

## **Appendix 2**

### **Useful Contacts**

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## Appendix 2 Useful Contacts

Readers may obtain the latest contact details from the Government homepage at <http://www.info.gov.hk>

### Buildings Department

12/F, Pioneer Centre, 750 Nathan Road, Kowloon

Web Site : [www.info.gov.hk/bd](http://www.info.gov.hk/bd)  
E-mail Address : [enquiry@bd.gov.hk](mailto:enquiry@bd.gov.hk)

Buildings Department Enquiry Hotline (24 hours) : 2626 1616  
UBW (Work-In-Progress) Complaint Hotline : 2626 1313  
Facsimile : 2537 4992

### Building Information Centre

Opening hours                      Weekdays                      9:00 a.m. to 4:30 p.m.  
   Saturday                      9:15 a.m. to 11:30 a.m.

### Civil Engineering Department

Civil Engineering Building, 101 Princess Margaret Road, Homantin, Kowloon

Web Site : [www.info.gov.hk/ced](http://www.info.gov.hk/ced)  
E-mail Address : [ceinfo@ced.gcn.gov.hk](mailto:ceinfo@ced.gcn.gov.hk)  
General Enquiry : 2762 5111  
Facsimile : 2714 0140

Hong Kong Slope Safety Website : <http://hkss.ced.gov.hk>

Community Advisory Unit  
Telephone : 2760 5800  
E-mail Address : [gecau1\\_ssd@ced.gov.hk](mailto:gecau1_ssd@ced.gov.hk)

Slope Safety Hotline : 2885 5888

### Drainage Services Department

43/F, Revenue Tower, 5 Gloucester Road, Wanchai, Hong Kong

Web Site : [www.info.gov.hk/dsd](http://www.info.gov.hk/dsd)  
E-mail Address : [enquiry@dsd.gov.hk](mailto:enquiry@dsd.gov.hk)

Drainage Complaint Hotline : 2300 1110  
General Enquiry : 2877 0660  
Customer Services Enquiry : 2834 9432  
Facsimile : 2827 8605

## Appendix 2 Useful Contacts

### Electrical and Mechanical Services Department

98 Caroline Hill Road, Causeway Bay, Hong Kong

Web Site : [www.emsd.gov.hk/emsd](http://www.emsd.gov.hk/emsd)  
 E-mail Address : [info@emsd.gov.hk](mailto:info@emsd.gov.hk)  
 Public Enquiry Hotline (24-hours) : 2882 8011  
 Facsimile : 2890 7493

### Environmental Protection Department

24/F ~ 28/F, Southorn Centre, 130 Hennessy Road, Wanchai, Hong Kong

Web Site : [www.info.gov.hk/epd](http://www.info.gov.hk/epd)  
 E-mail Address : [enquiry@epd.gov.hk](mailto:enquiry@epd.gov.hk)

### Complaint Hotlines

#### Kwun Tong, Wong Tai Sin and Sai Kung (Territory East)

Telephone : 2755 7000  
 Facsimile : 2754 0483

#### Hong Kong Island (Territory South)

Telephone : 2838 3111  
 Facsimile : 2960 1756

#### Tuen Mun and Yuen Long (Territory West)

Telephone : 2411 9600  
 Facsimile : 2412 7872

#### Sha Tin, Tai Po and North (Territory North)

Telephone : 2158 5757  
 Facsimile : 2685 1133

#### Sham Shui Po, Kowloon City and Yau Tsim Mong (Urban East)

Telephone : 2402 5251  
 Facsimile : 2402 8275

#### Tsuen Wan, Kwai Tsing and Islands (Urban West & Islands)

Telephone : 2417 6550  
 Facsimile : 2415 8958

## Appendix 2 Useful Contacts

### Environmental Resource Centre

There are 2 Environmental Protection Centres of EPD. Leaflets and publications from Government, Environmental Campaign Committee, green groups and other related organizations are available at the centres. In addition, the reference library include a collection of books, magazines, information leaflets, booklets, teaching kits and other publications produced by EPD, other Government Departments, local and overseas green groups, community groups and other organizations on various environmental topics.

