



Challenges and opportunities of providing interim accommodations to the needy families in Hong Kong

Chua Hoi Wai

Chief Executive, The Hong Kong Council of Social Service



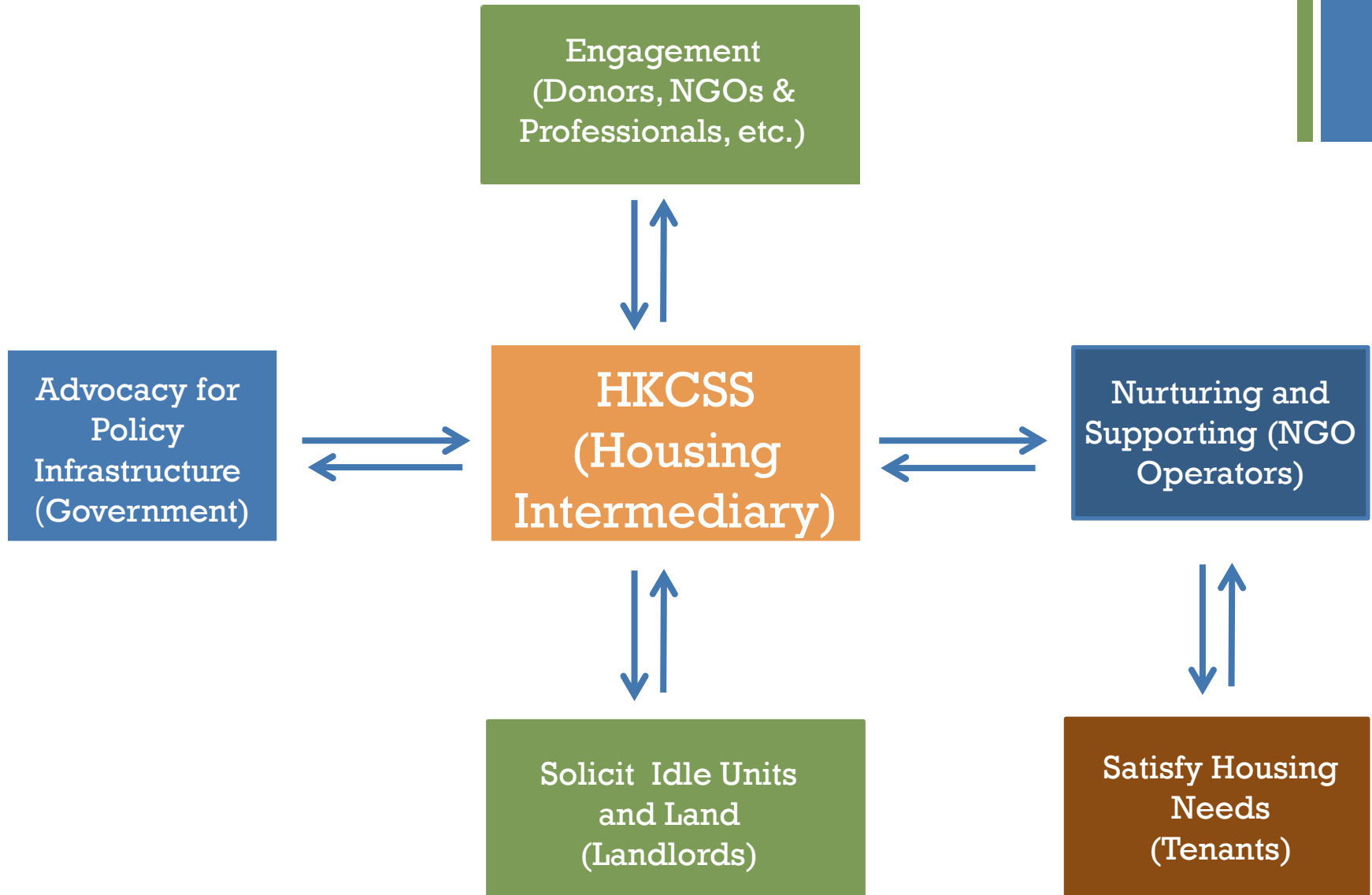
Social Housing Projects under HKCSS

❖ DEMONSTRATING VIABILITY, BUILDING ECOSYSTEM

- Through the provision of transitional accommodation and support services, these projects provide a short-term relief for individuals or families which are:
 - ▣ Proven to be in need of transitional housing (queued for Public Rental Housing (PRH) for no less than 3 years), or
 - ▣ live in dismal and inadequate housing conditions and are in urgent need for community support
- Per capita living area of social housing units is no less than 7m²
- Rental level:
 - ▣ maximum rent allowance level of CSSA, and
 - ▣ not higher than 25% of the household income

+ Housing Intermediary and Ecosystem

3



+ Social Housing Projects under HKCSS

1. Community Housing Movement Project

- From Oct 2017 – Sep 2020, funded by Community Chest and Social Innovation and Entrepreneurship Development Fund, supported by Government
- Provided 506 units for 678 families (1,893 individuals)

2. Modular Social Housing Project

- Three projects including Nam Cheong 220, Yen Chow Street, and Yip Shing Street, funded by various government departments, with land from private developer and government
- Provide 410 units



Community Housing Movement

+ Community Housing Movement

- Community Housing Movement (CHM) was a project launched in Oct, 2017, which kick-started a movement together with Community Chest, landlords, social service NGOs, and professional associations, with the support of the government.
- HKCSS plays the role of an intermediary platform in soliciting and renovating idle residential properties from private developers/individual landlords, and then sublet it to eligible NGOs as qualified operators in order to lower the operational risk and costs of individual NGOs.

