

# Bel-Air

NEWSLETTER

1<sup>st</sup> Issue, Spring 2021



## Highlights 通訊焦點

Facility Enhancement  
設施提升

Estate Safety  
屋苑安全

Annual Resident  
Satisfaction Survey  
Results  
年度住客服務  
滿意調查結果

## Health & Safe Spring Time 小心謹慎 明媚春日

Spring is the season of hope and rebirth. As we hope for the new beginning, we are still in high alert and keep on to optimize the estate facilities. Thanks wholeheartedly for your response to our annual Resident Satisfaction Survey. Your comments and suggestions will contribute to our forthcoming plans and help improve our services to make Bel-Air a better home. Moreover, you can taste our new Cantonese Cuisine in Bay Wing Lobby Lounge. Take care of yourself and others, beware of the hygiene of your dogs and the safety of scooters and bicycles using of your children. Together, make Bel-Air a lively and harmonious community.

春天生機蓬勃，萬物復甦，予人希望，重新開始。我們亦沒有鬆懈，持續優化屋苑設施。感謝住戶對今年住客服務滿意調查的回覆，您的意見對我們提升服務質素有莫大幫助，令貝沙灣成為更好的家園。與此同時，灣畔餐廳亦以粵菜小館風格為住戶帶來不同美食，令人耳目一新。顧己及人，請留意狗隻衛生，並注意小孩在公眾地方使用踏板車、單車安全，一起共建活力和諧貝沙灣。

[www.bel-air-hk.com](http://www.bel-air-hk.com)



# Words from the Owners' Committee Chairman

## 業委會主席的話

### 經驗凝練 持續提升

現時本港疫情反覆，仍存有未知數。業委會與服務中心均保持警覺適時應變。在此感謝各住戶通力配合，同時繼續做好個人防護、考慮接種疫苗及注意公眾地方衛生，期望在安全的情況下各位能恢復日常生活。

### 2021年凍結管理費

前年業委會與管理公司多次商討後，制定出5年規劃及預算方案，並為管理公司收取的費用設置上限。在業委會監督之下，服務中心採取開源節流政策，有關盈餘將預留作大廈維修保養應急之用。去年服務中心因應實際情況凍結或暫緩餐飲部招聘，加上政府批出的兩期保就業基金全數撥歸管理費賬戶，我們亦可向各位報告屋苑2021年毋須增加管理費。

### 年度住戶服務滿意調查

服務中心會就住戶提出的意見作詳細研究及分析，整合出大家最關注的項目，包括大廈保養、小朋友休憩空間、平台安全問題、草地使用、狗隻管控及會所設施等。我們將就此制訂改善方案及跟進，如安排大廈維修事宜、開展社區園圃農田讓住戶親嚐農耕樂趣等。

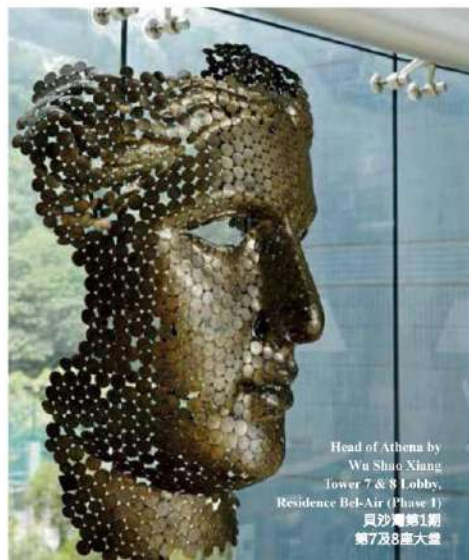
去年末於數碼港公園發生的懷疑毒狗事件，業委會亦已責成服務中心與有關部門作出跟進。而貝沙灣1期穿梭電梯大堂對出數碼港道交通意外，引起住戶對各期大圍外數碼港道交通情況關注，為此服務中心一直與運輸署等部門溝通，並安排設施改善工作以保障行人及駕駛者安全，詳情可見本期通訊。

我們相信透過各位同心協力，可讓貝沙灣繼續保持活力，繼續成為我們舒適樂居的家。

祝各位身體健康。

### 陳健波

#### 第六屆貝沙灣業委會主席



Head of Athena by  
Wu Shao Xiang  
Tower 7 & 8 Lobby,  
Residence Bel-Air (Phase 1)  
貝沙灣第1期  
第7及8座大堂

### Uplifting from the Past Experience

The pandemic situation has brought us exceptional challenges, as uncertainties are still around us and the threat of this virus remains real. The Owners' Committee and the Service Centre are keeping vigilant and able to respond swiftly to evolving situations. We are grateful for the astonishing efforts of everyone involved. Please continue to stay alert to personal protection, consider vaccinations and maintain public hygiene. It is our hope that residents can resume their daily lives under safe circumstances.