#### Wan Chai ERC

221 Queen's Road East, Wan Chai, Hong Kong

Enquiry & Booking : **2893 2856**

Opening hours	Monday, Tuesday, Thursday, Friday & Saturday	10:00 a.m. to 5:00 p.m.
	Wednesday	10:00 a.m. to 1:00 p.m.
	Sunday	1:00 p.m. to 5:00 p.m.
	Closed on public holidays	

#### Tsuen Wan ERC

Tak Wah Park, Tak Wah Street, Tsuen Wan, New Territories

Enquiry & Booking : **2944 8204**

Opening hours	Monday, Tuesday, Thursday, Friday & Saturday	10:00 a.m. to 1:00 p.m. & 2:00 p.m. to 6:00 p.m.
	Wednesday	2:00 p.m. to 6:00 p.m.
	Closed on Sundays and public holidays	

### Fire Services Department

Fire Services Headquarters, 1 Hong Chong Road, Tsim Sha Tsui East, Kowloon

Web Site	: <a href="http://www.info.gov.hk/hkfsd">www.info.gov.hk/hkfsd</a>
E-mail Address	: <a href="mailto:hkfsdenq@hkfsd.gov.hk">hkfsdenq@hkfsd.gov.hk</a>
Hotline	: <b>2723 8787/2723 2233</b>
Fire Protection Bureau Headquarters	: <b>2733 7619</b>
Facsimile	: <b>2311 0066</b>

The 24-hour Fire Services Communication Centre : **2723 8787**  
caters for complaints and enquiries of fire hazards and dangerous goods.

The local fire stations can be contacted for any inquiry related to fire services

## Appendix 2 Useful Contacts

### Food and Environmental Hygiene Department

42/F-45/F, Queensway Government Offices, 66 Queensway, Hong Kong

Web Site : [www.info.gov.hk/fehd](http://www.info.gov.hk/fehd)  
 E-mail Address : [enquiries@fehd.gov.hk](mailto:enquiries@fehd.gov.hk)  
 Enquiries and Complaints Hotline (24 hours) : 2868 0000  
 Facsimile : 2869 0169

### Home Affairs Department

11/F, 15/F, 21/F, 29/F & 30/F, Southorn Centre, 130 Hennessy Road, Wanchai, Hong Kong

Web Site : [www.info.gov.hk/had](http://www.info.gov.hk/had)  
 E-mail Address : [hadgen@had.gcn.gov.hk](mailto:hadgen@had.gcn.gov.hk)  
 Central Telephone Enquiry Centre (CTEC) : 2835 2500  
 Facsimile : 2834 7649

District Offices:	Tel No.		Tel No.
Central and Western	2852 3002	Eastern	2886 6531
Southern	2814 5720	Wan Chai	2575 2477
Kowloon City	2621 3401	Kwun Tong	2342 3431
Sham Shui Po	2728 0781	Wong Tai Sin	2322 9701
Yau Tsim Mong	2399 2111	Islands - Mui Wo	2984 7231
Islands - Cheung Chau	2981 1060	Islands - Tung Chung	2109 4953
Kwai Tsing	2425 4602	North	2683 2913
Sai Kung	2701 3218	Sha Tin	2606 5456
Tai Po	2654 1262	Tsuen Wan	2492 5096
Tuen Mun	2451 1151	Yuen Long	2474 0324

### Building Management Resources Centres (BMRC):

Web Site : [www.buildingmgt.gov.hk/buildingmgt/resource/](http://www.buildingmgt.gov.hk/buildingmgt/resource/)  
 E-mail Address : [bm\\_enq@had.gcn.gov.hk](mailto:bm_enq@had.gcn.gov.hk)

Kowloon Centre tel : 2332 9113  
 2 Mau Lam Street, Kowloon

Hong Kong Centre tel : 2186 8111  
 Unit 5, G/F, The Centre, 99 Queen's Road, Central, Hong Kong

New Territories Centre tel : 2614 6272  
 1/F, Chau Hop Shing Building, 4 Chung On street, Tsuen Wan

## Appendix 2 Useful Contacts

### Housing Authority and Housing Department

Housing Authority Headquarters, 33 Fat Kwong Street, Homantin, Kowloon

Web Site : [www.info.gov.hk/hd](http://www.info.gov.hk/hd)  
 E-mail Address : [hdcom@housingauthority.org.hk](mailto:hdcom@housingauthority.org.hk)  
 General Enquiry : 2714 5119  
 Facsimile : 2711 4111

### Hong Kong Police Force

Web Site : [www.info.gov.hk/police](http://www.info.gov.hk/police)  
 E-mail Address : [pprb@police.gov.hk](mailto:pprb@police.gov.hk)

#### Hong Kong Island Region

Tel No. Fax No.

