

**Are You troubled by
Water seepage
At the ceiling /wall
of your flat?**

**Food and Environmental
Hygiene Department**

Buildings Department

Water Supplies Department

**What Are The Common Causes Of
Water Seepage**

1. Leakage in the drainage pipes of the upper, adjacent of your own flat.
2. Leakage in the water supply pipes of the upper, adjacent or your own flat.
3. Deteriorated waterproofing of floor slabs or bath-tub seals.
4. Seepage of waste water or rain water through roof / external wall.

What You Can Do

The responsibilities for maintaining and managing buildings rest with owners and in most cases the water seepage can be rectified by simple repairs. You may approach your neighbour in the upper or adjacent flat for an investigation to be carried out, if necessary by a building professional or a licensed plumber, to identify the cause of the seepage and to have it rectified.

**How The Government Departments
Can Help**

If the water seepage matter cannot be settled with your neighbour, you may approach the Food and Environmental Hygiene Department (FEHD) for assistance by calling departmental hotline:

*Food and Environmental Hygiene Department
Hotline 28680000*

FEHD will make initial investigations on all water seepage complaints.

FEHD will deal with seepage caused by leaking drainage pipes constituting a health nuisance under the Public Health and Municipal Services Ordinance.

If necessary, FEHD will refer the case to the Water Supplies Department or the Buildings Department for action under the Waterworks Ordinance or the Buildings Ordinance as appropriate, against defective water supply pipes or certain building defects.

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