogging trail, children playground, badminton court etc provided for the residents to create a nice and comfortable environment.



We always strive our best to create a greener, delightful living environment with high quality horticultural designs. We are committed to provide an environmentally friendly and a safe living environment to our residents. With the launching of the Third Phase of internal Quality Assurance Program, we continue to add green elements to the estate for residents' enjoyment of life.

Our management team is certified ISO 9001 Quality System and OHSAS 18001 Safety Management System in daily management to further demonstrate our capability of providing quality management services. We value customers' suggestions as well as the safety and well-being of our employees. We always encourage residents to join recreational activities to create harmonious relationship against residents.

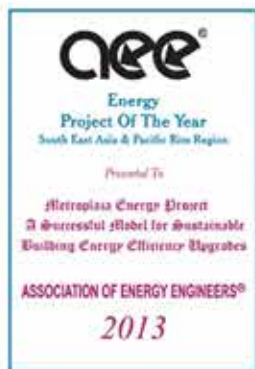


Metroplaza

Metroplaza is situated at a prime site in the hub of Kwai Fong with covered footbridge linked to MTR Kwai Fong Station. The 540,000 square-foot shopping arcade, featured with large fan-shaped atrium and landscaped decks, has offered full range of joyful experience to all customers and the community.

We committed to meet the needs of customers and community in ways that are environmentally and socially responsible. We have over 30 attentive services to our customers and strive to set a positive example by reducing our environmental impacts and by incorporating sustainable practice into all facets of our management.

Over the years, Metroplaza has been the landmark shopping arcade of the entire region since its establishment and our efforts have been recognized by not only our customers, and also by Government Agency, NGOs and other professional bodies.





Millennium City 5

Millennium City 5, being a 10 year-old grade-A office building located in Kwun Tong, has been managed by Kai Shing Management Services Limited. The property brings 700,000 square feet of compelling features and sharp innovations to Hong Kong's commercial landscape.

As the building manager of Millennium City 5, we exercise strong leadership and careful operational planning as well as closing monitoring of all our contractors' performance. We actively foster an excellent team spirit because we believe that the effort of every teammate is important for us to deliver high quality and professional management services to working environment for our occupants in respect of security, cleaning, maintenance, safety, environmental protection and customer services.

Followed with company's motto "We Serve You Best", we always aim at building a friendly relationship with our occupants via courtesy visits, telephone interview and organization of different workshops and sportive activities for their leisure. Besides, we keep moving forward so as to exceed the expectation of our occupants by providing a variety of tailor-made, creative and innovative value-added services at our concierge.

On the other hand, we care of our occupants that we have been striving to improve the building environment to become more comfortable and healthy. In 2013, the whole office tower of Millennium City 5 was awarded the Excellent Class of "Indoor Air Quality. Together with the wide publicity of foodwise and wastewise concepts, it is successful that we have cultivated a low-carbon working lifestyle to our occupants.

Over the years, our efforts have been ascertained by not only our occupants, but also the government departments, Non-government organizations and professional bodies that the commendations we received in past year were over 100 and we had also been awarded in different competitions which were the public recognitions of our achievements in property management.





富城集團
Urban Group

豐盛創建成員 Member of FSE Holdings

Rhythm Garden is a residential development under Private Sector Participation Scheme launched in 2000 and managed by Urban Property Management Limited, comprising 12 towers totaling 3,000 units, 60 shops and a 7-storey carpark building with 660 parking spaces.



Dedication to the Best Quality Service

It offers an array of concierge and innovative value-added services ranging from provision of minor household repair services to AED devices to create a quality living which is experienced in private housing, thereby bringing surprise and convenience of life to residents.

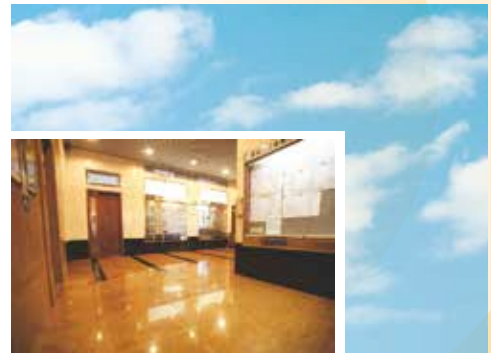
Commitment to Green Management

Rhythm Garden is managed in an environmentally responsible manner. Not to mention the general, a comprehensive waste management program is launched including battery, fluorescent lamps, CDS, red pockets, glass bottles, medication and food waste. A vertical green wall is set up to provide the environmental benefits and enhance aesthetic quality of our environment. Renewable energy appliances such as solar mosquito lamps, solar lawn lamps and kinetic power bike are extensively adopted to create a greener environment.