##### Eastern District

North Point Division	2563 6487	2562 5546
Shau Kei Wan Division	2560 1117	2539 7438
Chai Wan Division	2557 1878	2556 3406

##### Wan Chai District

Wan Chai Division	2519 0076	2511 8731
Happy Valley Division	2234 0282	2575 8051

##### Central District

Central Division	2522 8882	2234 9871
Peak Sub-Division	2849 8748	2849 5652
Water Front Division	2857 1555	2975 4392

##### Western District

Western Division	2546 0164	2858 9065
Aberdeen Division	2552 1766	2552 9216
Stanley Sub-Division	2813 1717	2813 6480

## Appendix 2 Useful Contacts

### *Hong Kong Police Force (continues)*

#### **Kowloon East Region**

Tel No.

Fax No.

#### **Wong Tai Sin District**

Wong Tai Sin Division

2320 6871

2752 9405

Tze Wan Shan Division

2325 5235

2242 2665

Sai Kung Division

2792 1279

2791 5129

#### **Kwun Tong District**

Kwun Tong Division

2418 9846

2243 7903

Tseng Kwan O Division

2704 0430

2704 7343

#### **Sau Mau Ping District**

Sau Mau Ping Division

2341 8696

2172 4425

Ngau Tau Kok Division

2758 3033

2759 4322

#### **Kowloon West Region**

#### **Yau Tsim District**

Yau Ma Tei Division

2388 1141

2388 3994

Tsim Sha Tsui Division

2721 0137

2730 8194

#### **Mongkok District**

Mong Kok Station

2381 1052

2789 2123

#### **Sham Shui Po District**

Sham Shui Po Division

2386 7633

2958 1430

Cheung Sha Wan Division

2743 7862

2742 7046

Shek Kip Mei Division

2778 7744

2784 0676

#### **Kowloon City District**

Kowloon City Division

2711 6955

2761 3479

Hung Hom Division

2330 1759

2364 8298

Tai Wan Shan Report Centre

2773 5200



## Appendix 2 Useful Contacts

### New Territories South

Tel No. Fax No.

#### Tsuen Wan District

Tsuen Wan Division	2415 6003	2405 3687
Lei Muk Shue Division	2427 6129	2427 3619

#### Kwai Chung District

Kwai Chung Division	2418 9846	2427 3438
Tsing Yi Division	2431 9123	2449 0351

#### Sha Tin District

Sha Tin Division	2691 2754	2601 2176
Tin Sum Division	2695 9728	2601 5841
Siu Lek Yuen Division	2649 9080	2646 1458
Ma On Shan Division	2640 0109	2640 1904

#### Lantau Division

Lantau North Division	2988 8520	2988 1822
Lantau South Division	2984 1660	2984 1408

### New Territories North Region

#### Tai Po District

Tai Po Division	2667 2292	2144 1271
Sheung Shui Division	2675 6364	2676 7569

#### Tuen Mun District

Tuen Mun Division	2463 1301	2464 8205
Castle Peak Division	2441 3933	2457 9507
Tai Hing Report Centre	2467 7793	2463 4236

#### Yuen Long District

Yuen Long Division	2476 5886	2477 5963
Tin Shui Wai Division	2448 1803	2446 6547
Lau Fau Shan Report Centre	2472 1241	2472 4473
Pat Heung Division	2488 5337	2488 3459

## Appendix 2 Useful Contacts

### Immigration Department - Investigation Section

13/F, Immigration Tower, 7 Gloucester Road, Wanchai, Hong Kong

Web Site : [www.info.gov.hk/immd](http://www.info.gov.hk/immd)  
 E-mail Address (General Enquiry) : [enquiry@immd.gov.hk](mailto:enquiry@immd.gov.hk)  
 Telephone : 2824 6111  
 Facsimile : 2877 7711

### Independent Commission Against Corruption

ICAC Report Centre (24-hour) : 2526 6366

G/F, Murray Road Carpark Building, 2 Murray Road, Central, Hong Kong

Web Site : [www.icac.org.hk](http://www.icac.org.hk)  
 E-mail Address : [general@icac.org.hk](mailto:general@icac.org.hk)  
 ICAC Building Management Enquiry Hotline : 2929 4555  
 Facsimile : 2601 6447

