



## 維修師傅退而不休 義助舊區街坊修葺家居 Retired repairmen volunteer to fix home damages for residents in old districts

螺絲批，有！士巴拿，有！廿磅電鑽，都有！兩位年屆60多歲的退休維修師傅余悅湛和蔣金財，有逾40年的專業水電維修經驗，他們不但視維修為終身職業，現在就連退休生活都離不開維修，不時「全副武裝」落區，義務協助舊區居民檢查及維修家居。

去年6月，市建局夥拍社區團體，在九龍城區開展為期半年的「『守望相助』家居維修計劃」，為居住在九龍城區的基層家庭及長者，提供免費的家居維修服務，以改善他們的居住環境，亦讓定期進行家居維修保養的意識更加「入屋」。截至2018年11月中，市建局共接獲132宗維修個案，當中有122宗已完成維修，其中超過一半受惠人士是區內的獨居長者及「雙獨老」，亦有約一成個案為在市建局重建項目內居住的家庭。

今次計劃招募了60名九龍區的居民擔任家居維修大使及義務維修師傅，並為他們提供家訪及溝通技巧訓

Carrying along their toolboxes, Yu Yuet Cham and Chiang Kam Choi set off for work in just another ordinary day as repair masters, despite that they have retired already. Having devoted over 40 years of their careers in home repairs, Yu and Chiang, now aged over 60, are passionate enough to volunteer to help needy residents in old districts with inspections and home repairs, at no cost.

It all started in June last year when the Urban Renewal Authority (URA) got together with local community groups to launch a half-year initiative, the "Home Repair Services Community Programme", providing free repair services to grassroots families and elderly people living in Kowloon City. The aim of the scheme was not simply to improve their living environment, but also to spread the message about the importance of regular home maintenance. Up till mid-November 2018, the URA has received 132 cases requesting home repairs, of which 122 have been completed. Over half of the beneficiaries were elderly people living alone or elderly couples. About 10 percent were families living in old buildings in the URA's redevelopment project site.

練，各維修大使不單在區內宣傳這項計劃，還定期上門探訪有家居維修需要的居民，以安排維修師傅跟進。余師傅和蔣師傅就是其中兩名參與計劃的義務維修師傅，諸如更換門鉸、修理電掣、水喉等家居維修工程，由買料到上門檢查及維修，皆由他們一手包辦。

每個居民個案均會由兩名維修師傅上門檢查及修葺，平均約花兩小時。有時師傅上門檢查後，才發現還有更多地方需要維修，需時更長，平均每日大約可處理2至5宗維修個案不等，當中主要涉及更換破損的水喉、洗手盆及廁所水箱、維修電力及照明裝置，和修補室內單位的石屎等。

每次出動維修，義務維修師傅左手拿着工具箱、右手拖着載有20磅電鑽的行李箱，在舊樓陡斜的樓梯拾級而上到需要維修的單位，總會大汗淋漓。但蔣師傅說：「我們都不覺辛苦，能夠幫到人就好開心，更可以練到腳骨力。」

這日，余師傅和蔣師傅來到有54年樓齡、曾參與「樓宇更新大行動」並已於2012年完成樓宇復修的土瓜灣安居樓，協助85歲的獨居長者劉婆婆維修廚房橫樑。劉婆婆憶述，一個月前廚房橫樑有兩大塊石屎掉下來，幸好她當時不在煮飯，否則會被石屎打中。由於石屎剝落的情況嚴重，經大廈管業處及區議員的轉介，劉婆婆參加了市建局的家居維修計劃，得到義務維修師傅出手相助，「平日家裡光管壞了，我都無能力更換，今次若不是有維修師傅幫忙，我一個人都不知怎辦。」



師傅義務協助獨居的周女士維修光管。  
Volunteer repairmen help a single elderly Ms Chow to mend her lighting.

To better connect with the needy residents, a total of 60 people in the neighborhood were recruited as home repairs ambassadors and volunteer repairmen. After receiving training on home visits and communications skills, the volunteers not only regularly visited the residents to arrange repairs but also took the opportunity to spread the word about the new programme in the community. Yu and Chiang, two enthusiastic volunteers among them, accommodated nearly all kinds of requests from replacing door hinges to fixing electrical switches and leaking water pipes. They also managed every step of the repair works from initial inspection, sourcing materials to carrying out the works.