Devotion to Service Excellence

Looking forward, we will keep up our efforts in providing innovative value-added services to exceed customer expectations. We will also proactively adopt innovative vertical greening techniques to maximize greening effect to create an oasis at our estate.

Rhythm Garden





Shek Lei (II) Estate

Shek Lei (II) Estate is one of the largest PRH estate (10,317 units) in Kwai Chung District. The management of the estate has been contracted out to Creative Property Services Consultants Ltd. ("CPSC") for ten years. Through the years, CPSC strives to deliver the best management services and attain highest standard of performance with achievements.



Environmental Protection

- We pool much resources to promote Green Living.
- We organize Eco-Friendly Detergent DIY and Kitchen Waste Handling Workshops.
- We strive to promote waste recycling.



Community Caring

- We deploy a well trained Senior Liaison Officer to take care of the concerns of the elderly, which comprises a significant portion of the estate population.
- We regularly call on hardship families to look into their needs and provide assistance.



Corporate Social Responsibility

- We act instantly to serve the community in cases of emergencies, e.g. arranging habitable and well equipped interim housings for the "Kau Wa Keng" and "Fa Yuen Street " fire victims.
- Our management principles can be outlined by four responsibilities : providing quality management services; caring for employees; protecting the environment and contributing to society.



Awards

Shek Lei (II) Estate won the Estate Management Division Services Contractors Award organized by the Hong Kong Housing Authority for five consecutive years.



- Gold medals in 2008, 2009 and 2011 & Bronze medal in 2013 for the whole Management Team.
- Gold medal in 2012 for the Estate Manager.

As always, the Shek Lei (II) management crew will continue to provide residents with quality management service by a flexible and people-oriented approach.



夏利文物業管理有限公司 Harriman Property Management Limited

Quality
品質

Service
服務

Integrity
誠信

Social Responsibility
社會責任



優質物業設施管理大獎 2014 參賽物業
QPFMA 2014 Nominated Property

環保工業大廈—世達中心
World Tech Centre,
Eco-Industrial Building

世達中心於實踐綠色工作及推動可持續發展措施方面一直不遺餘力，曾推行的環境保護措施包括：

- 推行廢物回收管理
- 設立方便易用的廢物分類處理中心
- 於大堂入口外放置「多項目廢物回收箱」
- 與物流公司合作推行卡板回收行動
- 利用棄置卡板制作具田園風味的環保閣
- 「一人一農地」都市種植活動
- 建設垂直綠化牆

World Tech Centre has long been a staunch supporter of environmental protection initiatives and implement environmental protection measures including:

- Implement waste management system;
- Establish Waste Separate Centre;
- Put new "Multi-items recycle collection bins" outside the main entrance lobbies;
- Launch Wooden pallet recycling program;
- Setup Bucolic Environmental Corner;
- Establish "One Person One Farm" urban agricultural activity; and
- Setup vertical green walls.



- 致力推廣環保訊息
Fully Committed To Promoting Green Message
- 締造都市綠洲
Create An Urban Oasis
- 環保成就獲各界認同
Environmental Achievements Recognized by the Community



其士富居物業管理有限公司

- 其士集團全資附屬公司
- 26年物業管理經驗
- 考獲ISO9001、14001、OHSAS18001
- 管理物業遍佈港九新界，經驗豐富



專業管理團隊

- 「香港物業管理公司協會」會員兼應屆會長
- 具備「保安及護衛業管理委員會」之第一類牌照
- 重視人才，擁有專業資格的管業經理及工程人員



現為數萬個單位提供高質素之物業管理服務

多元化物業管理經驗

服務對象包括：

- 商業大廈 / 商場
- 工業大廈
- 私人屋苑及大廈
- 低密度住宅
- 私人參建居屋計劃之屋苑
- 租者置其屋

創 毅

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

全港最具規模的物業管理公司之一

創毅服務顧問精神

創毅無限 顧客至上
毅力無間 問責專長
服侍至周 精益求精
務實質優 神勇拼搏



- 連續6年- 由香港房屋委員會頒發「屋邨管理服務承辦商大獎」
獲最佳物業服務管理承辦商(公共屋邨)·金獎
- 2012年- 由HKIS及HKAPMC主辦「優質物業設施管理大獎」
公共屋邨組別獲Excellence Award
- 2013年- 由香港房屋委員會頒發「屋邨管理服務承辦商大獎」
及「最佳護衛承辦商」·金獎



