

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

Head: 82 Buildings Department

Subhead (No. & title):

Programme: Buildings and Building Works

Controlling Officer: Director of Buildings

Director of Bureau: Secretary for Development

Question:

In 2011, because of the launch of additional complaint channels and the increased public awareness in reporting unauthorised building works (UBWs) to the Buildings Department (BD), the number of reports from members of the public attended to in 2011 was significantly increased when compared to that in 2010. In this connection, will the Administration inform this Committee of the following:

- (a) Will the Administration continue to allocate additional resources to encourage members of the public to report UBWs? If yes, what are the details? In no, what are the reasons?
- (b) While the BD continues to take enforcement actions against UBWs in New Territories exempted houses and launch large scale operations against sub-divided flats, will additional resources be allocated to provide more complaint channels so that the operations can be more efficient and effective? If yes, what are the details? If no, what are the reasons?

Asked by: Hon. LEE Kok-long, Joseph

Reply:

- (a) The Buildings Department (BD) will continue to mount various public education and publicity campaigns to promote a safe building culture and increase public awareness of the importance of timely maintenance and inspection of buildings, the risks of unsafe building works and the potential liability arising from unauthorised building works. The public education activities include school talks, seminars and roadshows. The publicity activities include Announcements in the Public Interest (APIs) on TV, radio, buses and trains; as well as publication of newspaper supplements, booklets and posters. We will also continue to encourage the public to report building safety problems to the BD through the

existing hotline (2626 1616), the 1823 Call Centre, e-mail (enquiry@bd.gov.hk), facsimile (2537 4992), the on-line reporting system on the BD's website or in writing. The related work will be handled by the existing staff resources of the Information Unit and the Public Education and Publicity Unit of the BD.

- (b) The BD will continue to monitor the effectiveness of the existing complaint channels and explore new technology to facilitate the public in reporting building safety problems. The related work will be handled by the existing staff resources of the Technical Services Section of the BD as part of their overall duties in providing technical support to the enforcement sections and operation divisions of the Department.

Signature _____

Name in block letters _____ AU Choi-kai

Post Title _____ Director of Buildings

Date _____ 28.2.2012