

**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

**DEVB(PL)094**

Question Serial No.

Head : 82 Buildings Department    Subhead (No. & title) :

1482

Programme : Buildings and Building Works

Controlling Officer : Director of Buildings

Director of Bureau : Secretary for Development

Question :

What are the details of the proposed “community monitoring programme” to be launched by the Buildings Department? How much manpower and expenditure will be involved? Will a dedicated hotline be set up to handle reports from members of the public, or will the reports be handled by the 1823 Call Centre?

Asked by : Hon. CHEUNG Hok-ming

Reply :

Building safety is a highly complex and multi-faceted issue. Tackling the problem of building neglect requires the co-operation of all members of the community. As such, the Buildings Department (BD) will work in partnership with building owners, building professionals and contractors as well as other members of the community by leveraging on the self-awareness of all stakeholders involved to properly observe building safety and report suspected irregularities.

The “community monitoring programme” aims to mobilise every member of the community to play a part in reporting building safety problems. For example, if a security guard of a building suspects that unauthorised building works are being carried out in a flat unit, he should report the case to the building management office or owners’ corporation as well as the BD. Members of the public can report building safety problems to the BD through the existing hotline (2626 1616), the 1823 Call Centre, e-mail ([enquiry@bd.gov.hk](mailto:enquiry@bd.gov.hk)), facsimile (2537 4992) or in writing. In addition, an on-line reporting system through the BD’s website is being developed. The BD will respond to complaints or reports swiftly and take the necessary follow-up actions if irregularities are identified.

As regards the manpower and cost implications, the reports received will be handled by the existing 477 professional and technical staff of the Existing Buildings Divisions (EBDs) of the BD, together with the additional 124 professional and technical staff planned for allocation to the BD in 2011-12, as part of their overall duties in dealing with a full range of work in relation to building safety and maintenance. In addition, the BD will continue to outsource part of the inspection and investigation work involved to private sector consultants. It is not possible to provide a breakdown of the manpower and expenditure involved solely for implementing the “community monitoring programme”.

Signature \_\_\_\_\_

Name in block letters     AU Choi-kai    

Post Title     Director of Buildings    

Date     16.3.2011