

# Window inspection and repair Choose with extra care

*Property owners may decide on the extent of repair works*

If you wish to follow the basic requirements of the Mandatory Window Inspection Scheme, make that clear to the appointed Qualified Person.

If you find the quotation unreasonable, you may visit the Buildings Department website for information on standards and guidelines under the Scheme, or get a new quotation from other Qualified Persons.

Website: [www.bd.gov.hk](http://www.bd.gov.hk)

Hotline: 2626 1616 (handled by “1823”)



## Requirement under Mandatory Window Inspection Scheme

Full implementation of the Mandatory Window Inspection Scheme (MWIS) commenced on 30 June 2012. Under the MWIS, the Buildings Department (BD) may serve statutory notices to owners / Owners' Corporation (OC) of buildings aged 10 years or above (except domestic buildings not exceeding 3 storeys). Owners / OC served with statutory notices are required to appoint a Qualified Person (QP) to carry out the prescribed inspection and to appoint a Registered Contractor (RC) to carry out the prescribed repair works found necessary of all windows of the premises / buildings under the supervision of a QP.

## Qualified Person

A QP is an Authorized Person, Registered Structural Engineer, Registered Inspector, Registered General Building Contractor (RGBC) or Registered Minor Works Contractor (RMWC) registered for the class, type and item of minor works in respect of windows. The lists are available on the BD's website. The QPs registered in the Mobile Application "WIN SAFE" can be searched for and appointed.

## Appointment of Qualified Person

Owners of individual premises may choose to join with other owners / OC to appoint the same QP to carry out window inspection and supervise the repair works found necessary. The owner of individual premises may also appoint different QPs to carry out inspection and supervise the necessary repair works for his own premises. Besides, if the QP appointed for carrying out the prescribed inspection and supervising the prescribed repair of windows is an RGBC or RMWC, the QP may also act as the contractor to carry out the prescribed repair.

To enhance public understanding of the requirements of the Scheme, the BD has promulgated relevant standards and guidelines for inspection and repair and produced the Code of Practice for the Mandatory Building Inspection Scheme and Mandatory Window Inspection Scheme, Important Notes About Window Safety and Mandatory Window Inspection Scheme pamphlets etc. Owners may refer to these materials when considering whether the cost quotations are reasonable or not.

In respect of suspected irregularities or negligence of the service providers, owners / OCs may report to the BD at telephone no. 2626 1616 (handled by “1823”). As for reports on misconduct, direct report may be made to the relevant departments / trade unions / associations / professional institutes and / or registration boards to which the service providers belong.

## Reference Materials

Useful information for complying with the MWIS



## Owners may

### Upgrade

The standard of prescribed repair for windows shall not be inferior to that of the original design. Owners may also choose to **upgrade** the construction standard of the windows to meet the current requirements while complying with the Mandatory Window Inspection notices.

### Clearly indicate

If the owner only wishes to comply with the basic requirements of the MWIS, he may **clearly indicate** to the QP at price quotation stage that, apart from carrying out the prescribed repair works, if found necessary after the prescribed inspection, to render the windows safe, he has no intention to carry out any upgrading works.

### Clarify

As a consumer, the owner may **seek clarification** and justification from the QP for the proposed window repair or replacement works.

### Compare

Should there be any doubt on the QP's advice, the owner may also obtain price quotations and repair proposals from another QP for reference and **comparison**.

### Re-appoint

If the owner is not satisfied with the service provided by the QP appointed, he may cease the appointment and **re-appoint** another QP to carry out the prescribed inspection / supervision and appoint an independent RC to carry out the prescribed repairs found necessary.

### Other options

Owners may add such as the maintenance period and insurance terms in the contract if necessary.

## Enquiry

Any enquiry on the MWIS may be addressed to the BD:

**Mailing address:** Buildings Department Headquarters,  
North Tower, West Kowloon Government Offices,  
11 Hoi Ting Road, Yau Ma Tei, Kowloon

**E-mail address:** [enquiry@bd.gov.hk](mailto:enquiry@bd.gov.hk)

**Hotline:** 2626 1616 (handled by “1823”)

**Website:** [www.bd.gov.hk](http://www.bd.gov.hk)

## Report

Please report either to BD or directly to relevant departments / organisations for malpractices of QPs or Registered Contractors:

**Buildings Department** : Failure to carry out personal inspection, misrepresentation

**Hong Kong Police Force** : Acts of intimidation, using false instruments

**Independent Commission Against Corruption** : Corruption

**Competition Commission** : Price fixing, bid-rigging

**Consumer Council** : Unfair trade; failure to deliver what is promised; late completion; dissatisfaction with services

**Hong Kong Customs and Excise Department** : Unfair trade practices

**Relevant trade unions / associations / professional institutes and / or registration boards** : Professional misconduct or violation of industry conduct