



“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

NOMINATION GUIDELINES

&

NOMINATION FORM

SUBMISSION DEADLINE:

12 Noon, 14 April 2014 (Monday) (Part A)

12 Noon, 28 April 2014 (Monday) (Part B & Supporting Documents)

PART 1: NOMINATION GUIDELINES

Introduction of the Award

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 2012 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.

Award Categories

1. Residential Category

Large-Scale Residential Property Management (1,501 units and above)

- ✘ Grand Award
- ✘ Excellence Award
- ✘ Certificate of Merit

Medium-Scale Residential Property Management (201 – 1,500 units)

- ✘ Grand Award
- ✘ Excellence Award
- ✘ Certificate of Merit

Small-Scale Residential Property Management (200 units and below)

- ✘ Grand Award
- ✘ Excellence Award
- ✘ Certificate of Merit

Tenants Purchase Scheme (TPS) & Public Rental Housing (PRH)

- ✘ Grand Award
- ✘ Excellence Award
- ✘ Certificate of Merit

Home Ownership Scheme (HOS) & Private Sector Participation Scheme (PSPS) & Sandwich Class Housing Scheme (SCHS) (1, 501 units and above)

- ✘ Grand Award
- ✘ Excellence Award
- ✘ Certificate of Merit

Home Ownership Scheme (HOS) & Private Sector Participation Scheme (PSPS) & Sandwich Class Housing Scheme (SCHS) (1, 500 units and below)

- ✘ Grand Award
- ✘ Excellence Award
- ✘ Certificate of Merit

2. Non-Residential Category

Shopping Centre Management

- ✘ Grand Award
- ✘ Excellence Award
- ✘ Certificate of Merit

Office Building Management

- ✘ Grand Award
- ✘ Excellence Award
- ✘ Certificate of Merit

Industrial & Car Park Building Management

- ✘ Grand Award
- ✘ Excellence Award
- ✘ Certificate of Merit

Institutional Facility Management

- ✘ Grand Award
- ✘ Excellence Award
- ✘ Certificate of Merit

Eligibility and Submission Requirements

1. Nominations are opened for buildings and facilities located in HKSAR only.
2. Entrant buildings and facilities must provide evidence of the availability of all necessary insurance policies, statutory licenses and/or certificates as required by respective government departments.

3. Submission must be sent to **QPFMA 2014 Secretariat Office – Creative Consulting Group Inc. Ltd.**
4. Submission must reach Secretariat Office **no later than 12 Noon, 28 April 2014 (Monday)**.
5. **Two (2)** identical sets of USB copies must be submitted.
6. Nomination fee must be submitted together with the nomination form and submission documents.

Judging Criteria

1. Management Service

- ✘ Establish Owners' Organization
- ✘ Appoint property management company
- ✘ Regular communication with owners
- ✘ Procure public liability insurance for common areas (extra mark for fire/property all risk insurance)
- ✘ Availability of management operation manuals
- ✘ Availability of Deed of Mutual Covenant (DMC) at Management Office
- ✘ Conduct regular customer feedback survey (extra mark with appreciation letter)
- ✘ Comprehensive staff training with training plan
- ✘ Contingency plan for flooding / utility suspension

2. Maintenance Service

- ✘ Overall maintenance condition (exterior, main locations and plant room)
- ✘ Perform regular maintenance inspection
- ✘ Establish planned maintenance programme (extra mark for improvement work)
- ✘ Availability of general building plan, building service and structural plan
- ✘ Availability of emergency management manual
- ✘ Up-keeping of fire safety construction (means of escape and emergency vehicular access)
- ✘ Availability of regular slope inspection (annual inspection and 5-year engineer report)
- ✘ Presence of unauthorized building works (UBW), and enforcement action

3. Cleaning Service

- ✘ High standard in overall cleaning condition at exterior and main locations (extra mark for keeping plant rooms and back of house in good condition)
- ✘ Perform regular cleaning with daily, weekly and monthly actions
- ✘ Perform regular disinfection and pest control actions
- ✘ Provide adequate safety precaution when work at height
- ✘ Proper handling of hazardous substance

