

Existing and planned measures on the promotion of racial equality

Government Property Agency

One of the main activities of the Government Property Agency (GPA) is to lease out surplus government properties with commercialisation potential and implement new commercialisation initiatives where appropriate. We attach great importance to ensuring equal access to the services concerned by all members of the public, irrespective of their ethnic background.

Services Concerned	<ul style="list-style-type: none">● The services concerned provided by GPA include (i) disposal of surplus quarters through leasing or sale and (ii) letting out surplus government properties with commercialisation potential.
Existing Measures	<ul style="list-style-type: none">● Tender inviting the purchase of former government quarters and tender/quotation inviting tenancy on government properties are available on GPA's website in two official languages of Hong Kong (i.e. Chinese and English).● GPA's annual report and environmental report are also published in both official languages in our website.● Language services are arranged where necessary and appropriate.
Assessment of Future Work	<ul style="list-style-type: none">● GPA reviews our services from time to time, with a view to meeting the needs of people of diverse race.
Additional Measures Taken/To Be Taken	<ul style="list-style-type: none">● Interpretation service is arranged where necessary and appropriate through Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER). CHEER provides telephone interpretation services in eight languages, namely Bahasa Indonesia, Hindi, Nepali, Punjabi, Urdu, Tagalog, Thai and Vietnamese.

- Staff are arranged to attend training to enhance their awareness of, and sensitivity to, racial equality.
- GPA regularly collects information on “the need for interpretation / translation services” and “preferred language” of service users who need interpretation / translation services in order to assess the impact on our policies and measures on racial equality, and enable continuous improvement for service provision.
- The existing measures will be reviewed regularly for continuous improvement.
- Feedback / suggestions will also be considered to see if further enhancements can be made where necessary and appropriate.

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