### ICAC Regional Offices

**Regional Office (Hong Kong West/Islands)** : 2921 6812  
 G/F, Harbour Commercial Building, 124 Connaught Road Central, Sheung Wan

**Regional Office (Hong Kong East)** : 2922 8733  
 G/F, Tung Wah Mansion, 201 Hennessy Road, Wanchai

**Regional Office (Kowloon West)** : 2928 6397  
 G/F, Nathan Commercial Building, 434-436 Nathan Road, Yaumatei

**Regional Office (Kowloon Central)** : 2926 6200  
 G/F, 21E Nga Tsin Wai Road, Kowloon City

**Regional Office (Kowloon East/Sai Kung)** : 2927 4300  
 Shop No.4, G/F, Kai Tin Building, 67 Kai Tin Road, Nam Tin

**Regional Office (New Territories South West)** : 2920 3500  
 G/F, Foo Yue Building, 271-275 Castle Peak Road, Tuen Wan

**Regional Office (New Territories North West)** : 2920 6530  
 No.4-5, G/F, North Wing, Trend Plaza, Tuen Shun Street, Tuen Mun

**Regional Office (New Territories East)** : 2158 5933  
 G06-G13, G/F Shatin Government Offices, 1 Sheung Wo Che Road, Shatin

## Appendix 2 Useful Contacts

### Labour Department

16/F, Harbour Building, 38 Pier Road, Central, Hong Kong

Web Site : [www.info.gov.hk/labour](http://www.info.gov.hk/labour)  
 E-mail Address : [laboureq@labour.gcn.gov.hk](mailto:laboureq@labour.gcn.gov.hk)  
 Hotline : 2717 1771  
 Facsimile : 2544 3271

### Land Registry

17/F, 19/F, 20/F, 28/F & 30/F, Queensway government Offices, 66 Queensway, Hong Kong

Web Site : [www.info.gov.hk/landreg](http://www.info.gov.hk/landreg)  
 E-mail Address : [cса@landreg.gov.hk](mailto:cса@landreg.gov.hk)  
 Hotline : 2524 1717  
 Facsimile : 2523 0065

### Mandatory Provident Fund Schemes Authority

21/F & 22/F, One International Finance Centre, 1 Harbour View Street, Central, Hong Kong

Web Site : [www.mpfahk.org](http://www.mpfahk.org)  
 E-mail Address : [mpfa@mpfahk.org](mailto:mpfa@mpfahk.org)  
 Hotline : 2918 0102  
 Facsimile : 2259 8806

### Social Welfare Department

7/F - 9/F, Wu Chung House, 213 Queen's Road East, Wanchai, Hong Kong

Web Site : [www.info.gov.hk/swd](http://www.info.gov.hk/swd)  
 E-mail Address : [swdenq@swd.gov.hk](mailto:swdenq@swd.gov.hk)  
 General Enquiries : 2892 5323  
 Hotline : 2343 2255

## Appendix 2 Useful Contacts

### Water Supplies Department

Immigration Tower, 7 Gloucester Road, Wanchai, Hong Kong

Web Site : [www.info.gov.hk/wsd](http://www.info.gov.hk/wsd)  
 E-mail Address : [wsdinfo@wsd.gov.hk](mailto:wsdinfo@wsd.gov.hk)

Enquiry Hotline : 2824 5000  
 Facsimile (Water Supply & General Matters) : 2519 3864  
 Facsimile (Billing & Consumership Matters) : 2802 7333

### CLP Power Hong Kong Ltd.

7/F, 215 Fuk Wo Street, Sham Shui Po, Kowloon

Web Site : [www.clpgroup.com](http://www.clpgroup.com)  
 E-mail Address : [clp\\_info@clp.com.hk](mailto:clp_info@clp.com.hk)

#### General Enquiries and Information

Hotline : 2678 8525  
 Facsimile : 2678 8361

#### Account and Customer Services

Hotline : 2678 2678  
 Facsimile : 2678 6368

Emergency Services Hotline (24-hour) : 2728 8333

## Appendix 2 Useful Contacts

### The Hong Kong Electric Co. Ltd.

Postal Address: G.P.O. Box 915, Hong Kong

Web Site : [www.hec.com.hk](http://www.hec.com.hk)  
E-mail Address : [mail@hec.com.hk](mailto:mail@hec.com.hk)