4. Security Service

- ✘ Establish patrol plan with frequent review
- ✘ Up-keeping of patrol record with follow-up actions
- ✘ High frequency of daily patrol (extra mark with more than 4 times daily)
- ✘ Neatness of uniforms of operatives
- ✘ Adequacy of security equipment
- ✘ No crime record in recent years
- ✘ Standing instruction for crowd control
- ✘ Evacuation plan for fire / bomb threat

5. Gardening and Landscaping

- ✘ General condition
- ✘ Establish yearly improvement plan
- ✘ Establish regular inspection and proper management of trees
- ✘ Awards

6a. Financial Service (For Residential Categories)

- ✘ Deposit funds in interest-bearing bank account in accordance with BMO/ DMC
- ✘ Availability of sinking fund
- ✘ Implement proper financial control (variance report)
- ✘ Compliance with BMO in respect of procurement of goods and services procedures
- ✘ Prepare regular finance statement (income and expenditure account and balance sheet)
- ✘ Prepare annual budget
- ✘ Prepare annual Audit Report (except single owned property)

6b. Financial Service (For Non-residential Categories and PRH)

- ✘ Implement proper financial control (variance report)
- ✘ Prepare regular finance statement (income and expenditure account and balance sheet)
- ✘ Prepare annual budget

The financial service report is one of the essential judging criteria of the QPFMA 2014. Nominee may provide written evidence, other than the above, to substantiate a good and effective finance control of the building and/or facility. Example: 1) To leverage expenses and income to minimize deficit; 2) To plan for major repair and maintenance work in consider existing financial situation. The QPFMA 2014 Organizing Committee reserves the rights of final decision in case of any disputes.

7. Green Management

- ✘ Exercise proper waste and pollution control
- ✘ Implementation of energy and water saving measures
- ✘ Implementation of recycling activities and programmes
- ✘ Acquisition of "Indoor Air Quality" (IAQ) certificate (extra mark for Excellent class)
- ✘ Promotion and education programme

- ✘ Awards

8. Value-added Service/ Corporate Social Responsibility

- ✘ Implement ISO 9001, ISO14001, OHSAS18001, 5S policy and other management system
- ✘ Value added service
- ✘ Availability of household minor repair service
- ✘ Provision of well organized, recreational, social and cultural activities
- ✘ Voluntary Services

9. Innovation (Only applies to Shopping Centre and Office Building)

- ✘ New marketing tools.
- ✘ Innovative promotion

10. Bonus Point (Optional)

- ✘ Anything outside of the 9 judging criteria above that can add value to this nomination
- ✘ To echo the theme of the award, extra marks will be given to innovation of sustainability and liveability

Note:

1. Indexed document submission must be in correct sequence based on the preset order of Judging Criteria. Otherwise, points will be deducted.
2. "Not applicable" should be stated if particular item did not exist in the property/ facility, e.g. slope.
3. * Symbolizes submission of photo(s) is required.
4. The nominated material does not limit to the judging criteria.

Nomination Fee

A nomination fee is to be submitted for each entry. Early bird nomination is available for nominees who submit Part A of the nomination form together with the nomination fee of **HK\$2,500** on or before 14 April 2014 (Monday). Nominations receive after 14 April 2014 (Monday) and on or before 28 April 2014 (Monday) need to be submitted with a standard nomination fee of **HK\$2,800**. Nomination fee must be made by crossed cheque payable to: "Surveyors Services Ltd". Nomination fee is non-refundable once submitted.

Nomination Documents / Materials

Part A Required Documents

1. Duly completed and signed nomination form with company chop.
2. Evidence of the availability of all necessary insurance policies, statutory licenses and/or certificates as required by respective government departments.

Part B Write-up and Supporting Documents / Photos

3. Prepare write-up in English or Chinese on illustrating the merits listed under the Judging Criteria in the preset order.
4. Insert supporting documents and photos under specified section.

