

Bel-Air

NEWSLETTER

2nd Issue, Summer 2021



Highlights 通訊焦點

Facility and Safety
Enhancement
設施及安全提升

Summer Fun at
Club Bel-Air
貝沙灣會所的
歡樂仲夏

New Landscape is
Coming
園林景觀新面貌

Return to School after Summer 回歸校園

Kids returning to school means summer will end soon. Here is a recap of the Summer Programme for our young kids who can't travel due to COVID-19. Don't miss out the upcoming gourmets news, festival celebrations and events from Club Bel-Air. While autumn is around the corner, we're still in the typhoon season. Hence, don't forget precautionary measures at your own apartment.

孩子們重返校園，意味夏天將過去。疫情關係孩子們不能到外地旅遊，在此讓我們一起回顧暑假期間一系列精彩活動。千萬別錯過貝沙灣會所的美食新資訊、節日慶祝及活動。秋天正悄然臨近，但仍值颱風季節，因此我們仍須做好家居防風措施。

Words from the Owners' Committee Chairman

業委會主席的話

一期草地迷宮優化設計

住戶一向關注草地使用，業委會和服務中心就此探討不同方案，經商議後定於一期會所對外的平台草地設置「移動」迷宮。此迷宮由各式盆栽組裝而成，能減省草地保養費用，並確保植物根莖生長不會影響下層停車場隔水層結構；屋苑園藝部可隨季節或節慶重新組裝，增加氣氛和新鮮感。設計方案在綜合住戶意見後，會交予業主委員會商議下一步工作。詳情請參考本通訊內文。

新的穿梭巴士承辦商及清潔合約

新的穿梭巴士新合約由陽光巴士投得並會於本年10月生效。新合約每月開支較之前大幅下降約50%，估計每年可節省約126萬元。服務中心暫時會維持現行班次、路線及收費，待新營辦商運作上軌道後再作檢討。

新的清潔合約同樣於本年10月生效。除了增加兩名技工通宵工作，新合約費用大致維持不變。新組成的清潔小組會於晚上進行清潔及保養工作，讓住戶於日間充分享用設施。詳情可參考本通訊內文。

服務中心就停車場的電動車充電服務與營辦一方協商，可望為住戶提供更多優惠計劃。詳情將稍後公佈。

共創和諧居庭

服務中心接受住戶投訴，但偶有住戶堅持要對有關員工作出某些處分。業委會認為，服務中心有責任妥善處理住戶的投訴及防止同類事情發生，處分方法須有警誡作用，但亦要合情合理。服務中心報告會考慮多方因素，包括有關員工在該事件是否有疏忽職守及其他責任、服務年資及過往表現、投訴或被表揚紀錄等等，服務中心會將個別特殊個案向業委會提交報告及作出建議，獲得業委會同意才執行。

業委會理解現時住戶留家時間比以往長，增加對禮賓司服務的需求；加上外賣、網購等服務業人員頻繁出入屋苑，令禮賓司工作增加。為此，業委會已重申服務中心不能鬆懈，有需要時須增撥資源，以維持屋苑服務於最佳水平。

在此我們亦希望得到各住戶諒解及支持，一起令貝沙灣成為一個和諧、友善及樂居的社區。

祝各位身體健康。

陳健波

第六屆貝沙灣業委會主席



L'Ephebe Endormie
By Remus Botar Botarro
Club Bel-Air Peak Wing
貝沙灣朗峰會所

Phase 1 Lawn Area Maze Optimization

Residents are always concerned about the use of the lawn area. The Owners' Committee and the Service Centre had explored various options and decided to set up a "movable" maze in the lawn area in Phase 1. The maze will comprise of planter boxes bedding. Such a measure can reduce the maintenance cost of the lawn, and it will prevent roots getting into the waterproofing system affecting the car park underneath. The landscape team may change the setup during festive seasons to enhance the atmosphere and the sense of novelty. The Owners' Committee will look into possible designs after gathering residents' feedback on the matter. Please refer to this newsletter for details.

New Shuttle Bus Vendor and Cleaning Tender

The new shuttle bus service contract was awarded to Sun Bus effective in October. The monthly expense of the new contract will be significantly reduced by 50%. The estimated annual saving is about 1.26 million dollars. The Service Centre will maintain the existing schedule, routes and fares at the moment until further evaluation with the new vendor after their operation is on track.

The new cleaning tender will also be effective in October. Apart from adding two handymen in the overnight shift, the new contract fee will be about the same. The cleaning team will conduct cleaning and maintenance work at night to allow residents' use of the facilities during daytime. Please refer to this newsletter for details.

The Service Centre is discussing with electric vehicle charging service provider for a more valuable service plan for residents. Details will be announced once available.