Working in pairs, the repairmen often took an average of two hours to finish inspection and repair work for one case. Given that more time were needed for some cases with additional items to be fixed upon inspection, the pair could serve two to five cases a day, covering repair items such as replacing water pipes, washbasins and toilet water tanks, as well as repairing electric wiring, lighting and interior concrete surfaces.

Being a volunteer repairman was not an easy job, especially when one had to lug his toolbox plus a luggage case containing a 20-pound electric hammer drill and climb up the winding staircases of old buildings. Though exhausted and soaked with sweat, Master Chiang said, "We don't think it's arduous. We're just happy to help people out. Besides, our legs can get a good workout."

On this day, Masters Yu and Chiang were fixing a ceiling beam in the kitchen of Granny Lau's flat, which is in the 54-year-old Comfort House at To Kwa Wan, a building that once undertook rehabilitation under the "Operation Building Bright" scheme in 2012. Granny Lau, aged 85 and living alone, recalled two big pieces of concrete fell from the beam a month ago, yet luckily she wasn't there at that time. Since the concrete kept spalling, she was referred by the building's management office and a district councillor to participate in the programme. "I am not even able to replace the fluorescent light tubes at my home when they're out of order. If there wasn't the help from the masters, I would not know what to do," said Granny Lau thankfully.

As shown by the rusty reinforcement bars exposed from the concrete beam, Master Chiang told that there had been decades-long water seepage in the flat that caused dampness and swelling of the reinforcement bars, eventually leading to cracks in the ceiling and the spalling of concrete. "The most urgent task at the



從橫樑外露的鋼筋出現銹蝕所見，蔣師傅發現因單位內滲水多年，導致鋼筋發脹，令橫樑的牆身爆裂以致石屎剝落，「現時最逼切的是我們先移除表面鬆脫的石屎，避免再有石屎掉下，危及婆婆的安全，之後會髹油、重鋪石屎及批盪，估計最少要三日才能完成工程。」這類修補石屎的維修工程費用，市價大約是五、六千元，對長者業主來說費用不菲，「所以每次家居維修，我們都一定會盡力『搶救』，但無奈有些個案損壞的情況太嚴重，難以維修。」

現時市區不少舊樓已參與「樓宇更新大行動」及「樓宇維修綜合支援計劃」，並完成大廈公用地方的樓宇復修，但公用地方的樓面大約只佔大廈總樓面的四分之一，餘下四分三屬於單位室內面積，故此推廣業主進行單位室內的維修保養，同樣重要。不過，舊樓業主普遍忽略家居室內維修保養的重要性，有不少長者業主對家居維修感到困擾。

余師傅坦言，因為收費不多，加上唐樓要行樓梯，坊間很多師傅都不大願意上門為舊區長者維修，甚至索價頗高令長者卻步，「我在土瓜灣住了45年，本身對這個社區好有感情，看到長者因家中的電燈泡壞掉，卻找不到人幫忙，所以我能運用自身的維修專業，幫助解決家居維修問題，只是舉手之勞，令我感到很滿足。」

moment is the removal of those loose concrete to prevent it from falling and hurting Granny. After that, we will patch the hacked area and paint the ceiling. It would take at least 3 days to complete the job," said Chiang. While repairmen in the market would ask for \$5000 to \$6000 on a similar job, which would be quite a financial burden for elderly flat owners, Chiang hoped their volunteer work could help save up some costs for the elderly. "We do our best to help in every case, yet sometimes the damages might be too severe and difficult to repair."

In urban districts, while maintenance of common areas of many old buildings have already been covered by "Operation Building Bright" and "Integrated Building Rehabilitation Assistance Scheme", other parts of the buildings are often left unattended as the responsibility to maintain the interior of flat units, which usually comprises three quarters of the building's gross floor area, is rested solely on the owners. As such, it is crucial to promote the importance of regular home repairs and maintenance to private owners amid their low awareness. For many elderly flat owners, home repair is the pain in the neck.