### 2021 Management Fee Increment Freeze

After several discussions with the Service Centre in the year before last, we have drawn up a 5-year budget plan and set an upper limit for the fees charged by the Service Centre. In addition, under the supervision of the Owners' Committee, the Service Centre was able to explore various sources of revenue and reduce spending, the surplus will be used to build up reserve for emergency in relation to maintenance. Benefitting from the frozen or suspended recruitment of staff of F & B Team as well as the 2 tranches of Employment Support Scheme granted by the Government, we are proud to report that there is no need to increase the management fee in 2021.

### Annual Resident Satisfaction Survey

A detailed analysis has been set out by the Service Centre on the survey received from residents. Residents are most concerned with building maintenance, kids' playground, podium safety, the use of the lawns, dog control and the Clubhouse facilities. After the survey, we will endeavour to make improvement and take follow up actions, including building maintenance and repair and developing community vegetable garden for residents to enjoy some hobby plantings.

The Service Centre has been instructed by the Owners' Committee to follow up with relevant departments regarding the dog poisoning incident at the Cyberport Waterfront Park. On the other hand, residents' concerns about the traffic situation of Cyberport Road outside the main gate of each phase have been raised because of the traffic accident on the Cyberport Road outside shuttle lift lobby of Bel-Air Phase 1 of the pedestrian crossing. Thus, the Service Centre has been communicating with related departments, like the Transport Department, to implement improvement works to ensure the safety of both pedestrians and drivers. More details can be found in this newsletter.

We are sure that a concerted effort from everyone to maintain a vivid community with a comfortable and pleasant place to live in.

Wishing you the best of health.

### Chan Kin-Por

#### Chairman of the 6<sup>th</sup> Owners' Committee of Bel-Air

## Safe Community for All of Us 共享安全社區



When I come back to Bel-Air in the evening, there are usually many children riding bicycle and scooter in high speed. Sometimes, there are no parents or domestic helpers to looking after them.

當我晚上回貝沙灣時，常常看到有很多孩子在高速地踏單車和踏板車。有時他們是沒有父母或家庭傭工在照顧著的。



Recently I was nearly hit by a scooter. I tried to remind the rider to be careful but he rode away quickly. Afterward I called the Service Centre for this issue.

最近我差點被踏板車撞到，我試圖提醒那個踏車者，但他很快就開走了。之後我就此事致電服務中心。



I think it's important for all of us to pay attention to others' safety. Ball games are also dangerous to pedestrians too.

我認為我們所有人都必須注意他人的安全，這一點很重要。球類活動對行人也會造成危險。



My boys love playing basketball and volleyball. I'd prefer them to play in venues with proper safety measures like the Clubhouse. However, I found it quite difficult to book a venue.

我的兒子們很喜歡打籃球和排球。我寧願他們在會所等有適當安全措施的場地打球。但預訂場地有時好像比較困難。



I know there is a new booking system that the period of 8pm to 10pm every Wednesday will be reserved for playing basketball and volleyball. All you have to do is to make a booking 7 days in advance.

我知道有一個新的預訂安排，逢星期三晚上8時至10時場地將用作打籃球和排球。你只需要在7天前預訂就可以了。



That's great! I know you always walk your dog to the Cyberport Waterfront Park. I heard that there were some suspected dog poisoning cases.

那太好了！我知道你經常帶狗去數碼港海濱公園散步，聽說那裡發生懷疑狗隻中毒事件。



Yes, I've heard from news and notices that some dogs were dead. I was so shocked as we love to walk our dog to the Cyberport Waterfront Park.