Submission Formats

A maximum of **30 sheets (A4 double-sided)** of content materials include BOTH Part A and B nominations forms under “Nomination Documents / Materials” must be in accordance with the specifications mentioned in this Nomination Guidelines. Points will be deducted if any of the requirement(s) is/ are not met.

Guidelines:

Paper	<u>A4 double-sided</u> plain white papers with maximum of <u>30 sheets</u> must be used.
Writing format	Headline: Arial 12pt BOLD Body text: Arial 10pt
Language	English or Chinese
Soft Copy	All content materials must be in one <u>One (1)</u> file in “.pdf” format. <u>Two (2)</u> identical sets of USB copies must be submitted.
Nomination Fees	Payment cheque (HK\$2,500/\$2,800 per entry) payable to “Surveyors Services Ltd.”.
Early Bird Application Deadline (Part A and payment)	No later than 12 Noon, 14 April 2014 (Monday)
Standard Application & Submission Deadline (Supporting documents)	No later than 12 Noon, 28 April 2014 (Monday)
Submission Address	Attn: Ms. Annie Chong / Mr. Adrian Lee QPFMA 2014 Secretariat Office Creative Consulting Group Inc. Ltd. Room 1106-08, 11/F., C C Wu Building, 302-308 Hennessy Road, Wanchai, Hong Kong

Event Calendar

DATE	EVENT
21 March 2014	Open for nomination
12 noon, 14 April 2014	Close for Early Bird nomination (Part A & Cheque

	Submission)
12 noon, 28 April 2014	Close for Standard nomination & Material submission (Part B & Supporting Documents)
May 2014	First screening of nominations
June 2014 (Date: To be confirmed)	Site Visit to shortlisted projects
2 August 2014	Final Presentation to QPFMA 2014 Jury Panel cum CPD Conference
September 2014	QPFMA 2014 Award Presentation Ceremony

Important Notes

1. Site Visits scheduled by the Organizing Committee are required for all shortlisted buildings after completion of the first screening process.
2. After Site Visits, chosen Finalists are required to conduct a Final Presentation to QPFMA 2014 Jury Panel. Finalists that are unable to cater this arrangement will be disqualified automatically.
3. QPFMA 2014 Organizing Committee reserves the right to reproduce, print, publish the materials submitted in either paper or electronic format, or for any use in association with QPFMA.
4. QPFMA 2014 Organizing Committee reserves the right to make final and binding decisions on the eligibility of all applications.
5. QPFMA 2014 Organizing Committee reserves the right not to bestow an award if the Jury Panel considers that no nomination is worth receiving an award.
6. The decision of the Jury Panel on the awards shall be final.
7. QPFMA 2010 and QPFMA 2012 Grand Award winners are not allowed to re-enter the same category.

For enquiry, please contact:

Secretariat Office of QPFMA 2014

Creative Consulting Group Inc. Ltd.

Mr. Adrian Lee / Ms. Annie Chong

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Emails: adrian.lee@creativegp.com / annie.chong@creativegp.com

PART 2: NOMINATION FORM, Part A

Submission Deadline: 12 Noon, 14 April 2014 (Monday)

Please deliver the completed and duly signed nomination form together with nomination documents / materials and nomination fee to:

Attn: Mr. Adrian Lee / Ms. Annie Chong

QPFMA 2014 Secretariat Office

Creative Consulting Group Inc. Ltd.

Room 1106-08, 11/F., C C Wu Building, 302-308 Hennessy Road, Wanchai, Hong Kong

Tel: +852 3159 2926 / 3159 2930

I. DETAILS OF NOMINATED PROPERTY / FACILITY

(a) Name of Property / Facility (English)	(b) Name of Property / Facility (Chinese)
(c) Full Postal Address of Property / Facility	
(d) Category (please check one box only)	
<p><u>A. Residential</u></p> <p><input type="checkbox"/> Large-Scale Residential Property Management (1,501 units and above)</p> <p><input type="checkbox"/> Medium-Scale Residential Property Management (201 – 1,501 units)</p> <p><input type="checkbox"/> Small-Scale Residential Property Management (200 units and below)</p> <p><input type="checkbox"/> Tenants Purchase Scheme (TPS) & Public Rental Housing (PRH)</p> <p><input type="checkbox"/> Home Ownership Scheme (HOS) & Private Sector Participation Scheme (PSPS) & Sandwich Class Housing Scheme (SCHS) (1, 501 units and above)</p> <p><input type="checkbox"/> Home Ownership Scheme (HOS) & Private Sector Participation Scheme (PSPS) & Sandwich Class Housing Scheme (SCHS) (1, 500 units and below)</p> <p><u>B. Non-Residential</u></p> <p><input type="checkbox"/> Shopping Centre Management</p> <p><input type="checkbox"/> Office Building Management</p> <p><input type="checkbox"/> Industrial and Car Park Building Management</p>	

<input type="checkbox"/> Institutional Facility Management (Please specify: _____)
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II. DETAILS OF APPLICATION

(a) Name of applicant (company / organization) (English)	(b) Name of applicant (company / organization): (Chinese)
(c) Office Address	
(d) Name of property/ facility management company (English)	(e) Name of property/ facility management company: (Chinese)
(d) Name of Contact Person	(e) Position of Contact Person
(f) Telephone	(g) Fax
(h) Email	

Authorized Signing Person

Having read the Nomination Guidelines, I on behalf of _____ certify that information submitted by us is correct.

Name: _____ Position: _____

Signature with company chop

Date

PART 2: NOMINATION FORM, Part B

Submission Deadline: 12 Noon, 28 April 2014 (Monday)

- This forms an integral part of the submission document.

No.	Items	Descriptions	Please circle the appropriate options and fill in applicable examples			
1. Management Service						
1.1	IO/OC/Manager	Formation of Owners' Corporation / Owners' Committee / Mutual Aid Committee (MAC)	No	Yes		
		Appointment of property management company/ agent	No	Yes	PMC with RPHM/RPS	PMS with RPHM/RPS at HQ & stay on site
1.2	Regular meetings, AGMs/EGMs	Regular meetings held by Owners' Corporation / Management Committee / Owners' Committee / MAC / property management company in accordance with BMO / DMC / Model Rules for MAC as appropriate (BMO at least once every 3 months)	No	Yes	Higher frequency than required in regular basis	
1.3	Insurance	Public liability insurance for common areas	less than \$10M (Disqualify)	At \$10M	At \$10M or above	
1.4	DMC/Land lease	Management operation manuals are available for inspection	No	Yes	With complaint handling, and corrective action procedure	Jurors' discretion with justification
		Deed of Mutual Covenant (DMC) at Management Office	No	Yes		
1.5	Appreciations	Appreciation letters / End-user feedback survey etc.	No	3 or more from individuals	from individuals & organizations (non-profit)	Jurors' discretion with justification
1.6	Staff Training	Average number of staff per annum and training plan	No	1 per head p.a.	2 per head p.a. Include legal	Jurors' discretion with justification

Nomination Guidelines and Form

					aspect	
1.7	Emergency	Contingency plan for flooding / utility suspension	No	Yes		
1.8	Management fee	\$/m ² (GFA) Please provide number of blocks of the building / facility				
2. Maintenance Service						
2.1	General condition	Overall maintenance condition * (Shown in photos)	No overall upkeep condition at main locations	Overall upkeep condition at main locations Note3	Overall upkeep condition at main locations & plant rooms	Overall good upkeep condition at main locations and plant rooms with improved condition Note4
2.2	Inspection and maintenance schedule	Inspection report and maintenance schedule	No	Yes	Yes, with objective surveys like infra-red scan and tests	
2.3	Planned maintenance and renovation	Planned maintenance in building exterior and renovation record	No	1 year	5 years or more	Proactive improvement
		Planned maintenance in building structure and renovation record	No	1 year	5 years or more	Proactive improvement
		Planned maintenance in drainage and renovation record	No	1 year	5 years or more	Proactive improvement
		Quality Planned maintenance in Plumbing System with WSD's Certificate	No	Yes		
		Planned maintenance in building services and renovation record	No	1 year	5 years or more	Proactive improvement
2.4	Record and drawing	General building plan, service scheme & structural plan	No	General building plan	General building plan	General building plan + drainage plan + BS

Nomination Guidelines and Form

					+ drainage plan/ BS schemes	schemes + structural plan
2.5	Crisis and emergency management	Emergency Management manual	No	Plan or manual		
2.6	Fire safety	Upkeeping of fire safety construction in MOE, MOA & FRC *(show in photos)	Obstruction in MOE or its unauthorized alteration	No obstruction in MOE or its unauthorized alteration	Improvement in MOE, MOA or FRC with approved plan	
2.7	Slope safety (5-year report)	Follow Geo Guide 5 & Gov't Directives	Not follow	Follow		
2.8	Unauthorized building works (show in photos)	Existing of unauthorized building works	Exist	Not exist		
		Follow-up of handling of unauthorized building works if any.	No record	Record of follow-up		
3. Cleaning Service						
3.1	General condition	Overall cleaning condition	No overall clean condition at main locations	Overall clean condition at main locations Note1	Overall clean condition at main locations & plant rooms	Overall clean condition at main locations and plant rooms at crystal clean condition Note2
3.2	Regular schedule	Cleaning schedules / programmes	No	Yes	Yes with daily, weekly, monthly schedules	
3.3	Disinfection	Provision of disinfecting facilities / services	No	Yes		
	Pest control	Periodic control of pests / mosquitoes	No	Yes		
3.4	Safety precaution	Adequate safety precaution when working at height	No	Yes		
3.5	Chemicals	Provision of handling of	No	Yes		

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		hazardous substances				
4. Security Service						
4.1	Patrol plan	Designation / distribution of patrol points / patrol time	No	Yes	Yes with irregular patrol indication	
4.2	Patrol route and frequency	Patrol record with follow-up actions	No	Yes		
		Frequency of daily patrol	No or once	Twice	3 Times	4 Times or more
4.3	Uniform/personal tools	Neatness of uniforms of operatives *(shown in photos)	No	Yes		
	Surveillance equipment	Adequacy of handy security equipment	No	Torch + walkie talkie/ mobile phone	Torch + walkie talkie/ mobile phone p.head	Juror's discretion with justification
4.4	Crime record	Crime record with follow-up action	Crime record in past 1 year	No crime in past 1 year	No crime in past 3 years	No crime in past 5 years
4.5	Crowd control (Only applies to Shopping Centre and Office Building)	Standing instructions for crowd control	No	Yes		
4.6	Evacuation plan (Only applies to Shopping Centre and Office Building)	Evacuation plan for fire / bomb threat	No	Yes		
5. Gardening and Landscaping						
5.1	General condition	Overall gardening condition	Unsatisfied	Satisfied	Good condition	Good condition with good design
5.2	Improvement plan	Yearly improvement plan	No	Yes	Good condition with good design	Jurors' discretion with justification
5.3	Tree Management	Proper management and inspection	No	Yes	Good condition with good design	Jurors' discretion with justification