Master Yu said few repairmen are willing to work for the elderly in old districts because of the relatively low fees, coupled with having to climb up the stairs of tenement buildings, while other repairmen may ask for prices so high which frighten off owners from doing repairs. "I've lived in To Kwa Wan for 45 years and have real affection for this neighbourhood. It's a real shame to see there's no help for the elderly who may just want to change their broken light bulbs. It's most gratifying that I can use my expertise to help the elderly repair their homes," said Yu.



余師傅（右一）說義務維修只是舉手之勞，卻充滿滿足感。蔣師傅（左一）則稱，透過義工服務他與街坊鄰里增進不少感情。

Master Yu (1<sup>st</sup> from right) says it's most gratifying that he can use his expertise to help the elderly repair their homes, while Master Chiang (1<sup>st</sup> from left) says his relation with neighbours has been enhanced through volunteer work.



蔣師傅協助維修有石屎剝落的天花。  
Master Chiang helps fix the ceiling to prevent concrete from spalling.

住在黃埔唐樓的獨居長者周女士早前得維修師傅協助，修理電燈和廁所水箱，余師傅和蔣師傅最近再度上門跟進，順道與她分享家居保養的經驗和心得。「由於我的左手受傷，廁所的燈和水箱損壞也處理不到，幸好師傅很快上門維修，更幫忙檢查電箱，確保家居安全，加上今次的維修計劃是由市建局推行，由持牌的維修師傅上門維修，令我感到很安全和放心。」

蔣師傅說，最難忘看到一些劏房租戶居住環境惡劣，曾有一家三口租戶由於劏房內沒有分開鹹淡供水，全屋用食水沖廁，再加上水箱漏水，令每月水費高達九百多元甚至過千元，「在更換水掣、水龍頭和水箱零件後，該劏房戶終於可用鹹水沖廁，大大節省水費，所慳得的錢亦可用來買補充練習給孩子。」蔣師傅笑言，維修服務不但幫助居民解決家居維修的問題，亦增進了義工們與街坊鄰里的關係。

有見九龍城家居維修計劃反應良好，而區內維修需求甚殷，市建局將籌備推展新一輪的家居維修計劃，延續區內的家居維修服務。除了九龍城區，去年8月市建局亦在深水埗區夥拍社區團體，推行為期9個月的免費家居維修服務，協助大約120戶深水埗區、特別是居住在惡劣環境的居民修葺家居，進一步提高家居維修的意識及重要性。市建局期望一步步擴大家居維修計劃的服務區域，令計劃惠及更多舊區居民，「從外到內」改善舊區居民的居住環境。

Living in a tenement building at Whampoa, Ms Chow, a single elderly, had her lighting and toilet water tank fixed with the help from Yu and Chiang. "My left hand was injured so I couldn't mend the broken light and water tank in my toilet. Fortunately the repairmen came very soon to help and they even inspected the electric panel to make sure my flat was safe," said Ms Chow. "Since this programme was initiated by the URA and their repairmen were licensed, my mind was put entirely at ease."

Of all the cases, Chiang was most impressed by the living conditions of dwellers in the subdivided flats. One family of three in a rented room had no separate system for salt water flushing supply, so they could only use fresh water for toilet flushing. It costed them more than \$900 or sometimes even over \$1000 each month to pay for the water bills as their water tank was also leaking.

"After replacing the stop cock, water tap and parts in the water tank, the family finally had salt water for toilet flushing. This greatly reduced the water bill, and the money saved can be used to buy exercise books for the child," said Chiang. He also expressed that the repair services not only have helped the needy with home repairs, but also enhanced relations between volunteers and residents.

With good responses from the residents, the URA has decided to launch the second round of the programme to cater for the pressing demand for home repairs in the district. Apart from Kowloon City, the URA also partnered with local community groups last August to launch a 9-month pro bono programme offering free home repair services for Sham Shui Po residents in the hope of helping about 120 families, especially for those living in poor conditions, on home repairs as well as to raise their awareness of the importance of building maintenance. The URA looks forward to extending their services to more districts in future and benefitting more residents, which will ultimately help enhance the environment of both inside and outside of their homes.



余師傅義務維修保險電箱。  
Master Yu helps fix the fuse box.