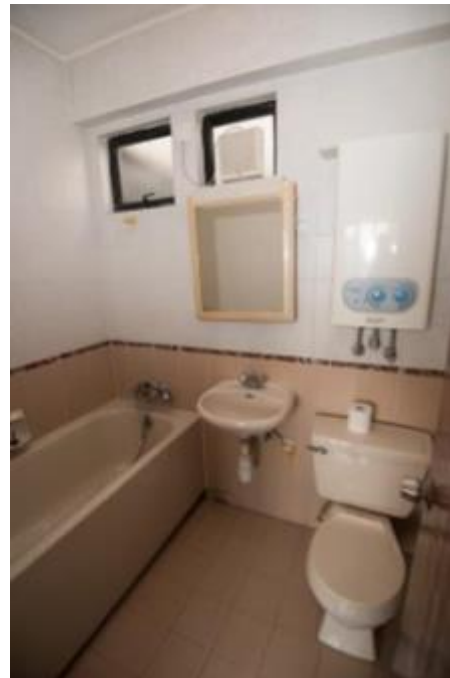


Operators under Community Housing Movement

1. Lok Sin Tong
2. St. James' Settlement
3. Hong Kong Sheng Kung Hui Welfare Council Limited
4. Society for Community Organization
5. The Salvation Army
6. Aberdeen Kai-fong Welfare Association Social Service
7. Yan Oi Tong
8. J Life Foundation
9. Kwun Tong Methodist Social Service
10. The Society of Rehabilitation and Crime Prevention, Hong Kong
11. Concern for Grassroots' Livelihood Alliance
12. Baptist Oi Kwan Social Service
13. Christian Concern for the Homeless Association
14. Evangelical Lutheran Church Social Service - Hong Kong

+ Example: James' House

- Location: Soy Street, Mong Kok
- Operator: St. James' Settlement
- Number of units: 14
- Area: 400 sq. ft.
- Lease period: 3 years
- Target: Single parent family
- Number of families: 31
- Model: Co-living
- Successful Tenant-Exit in Nov 2020





James's House

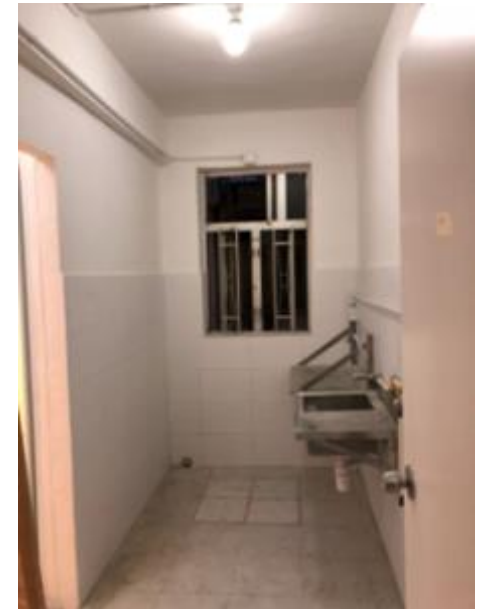
Tenant's story

- Ms. Lam lived with 6-year old son in a sub-divided unit in Tai Kok Tsui with only 100 ft. She said the living condition was poor, with overnight restaurant underneath causing them noise and air pollution. His son got foot pain because of lacking space.
- In James's House, Ms. Lam lived with another single-parent family. She said two families had very good relationship. Both children studied in the same school. When Ms. Lam was not available to pick up his son, her neighbor helped to do so. She thought the project helped her a lot.



+ Example 2: Good Neighbor Project

- Location: To Kwa Wan Road
- Operator: Hong Kong Sheng Kung Hui Welfare Association
- Number of units: 60
- Area: 430-550 sq. ft.
- Lease period: 2 years
- Target: 2-3 people family
- Number of families: 102
- Model: Co-living
- Successful Tenant Exit in May 2021



+ Good Neighbor Project

11



Tenant's story

- After move-in to social housing, neighbor helped each other and supported each other. Different programmes and activities were carried out to build tenant's relationship and the community.
- A floor manager was assigned to each floor, who was responsible for cleaning the common area. When typhoon came, floor managers called other tenants to prepare for water seepage and the like.

+ Example 3: Living + Project

- Location: To Kwa Wan
- Operator: Salvation Army
- No. of units: 53
- Area: 365-608 sq. ft.
- Lease period: 2 years
- Target: 1-5 persons household
- Number of families: 71
- Model: Co-living with Young adults and family
- Rental charge by the owner: A symbolic dollar



+ Living + Project

Tenant's story

- Sum was around 20 years old, waiting for PRH for 3 years. Her relationship with family was not good and she wanted to live independently, however the rental level was very high. She tried a “Girls dormitory” in N.T. with \$2000 rent per month. Yet, the “Girls dormitory” was crowded with no window, so she didn't move in.
- Sum lived in social housing in Living+ with another middle-aged female. She got a 100 ft bedroom with shared living room, and had to contribute to the community by organizing different activities for other tenants. She found her relationship with family improved.
- Her neighbor took good care of her. Sometimes her neighbor even cooked for her and prepared lunchbox for her.





Difficulties and Challenges under Community Housing Movement

- The situation of idle units varied; Some units were from old-aged buildings under compulsory sale for development; their building and hygiene condition was relatively poor with not much management. Some were selected if the developer was willing to handle structural / major issues and renovation cost was acceptable.
- Individual owner units were dispersedly located, it took a lot of time to negotiate and find operators to manage.
- Operation issues
 - It took more time and efforts in recruiting suitable tenants for co-living
 - Disputes occurred from time to time
 - Front line workers lacked experience in handling rental and property management issue
 - Tenant exit plan required early planning and joint efforts



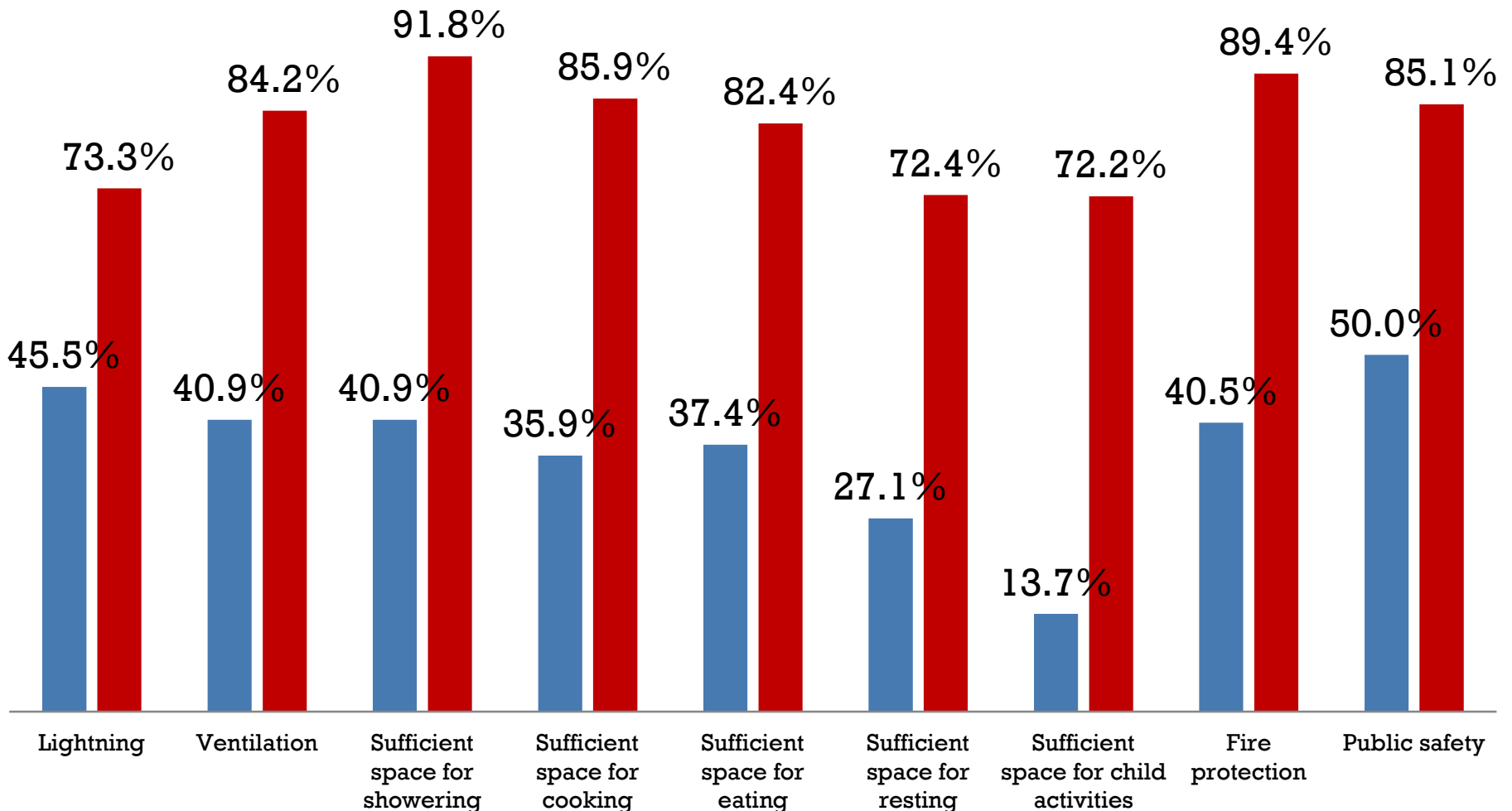
Social Impacts

Community	Housing	Movement
<ol style="list-style-type: none">1. Helping single parent family build their social network and capital2. Providing living service to street sleepers and single person3. Discovering and reorganizing talents and skills of tenants4. “Work Exchange” (打工換宿) allowing young people to contribute to the community5. Collecting resources from neighborhoods , local organization and shops to support tenants life	<ol style="list-style-type: none">1. Helping 678 households, total of 1893 people improve living conditions, releasing housing pressure from them.2. Better living condition<ul style="list-style-type: none">• The median per capita floor area of accommodation after moving social housing, increased from 62 to 115 sq. ft, or 85.5%3. Affordability<ul style="list-style-type: none">• Median monthly rent after moving social housing, decreased from HK\$5,280 to HK\$3,975, or 24.7%	<ol style="list-style-type: none">1. Receive wide media coverage2. Different service models emerges3. Construct the eco-system for social housing4. The Government proposes policy related to social housing :<ul style="list-style-type: none">• \$8.3 billion• Task Force on Transitional Housing set up in THB• Measures to release more idle land at nominal price

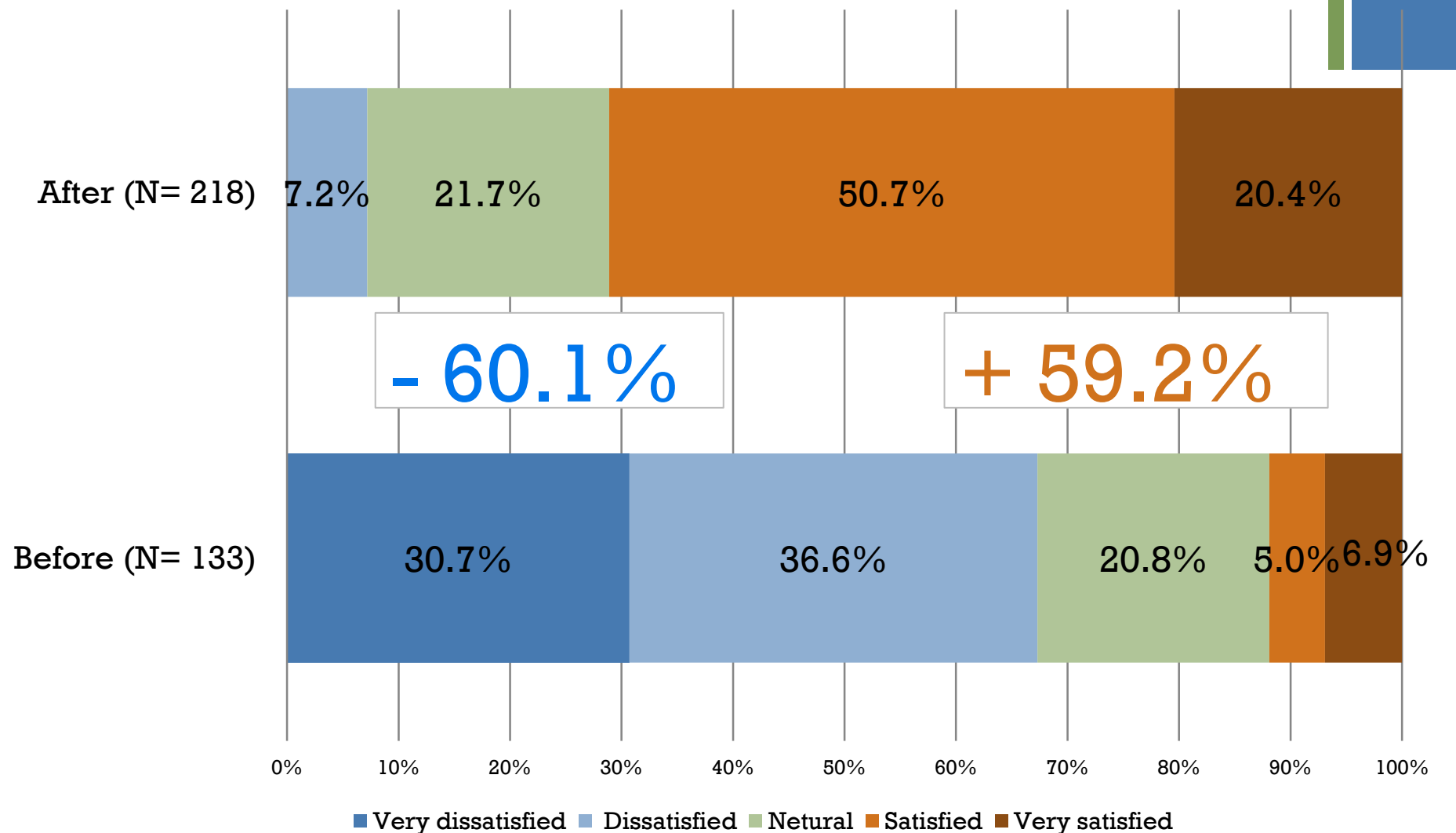
+ Housing conditions are improved

Households' Satisfaction with Housing Conditions

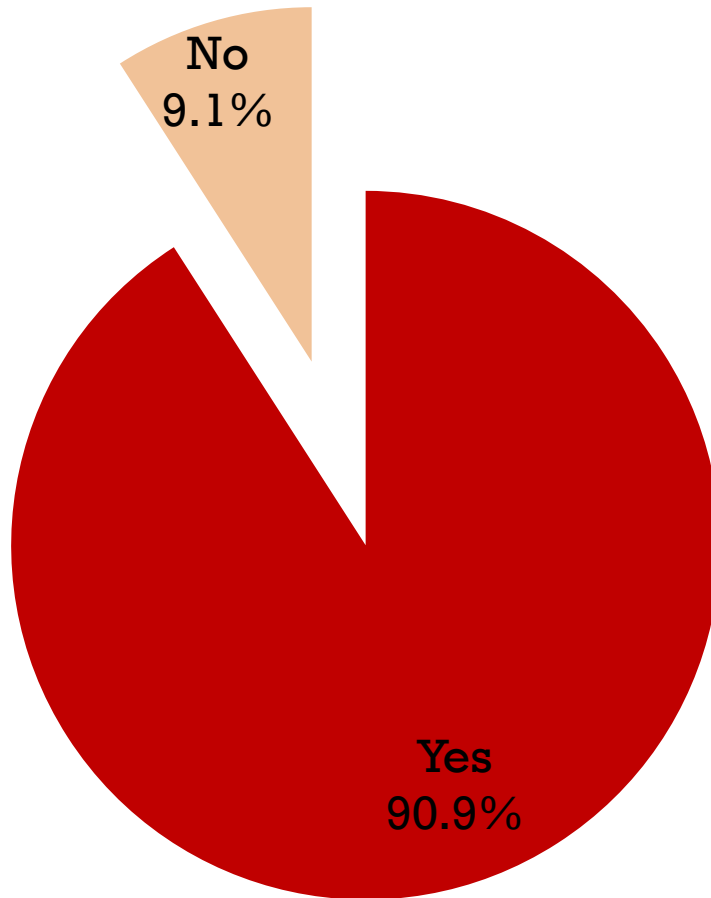
■ Before(N=133) ■ After (N=245)



+ The number of households who felt satisfied/very satisfied with studying environment for their children increased by 59.2%



+ After living in social housing, 90.9% of households reported knowing new friends (N=245)



In average each household knew:

new residents

8

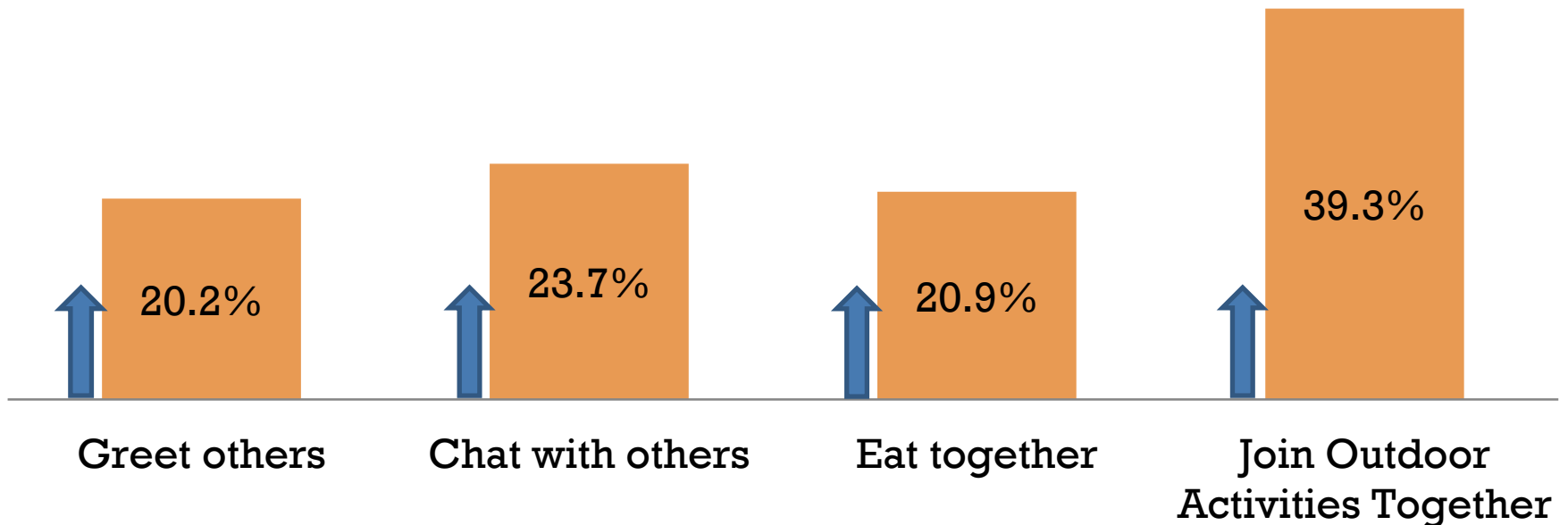
social workers

4

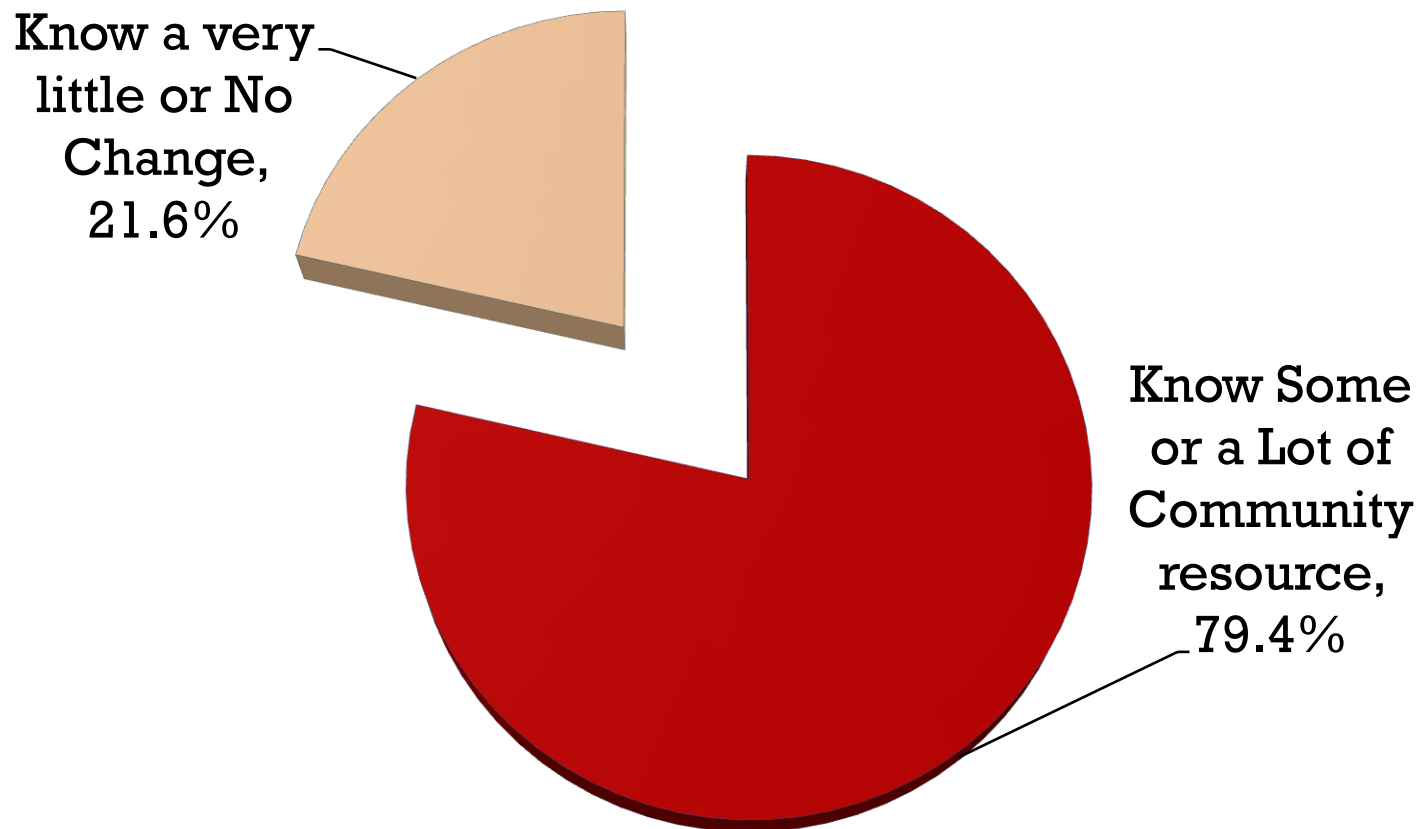
