

注意：本公司收集以下資料之目的，是作為履行物業及設施管理職責的用途。顧客於提供個人資料前，請先參閱列印於此文件最後部份之「個人資料收集聲明」全文。

Attention: The purpose of collecting the below data is to perform the property and facility management duties of our company. Customer is advised to read the full version of the "Personal Information Collection Statement" printed at the bottom of this document before providing the personal information.

物業管理服務意見調查

(住宅物業 / Residential)

Questionnaire on Property Management Services

派發日期 Date of Issue	10-3-2025	聯絡電話 Contact Telephone no.		
聯絡人 Person to Contact		屋苑名稱 Name of Property	瑜翠園 Peridot Court	
☐ 業主 Owner ☐ 租戶 Tenant		座號 Block	樓層 Floor	單位 Flat

附註：請使用以下途徑將問卷送回屋苑服務處：

1. 透過傳真送回 (號碼：)；或
2. 交回屋苑服務處

Note : Please return to the Management Services Office by either ways :-

1. by fax no. ; or
2. send to the property management services office

請指出你對本屋苑在下列各方面的滿意程度 (1 – 非常不滿意；10 – 非常滿意)。如果你對某方面不理解從而無法評估，請你選擇“NA 不適用”。為幫助我們改進，請你寫下各方面不滿意的原因，並提供改進的提議。

Please indicate your satisfactory on the following aspects (1 – Very Unsatisfactory ; 10 – Very Satisfactory). If something that you are unrealized and cannot evaluate, please choose “NA-Not Applicable”. In order to help our improvement, please provide comments and suggestions on which you are dissatisfied.

方面 Aspects	不適用 Not Applicable	非常不滿意 Very Unsatisfactory										非常滿意 Very Satisfied
	NA	1	2	3	4	5	6	7	8	9	10	
1. Security 保安	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	
Please ✓ below area needed to be improve (may select more than 1 item). 請✓需改善範疇(可選擇多項).												
☐ Access control 入口管制 ☐ Security guard performance 保安員表現												
☐ Security devices 保安設施 ☐ Others 其他：_____												
Please provide comments / suggestions for improvement, if any. 若有意見或建議以作改善，請提出。												

2. Estate Public Areas 屋苑公共地方	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	
Please ✓ below area needed to be improve (may select more than 1 item). 請✓需改善範疇(可選擇多項).												
☐ Repair & maintenance (R&M) of public facilities, pls. specify : _____ ☐ Landscape 園藝												
☐ Sterilization of estate facilities 屋苑設施消毒 ☐ Cleaning 清潔												
☐ Pest control 蚊蟲防治 ☐ Others 其他：_____												
Please provide comments / suggestions for improvement, if any. 若有意見或建議以作改善，請提出。												

方面 Aspects	不適用 Not Applicable NA	1	2	3	4	5	6	7	8	9	10
	非常不滿意 Very Unsatisfied										非常滿意 Very Satisfied
3. Clubhouse Facilities & Services 會所設施及服務	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Please ✓below area needed to be improve (may select more than 1 item). 請✓需改善範疇(可選擇多項). ☐ R&M of clubhouse facilities, pls. specify : _____ 會所設施的維修及保養, 請註明 : _____ ☐ Variety of clubhouse facilities 會所設施種類 ☐ Clubhouse staff attitude 會所職員工作態度 ☐ Clubhouse cleaning 會所清潔 ☐ Others 其他 : _____ Please provide comments / suggestions for improvement, if any. 若有意見或建議以作改善, 請提出.											
4. Tower Upkeep 大樓保養	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Please ✓below area needed to be improve (may select more than 1 item). 請✓需改善範疇(可選擇多項). ☐ R&M of tower facilities, pls. specify : _____ 大樓設施維修及保養, 請註明 ☐ Lifts operations 升降機運作 ☐ Cleaning 清潔 ☐ Others 其他 : _____ Please provide comments / suggestions for improvement, if any. 若有意見或建議以作改善, 請提出.											
5. Staff Service Quality 員工服務質素	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Please ✓below area needed to be improve (may select more than 1 item). 請✓需改善範疇(可選擇多項). ☐ Working attitude 工作態度 ☐ Performance efficiency 辦事效率 ☐ Assist in defect rectifications 協助處理維修 ☐ Emergency handling 對緊急事故的處理 ☐ Others 其他 : _____ Please provide comments / suggestions for improvement, if any. 若有意見或建議以作改善, 請提出.											
6. Communication with Residents 與住戶溝通	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Please ✓below area needed to be improve (may select more than 1 item). 請✓需改善範疇(可選擇多項). ☐ Proactively communicated with residents 主動與住戶溝通 ☐ Notification of cleaning/hygiene matters 清潔/衛生事項通報 ☐ Notices update 通告更新 ☐ Others 其他 : _____ Please provide comments / suggestions for improvement, if any. 若有意見或建議以作改善, 請提出.											
7. Complaints Handling 投訴處理	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Please ✓below area needed to be improve (may select more than 1 item). 請✓需改善範疇(可選擇多項). ☐ Complaint resolve 投訴解決 ☐ Handling progress notification 處理進度通報 ☐ Complaint channels 投訴渠道 ☐ Others 其他 : _____ Please provide comments / suggestions for improvement, if any. 若有意見或建議以作改善, 請提出.											