公司地址: 香港新界大埔汀角路51A太平工業中心第四座13樓1301室 行政總部
聯絡電話: 2666-3900 傳真: 2663 9776 網址: www.cpschk.com



康業為新鴻基地產集團成員，是香港最具規模的物業及設施管理公司之一，目前所管理之物業達 1,900 幢，總樓面面積超過 1.26 億平方呎，物業類型包括私人屋苑、高級住宅、商貿大廈、購物商場、政府物業及設施等，構成全港最具規模的社區組合。

Established as a member of Sun Hung Kai Properties Group, Hong Yip is one of the largest property and facilities management companies in Hong Kong, managing over 1,900 individual building blocks, representing more than 125 million sq.ft in total ranging from private estates, luxurious houses, commercial and industrial buildings, shopping centres to government properties.

以 廈 為 家
以 心 待 客

九龍官塘巧明街 95 號世達中心 16 樓
16/F, World Tech Centre, 95 How Ming Street, Kwun Tong, Kowloon
Tel: (852)2828 0888 Fax: (852)2827 6300 Web Site: www.hongyip.com E-Mail: hongyip@hongyip.com



 富城集團
Urban Group
豐盛創建成員 Member of FSE Holdings

www.urban.com.hk

專業人才

流程管理

用心服務 專心管理
A Passion of Service A Quality Credential



富城集團透過推行現代化管理模式，成為香港卓越的物業資產及設施管理集團。

我們的業務涵蓋347項物業及設施，其中包括不同類型的私人物業及公共設施項目，為100萬客戶提供專業優質的物業資產及設施管理、維修保養、項目管理、保安護衛和環境服務。

優質服務

卓越表現



You're in good hands

With **Compliments** of **Savills Services Group**

savills
第一太平戴維斯

Rooms 805-813, Cityplaza One, 1111 King's Road,
Taikoo Shing, Hong Kong
香港英皇道1111號太古中心第1期 805-813室
Tel 電話: (852) 2534 1688 Fax 傳真: (852) 2851 1249
Website 網址: www.savills.com.hk



savills
Guardian
佳定集團

7/F, Cityplaza One, 1111 King's Road,
Taikoo Shing, Hong Kong
香港英皇道1111號太古中心第1期 7樓
Tel 電話: (852) 2512 1838 Fax 傳真: (852) 2887 3698
E-mail 電郵: info@savillsguardian.com.hk
Website 網址: www.savillsguardian.com.hk



HARRIMAN
Property Management Limited
夏利文物業管理有限公司

WHEELOCK
WHEELock
Founded 1857



*Quality Property Services
with Sense and Commitment*

For Enquiries: tel: 2118 2628 email: info@harriman.com.hk website: www.harriman.com.hk



恒基兆業地產集團
HENDERSON LAND GROUP

恒基
HANG YICK

精奔
WELL BORN



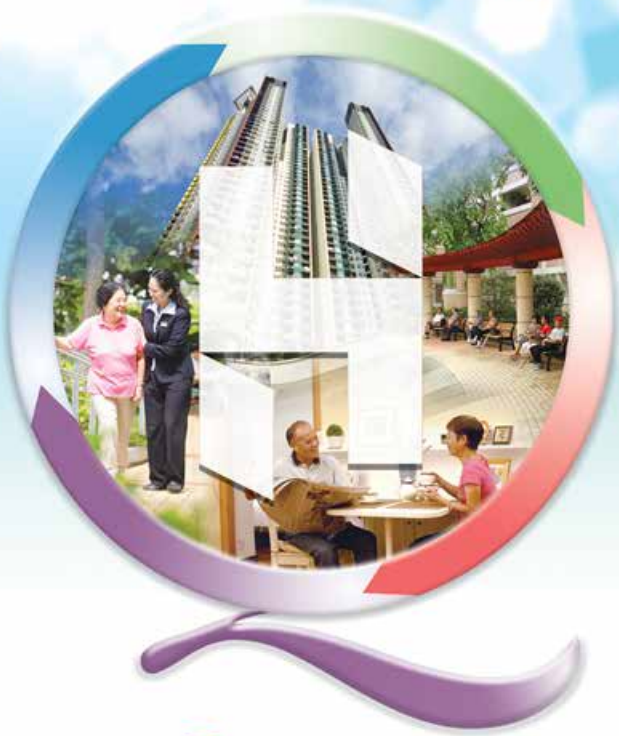
互動服務 攜手進步
PREMIER PROPERTY SERVICES PROVIDER