+ After 2 years, how often households interacted with each other?



The Percentage Change of Saying "Sometimes" and "Often" before (n=133) and 2 years after moving to social housing (n=166)



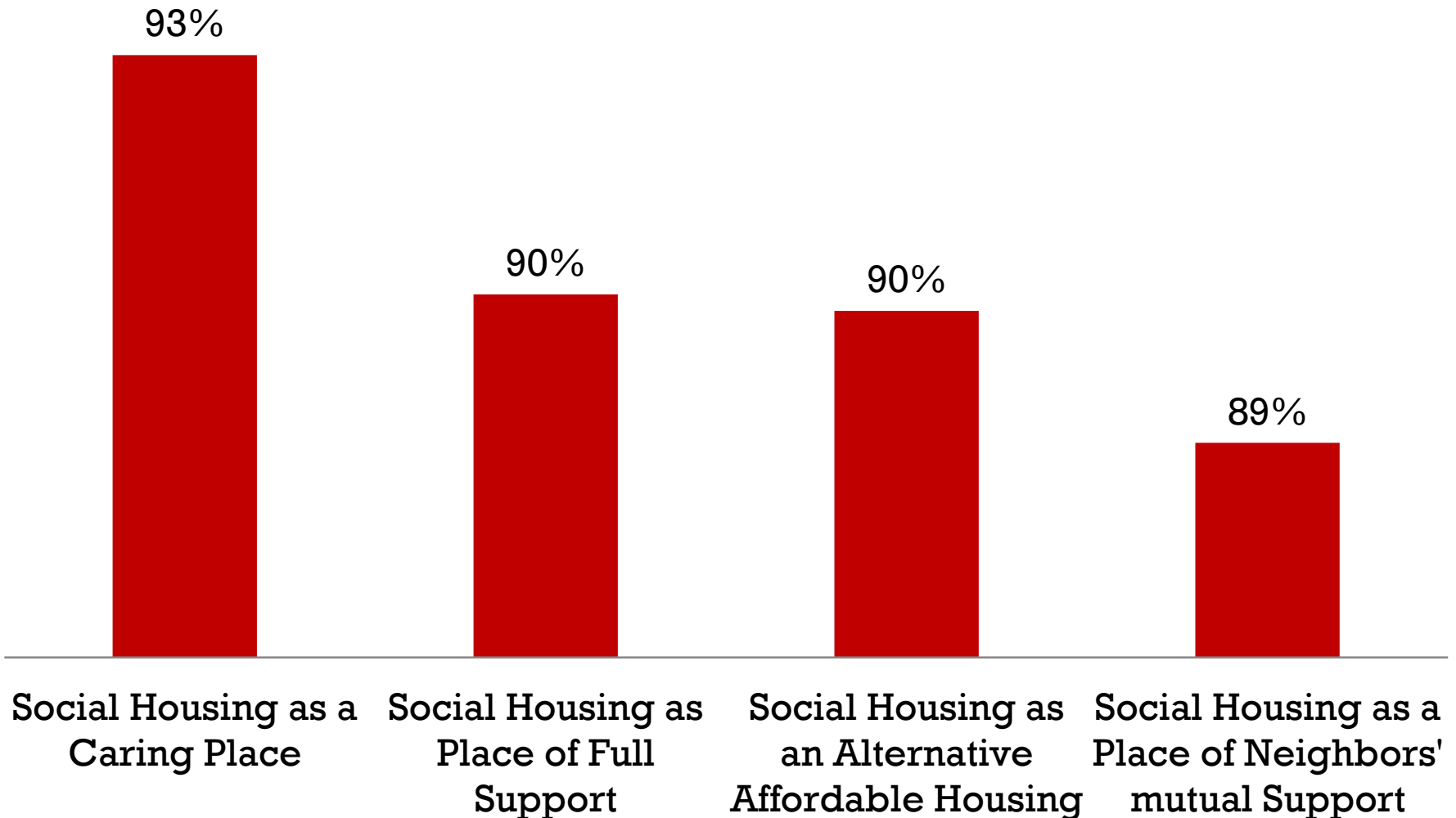
+ Understanding and Knowledge of Community Resources after Living in Social Housing for 2 years (n=166)





