

**CONTROLLING OFFICER'S REPLY**

**FHB(FE)361**

**(Question Serial No. 4859)**

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

Question:

The Joint Office set up by the Buildings Department and the Food and Environmental Hygiene Department commenced in 2014, a pilot scheme for property management companies to assist in handling water seepage cases in residential buildings. In this connection, please inform this Committee:

1. of the number of housing estates participating in the scheme as at the end of February 2017;
2. of the number of cases handled under the scheme and the results of investigation.

Asked by: Hon MA Fung-kwok (Member Question No. 15)

Reply:

1. To tackle the problem of water seepage, the Joint Office (JO) formed by the Buildings Department (BD) and the Food and Environmental Hygiene Department (FEHD) has implemented a "Scheme of participation by property management agents in tackling water seepage in residential building" (the Scheme) in certain private estates since 2012 to invite participation from respective property management agents (PMAs) in handling complaints on water seepage. Up to February 2017, a total of 9 private estates (6 in Shatin, 1 each in Sai Kung, Tsuen Wan and Sham Shui Po) are participating in the Scheme.
2. Between March 2012 and February 2017, a total of 4 015 seepage cases had been handled under the Scheme. Out of these cases, 3 792 cases were handled solely by PMAs through mediation and were settled without JO's intervention. The JO does not compile statistics on the results of the remaining cases referred to JO for handling.

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