



CONTENTS

CHAPTER 1 INTRODUCTION

- 15 1.1 Fundamentals
- 15 1.2 Purpose
- 15 1.3 Overview

CHAPTER 2 THE RIGHTS AND RESPONSIBILITIES OF BUILDING OWNERS

- 19 2.1 Legal Provisions
 - 2.1.1 Common Law
 - 2.1.2 Buildings Ordinance (Chapter 123)
 - 2.1.3 Building Management Ordinance (Chapter 344)
 - 2.1.4 Deed of Mutual Covenant
 - 2.1.5 Other Relevant Legal Documents
- 22 2.2 Rights of Building Owners
- 23 2.3 Responsibilities of Building Owners
- 23 2.4 General Advice for Maintenance and Management of Common Areas
 - 2.4.1 Frequent Patrol & Inspection
 - 2.4.2 Records of Buildings

CHAPTER 3 UNDERSTANDING BUILDING MAINTENANCE & MANAGEMENT

- 27 3.1 General
- 27 3.2 Timely Maintenance
 - 3.2.1 Common Building Defects and Their Symptoms
 - (a) Background
 - (b) Defects in Buildings
 - (c) Defects in Building Services Installation
 - (d) Defects in Slopes and Retaining Walls
 - (e) Water Seepage and Drainage Nuisance
 - (f) Defects in Windows and External Appendages
 - 3.2.2 Areas for Special Attention
 - (a) Storage of Dangerous Goods
 - (b) Buildings with Single Staircase
 - (c) Misuse, Change in Use and Licensing
 - (d) Swimming Pools
 - (e) Private Lanes, Road and Open Space
 - (f) Commonly Found Unauthorized Building Works (UBW)
 - (g) Advertisement Signboards
 - (h) Asbestos and Noise
 - (i) Canopies and Balconies
 - (j) Defects Caused by Adjoining Building Works or Other External Factors

- 64** **3.3** **Types of Statutory Orders**
- 3.3.1 **Orders Issued by the Buildings Department**
- (a) Unauthorized Building Works - Removal Order
 - (b) Investigation Order
 - (c) Repair Order
 - (d) Dangerous Hillside Order and Investigation and Repair Order on Water Pipes, Drains or Sewers Laid in Slopes
 - (e) Drainage Repair Order
 - (f) Fire Safety Improvement Direction
 - (g) "Blitz" and "Co-ordinated Maintenance of Building Scheme (CMBS)
- 3.3.2 **Notices or Directions Issued by Other Government Departments**
- (a) Water Authority (Water Supplies Department or WSD)
 - (b) Environmental Protection Department (EPD)
 - (c) Fire Services Department (FSD)
 - (d) Electrical and Mechanical Services Department (EMSD)
 - (e) Food & Environmental Hygiene Department (FEHD)
- 70** **3.4** **Need for Effective Maintenance and Management**
- 3.4.1 **Principles of Long Term Maintenance**
- 3.4.2 **Principles of Inspection, Surveillance and Control**
- (a) Inspections
 - (b) Surveillance
 - (c) Control
- 3.4.3 **Forming Organizations**
- (a) Functions
 - (b) Types of Organizations
- 3.4.4 **Taking out Appropriate Insurance Policies**
- (a) Reasons for Maintaining Building Insurance
 - (b) Types of Building Insurance
 - (c) Insurance Policy

CHAPTER 4 SELECTING THE APPROPRIATE SOLUTIONS

- 83** **4.1** **Dealing with Building Defects and Nuisance**
- 4.1.1 **Building Defects**
- (a) Structure
 - (b) External Walls
 - (c) Windows
- 4.1.2 **Building Services Installation**
- (a) Electrical Installation
 - (b) Fire Service Installations
 - (c) Lift and Escalator Installation
 - (d) Water Supply System
- 4.1.3 **Water Leakage and Drainage Nuisance**
- (a) Roof
 - (b) Buried Pipes

- (c) External Walls
- (d) Windows
- (e) Bathrooms, Kitchens or Balcony Floors
- (f) Common Drains
- (g) Underground Drains

4.1.4 Slopes and Retaining Walls

4.1.5 Asbestos-containing Materials

- (a) Statutory Control
- (b) Appointment of Specialist
- (c) Alternatives in Dealing with Asbestos-containing Materials
- (d) Handling Asbestos-containing Materials
- (e) Disposal

4.1.6 Advertisement Signboards

4.1.7 Dealing with Unauthorized Building Works (UBW)

4.1.8 Defects Caused by Third Parties

- (a) Discovering Building Defects
- (b) Interim Remedial Works
- (c) Liabilities
- (d) Relevant Sections

105 4.2 Complying with Statutory Orders

4.2.1 Guidelines

- (a) Individual Owners
- (b) Owners' Corporation
- (c) Co-owners

4.2.2 Orders from the Buildings Department

- (a) Unauthorized Building Works - Removal
- (b) Building or Drainage Works - Investigation
- (c) Building or Drainage Works - Repair
- (d) Dangerous Hillside - Investigation and Repair
- (e) Buried Services - Investigation and Repair
- (f) Fire Safety Improvement Direction
- (g) Large Scale Operations