是啊，我從新聞和通告中得知這事，聽聞有些狗隻死了。我感到非常震驚，因為我們很喜歡帶狗去數碼港海濱公園散步。



Dog handlers should be alert and keep an eye on all suspicious items during the walk. I frequently saw some inconsiderate dog handlers allowing their dogs to excrete at common areas such as the podium pedestrian road and the carpark. This causes the hygiene concern of other residents.

帶狗人士應保持警惕，並在散步時留意所有可疑物品。我經常看到一些不顧公德的帶狗者，任由他們的狗隻在行人道和停車場等公共地方排便，此舉引起了其他住戶對衛生的關注。



I think dog handlers should also comply the rules of dog keeping so as to be considerate of others. It's a small thing but will make a big difference because we have a shared commitment to make our home clean and harmonious.

我認為帶狗者也應該為其他住戶設想，好好遵守養狗規則。這是小事，輕易做到，意義卻大，顯示我們各盡己份，為這個家締造一個乾淨和諧的地方。



### Management's Response:

Cycling is a fun exercise and can keep you healthy. When riding bicycle, you should maintain a safe speed and be alert if someone is approaching. To maintain Bel-Air residents' quality of life, the Service Centre will further enhance cleaning in all common areas and strengthen control measures, such as issuing warning letters and imposing fines to inconsiderate dog handlers.

### 管理團隊回應：

踏單車是一項有趣的運動，可讓人保持健康。踏單車時應保持安全速度，如有行人行近須保持警覺。為令住戶享受優質生活，服務中心將加強公共地方的清潔工作，執行政控措施如向不顧公德的帶狗者發出警告信及施予罰款。

# Culinary Highlights

## 觸動味蕾時刻

### New Afternoon Tea Set 全新下午茶餐

Enjoy a relaxing afternoon at Bel-Air! Selections of international to classic Hong Kong style tea sets at special rates in weekdays!

享受悠閒時光！多款精選國際至本地口味下午茶餐，於平日下午以優惠價為您送上。



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



[promo.bel-air-hk.com](http://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！



Bel-Air Island South



May 5月

### Mother's Day Special 母親節特式套餐

01-09.05.2021

### Peak Wing Greek Gourmet 朗峰希臘美食巡禮

11-31.05.2021

### Rice Dumpling Selections 精選端午節糉子

Order starting from 05.2021  
5月開始接受預訂

June 6月

### Father's Day Special Set Menu and Free Wine Tasting 父親節特式套餐及美酒品嚐

14.06.2021

## New Style of Bay Wing Lobby Lounge 全新風格灣畔餐廳



Club Bel-Air Bay Wing Lobby Lounge is having a new look by serving you with Cantonese Cuisine. It is well known for its variety in cooking methods which bring out the freshness and flavour of various ingredients used.

Bel-Air Chefs have selected series of classic Cantonese Cuisine, with a range of signature dishes and featured afternoon tea sets, giving you a brand new à la carte menu. Come and experience all these unique but delicious dishes.

貝沙灣會所的灣畔餐廳以嶄新的面貌登場—提供以變化多姿的烹調方法及多種多樣食材見稱的廣東菜，為大家送上最新鮮和豐富的美食。

主廚們精選了一系列的經典粵菜，配合多款招牌名菜及精美下午茶餐，帶來全新的單點餐單。快來品嚐這獨特而美味的佳餚吧！



# Management Updates

屋苑管理最新消息

## Annual Satisfaction Survey 2020 Results

年度住客服務滿意調查結果

After completion of the survey, the Service Centre has been proactively responding to residents' concerns in terms of following aspects.

### Dog Keeping and Hygiene

Stringent measures were implemented to maintain Bel-Air as a clean and harmonious living environment. Additional intensive cleaning against animal fouling in common areas will be arranged once every month. Also, leaflets will be dispatched to arouse dog handlers' concern about public hygiene, execution will be tightened in issuing warning letters to misbehaving dog handlers who may also face dog fouling penalty.

### Safety in Common Areas

CCTV system shall be gradually upgraded with new night vision devices and high resolution cameras to cover common areas like the podium, which helps to ensure staff to respond promptly and provide assistance to residents whenever required.

The new Automatic Car Plate Recognition System was commencing in Phase 1 main gate, could accurately count the time of entry of particular vehicles which are from outside. This can enhance the efficiency in handling parking on podium.

### Facility Provisions

The Service Centre will work with Clubhouse Sub-Committee to improve the booking procedures especially for the Clubhouse's sports facilities to strive a balance between residents' needs and the pandemic measures announced by the Government.

The community vegetable garden launched in April 2021 is our main focus in promoting sustainability living style, which received good response from residents. Please stay tune for more green news and upcoming events!



### SURVEY RESPONSE RATE

問卷回覆率



26.6%

Highest since launch in 2013  
2013年首次進行問卷調查以來最高

Excellent Rating

優良

35%

Good Rating

良好

45%

97%

Overall  
Management  
Performance  
整體管理表現

住戶完成本年度調查後，服務中心已立即就各受關注事項作出對應工作，包括以下幾項：

### 狗隻管控及衛生

為保持屋苑整潔，讓其成為和諧舒適的居所，服務中心實施了多項管控措施，包括每個月就動物便溺問題，於屋苑公共地方作一次額外深層清潔；向帶狗人士派發單張，呼籲他們注意公共環境衛生；加緊向違規帶狗人士發出警告信，他們亦可能面臨狗隻隨處便溺的罰款。

### 公共地方安全事宜

屋苑閉路電視將逐步更換成配備了夜視鏡及高清攝錄功能的系統，覆蓋公共地方如平台等地點，令員工能迅速掌握突發情況，並為住戶提供適切協助。

全新車牌認證系統已於第1期大閘啟用，能有效記錄外來車輛進入屋苑的時間，令員工有效管控平台車路泊車事宜。

### 設施提供

服務中心將與會所小組商討，改善現時會所運動設施的預約程序，以平衡住戶的運動需要及政府的防疫要求。

我們致力將貝沙灣打造成可持續生活的空間，本年4月開展的社區園圃農田將會是重中之重，住戶對此項目反應十分熱烈。除此之外，我們亦會提供不同綠色生活資訊及活動，大家千萬不要錯過！

# Management Updates

屋苑管理最新消息

## Precautionary Measures for COVID-19

對應新型冠狀病毒的預防措施

The pandemic situations remain uncertain, the Service Centre maintains highest alert to safeguard estate hygiene and safety. All high touch areas inside the estate will be disinfested regularly. While there are suspected cases or parties that have contacted confirmed cases of COVID-19, comprehensive fogging of whole related tower's common areas will be arranged. Drills were arranged to get staff familiar with related procedures. Related information will be released in tower notice boards, Bel-Air website and mobile app.



For Clubhouse, deep disinfection was done once the Government announced relaxation of social distancing measures. All club staff have taken COVID-19 test with negative result every 14 days before working. Further, various measures including entrance registration, checking on club ventilation systems, displaying QR codes of "LeaveHomeSafe" app, designating staff for table clean-up etc. are implemented to ensure health and safety of residents.



疫情發展仍然反覆，為此服務中心保持最高警覺以確保屋苑衛生及安全程度。屋苑內所有頻繁接觸點均會定時消毒，而當屋苑出現疑似個案，或有住戶曾與確診者接觸，均會立即安排於相關大樓公共地方進行霧化消毒；我們亦安排演習以令員工熟知有關處理程序。而相關資訊將會同時貼於大堂告示版，並上載至貝沙灣網頁及流動應用程式。

會所方面，因應政府宣佈放寬社交距離措施，會所在重新開放之前已經進行了全面的消毒工程。所有會所員工均按照要求進行了新冠病毒測試，每14天取得陰性報告後才為住戶服務。此外，服務中心還採取了各種措施，包括登記進入會所的住戶資料、檢查會所的通風系統、貼出「安心出行」應用程式的二維碼、指派員工專門清理餐桌等，以確保住戶的健康和安全。

## 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

## Enhancement Works for Estate Traffic

屋苑交通改善工作

The new Automatic Car Plate Recognition System was in place in January 2021 at the main gate of Phase 1 & 2. There were around 1,400 car plate numbers registered and provided 1,200 outside vehicles records each day during its first month of operation. Installation works in Phase 1 & 2 carpark entrance and Phase 4 & 6 will be started later this year.