**PROFESSIONAL
MANAGEMENT**

優質為尚 創新路向

Charting a New Course for Quality



A member of Hutchison Wharfedale Property Services
a Hutchison Wharfedale Company

Cayley Security Company Limited

Security Company Licence No. 0102



Scope of Service

- Guarding Services for All Types of Buildings, Estates, Shopping Malls & Terminals
- Access Control
- Traffic Control
- Security Patrol
- Incident / Accident Handling

CONTACT US

Shop 1A, 1/F., Block 7, City Garden Shopping Centre,
233 Electric Road, North Point, Hong Kong.

Tel : (852) 25667911

Fax : (852) 28070719

Email : cscl@hwpg.com



- The World Champions of Outsourcing 2013 & 2014
- Asia Pacific Facilities Management Company of the Year

ISS Group is the leading Integrated Facility Services Provider globally. We have over 534,200 employees operating in more than 53 countries.

ISS Hong Kong enjoys a predominant position in the market, has over 30 years of experience in this industry, and uniquely provides management plus self delivery of services. Our success, our heritage, is that we understand your business needs and excel in their delivery. Contact us for more information on reducing business costs through integrated outsourcing.

Our Services:

- Facility Management
- Security Services
- Building Consultancy
- Asset Management
- Specialist Cleaning
- Waste Management
- Property Management
- E&M Engineering Services
- Non-clinical Hospital Support

Tel: (852) 2869 8188

Email: info@hk.issworld.com

Fax: (852) 2869 1441

Website: www.hk.issworld.com

We Provide Them All,
Over The Past 35 Years
and Beyond.
We Serve You Best.

Enjoyable experiences



Whole-hearted customer services Safeguarding lives and properties

Quality Green Living



用心服務 做到最好
We Serve You Best





關懷社區 以心連繫

Our care for the community is truly heartfelt

港鐵公司一直心繫香港，在文化藝術、環保及健康生活、關懷社區和青少年發展等方面，不斷策劃多元化的活動，與香港市民攜手建設更美好的社區。

The MTR Corporation cares for the life journeys of the people in Hong Kong — whether it's promoting art and culture; protecting the environment and promoting healthy living; reaching out to those in need; or helping our young people develop their full potential. Constantly planning new programmes and activities, we are working ceaselessly to build a better community together with the people of Hong Kong.

www.mtr.com.hk

心繫生活每一程 | MTR



瑞安物業管理有限公司為瑞安集團全資附屬機構，於一九八二年成立，擁有豐富的物業管理經驗。除管理集團屬下在香港的物業外，亦為其他私人屋苑、商場、商業物業、工廠大廈及停車場等不同類型物業提供全面的專業管理服務。



以客為本、不斷求進、盡善創新



瑞安物業管理有限公司 堅守信念 盡善 以客為本、不斷求進、盡善 創新、重信守諾、全力配合業主需要，全面的物業管理服務，特別關注業主生活 環境。

地址：香港灣仔道6-8號瑞安中心1樓102室

電話：(852) 2879 1830

傳真：(852) 2511 3532

電郵：sepm@shui-on.com.hk

網址：http://www.shui-onpm.com



優質生活 永續之城 Quality Living Sustainable City



重建 Redevelopment

復修 Rehabilitation



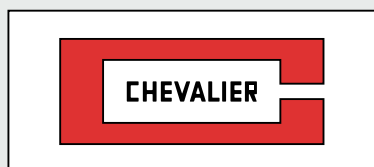
活化 Revitalisation

保育 Preservation

Link
Sustainability
With
Everything
We Do

Acknowledgements

Diamond Sponsors:



Gold Sponsors:



Sliver Sponsors:



Acknowledgements

Supporting Organizations:



