

CONTROLLING OFFICER'S REPLY**DEVB(PL)073****(Question Serial No. 1076)**

Head: (82) Buildings Department

Subhead (No. & title): (-) Not Specified

Programme: (1) Buildings and Building Works

Controlling Officer: Director of Buildings (HUI Siu-wai)

Director of Bureau: Secretary for Development

Question:

The Joint Office (JO) set up by the Buildings Department and the Food and Environmental Hygiene Department, which was tasked with handling complaints about water seepage in buildings,

1. received how many water seepage complaints and enquiries in the past two years, and how many of them have not been processed yet, please provide a breakdown by district and building type (domestic, industrial and commercial buildings);
2. what is the longest waiting time for a case to be processed, and why does it take so long; what is the average time for processing a case; will the authorities review the work efficiency of the JO and draw up the relevant performance pledge; if not, what are the reasons for that; and
3. given that the authorities said they would study the new technological methods in identifying the sources of water seepage in buildings, when will the study commence, what is the expenditure involved, and when are the results expected to be available?

Asked by: Hon LO Wai-kwok (Member Question No. 20)

Reply:

1. The Joint Office (JO) does not keep statistics on water seepage reports according to building types. The numbers of water seepage reports received and handled in the past two years broken down by the 18 District Council districts are tabulated below –

District	Reports received ⁽¹⁾		Reports handled ⁽¹⁾	
	2013	2014	2013	2014
Central/Western	1 253	1 257	1 186	982
Eastern	3 469	3 173	3 556	1 875
Southern	1 093	1 070	664	1 048
Wanchai	987	985	974	708

Kowloon City	2 849	2 642	2 709	2 584
Kwun Tong	2 123	1 948	2 179	2 147
Sham Shui Po	1 824	1 824	1 688	1 696
Yau Tsim Mong	2 457	2 345	2 469	2 400
Wong Tai Sin	1 224	1 119	698	720
Islands	135	156	128	134
Kwai Tsing	1 714	1 658	1 116	859
North	670	688	602	541
Sai Kung	1 135	1 004	1 162	794
Sha Tin	2 204	2 390	1 089	1 013
Tai Po	854	928	889	982
Tsuen Wan	1 662	1 927	1 229	1 054
Tuen Mun	2 162	2 130	2 090	1 925
Yuen Long	689	652	428	594
Total	28 504	27 896	24 856	22 056

Note ⁽¹⁾: As there is a lapse of time between the receipt and completion of handling a report, the “reports received” in 2013 may not be the “reports handled” in the same year. The same applies to the figures for 2014.

2. JO does not compile separate statistics on the handling time for individual water seepage cases. The time required for processing a water seepage case varies due to a number of factors, including the nature and complexity of the case and whether the relevant owners and occupants are cooperative.

JO has implemented various measures to enhance the effectiveness of handling reports on water seepage, including drawing up and reviewing internal guidelines on investigation work, formulating milestones for progress monitoring at various stages of investigation, and enhancing information management. Since January 2014, JO has set two performance pledges, as follows –

- (a) to contact the informant within six working days upon receipt of a water seepage report to arrange for investigation at the premises concerned; and
- (b) to issue a nuisance notice within seven working days upon verification of the investigation results on the source of the seepage nuisance.

3. The consultancy study on the latest technological methods in identifying the sources of water seepage in buildings commenced in October 2014 and is expected to be completed in 18 months. The total expenditure of the study is estimated to be \$4.5 million.

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