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*NEWS RELEASE*

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For immediate release

### **Hysan to introduce Quality Service Model**

Response of residents of Bamboo Grove to the new property management quality service model recently introduced by Hysan Development Company Limited was encouraging. Known as the Comprehensive Tenant Service Levels, Hysan aims to achieve total customer satisfaction.

Deric Probst-Wallace, General Manager, Property Services said, "Hysan is committed to a high standard of property services. The Comprehensive Tenant Service Levels are sets of performance measurement standards aiming to deliver cohesive and tenant focused services while improving service performance and enhancing operational efficiency."

"The service levels cover all of the facilities services we provide such as cleaning, maintenance and security as well as handling tenant requests and managing the hand-over/ takeover of properties. The new system provides clear and specific targets. Staff will know precisely the level of service standards expected by Hysan in better servicing our tenants," he said.

"To ensure the efficiency and effectiveness of the new process, trial runs were carried out last year at selected properties with encouraging results. The new system will gradually be rolled out building by building in the early half of 2003." Mr. Probst-Wallace added.

Hysan is a leading property investment, management and development company in Hong Kong with a major portfolio in high-quality office, retail and residential properties. It is the largest commercial landlord in the prime office/retail Causeway Bay district.

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This press release and other corporate information can also be found at: [www.hysan.com.hk](http://www.hysan.com.hk) or [www.irasia.com/listco/hk/hysan/index.htm](http://www.irasia.com/listco/hk/hysan/index.htm)

**For enquiries, please contact:**

Wendy Yung (Company Secretary)

Tel: (852) 2830-5138 Fax: (852) 2907-3313 Email: [wyoung@hysan.com.hk](mailto:wyoung@hysan.com.hk)

Holly Lau (Head of Corporate Communications)

Tel: (852) 2830-5154 Fax: (852) 2577-5219 Email: [holly.lau@hysan.com.hk](mailto:holly.lau@hysan.com.hk)