Perception of Social Housing after Living in SH for 2 years

■ % of Households (n=276)





+ Modular Social Housing Project



Modular Social Housing Project

- HKCSS started to plan for Hong Kong's first modular social housing project in 2017, with the support of a private developer and a number of pro bono consultants. The project obtained funding from the Government (Community Care Fund) and Hong Kong Jockey Club Charities Trust in 2018, and engaged a construction company in 2019.
- The project adopted modular integrated construction (MiC), which is the most efficient, economical and environmentally friendly way to build transitional social housing on a piece of idle land available for short-term usage. It's planned to move used MiC units to other sites after returning the land for other use.
- HKCSS plays a role of builder and coordinator.

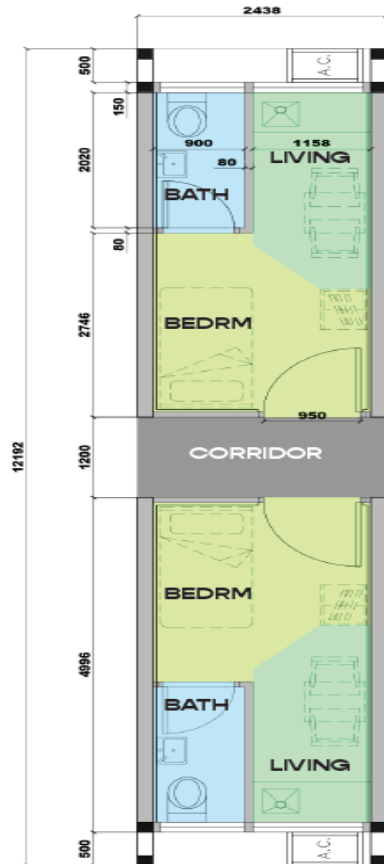
+ Modular Social Housing Project

24

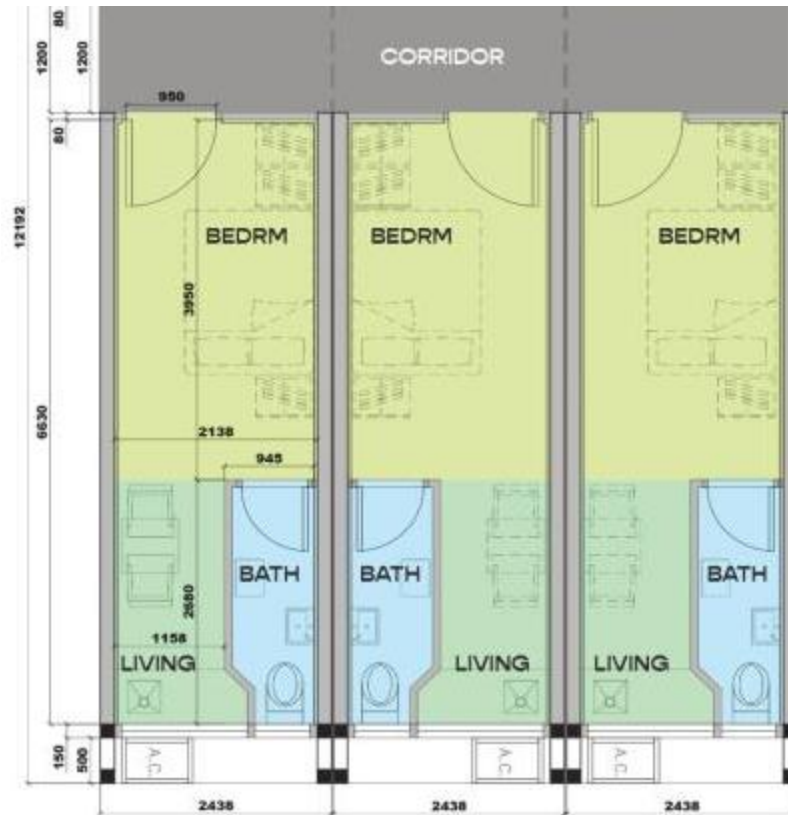
Project	Nam Cheong Street	Yan Chow Street	Yip Shing Street
Location	No. 202-220 Nam Cheong Street	Junction of Yen Chow Street West and Tung Chau Street	No. 5-7 Yip Shing Street
Building	1 block of 4-storey	2 blocks of 4-storey	1 block of 4-storey
Units	89 units	205 units	116 units
Flat Fixture	<ul style="list-style-type: none"> 1-person household unit, 2-person household unit, 3-person household unit, Accessible unit at ground floor 		1-person household unit, 2-person household unit, Accessible unit
	<ul style="list-style-type: none"> Each unit have separate toilet and bathroom with electric water heater, open kitchen with electric cooker 		
Tenancy Period	2 years	5 years (Tenant's tenancy period no less than 2 years)	5 years (Tenant's tenancy period no less than 2 years)
Expected move-in	Move-in in 2020	First Half of 2022	First Half of 2022
Progress	87 units are occupied; a few tenants move to PRH	Construction Commence	Tendering

