

PERFORMANCE ACHIEVEMENT 2011



Buildings Department

Our Vision

To make the built environment safe and healthy for our community.

Our Mission

To set and enforce safety, health and environmental standards for private buildings.

Our Culture

To go the extra mile in serving our customers and the community in general.

Our Achievements in 2011

Service	Service Standard	Performance Target of 2011	Performance Achievement in 2011
Emergency Service			
(a) A 24-hour service for emergencies relating to buildings, building works, signboards and slopes			
• during office hours			
- in urban areas	Inspect within 1.5 hours	100%	100%
- in new towns in NT	Inspect within 2 hours	100%	100%
- in other areas in NT	Inspect within 3 hours	100%	100%
• outside office hours			
- in urban areas & new towns in NT	Inspect within 2 hours	100%	99.4%
- in other areas in NT	Inspect within 3 hours	100%	100%
Investigation on unauthorized building works and safety of existing buildings			
(b) Non-emergency reports on dilapidation of buildings, signboards and slopes	Inspect within 10 days	100%	99.99%
(c) Non-emergency reports on			
• unauthorized building works under construction	Inspect within 48 hours	99%	99%
• existing unauthorized building works on external walls	Screen and inspect within 30 days	97%	98.6%
• other unauthorized building works	Screen and inspect within 50 days	97%	98.5%
(d) Reply on non-emergency reports of unauthorized	Reply within 30 days after screening	90%	94.4%

Service	Service Standard	Performance Target of 2011	Performance Achievement in 2011
building works and building safety	or inspection		
(e) Advice on de-registration of warning notices of unauthorized building works	Advise within 3 weeks	93%	96.7%
Control of new building works			
(f) Non-emergency reports on irregularities on demolition or new building works	Inspect within 10 days	100%	100%
(g) First submission of plans and major revisions	Advise on whether a submission is fundamentally acceptable on the 45th day	100%	100%
	Approve or disapprove plans within 60 days	100%	100%
Re-submission of plans	Approve or disapprove plans within 30 days	100%	100%
(h) Applications for consent to the commencement of demolition or building works	Issue or refuse to issue within 28 days	100%	99.9%
(i) Applications for occupation permits	Issue or refuse to issue within 14 days	100%	100%
(j) Applications for hoarding permits			
• First application	Issue or refuse to issue within 60 days	100%	100%
• Re-application, fast-track application or renewal application	Issue or refuse to issue within 30 days	100%	100%
Processing of applications for registration			
(k) Applications for inclusion in the authorized persons' register or structural engineers' register or geotechnical engineers' register	Notify results within 120 days	100%	100%
Applications for inclusion in the general building contractors' register and specialist contractors' register	Notify initial vetting of the completeness of the submitted documents within 10 working days	98%	100%
Advisory service on licence applications			
(l) Advice to licensing authorities on building safety requirements for new	Advise within 12 working days	98%	99%

Service	Service Standard	Performance Target of 2011	Performance Achievement in 2011
applications for restaurant and place of public entertainment licence			
Processing of applications for plan retrieval			
(m) Retrieval of electronic records of existing buildings for viewing and copying in Building Information Centre (BIC)	Make records available within 3 working days	97%	98.4%
Processing of applications for loans			
(n) Loans for removal of unauthorized building works	Notify results within 2 weeks	96%	96.6%
Loans for repair of buildings	Notify results within 3 weeks	96%	100%

Review of Standards and Targets

As a continuing commitment to serving the public, we have been reviewing the service standards and performance targets from time to time. We will publish the results of our actual performance against the performance targets every year.

Monitoring Body

Buildings Department Service Standards Committee

Suggestions or Complaints

We welcome comments and suggestions on the way we deliver our services. You may call us through the hotline, write to us by fax or by mail or send us an e-mail.

For complaints about our services, please address to our Departmental Service Manager at :
18/F Pioneer Centre, 750 Nathan Road, Mongkok, Kowloon

Further Information

Hotline 2626 1616 (*)

(* Buildings Department hotline is handled by "1823 Call Centre".)

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