4.2.3 Orders from Other Government Departments

- (a) Water Supplies Department (WSD)
- (b) Environmental Protection Department (EPD)
- (c) Fire Services Department (FSD)
- (d) Electrical and Mechanical Services Department (EMSD)

113 4.3 Carrying out Repair and Maintenance Works

4.3.1 Fundamentals

4.3.2 Project Planning and Financing

- (a) Formation of Project Steering Committee
- (b) Planning in Advance

- 4.3.3 Insurance, Precautionary and Safety Measures**
 - (a) Insurance
 - (b) Precautionary Measures
 - (c) Fire Safety Measures
- 4.3.4 Appointment of Building Professionals**
 - (a) Statutory Requirements
 - (b) Selection Process
 - (c) Scope of Services by Project Consultant
- 4.3.5 Appointment of Contractors**
 - (a) Statutory Requirements
 - (b) Shortlisting of Tenderers
 - (c) Selection Methods
- 4.3.6 Tendering**
 - (a) Tender Documents
 - (b) Quantities of Works
 - (c) Tendering Procedure
 - (d) Number of Tenders to be Invited
 - (e) Tender Notice
 - (f) Tender Record
 - (g) Collection of Tenders
 - (h) Opening of Tenders
 - (i) Evaluation of Tenders
 - (j) Notification to Owners/Occupiers
 - (k) Program
 - (l) Contract Period
 - (m) Liquidated Damages
- 4.3.7 Post Contract Management**
 - (a) Project Planning
 - (b) Regular Reviews on the Progress of Works and Quality Check
 - (c) Payment
 - (d) Quality Inspection for Acceptance
 - (e) Variations
 - (f) Incomplete or Sub-standard Works
 - (g) Practical Completion
 - (h) Defects Liability Period
- 4.3.8 Management Aspects During the Progress of Works**
 - (a) Engagement of a Project Manager
 - (b) Security
 - (c) Various Nuisances
- 4.3.9 Site Safety Supervision Plans (SSSP)**
 - (a) Site Safety Supervision Plans
 - (b) Technically Competent Persons
- 4.3.10 Prevention of Bribery**
 - (a) Offence
 - (b) Common Problems
 - (c) Preventive Measures

- 139** **4.4 Long Term Maintenance Plan**
 - 4.4.1 Maintenance in General
 - (a) Servicing
 - (b) Repairs
 - (c) Replacement
 - (d) Upgrading
 - 4.4.2 Planned Maintenance
 - (a) Planned Preventive Maintenance
 - (b) Planned Corrective Maintenance
 - 4.4.3 Survey of Existing Conditions
 - 4.4.4 Maintenance Strategy and Standard
 - 4.4.5 Maintenance Budget and Replacement Reserve
 - (a) Approach to Derive the Maintenance Budget
 - (b) Replacement Reserve Fund and Sinking Fund
 - 4.4.6 Maintenance Cycle

- 145** **4.5 Miscellaneous Issues in Management**
 - 4.5.1 Environmental Issues
 - 4.5.2 Fire Evacuation Plan and Fire Drill
 - (a) Fire Evacuation Plan
 - (b) Fire Drill
 - (c) Fire Safety Checklist
 - 4.5.3 Security Measures and Appointment of Security Personnel

- 148** **4.6 Owners' Corporation (OC)**
 - 4.6.1 Functions of an Owners' Corporation
 - 4.6.2 Procedures to Form an Owners' Corporation
 - 4.6.3 The Rights and Responsibilities of an Owners' Corporation
 - 4.6.4 Tenure and Responsibility of an OC's Management Committee
 - (a) The Chairman
 - (b) The Vice - Chairman
 - (c) The Secretary
 - (d) The Treasurer
 - (e) Management Committee Meeting
 - (f) Tenure of the Management Committee
 - 4.6.5 Meetings of the Owners' Corporation
 - (a) Meetings
 - (b) Notice of Meeting
 - (c) Quorum
 - (d) Chairman
 - (e) Minutes
 - 4.6.6 Establishment of Funds
 - (a) A Corporation Shall Establish and Maintain a General Fund
 - (b) A Corporation May Establish and Maintain a Contingency Fund

- 4.6.7 Working with Property Management Companies
 - (a) Property Management Company
 - (b) Building Management Agents
- 4.6.8 Resolution of Disputes Concerning Building Management Matters
 - (a) Disputes
 - (b) Lands Tribunal
 - (c) The Proceedings
- 4.6.9 Owners' Committees and Mutual Aid Committees
 - (a) Owners' Committees
 - (b) Mutual Aid Committees (MAC)