+ Nam Cheong 220

25



1-PERSONS UNITS
SCALE: 1:50

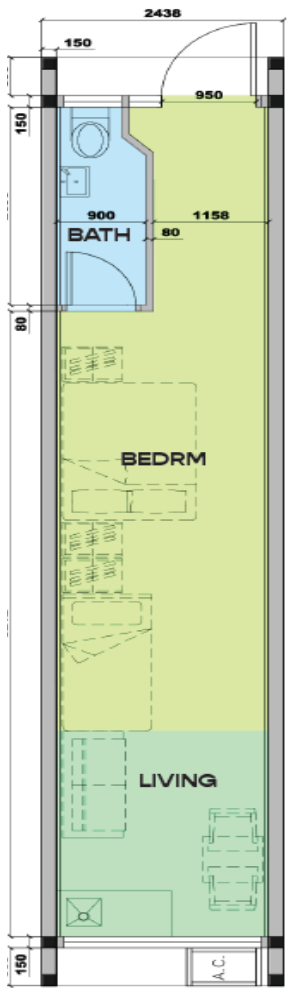


2-PERSONS UNITS
SCALE: 1:50

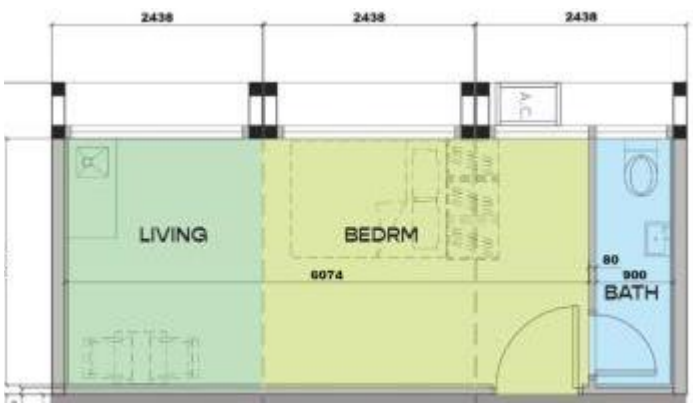
+ Nam Cheong 220



ACCESSIBLE UNITS
SCALE: 1:50



3-PERSONS UNITS
SCALE: 1:50



+ Nam Cheong 220

27



1P unit



2P unit



3P unit



3P unit



+ Graphic Design Perspectives

29



Yen Chow Street



Yip Shing Street



Modular Social Housing: Lessons learnt

1. Pre-construction stage

- The situation of idle land varies. It will take time to assess whether it is suitable to use and **to gain community support especially if crown land is involved.**
- Concept design and cost estimation will affect the project progress. Balance between the concept design and budget is important. Geographic situation of land directly affect design and cost.
- Standard Design:
 - Unit layout and size
 - Flat mix
 - Provision of management office, common area, function room and other social facilities
 - Finishes Provision; e.g. water heater, open or enclosed kitchen, air-conditioner, exhaust fan, etc.

Modular Social Housing: Lessons learnt

2. Government Submission and Approval

- Modular social housing is regarded as a permanent housing project, Buildings Ordinance and other statutory requirements from different departments must be fulfilled before issuance of occupation permit. Hence, sufficient time should be reserved for statutory submission and approval
- Before tendering for contractor, GBP and enquiry submissions to Buildings Department and other government departments for obtaining their comments on the site constraints and proposed design may be helpful



Modular Social Housing: Lessons learnt

3. Tender approach

- **Design and build** V.S. traditional approach
- Detailed design required before manufacturing of modular units, and hence **design consultants should have a knowledge of MiC construction method**
- List all the scope of services in the main contract tender in order to avoid variation order and over budget.



Modular Social Housing: Lessons learnt

4. Construction Management

- Contractor is required to submit the detailed site working schedule such as module installation timeline, and report actual site progress and management
- **Mock up inspection is a critical path for confirmation of the requirement and quality of module units**
- Smooth payment arrangement, especially because contractors might have to pay for modular units in advance



Modular Social Housing: Lessons learnt

5. Tenant Recruitment/Social Service Provision

- Construct open and fair tenant application programme and flat allocation method
- Establish **tenant selection scheme** which is fair and meets social service objectives e.g.
 - Community Participation
 - Building saving habits for residents
 - employment training and support service
- Establish collaboration between service and property management company



Modular Social Housing: Lessons learnt

6. Funding and Consideration for project sustainability

- Existing Funding Scheme to Support Transitional Housing Projects by Non-government Organizations (of THB) is only for construction part
- **NGO should evaluate if the project could be self-sustainable during the operation period**
 - Source of income, including rent and management fee
 - Operational Expense such as social service, property management, annual inspection of FSI, insurance, public utility, maintenance and administrative fee, etc.
 - Reserve for sinking fund as required by the Government



Housing x Service = Hope!



+

Thank you!