Build Harmonious Residence Together

The Service Centre handles complaints from residents. In some cases, the residents insist on imposing penalty on the relevant staff. The view of the Owners' Committee is that the Service Centre is responsible for proper handling of residents' complaints and prevention of any recurrences. While the penalty should serve a warning purpose, it should be reasonable. According to the Service Centre's report, they will consider various factors, for example, negligence of duty and other responsibilities of the relevant staff, years of service and past performance, feedback from residents (both positive and negative), etc. Special cases will be reported to the Owners' Committee with recommendations. Actions will be taken after seeking agreement from the Committee.

The Owners' Committee understands residents spend more time at home than in the past, hence a greater expectation of the performance of the Concierge. In addition, the number of delivery services including takeaways and other online shopping has increased, resulting in a heavier workload for the Concierge. Therefore, the Owners' Committee understand frontline staff are facing stressful situation on their work. Hence we have reminded the Service Centre to understand their needs and deploy additional resources to support where necessary, to maintain the service level at the best quality.

Hereby we appreciate your understanding and efforts, to make Bel-Air a harmonious, friendly and enjoyable community for residents and staff.

Wishing you the best of health.

Chan Kin-Por

Chairman of the 6th Owners' Committee of Bel-Air

Swimming Pools and Home Repair Services 會所游泳池及家居維修服務

I found the opening hours of the swimming pools in both Club Bay Wing and Peak Wing changed in the new school year, why it changed so often?

我發現灣畔和朗峰會所泳池的開放時間在新學年有所改變，為什麼經常要改呢？

Yes, I think so, I'd like the outdoor swimming pool to open during weekends so our family can enjoy swimming together. Is the opening hours changed due to recent shortage of lifeguard?

是啊，我也有留意到。室外游泳池於週末開放，那麼我們一家就可以一起享受游泳的樂趣。更改開放時間是否關乎最近救生員短缺呢？

I was told the opening of Water World Ocean Park recruited hundreds of lifeguards. Hence, the demand for lifeguard in market surges further. In addition, some lifeguards couldn't renew or apply for certification due to COVID-19 last year. My friend who lives in another estate told me they can't enjoy swimming in their pools.

聽說海洋公園的水上樂園聘請了數百名救生員，因此市場上對救生員的需求進一步增加了。由於去年的新冠病毒，一些救生員無法更新或申請證書。我住在另一個屋苑的朋友告訴我他們的泳池因此關閉了，不能使用呢！

That's true. The adjusted opening hours utilize limited manpower efficiently. I think the Service Centre should review and evaluate the opening hours from time to time.

的確如此，開放時間調整可以有效地使用有限人力資源。我認為服務中心應該不時檢討和評估開放時間。

Just stay tune on the estate notices or visit Bel-Air website for details. See if we will meet at the pool then! By the way, some parts of the cistern in my master bathroom and some window handles were found faulty. I just noticed that such repair service are not covered by the home repair service of Service Centre.

我們繼續留意屋苑的通知或瀏覽貝沙灣網站以了解詳情吧，看看我們會否在泳池碰面。順便說一下，我家主浴室水箱的某些部份和一些窗手柄無法正常運作，我剛剛發現此類維修工作原來並不包括在服務中心的家居維修服務內。

Oh yes, I had experienced the same last months too, and I hired the outside contractor to carry out the repair works which had taken a whole day! I learnt that such repair works required skillful technician and especially the repair work related to the window, it required the licensed contractor to carry out.

對呀，幾個月前我也遇到過這情況，當時我請了外判承辦商來修理，而且花了整整一天呢！這些維修工作還是由專業技工來做比較好，窗戶的工程更要有持牌人士來做。

I see, it is better to arrange professional workers to repair it, could you share the contact of your contractor with me?

那麼我們最好找專業人士來維修。你可以介紹你使用的承辦商給我嗎？

Sure.

當然可以啦！

Management's Response:

After careful consideration of residents' need and limited supply of lifeguard with quality, we adopted flexible management of the pools to ensure best allocation of resource. Meanwhile, the Service Centre will work closely with the service provider to secure enough lifeguards and make more pools available during weekends.

Service Centre also noted that some residents found it was difficult to source outside contractors. We are now conducting a research on contractor list for resident's reference.

管理團隊回應：

考慮到住戶的需求和優質救生員的供應緊張，我們對泳池採取了靈活的管理方式，以確保資源能分配得最好。同時，服務中心會和服務承辦商緊密合作，確保在週末有足夠的救生員，以讓更多游泳池可於週末開放。

服務中心注意到部份住戶在聘請外判承辦商時遇到困難；有見及此，我們現正研究提供承辦商名單予住戶參考的可行性。



Culinary Highlights

觸動味蕾時刻

September 9月

Wines of this Month: Italian
每月美酒精選：意大利佳釀

Italian-Japanese Fusion Cuisine
意大利滋味・日本風
01.09 – 03.10. 2021

Scan the QR code for details on latest promotions and menus.
掃描QR碼以瀏覽更多宣傳優惠及餐單詳情。



promo.bel-air-hk.com

Download Bel-Air Mobile App for Latest Estate News!
下載貝沙灣流動應用程式，獲取屋苑第一手資訊!

October 10月

Peak Wing Friday Night BBQ Buffet
朗峰周五燒烤自助餐
08 & 22.10.2021

New Menu Coming Soon
全新菜譜即將登場



November 11月

Thanksgiving Special
感恩節特選
25.11. 2021



Bel-Air Island South



Rediscover the Joy of Dining

重新發掘品嚐佳餚的喜悅

Dining Out Safe in Bel-Air Outlets

Bel-Air dining outlets endeavour to adopt the operation mode of catering business Vaccine Bubble laid down by the Food and Environmental Hygiene Department. Our Lobby Lounge at Club Bay Wing changed to Type C operation mode by mid-September, which requires all staff members to receive first dose of COVID-19 vaccine. It will allow a maximum of 6 guests per table in the restaurant and a maximum 20 participants in one banquet event (depends on size of banquet venue). Guests must use the "LeaveHomeSafe" mobile application upon arrival. In the meantime, Dining Room at Club Peak Wing will remain in Type B operation.



Your Private Fine Dining Destination

While the Lobby Lounge is in a new style to serve Cantonese Cuisine, Dining Room is also ready to offer another kind of excitement: menu with a selection of international gourmets, variety of pasta, appetizers and classic western dishes to tantalize your taste buds. Don't miss it and pick one for you and your loved ones.

在貝沙灣餐廳安全地用膳

貝沙灣餐廳遵照食物環境衛生署餐飲業疫苗氣泡所規定，經營模式作出了改變。灣畔會所餐廳由九月中開始會以C類運作模式經營：所有員工均已接種第一劑新冠疫苗；餐廳每枱最多可坐6人；一場宴會最多可容納20人(須視乎宴會場地大小)；客人抵達時必須使用「安心出行」手機應用程式。與此同時，朗峰會所餐廳將繼續以B類模式運作。

您的尊尚美食地

灣畔餐廳帶來多款精美粵菜，同時朗峰餐廳也準備好為大家呈獻另一種享受——系列精選國際美食、各式意大利麵、開胃菜及經典西式菜餚，定能觸動您的味蕾，使你齒頰留香、垂涎欲嚥。千萬不要錯過，來為您自己及您所愛的人挑選心水美食吧。

Management Updates

屋苑管理最新消息

Security Enhancement Works

屋苑保安提升工程

The Service Centre is testing the use of new mobile devices for patrol. Staff could use mobile devices to take photo and record audio clips for real-time monitoring. The information would be transferred to server immediately for relevant departments to take actions. Several locations in the estate were selected for a trial run starting in August. The system would extend to other phases if the pilot is successful.

Existing CCTV cameras in Phase 5 will be upgraded and new cameras will be installed to further enhance security level. The new cameras support advance functions such as clear night-time image, AI behaviour analytics, object detection and better playback. The enhancement work is scheduled to start by later this year.



服務中心正測試使用新的移動設備於日常巡邏時使用。員工可以使用移動設備拍照和錄製音訊作為實時監控。所收集的資料會立即傳送到伺服器並通知相關部門以採取行動。我們選定了屋苑內不同地點作試點，並於8月開始試行運作。該系統會在試行成功後於貝沙灣各期落實應用。

第5期現有的閉路電視系統將進行升級為新的攝錄機，以進一步提高保安水平。新攝錄機提供更清晰的夜間影像、人工智能行為分析、物件檢測和更好的回放功能。改善工程作計劃於今年稍後時間展開。

Financial Summary 財政狀況一覽

Please contact the
Service Centre to
view the full version.

如欲瀏覽完整版本
請與服務中心聯絡

Management Updates

屋苑管理最新消息

New Landscape is Coming 園林景觀新面貌

To better utilize the lawn areas in the estates, 3 “Moveable Maze” designs were selected for residents to vote by 27 August till 10 September.

We would like to take this opportunity to express our thanks for your participation to the vote as the voter turnout rate reached 40%. There were also some residents reflected their views on other possible use of the lawn which we will consolidate all suggestions and discussed during upcoming Owner’s Committee meeting. Subsequent steps will be announced later on.

為更好地利用屋苑的草地空間，服務中心將三款「移動迷宮」設計予住戶由8月27日至9月10日作公開投票。

我們衷心感謝各住戶參與投票選出您們的心水迷宮設計，是次投票率為40%。同時亦有不少住戶就草地使用的可能性提出意見。服務中心會將這些意見整合並於業主委員會會議上商討及審視。下一步工作將於稍後公佈。

Design with Highest Number of Vote: 得到最高票數設計：

Design 設計 2: Circle 圓形



Optimize Usage of Club Facilities 優化會所設施

To enhance enjoyment and meet the needs of residents, the Service Centre reviewed usage of certain facilities at Club Bay Wing. Several facilities with lower usage and less popular, such as Grand Theatre, Hair Saloon, Computer Game Room and Meditation Room, will be selected to explore their future possible uses.

