

**CONTROLLING OFFICER'S REPLY TO
INITIAL WRITTEN QUESTION**

FHB(FE)112

Question Serial No.

0791

Head: 49 Food and Environmental Hygiene Department Subhead (No. & title):

Programme: (2) Environmental Hygiene and Related Services

Controlling Officer: Director of Food and Environmental Hygiene

Director of Bureau: Secretary for Food and Health

Question:

- (a) With regard to abating environmental nuisances relating to dripping air-conditioners and water seepage and at environmental hygiene blackspots, how many complaints were received in 2010 and 2011 respectively?
- (b) In handling these complaints, what are the criteria adopted in determining whether a nuisance has been successfully "abated"? and
- (c) What was the total number of environmental hygiene blackspots in 2011? Please give the exact location of these blackspots.

Asked by: Hon. LI Wah-ming, Fred

Reply:

The information sought is provided as follows –

- (a) For dripping air-conditioners, the number of complaints received by the Food and Environmental Hygiene Department (the Department) in 2010 and 2011 was 18 508 and 17 486 respectively. For water seepage, the number of complaints received in 2010 and 2011 was 25 717 and 23 660 respectively. As regards environmental hygiene blackspots, following the outbreak of Human Swine Influenza in May 2009, the Department, in consultation with District Councils (DCs), had identified 105 environmental hygiene blackspots in the territory for enhanced clean-up operations and they were all eradicated in February 2010. The number of complaints received on street cleanliness in 2010 and 2011 was 32 275 and 34 665 respectively.
- (b) For dripping air-conditioners, the nuisance is considered as successfully "abated" if dripping water from an air-conditioner has been properly collected and drained away in such a manner as not to cause any nuisance to the public. For water seepage complaints, the nuisance is considered as successfully "abated" if defects leading to seepage have been rectified and the moisture content measured at seepage areas is less than 35%. As for environmental hygiene blackspots, the enhanced clean-up operations for such blackspots were completed in February 2010 after all the DCs agreed that the hygiene condition of the blackspots had significantly improved.

(c) The Department did not identify any environmental hygiene blackspot in 2011.

Signature _____

Name in block letters Clement LEUNG

Post Title Director of
Food and Environmental Hygiene

Date 1.3.2012