CHAPTER 5 SERVICES PROVIDED BY RELEVANT GOVERNMENT DEPARTMENTS AND PROFESSIONAL BODIES

- 161** 5.1 Introduction
- 161** 5.2 Government Departments
 - 5.2.1 Buildings Department (BD)
 - (a) Scope of Professional Services
 - (b) Records of Completed Private Buildings
 - (c) Building Safety Loan Scheme
 - (d) Complaints
 - 5.2.2 Civil Engineering Department (CED)
 - (a) Slope Information
 - (b) Community Advisory Services
 - (c) Slope Safety Hotline
 - 5.2.3 Electrical and Mechanical Services Department (EMSD)
 - 5.2.4 Environmental Protection Department (EPD)
 - (a) Functions
 - (b) Waste Recycling
 - (c) Environmental Resource Centres
 - 5.2.5 Fire Services Department (FSD)
 - (a) Educating the Public
 - (b) Fire Safety Inspections
 - (c) Licensing
 - 5.2.6 Food and Environmental Hygiene Department (FEHD)
 - (a) Dealing with Water Seepage Complaints
 - (b) Licensing Services
 - 5.2.7 Home Affairs Department (HAD)
 - (a) Role of HAD in Building Management
 - (b) District Building Management Liaison Team
 - (c) Building Management Resource Centres (BMRC)
 - (d) Fire Safety and Building Management

5.2.8 Independent Commission Against Corruption (ICAC)

- (a) Formulating Corruption Prevention Guidelines
- (b) Improving System and Strengthening Control
- (c) Providing Corruption Prevention Training
- (d) Receiving Enquiries and Complaints
- (e) Publications

5.2.9 Water Supplies Department (WSD)

- (a) Principal Functions of the Department
- (b) Customer Services of WSD

5.2.10 Others

- (a) Mandatory Provident Fund Schemes Authority (MPFA)
- (b) Labour Department (LD)

172 5.3 Professional Bodies**5.3.1 The Hong Kong Institute of Architects (HKIA)****5.3.2 The Hong Kong Institution of Engineers (HKIE)****5.3.3 The Hong Kong Institute of Surveyors (HKIS)****177 FREQUENTLY ASKED QUESTIONS**

- A Government Orders, Letters and Directions (Q.1~Q.10)
- B Large Scale Operations (Q.11~Q.15)
- C Unauthorized Building Works (Q.16~Q.24)
- D Advertisement Signboards (Q.25~Q.28)
- E Building Safety Loan Scheme (BSLS) (Q.29~Q.31)
- F Common Defects in Buildings - Structural (Q.32~Q.33)
- G Common Defects in Buildings - Leakage (Q.34~Q.37)
- H Common Defects in Buildings - Finishes (Q.38~Q.39)
- I Common Defects in Buildings - Slopes and Retaining Walls (Q.40~Q.43)
- J Common Defects in Buildings - Building Services (Q.44~Q.46)
- K Nuisances (Q.47~Q.54)
- L Alterations and Additions (Q.55~Q.71)
- M Control and Implementation of Work (Q.72~Q.79)
- N Maintenance and the Owners' Corporations (Q.80~Q.90)
- O Preventive Maintenance (Q.91~Q.95)
- P Long Term Planning (Q.96~Q.98)
- Q Financial Planning (Q.99~Q.100)

Appendix

- 1 An English-Chinese Glossary of Terms & Index
- 2 Useful Contacts
- 3 List of Related Legislations, Codes of Practice and Design Manuals
- 4 Samples of "Statutory Order and Direction" Issued by the Buildings Department
- 5 Useful Information for Building Management
- 6 Building Safety Loan Scheme
- 7 Slopes and Retaining Walls
- 8 Maintenance Requirements and Information on Electrical Installations, Lifts & Escalators and Gas Risers Installations
- 9 Cantilevered Canopy and Balcony
- 10 "Guide on Erection & Maintenance of Advertising Signs"
- 11 "Guidelines for the Removal of Typical Unauthorized Building Works and General Maintenance of External Walls"
- 12 "Concise Case Studies on Site Accidents"
- 13 "Safety Handbook for Site Workers"
- 14 "Asbestos Removal of Unauthorized Building Works"
- 15 "A Concise Guide to the Noise Control Ordinance"
- 16 "How to Apply for a Construction Noise Permit"
- 17 "Code of Practice on Building Management and Maintenance"
- 18 "How to Form an Owners' Corporation and Achieve Effective Building Management"
- 19 "Building Management"
- 20 Sample Documents for General Maintenance Works Contract
- 21 Sample Cases of the Scope of Services of Building Professionals in Carrying out Building Inspections, Assessment and Supervision of Maintenance Works and the Fee Scale
- 22 Sample of "Invitation Letter for Submission of Fee Proposal for Comprehensive Condition Survey"
- 23 Sample of "Invitation Letter for Submission of Fee Proposal for Acting as a Project Consultant for Maintenance and Improvement Works"
- 24 Cost Reference for General Maintenance Works
- 25 Channels for Complaining against Unsatisfactory Performance of Contractors

ACKNOWLEDGMENTS