Your suggestions will be most important and public consultation will be carried out later on for renovation of the above facilities, so to make the club a better place for all residents.

為提升享受及迎合住戶需要，服務中心檢視灣畔會所各項設的使用量。部份使用量較低的設施如豪華電影院、髮廊、電腦房、冥想室會被選定並探討未來的可行用途。

住戶的意見將至為重要。稍後我們將展開諮詢收集住戶就上述設施優化提升的意見，藉此為大家打造一所更舒適更佳的會所。



Cleaning Services Deployment 開展全新清潔服務

New cleaning contract will commence in October 2021. In view of the hardship in the past years, Service Centre reviewed the overnight cleaning manpower deployment and formulated a special taskforce team. With two handymen added in the overnight shift, the team will pick up some day-time work and complete it at night (e.g. car park, marble floor polishing in tower lobbies and clubhouse facilities). Thus, the facilities can remain operational during day-time. The team will also handle emergency cleaning issue, COVID-19 disinfection work, simple repair work and repainting task.

新的清潔合約將於2021年10月生效。有鑑於過去數年不同外在因素為清潔工作帶來重重挑戰，服務中心已檢討通宵清潔的人手調配，並成立加入兩名技工的專責小隊，將部份日間工轉到晚上完成（例如停車場、樓層大堂雲石和會所設施清潔），讓這些設施可以在日間保持開放以供使用。該小隊還將處理緊急的清潔事宜、新冠病毒有關的消毒工作，以及其他簡單的維修和重髹工作。



Ignited Summer at Club Bel-Air

點燃繽紛盛夏

Staying home is boring? No! Kids got lots of fun and acquired new experiences through joining the Summer Programme at Club Bel-Air.

留在家中很悶？不見得！今年夏天，貝沙灣會所舉辦了多項暑期活動，孩子們踴躍參加，既歡樂又有新鮮的體驗呢。



Ink Wash Qute Painting
Q版水墨畫



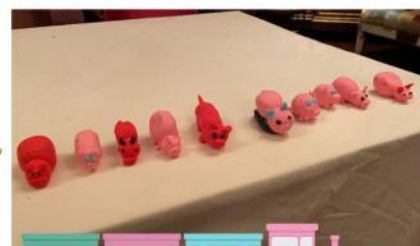
DIY Terrarium
手工生態瓶



DIY Dreamcatcher
星空捕夢網掛飾



Rope Skipping
花式跳繩



Clay Making- Animals Series
創意黏土動物系列



Watercolor Sketching
花藝水彩寫生



Ukulele
烏克麗麗



What's More

更多資訊

Stay tuned for upcoming festival celebration workshops and more events from Bel-Air website www.bel-air-hk.com or scan QR code!

想知道即將舉行的歡慶佳節工作坊及其他更多活動，請瀏覽貝沙灣網站 www.bel-air-hk.com 或掃描QR碼！



Sustainability Living

可持續生活

Pet and Clean Environment 寵物與整潔環境

To maintain the hygiene level of the estate, in addition to the regular cleaning work, cleaning team will apply vinegar with water to remove odour at dog fouling black spots. Also, dog latrine in Phase 4 has been upgraded with artificial grass covering.

What's more, the Service Centre will organize dog training programme hosted by the Society for the Prevention of Cruelty to Animals (SPCA) later this year. Professional trainer will share us knowledge about nutrition issues, dogs' basic health and grooming care, and tips on how to be a good dog owner. Don't miss it and let's have a fun weekend afternoon! Please stay tune for event details.



為保持屋苑的衛生水平，除常規清潔外，清潔小隊會在狗隻糞便積垢黑點用以水稀釋的醋去除異味。此外，位於第4期的狗廁所將升級以人造草皮覆蓋。

與此同時，服務中心會於本年底安排愛護動物協會主辦狗隻訓練工作坊。屆時將有專業培訓員為我們提供有關營養、狗隻基本健康和美容護理的知識，並分享如何成為狗隻好主人的要訣。千萬不要錯過，來一起渡過一個愉快的周末下午吧！詳情請留意有關通告。

Awards and Recognitions 獎項及嘉許

10 Years Plus Caring Company Logo 2020/21

10年Plus 「商界展關懷」標誌

Hong Kong Council of Social Service
香港社會服務聯會



Certification of Participation

BEC Jockey Club Intelligent Resource Management Programme

參與證書

商界環保協會賽馬會資源「智」識揀計劃

2018/19 – 2020/21

Business Environment Council
商界環保協會