Please tick your degree of satisfaction on the Overall Management and services performance
您對本屋苑的管理及服務總體表現的滿意程度如何？請您剔出最能描述您的看法的號碼

不適用 Not Applicable	非常不滿意 Very Unsatisfied										非常滿意 Very Satisfied
NA	1	2	3	4	5	6	7	8	9	10	
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Would you like the Management Services Office staff to contact you for follow-ups ?
你是否希望服務處職員與你聯絡作跟進？

- ☐ **No.**
不需要
- ☐ **Yes, I agree Management Services Office staff to contact me for follow-ups.**
本人同意服務處職員與我聯絡作跟進。

Internal audit staff will randomly select residents to verify the questionnaire information.
If you do not agree, please ✓ the appropriate box.
內部稽核部職員會抽樣聯絡住戶以核實問卷資料，若您不同意，請於適當方格內填上✓。

- ☐ **I do not agree the Internal Audit staff to contact me.**
本人不同意內部稽核部職員與我作聯絡。

Thank you for taking the time to complete this questionnaire.

Your information provided will be kept strictly confidential and for management purpose only. Thank you for your co-operation.
多謝閣下撥冗提供意見，閣下所提供的資料將會絕對保密並只作分析之用，多謝合作

個人資料收集聲明

以下是啟勝管理服務有限公司遵照香港特別行政區法例第 486 章《個人資料(私隱)條例》之要求而發表，在向閣下收集資料時通知閣下若干事項。

- 在我們為閣下提供物業管理服務之時，閣下會被要求向我們提供個人識別資料。我們有必要收集閣下之資料，以便向閣下提供服務。倘若閣下未能提供所需資料，我們可能不能向閣下提供有關服務或協助。
 - 我們所收集之資料將用作處理有關申請、日常管理及/或任何跟進事宜。此外，有關資料亦可能用於內部及/或可能被披露或轉移往本集團作統計調查、分析，上述之團體亦可存取該等資料。
 - 我們只會在有需要的時間內，為了達到收集個人資料所需目的而保存閣下的個人資料及只供我們的獲授權人仕使用。
- 如閣下同意向我們支付合理之手續費，閣下有權要求存取或更正我們所持有關於閣下之資料。倘若閣下需要查核我們是否持有閣下之個人資料，又或者想存取或更正閣下有關之任何不確資料，請電郵 dpo@kaishing.com.hk 往啟勝管理服務有限公司，或投寄到香港灣道三十號新鴻基中心二十三樓二零一室資料保障主任。

Personal Information Collection Statement

It is the policy of Kai Shing Management Services Limited, as one "Data User", in complying with the requirements of the Personal Data (Privacy) Ordinance, Chapter 486 of the Laws of the Hong Kong SAR and notify you of certain matters when collecting information from you.

- At the time of providing our property management services, you may be asked to provide us with personally identifiable information. It is necessary for us to collect your information for providing you the services. You are not obliged to supply the data here but if you fail to provide the information requested, we may not be able to provide you the services or assistance.
- The information we collected will be used for processing all matters relating to the relevant application, daily operation and/or any follow up actions. In addition, we may use the personal data and our information will be accessed by, disclosed or transferred to Our Group for internal statistical research and/or analysis. All of the aforesaid organizations can keep such personal data.
- We will keep your personal data only for as long as necessary to fulfill the purpose for which it is collected. The data you provide will only be handled by our authorized employees and persons.

You have the right to request access to, or correction of, information about you which is held by us, by paying us the reasonable charges incurred by us in relation to administering and complying with your request. If you need to check whether we hold your personal information or if you wish to have access to, or correct any information relating to you which is inaccurate, please write via e-mail to our Data Protection Officer at dpo@kaishing.com.hk or via mail to Room 2301, 23/F, Sun Hung Kai Centre, 30 Harbour Road, Wan Chai, Hong Kong.