

CONTROLLING OFFICER'S REPLY

FHB(FE)113

(Question Serial No. 1637)

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:

With regard to the work of abating environmental nuisances relating to dripping air-conditioners and water seepage and cleaning up environmental hygiene blackspots, please provide information on the following:

1. the resources and manpower to be provided for handling cases of dripping air-conditioners in 2018-19, the number of cases to be handled and their distribution by district, whether all the cases have been settled, as well as the number of and reason(s) for unsettled cases;
2. the resources and manpower available for handling cases of water seepage in 2018-19, the number of cases to be handled and their distribution by district, whether all the cases have been settled, as well as the number of and reason(s) for unsettled cases; and
3. the provision and manpower to be provided for cleaning up environmental hygiene blackspots in 2018-19, the number of blackspots and their distribution by district, whether all the blackspots have been cleaned up, as well as the number of and reason(s) for outstanding cases.

Asked by: Hon CHAN Han-pan (Member Question No. (LegCo use): 35)

Reply:

- 1.&2. In 2017, 26 055 complaints against water dripping from air-conditioners were received by the Food and Environmental Hygiene Department (FEHD), and 36 002 complaints against water seepage received by the Joint Offices (JO) of the Buildings Department (BD) and FEHD. The breakdown of complaints received and handled by district in 2017 is at Annex I.

The cause of water seepage in building is complicated. In handling reports on water seepage, JO will conduct a series of non-destructive tests. JO endeavours to handle each water seepage case promptly. However, the time required for processing a

water seepage case depends on the case’s complexity and the owners/occupants’ co-operation. Since the circumstances of individual cases vary, the time taken for investigation may also differ widely. In relatively straight-forward cases, where the source of water seepage could be identified by JO staff during initial site inspection, the cases can normally be concluded within a short period of time. For more complicated cases which may, for instance, involve multiple sources or intermittent water seepage, JO staff will have to conduct different or repeated tests or on-going investigations and monitoring in order to ascertain the cause. Where vacant units or un-cooperative owners/occupants are involved, JO would have to apply to the Court for entry warrants in order to carry out investigations. These cases would take more time. The time required for processing water dripping from air-conditioners cases also varies from case to case depending on, among other things, the nature and complexity of the cases and whether the relevant owners and occupants are cooperative.

At present, about 318 Health Inspectors in FEHD are deployed to 19 district environmental hygiene offices across the territory to handle environmental hygiene issues, including handling environmental hygiene complaints such as water dripping from air-conditioners. There is no separate breakdown on the manpower and expenditure involved in handling such complaints. As the nuisances caused by water dripping from air-conditioners tend to cluster in the summer months, there is usually a substantial increase in the workload during the same period. To reduce the work pressure of frontline officers, FEHD recruited a team of 30 contract staff in the summer of 2017 to enhance education and enforcement actions, focusing on buildings located in blackspots where the problem of water dripping from air-conditioners persists. In 2018, FEHD intends to enlarge the team size by recruiting 40 contract staff to help handle the substantial increase of complaints on water dripping from air-conditioners.

The resources and manpower available for the JO operation in 2018-19 are provided below –

	BD	FEHD
Number of professional and technical staff	76	224
Staff cost and departmental expenses (\$ million)	42	108.1
Expenditure for engaging outsourced consultants (\$ million)	40	-

- FEHD receives environmental hygiene complaints from members of the public through multiple channels, including reports pinpointing locations with unsatisfactory hygiene conditions. FEHD will conduct investigation and take measures to abate the nuisance. Depending on the circumstances prevailing at individual locations, FEHD will adjust the frequency of street washing and pest control operations and step up enforcement action as appropriate. There is no hard and fast definition of what a hygienic “black spot” is; the term is used to refer to an area where the cleanliness problem remains obstinate despite enhanced cleansing. A list of the top 5 locations in each of the 19 districts, as in March 2018, to which FEHD devotes more efforts and resources in tackling the problem of illegal dumping

of refuse is set out in Annex II. FEHD does not keep separate breakdown on the expenditure and manpower serving the locations identified as hygiene blackspots.

**Complaints against water dripping from air conditioners and
water seepage received and handled in 2017**

District	Complaints against water dripping from air-conditioners		Complaints against water seepage	
	No. received	No. handled	No. received*	No. handled
Central and Western	1 441	1 438	1 419	1 351
Wan Chai	1 862	1 858	1 505	1 774
Eastern	3 037	3 035	3 948	3 603
Southern	1 021	1 021	1 300	802
Islands	163	163	190	157
Yau Tsim	1 330	1 326	1 495	1 579
Mong Kok	1 353	1 353	1 653	1 485
Sham Shui Po	1 741	1 730	2 377	1 802
Kowloon City	1 874	1 868	3 157	2 327
Wong Tai Sin	764	763	1 507	850
Kwun Tong	2 141	2 136	2 937	2 507
Kwai Tsing	736	735	2 068	2 205
Tsuen Wan	1 540	1 540	2 218	1 692
Tuen Mun	1 753	1 749	2 918	2 409
Yuen Long	1 309	1 307	843	768
North	681	663	840	1 023
Tai Po	532	531	1 255	1 123
Sha Tin	2 017	2 017	3 143	2 110
Sai Kung	760	758	1 229	1 038
Total :	26 055	25 991	36 002	30 605

* A water seepage complaint received in a year may not be handled in the same year.

