

致各瑜翠園業戶：

瑜翠園保安服務問卷調查

中國海外保安有限公司於 2025 年 4 月 1 日為本園提供保安服務，至今已運作大半年。為了解居民對新保安公司的表現，服務處獲法團同意，擬就這份問卷，以了解住戶對保安服務的意見。問卷結果將用作與保安公司商討改善服務的依據，進一步提升屋苑的保安服務。

請於 2025 年 12 月 21 日或之前，將填妥隨附之問卷回條，投入 貴座的服務處信箱內。

倘對上述事宜有任何疑問，歡迎於辦公時間內致電 2458 7256 與服務處職員聯絡。

感謝你的參與及支持！



瑜翠園服務處
助理物業及設施經理 蔡雅婷謹啟
物業管理人(第 1 級)牌照號碼：P1-141424

2025 年 11 月 29 日

Date: November 29, 2025

To: All Residents of Peridot Court

Survey on Security Service at Peridot Court

China Overseas Security Services Ltd has been in operation for more than half a year since April 1, 2025. To better understand residents' views on the performance of the new company, the Management Services Office, with the agreement of the Owners' Corporation, is conducting this survey to collect your valuable opinions. The survey results will be used for discussions with the security company to further enhance the security services in the property.

Please complete the attached questionnaire reply slip and deposit it into the Management Office mail box located in your respective block by December 21, 2025.

Should you have any queries, please feel free to contact us at 2458 7256 during office hours.

Thank you for your participation and support!

Yours faithfully,

Rani Choy
Assistant Property and Facility Manager
Peridot Court Management Services Office
PMP (Tier 1) Licence No.: P1-141424

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，或投寄到香港港灣道三十號新鴻基中心二十三樓二三零一室資料保障主任。

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.

瑜翠園保安服務問卷調查回條

Reply Slip for a Survey on Security Services at Peridot Court

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，請先參閱列印在隨附通告背頁之「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 back of the attached notice before providing the personal information.

第一部分：基本資料

Part I : Personal Information

- 單位 Unit _____ 樓層 Floor _____ 座數 Block _____
- 聯絡電話 Contact Tel. No. _____
- 姓名 Name: _____ (可選 Optional)

第二部分：保安服務表現評分

Part II: Evaluation of Security Service Performance

請就以下項目，以 **✓** 號選出適當的滿意度：

Please indicate your level of satisfaction by putting a tick (✓) in the appropriate box:

| 方面 Aspects | 非常滿意 Very Satisfied | 滿意 Satisfied | 一般 Neutral | 不滿意 Dissatisfied | 非常不滿意 Very Dissatisfied |
|---|--------------------------|--------------------------|--------------------------|--------------------------|----------------------------|
| 1. 儀容及制服整潔 Neatness of Uniform and Appearance | <input type="checkbox"/> |
| 2. 禮貌及友善態度 Courtesy and Friendliness | <input type="checkbox"/> |
| 3. 辦事效率 Performance efficiency | <input type="checkbox"/> |
| 4. 處理查詢或投訴態度 Attitude in Handling of Enquiries or Complaints | <input type="checkbox"/> |
| 5. 對緊急事故處理 Emergency handling | <input type="checkbox"/> |
| 6. 出入口管制及登記程序 Access Control and Registration Procedures | <input type="checkbox"/> |
| 7. 整體保安服務滿意度 Overall Satisfaction with Security Services | <input type="checkbox"/> |

第三部份：意見與建議

Part III : Comments and Suggestions

1. 您認為保安員服務有哪些值得讚賞的地方？

What aspects of the security staff service do you appreciate?

2. 您認為保安員服務有哪些需要改善的地方？

What areas of the security staff service need improvement?

3. 其他意見或建議：

Other Comments or Suggestions:

注意事項：

1. 請於 2025 年 12 月 21 日或之前，將填妥的問卷回條投入 貴座的服務處信箱內。

Please complete the reply slip and deposit it into the Management Office mail box located in your respective block by December 21, 2025.

2. 閣下所提供的資料將會絕對保密並只作內部分析及改善服務之用，多謝參與。

Your information provided will be kept strictly confidential and used solely for internal analysis and service improvement. Thank you for your participation.