

CONTROLLING OFFICER'S REPLY**DEVB(PL)078****(Question Serial No. 1057)**

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) established by the Buildings Department (BD) and the Food and Environmental Hygiene Department (FEHD) handles complaints about water seepage. The efficiency of handling complaints, the outdated method of colour dye testing to test the sources of water seepage and the small number of cases with the sources of water seepage successfully identified have been subject to criticism by members of the public for a long time; the study to examine the latest “technological methods” in identifying the sources of water seepage in buildings has not achieved any result for years. Will the Secretary inform this Committee of the respective numbers of complaint cases received by the BD, the FEHD and the Office of The Ombudsman on the work of the JO in the past two years?

Asked by: Hon Paul TSE Wai-chun (Member Question No. 10)

Reply:

Statistics on the numbers of complaints about “water seepage in buildings” lodged with the Office of The Ombudsman involving the Buildings Department (BD) and the Food and Environmental Hygiene Department (FEHD) in 2014-15 and 2015-16 are tabulated below -

	2014-15	2015-16 (as at 29 February 2016)
BD	51	57
FEHD	61	87

The BD and the FEHD do not compile statistics on the number of complaints lodged with them by members of the public against the work of the Joint Office.

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