

**CONTROLLING OFFICER'S REPLY****FHB(FE)154****(Question Serial No. 0987)**

Head: (49) Food and Environmental Hygiene Department

Subhead (No. & title): (-) Not Specified

Programme: (2) Environmental Hygiene and Related Services

Controlling Officer: Director of Food and Environmental Hygiene (Miss Vivian LAU)

Director of Bureau: Secretary for Food and Health

This question originates from: Estimates on Expenditure Volume I Page 250 (if applicable)

Question (Member Question No. 15):

With regard to the work of abating environmental nuisances relating to water seepage, please advise on the following:

1. the number of complaints handled in 2011, 2012 and 2013 respectively;
2. in handling water seepage complaints, the criteria adopted in determining whether the problem has been resolved, abated or remains outstanding; and
3. the number of water seepage cases resolved in 2011, 2012 and 2013 respectively.

Asked by: Hon. WONG Pik-wan, Helena

Reply:

1. and 3.

The relevant statistics are tabulated as follows -

<b>No. of cases</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
(a) Number of cases screened out <sup>Note 1</sup>	12 219	13 727	13 062
(b) Number of cases resolved			
(i) Number of cases with source of seepage identified and abatement action taken <sup>Note 2</sup>	4 199	4 053	4 692
(ii) Number of cases where seepage ceased during investigation	4 703	4 810	4 766
(c) Number of cases where investigation is ceased because the source of seepage cannot be identified after completion of tests	2 089	1 963	2 336
Total number of complaints handled (a) + (b) + (c)	23 210	24 553	24 856

Note 1

Cases where the complaints are falsified, the moisture content of the seepage area is less than 35%, the seepage has stopped or the complainants have withdrawn their complaints before investigation starts, etc.

will be screened out by the Joint Office, and investigation will not be conducted.

Note 2

Nuisance notice under section 12(1) of the Public Health and Municipal Services Ordinance (Cap. 132) will be issued to the liable owner to require him/her to abate the nuisance within a specified period.

2. The Food and Environmental Hygiene Department and the Buildings Department have established a Joint Office (JO) to assist members of the public to tackle water seepage problems involving public health nuisance in private premises. JO has prescribed standards and requirements for investigating the source of water seepage. Cases where the moisture content of the seepage area is less than 35% do not fall within the scope of follow-up investigation by JO. For cases where the moisture content of the seepage area equals to or exceeds 35%, JO will conduct follow-up investigation into the source of water seepage. Where the source is identified, JO will require the respective owner to take action to resolve the seepage problem. JO will cease the investigation work for those cases where the source of seepage cannot be identified after completion of the systematic non-destructive tests.