#### Customer Account Enquiries

Hotline : 2887 3411  
Facsimile : 2510 7667  
Account-by-Phone  
(24-hour Automated Telephone Service) : 2887 3466

#### Inspection & Technical Enquiries

Hotline : 2887 3455  
Facsimile : 2510 7721  
Electricity-by-Phone  
(24-hour Automated Telephone Service) : 2887 3838

#### Emergency Reporting

Chinese (24-hour) : 2555 4999  
English (24-hour) : 2555 4000

### Hong Kong and China Gas Co. Ltd.

363 Java Road, Hong Kong

Web Site : [www.hkcg.com](http://www.hkcg.com)  
E-mail Address : [webmaster@towngas.com](mailto:webmaster@towngas.com)

Customer Service Hotline (24-Hour) : 2880 6988  
Emergency Hotline (24-Hour) : 2880 6999  
Self-reading Hotline (24-Hour) : 2880 5522  
Service Pledge Hotline : 2856 1331  
Sales Enquiry Hotline : 2963 3000  
Facsimile : 2590 7886

## Appendix 2 Useful Contacts

### The Hong Kong Institute of Architects (HKIA)

19/F, 1 Hysan Avenue, Causeway Bay, Hong Kong

Web Site : [www.hkia.org](http://www.hkia.org)  
 E-mail Address : [info@hkia.net](mailto:info@hkia.net)  
 Telephone : 2511 6323  
 Facsimile : 2519 6011 / 2519 3364

### The Hong Kong Institution of Engineers (HKIE)

9/F, Island Beverley, 1 Great George Street, Causeway Bay, Hong Kong

Web Site : [www.hkie.org.hk](http://www.hkie.org.hk)  
 E-mail Address (For Acting Secretary) : [adm@hkie.org.hk](mailto:adm@hkie.org.hk)  
 E-mail Address (For Registrar, Engineers Registration Board) : [erb@hkie.org.hk](mailto:erb@hkie.org.hk)  
 Telephone : 2895 4446  
 Facsimile : 2577 7791

### The Hong Kong Institute of Surveyors (HKIS)

Suite 801, Jardine House, 1 Connaught Place, Central, Hong Kong

Web Site : [www.hkis.org.hk](http://www.hkis.org.hk)  
 E-mail Address (Secretary-General) : [secgen@hkis.org.hk](mailto:secgen@hkis.org.hk)  
 E-mail Address (Administration) : [hkisadm@hkis.org.hk](mailto:hkisadm@hkis.org.hk)  
 Telephone : 2526 3679  
 Facsimile : 2868 4612

### Professional Building Surveying Consultants Association of HK

Room 1523, Prince's Building, 10 Chater Road, Central, Hong Kong

Web Site : [www.buildingsurvey.org.hk](http://www.buildingsurvey.org.hk)  
 E-mail Address : [info@buildingsurvey.org.hk](mailto:info@buildingsurvey.org.hk)  
 Telephone : 2526 8099  
 Facsimile : 2526 8099

## Appendix 2 Useful Contacts

### Hong Kong Institute of Real Estate Administration

Postal Address: G.P.O. Box 4126, Hong Kong

Web Site : [www.hirea.com.hk](http://www.hirea.com.hk)  
E-mail Address : [hirea@netvigator.com](mailto:hirea@netvigator.com)  
Telephone : 2508 4879  
Facsimile : 2887 6239

### The Hong Kong Association of Property Management Companies

Room 1808, Harbour Centre, 25 Harbour Road, Wanchai, Hong Kong

Web Site : [www.hkapmc.org.hk](http://www.hkapmc.org.hk)  
E-mail Address : [office@hkapmc.org.hk](mailto:office@hkapmc.org.hk)  
Telephone : 2186 6101  
Facsimile : 2356 7332

### The Hong Kong Institute of Housing

Room 1808, Harbour Centre, 25 Harbour Road, Wanchai, Hong Kong

Web Site : [www.housing.org.hk](http://www.housing.org.hk)  
E-mail Address : [info@housing.org.hk](mailto:info@housing.org.hk)  
Telephone : 2544 3111  
Facsimile : 2544 3112

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