Nomination Guidelines and Form

5.4	Awards	Getting awards related to gardening	No	Yes		
6a. Finance Service (For Residential Categories)						
6a.1	Interest-bearing bank account	Interest-bearing bank account in accordance with BMO / DMC	No	Yes		
6a.2	Sinking fund	Reserve of special / contingency / sinking fund for emergencies / planned maintenance works	No	Equal to 1mth's management fee	between 1-2 month's management fee	> 2mth's management fee
6a.3	Financial control	Financial control exercised (Variance Report)	No	Yes		
6a.4	Procurement procedures	Follow BMO (Section 20A) and the Code of Practice on Procurement of Supplies, Goods and Services for procurement and tender procedures	Not follow	Follow		
6a.5	IE and balance sheet from latest quarter	Accounting arrangement in accordance with BMO / DMC / Model Rules for MAC as appropriate	No	Yes		
6a.6	Annual budget	Preparation of annual budget in accordance with BMO / DMC	No	Yes		
6a.7	Audit Report from latest quarter	Audit report and shown in AGM	No	Yes		
6b. Financial Service (For Non-residential Categories & PRH)						
6b.1	Financial control	Financial control exercised (Variance Report)	No	Yes		
6b.2	IE and balance sheet from latest quarter	Accounting arrangement in accordance with BMO / DMC / Model Rules for MAC as appropriate	No	Yes		
6b.3	Annual budget	Preparation of annual budget in accordance with BMO / DMC	No	Yes		
Note:	Nominee may provide written evidence, other than the above, to substantiate a good and effective finance control of the building and/or facility. Example: 1) To leverage expenses and income to minimize deficit; and 2) To plan for major repair and maintenance work in consider existing financial situation.					

7. Green Management						
7.1	Waste and pollution control	Record of proper waste control	Prosecution record within 1 year	Record of self declaration for compliance with photos		
		Record of proper noise control	Prosecution record within 1 year	Record of self declaration for compliance with photos		
		Record of proper air control	Prosecution record within 1 year	Record of self declaration for compliance with photos		
		Record of proper water discharge and connection control	Prosecution record within 1 year	Record of self declaration for compliance with photos		
7.2	Energy and water saving measures	Use of energy saving / efficient equipment *(shown in photos)	No	Use of one energy saving bulbs, light eco/saver, or T5 fluorescent lamp over 50% equipment	Use of two energy saving bulbs, light eco/saver, or T5 Fluorescent lamp over 50% equipment	
		Adoption of energy saving / efficient devices (e.g. cutting off light / air-conditioning / zoning control)	No	Use of one of the devices in 100% equipment	Use of two of the devices in 100% equipment	
		Use of water saving fitments for faucet / taps, urinals and water closets in public toilets	No	Use of one of the devices in 100% equipment	Use of two of the devices in 100% equipment	
		Building energy audits in accordance with the current Guidelines on Energy Audit issued by EMSD	No	Yes	Improvement works follow up of energy audit	
7.3	Recycling activities and programmes	Organization of recycling activities and programmes	No	Yes	5 events p.a.	

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7.4	Promotion and education	Organization of / participated in environmental awareness programmes	No	Yes	2 events p.a.	
7.5	Awards	Achievement of green management awards	No	Yes		
8. Value-added Service / Corporate Social Responsibility						
8.1	ISO9001, ISO14001, OHSAS18001, 5S	ISO9001 certificate	No	Yes		
		ISO14001 certificate	No	Yes		
		OHSAS18001 certificate	No	Yes		
		5S Policy and execution	No	Yes		
8.2	Value-added services	Value added services	No	Yes	Yes with home delivery service	
		Provide household minor repair services	No	Yes	Yes provided by in-house staff	
8.3	Social and cultural activities	Organize residents' social or sport activities (per annum)	No	4 events	5 – 8 events	> 8 events
8.4	Voluntary Service	Voluntary Services	No	Yes		
9. Innovation (Only Applies to Shopping Centres and Office Buildings)						
9.1	New marketing tools		No	Yes	Examples:	
9.2	Innovative promotion		No	Yes	Examples:	

Notes:

- 1 The overall cleaning condition covers all staircases, corridors, lift lobbies, entrance lobbies, halls, passageways, light-wells, typical refuse rooms.
- 2 Crystal clean should include excellent cleaning condition at major and minor locations like filters & corners and the finishes should generate a bright or polished feel.
- 3 The overall upkeep condition covers all external walls, staircases, corridors, lift lobbies, entrance lobbies, hall, passageways, light-wells and typical refuse rooms.
- 4 The good upkeep condition should cover excellent upkeep with improved or new upgraded materials proved for durability, functional performance and finishes.
- 5 Items leading to disqualification are marked with #.