**Top 5 Locations of Illegal Dumping of Refuse Broken Down by District
(as at March 2018)**

District	Location
Central and Western	Li Yuen Street East
	Li Yuen Street West
	Elgin Street
	Staunton Street
	Outside Bowen Road Refuse Collection Point
Wan Chai	Cannon Street near Jaffe Road
	Chan Tong Lane
	Tai Hang Road near Li Kwan Avenue
	No.7 Tai Hang Path
	Outside Mount Butler Road Temporary Refuse Collection Point
Eastern	North View Street, North Point
	Kam Ping Street, North Point
	Junction of Kam Wa Street and Mong Lung Street, Shau Kei Wan
	No. 373 Shau Kei Wan Road, Shau Kei Wan
	No. 993 King's Road, Quarry Bay
Southern	Outside Lee Nam Road Refuse Collection Point
	Outside San Wai Village Temporary Refuse Collection Point
	Outside Temporary Refuse Collection Point opposite No. 33 Sassoon Road
	Outside Temporary Refuse Collection Point opposite Pokfulam Village
	Outside Chuk Hom Kok Temporary Refuse Collection Point
Islands	Outside No. 81 San Hing Praya Street, Cheung Chau
	Near No.32 Lung Tsai Tuen, Cheung Chau
	Outside Silver View Centre, Ngan Kwong Wan Road, Mui Wo
	Outside Mui Wo Pier Car Park, Mui Wo
	Outside Pa Mei Refuse Collection Point, Tung Chung
Yau Tsim	Outside No.28 Kimberley Street
	Junction of Reclamation Street and Nanking Street
	Junction of Battery Street and Saigon Street
	Rear lane of Kiu Kong Mansion, No. 524 Nathan Road

District	Location
	Junction of Dundas Street and Waterloo Road (outside Kwong Wah Hospital)
Mong Kok	Junction of Wai On Street and Kok Cheung Street
	Outside Sai Yee Street Refuse Collection Point
	Junction of Hak Po Street and Pak Po Street
	Junction of Ferry Street and Nelson Street (Outside Shun King Building)
	Outside Skyway House, No. 3 Sham Mong Road
Sham Shui Po	Junction of King Lam Street and Tung Chau West Street
	Tat Yeung Road
	Junction of Begonia Road and Cassia Road, near Cassia Street Refuse Collection Point
	Lai Po Road westbound Lin Cheung Road
	Outside Wing Hong Street Temporary Refuse Collection Point
Kowloon City	Outside I-Feng Mansion, Chi Kiang Street
	Outside Cheung Ning Street Refuse Collection Point
	Junction of Mei King Street and Mei Kwong Street
	Junction of Pentland Street and Prince Edward Road West
	Junction of Wu Kwong Street and Baker Street
Wong Tai Sin	Tsing On Street near Hong Kong Buddhist Hospital
	Outside Tin Liu Temporary Refuse Collection Point
	Outside Ngau Chi Wan Village Refuse Collection Point
	Near No. 38 Yin Hing Street, San Po Kong
	Near No. 59 Yuk Wah Crescent, Tsz Wan Shan
Kwun Tong	Outside Kei Yip Street Refuse Collection Point
	Rear lane at Horse Shoe Lane, Lai Yue Building
	Kai Tin Road between Lam Tin Estate Welfare Building (West) and Kai Tin Tower
	Outside entrance of Amoy Plaza (Phase 1)
	Siu King Building at On Wah Street
Kwai Tsing	Outside Tai Chuen Ping Street Refuse Collection Point
	Outside Tam Kon Shan Road Refuse Collection Point
	Lam Tin Street
	Kwong Fai Circuit
	Shek Man Path

District	Location
Tsuen Wan	Outside Gemini Beach Refuse Collection Point
	Outside Lung Yue Road Refuse Collection Point
	Outside Bayside Villas Refuse Collection Point
	Outside Tung Po To Refuse Collection Point (Lo Wai Road)
	Outside Yau Ma Hom Road Refuse Collection Point
Tuen Mun	Outside Yip Wong Road Refuse Collection Point
	Outside Tsing Yeung Circuit Refuse Collection Point
	Ho Fat Lane
	Tat Fuk Road near lamppost nos. BD2940 and BD2938
	Tin Tei Yan Road (near Tin Tei Yan Road Public Toilet)
Yuen Long	Outside Yau Cha Po Refuse Collection Point, Yau Cha Po
	Outside Ma Fung Ling Road Refuse Collection Point, Tong Yan San Tsuen, Ping Shan
	Outside Fung Kong Tsuen Refuse Collection Point, Ha Tsuen, Lau Fau Shan
	Outside Yau Tin West Road Refuse Collection Point, Yau Tin West Road
	Outside Shui Tsan Tin Tsuen Refuse Collection Point, Shui Tsan Tin, Shek Kong
North	Choi Fat Street Car park, Sheung Shui
	Outside Kam Tsin (Fung Shui Grave) Refuse Collection Point
	Yip Fung Street Car park, Fanling
	Bin site near lamppost no. EB5319 at Ping Yeung Village, Ta Ku Ling
	Outside Queen's Hill Refuse Collection Point
Tai Po	Outside Tai Po Tau Village Refuse Collection Point
	Outside San Wai Tsai Village Refuse Collection Point
	Outside Shui Wai Village Refuse Collection Point
	Outside Pan Chung Village Refuse Collection Point
	Outside Shek Kwu Lung Village Refuse Collection Point
Sha Tin	Outside Siu Lek Yuen Village Refuse Collection Point
	Outside Sha Tin Wai Village Refuse Collection Point
	Outside San Tin Village Refuse Collection Point
	Outside Fo Tan Village Refuse Collection Point
	Car park near 8623 Tai Po Road – Sha Tin Heights

District	Location
Sai Kung	Tong Ming Street and Po Hong Road (outside the Beverly Garden)
	Outside Yi Chun Street Refuse Collection Point
	Outside Tseung Kwan O Village Refuse Collection Point
	Outside Fui Yiu Lane Refuse Collection Point
	Outside Ah Kung Wan Refuse Collection Point

- End -