

檔案編號：MARI/N/346/21

致：深灣9號各住戶

家居服務承辦商資料

由於在 2021 年 10 月 5 日《業主周年大會》，部份業主期望本處搜尋一些電器維修承辦商。因此，我們已向「美諾」(Miele)、Gilman、「大昌行」(Dah Cheong Hong) 和「信興」(Shun Hing) 發出報價邀請，為個別單位提供電器維修服務。但本處並沒有收到任何回應。但由於「深灣9號」大部分電器是從「美諾」購買，因此本處已致電話給「美諾」，但回應是不會提供維修服務。原因是「深灣9號」所使用的產品已近 10 年，部分型號亦逐漸停產。

與此同時，本處亦收集了一些由業戶推薦，使用服務後他們感到滿意的承辦商；本處現將資料分享到以下列表以供參考。列表亦將會上傳到手機應用程式，而本處於需時更新列表資料。

如有任何查詢，請致電 2295 3968 與客戶服務處職員聯絡。

深灣9號客戶服務處 啟

2021 年 12 月 24 日

Our Ref. : MARI/N/346/21

Date : 24 December 2021

To : All Residents of Marinella

Information of Home Repair Contractor

As per Annual General Meeting on 5 Oct 2021, some owners wish the management company to source contractors for repairing the electrical appliance. In this regards, we have issued Invitation to Quote to Miele, Gilman, Dah Cheong Hong and Shun Hing for providing maintenance service of electrical appliance for the unit. However, no feedback received. As most electrical appliance in Marinella are bought from Miele, we have called them and being advised maintenance service would not be provided. As the product used in Marinella was almost 10 years and the models are fade out.

Meanwhile, we have received residents' recommendation on some contractors which they are satisfied with after using their service. We would like to share those information as below list for your easy reference The list would also be uploaded in mobile apps and we will update the list from time to time when necessary.

Should you have any enquiries of the above, please do not hesitate to contact us at 2295 3968.

Marinella Customer Service Office

承包商名稱 Name of Contractor	聯絡人 Contact Person	服務範圍 Scope of Service
合記五金 Hop Kee Metal	葉小姐 Ms. Yip 9798 8363	潔具維修 Sanitary ware repair、防漏工程 Leakproof Works、裝修工程 Decoration Works、驗窗 Window Inspection
民眾電器 Man Chung Electrical	李先生 Mr. Lee 9811 8920	雪櫃 Refrigerator、煮食爐 Stove、抽油煙機 Range Hood、焗爐 Oven
彩藝 Choi Ngai	關先生 Mr. Kwan 9062 1296	修理門鎖 Repair of door lock
協調(強記)冷氣 Concord Air-Conditioning	譚先生 Mr. Tam 9255 8099	冷氣維修 AC repairing、抽油煙機 Range Hood
龍豐電器行 Lung Fung Electric Centre Limited	張先生 Mr. Cheung 6138 1638	水電工程 Hydropower Engineering
Ideali	江先生 Mr. Kong 2528 2422	家電零售 Home Appliance Retail
能多潔 Rentokil	熱線電話 Hotline 2954-6816	滅虫 Pest Control
Jason So	蘇先生 Mr. So 6703-0718	修補窗口膠邊 Repair of Windows Gasket

業主的嚴正要求信中關於家居服務要求的具體表述如下，管理公司的改進方案與業主們的要求存在明顯落差：

1.4 針對目前日常家居維修費用高昂、品質無從考究的問題，為業戶蒐集、商談和提供多個渠道、性價合理、品質可靠的家居維修外判服務推薦資訊，透過適時回訪，掌握該供應商口碑和品質，以篩選、保留或增加相應之外判商名錄，並於手機 App 等渠道更新分享。