

Building Maintenance Management Tips



The Role of Property Management Companies



Regular inspection and maintenance

- Conduct regular inspection and maintenance
- Advise owners on the matter (Also applicable to slopes)



Building maintenance

- Overlook the importance of building maintenance
- Fail to develop maintenance plans for short-, medium- and long-term needs

Comprehend and coordinate

- Look into the complaints and act as a coordinator to facilitate resolution of disputes among owners/the Owners' Corporation, including issues related to water seepage
- Refer the complaints to relevant government departments for follow-up actions when necessary



Handling complaints

- Avoid the responsibility of coordination
- Report the cases to government departments without looking into the complaints

Taking the initiative to arrange for repair and rectification works

- Engage qualified building professionals and registered contractors to carry out investigation, repair and removal works



Dilapidation/ unauthorised building works in common areas

- Ignore or delay the situation
- Engage unqualified individuals for follow-up actions, contravening the Buildings Ordinance

Offering advice and initiating follow-ups

- Look into the cases and offer advice
- Contact the owners for follow-up actions



Dilapidation / water seepage / unauthorised building works in flats

- Refer the cases to government departments without attempting to resolve or coordinate the issues

Initiating follow-ups and support

- Collect relevant information and plans from owners before commencement of works
- Provide assistance to owners, e.g. reminding them of the relevant provisions in the Deed of Mutual Covenant (DMC)
- Step up patrols to ensure that the common parts of the building, including the structural elements, remain unaffected



Renovation in flats

- Ignore the renovation or fail to provide assistance
- Overlook the importance of structural elements

Coordination and information sharing

- Assist Buildings Department (BD) staff's entry into the building and individual flats for inspection
- Provide case information, such as patrol records and inspection photos



Inspection and enforcement by the Buildings Department

- Refuse to coordinate between owners and BD staff
- Refuse BD staff's entry into the building or flats or refuse to provide information

Immediate action

- Arrange for immediate removal of safety hazards and report it to BD
- Call the police in case of imminent dangers



Cases with serious building safety concerns

- Ignore or delay the situation

Execute the DMC

- Fulfill the obligations stipulated in the DMC
- Assist owners in understanding and complying with the DMC



Deed of Mutual Covenant

- Ignore the requirements stipulated in the DMC

Building Maintenance Management Tips



Regular inspection and maintenance

- Participate in the formulation of management and maintenance plans for the building
- Arrange for regular inspection and maintenance of individual flats and the common parts of the building

Taking the initiative to arrange for repair and rectification works

- Engage qualified building professionals and registered contractors to carry out investigation, repair and removal works

Understanding the building plan of your flat

- When alteration and addition works are involved, seek advice from building professionals and appoint a registered contractor to carry out the works

Consulting the professionals

- Seek professional advice from the property management company or building professionals
- Resolve water seepage problem through mutual cooperation

Owners' Obligations



Building maintenance



Dilapidation/unauthorised building works in flats



Renovation in flats



Enquiry or problems related to water seepage/maintenance and repair



- Overlook the importance of building maintenance, which may lead to the lack of proper maintenance and repair of the building

- Ignore or delay the situation
- Engage unqualified individuals for follow-up actions, contravening the Buildings Ordinance

- Ignore building safety and relevant statutory requirements
- Arrange for renovation works hastily

- Ignore/turn a blind eye to the problem, which may affect building safety or allow the water seepage to worsen, causing sanitary nuisance

Points to Note

- 1 The obligations of private property owners and the responsibilities associated with the common parts of properties are stipulated in the Building Management Ordinance (Cap. 344) and the DMCS respectively.
- 2 Building maintenance and repair encompass the timely compliance with the Mandatory Building and Window Inspection Schemes. For alteration and addition works, it is required to appoint building professionals to prepare and submit plans for BD's approval, and registered contractors to carry out the building works.
- 3 Staff of property management companies and BD should be allowed to enter the flats or building for necessary inspection or relevant enforcement work.



Enquiry



Buildings Department

Hotline: 2626 1616
(Handled by "1823")

Email address:
enquiry@bd.gov.hk

Official website



For more information about water seepage, please refer to our pamphlet

"HOW TO DEAL WITH WATER SEEPAGE: Layman's Guide on Repair Works for Water Seepage".

HOW TO DEAL WITH WATER SEEPAGE:
Layman's Guide on Repair Works for Water Seepage