The automatic car plate recognition system effectively recognizes and provides in/out record of outside vehicles, with installation of additional Octopus Card Reader at the main gate, it will help staff to identify overstaying vehicles on podium level and impose overtime parking fees. The new system will help minimizing improper parking issues along EVA on podium.

Further, the Service Centre has recently installed bollards at the lay-by area of Phase 1 & 2 as temporary space for loading or unloading goods to keep clear outside entrance of tower lobbies. Overtime parking on the podium or area outside tower entrances may be impounded or towed.

全新自動車牌認證系統已於2021年1月安裝在第1和第2期的大閘。運作首一個月內，已有約1,400個車牌登記，每日提供約1,200架次車輛出入紀錄。第1和第2期停車場入口、第4及第6期大閘及停車場入口安裝工程會於本年稍後開始。

此自動車牌認證系統能有效辨識外來車輛及記錄出入屋苑時間，加上稍後加裝於大閘的新八達通系統，有助員工處理車輛於平台超時停泊及收取超時費用。這兩個系統可望減少平台緊急車路不適當泊車問題。

除此之外，服務中心最近在第1和第2期的避車處加裝了纜柱清楚標示裝卸貨物的臨時地方，以保持大堂出入口暢通無阻。於平台車路或大堂門口等候超時停泊的車輛將會被拖走和扣留。

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## Enhance Road Safety at Phase 4 Entrance Roundabout

加強貝沙灣4期入口迴旋處的車路安全

Various signage and planted box on pedestrian roads are proposed to be added in abovementioned area to ensure safety of drivers and pedestrians.

為加強行經上述區域司機和行人的安全，現計劃設置標示的行人道以及路標指示，並以盆栽圍繞行人路。



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## Follow-up Actions for Traffic Accident on Cyberport Road

數碼港道交通意外的跟進行動

A site visit was conducted with the Transport Department on mid-January to study further measures for pedestrian safety. Short term measures include reviewing the brightness of street lightings near the crossing, potential replacement of current yellow sign box on the islands by the original "light box" type and repaint the lighting pole of zebra crossing.

A public consultation will be conducted once the Transport Department completed their proposal on permanent improvement works.

就2020年12月於數碼港道發生的交通意外，我們1月中旬與運輸署進行了一次實地考察，以研究改善行人安全的進一步措施。短期措施包括檢視交叉路口附近的街道照明亮度、在安全島以原來的燈箱類型取代目前的黃色標誌箱，並重塗斑馬線的照明燈桿。

運輸署擬定好進一步改善工程的建議後將進行公眾諮詢。



# Sustainability Living

可持續生活

## Bel-Air Community Vegetable Garden 社區園圃農田



The Community Vegetable Garden received overwhelming response among residents with 126 applications. There were 15 successful applicants and they have been invited to join briefing sessions on 21<sup>st</sup> & 22<sup>nd</sup> April. In the sessions, participants were provided with guidelines and tips of organic plantings. Participants also received a starter kit.

The farming plots are located next to the shuttle lift lobby (Phase 5), providing a convenient place for residents to enjoy the joy of outdoor organic planting within our community for a period of 6 months.

We hope the garden could facilitate the sustainable development of our community and enhance the livability of Bel-Air.

社區園圃農田的申請反應熱烈，共收到126份申請，並以抽籤分配15個名額。我們已於4月21及22日為成功申請的住戶舉辦介紹活動，提供關於有機種植的指導及貼士以及小工具套裝。

農田位於第5期穿梭電梯大堂旁邊，讓住戶於貝沙灣社區內享受為期6個月的戶外有機種植樂趣。

我們希望這片小小園圃有助社區的可持續發展，並提升屋苑的宜居性。



## Awards and Recognitions 獎項及嘉許

### Excellence in Facility Management Award 2020

#### 卓越設施管理獎2020

Large-Scale Residential – Excellence

大型住宅 – 卓越獎

Theme Award (Residential) – Bronze Award

主題獎「可持續發展」 – 銅獎

FM People Award Supervisory Grade – Bronze Award

傑出人才獎(督導組) – 銅獎

Hong Kong Institute of Facility Management Limited

香港設施管理學會有限公司



### Privacy - Friendly Awards 2021

#### 私隱之友嘉許獎 2021

Gold Certificate 金獎狀

Office of the Privacy Commissioner for Personal Data

個人資料私隱專員公署

