

CONTROLLING OFFICER'S REPLY**FHB(FE)173****(Question Serial No. 2726)**

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:

Regarding environmental hygiene,

- (i) please set out in tabular form the number of complaints against dripping air-conditioners, the average time required for handling a complaint and the expenditure involved in each of the District Council districts in the past 3 years. Please advise whether the estimated expenditure has been increased for handling complaints against dripping air-conditioners in the 2017-18 financial year, if yes, the details; and
- (ii) please provide details of the hygiene blackspots in New Territories West (including the districts of Tsuen Wan, Kwai Tsing, Tuen Mun, Yuen Long and Islands) over the past 3 years, with a breakdown by year and District Council districts as follows:

2017-18/ Tsuen Wan District

Location of hygiene blackspot	Problem	Hygiene enhancement measures	Effectiveness	Additional expenditure involved	Year in which the location became a hygiene blackspot

Asked by: Hon KWONG Chun-yu (Member Question No. (LegCo use): 69)

Reply:

The information sought is provided as follows –

- (i) The number of complaints against dripping from air-conditioners received in the past 3 years, broken down by district, is provided below -

District	No. of complaints		
	2015	2016	2017
Central and Western	1 346	1 261	1 441
Wan Chai	1 496	1 602	1 862
Eastern	2 977	2 873	3 037
Southern	1 004	1 028	1 021
Islands	325	216	163
Yau Tsim	1 324	1 488	1 330
Mong Kok	1 326	1 267	1 353
Sham Shui Po	1 586	1 682	1 741
Kowloon City	1 446	1 857	1 874
Wong Tai Sin	552	731	764
Kwun Tong	1 933	2 000	2 141
Kwai Tsing	641	756	736
Tsuen Wan	1 361	1 449	1 540
Tuen Mun	1 529	1 590	1 753
Yuen Long	1 053	1 333	1 309
North	577	623	681
Tai Po	570	539	532
Sha Tin	1 579	1 848	2 017
Sai Kung	806	782	760
Total	23 431	24 925	26 055

At present, about 318 Health Inspectors in the Food and Environmental Hygiene Department (the Department) are deployed to 19 district environmental hygiene offices across the territory to handle environmental hygiene issues, including complaints against dripping from air-conditioners. There is no separate breakdown on the manpower and expenditure involved in handling such complaints, nor the average time required for handling a complaint. As the nuisances caused by dripping air-conditioners tend to cluster in the summer months, there is usually a substantial increase in the workload of the Department during the same period. To reduce the work pressure of frontline officers, the Department recruited a special team of 20 contract staff in the summer of 2016 to enhance education and enforcement actions, focusing on buildings located in blackspots where the problem of dripping air-conditioners persists. In 2017, the team size increased to 30 contract staff. The additional salary costs for the special team in 2016-17 and 2017-18 were \$3.6 million and \$5.8 million respectively.

- (ii) The Department receives environmental hygiene complaints from members of the public through various channels, including reports pinpointing locations with unsatisfactory hygiene conditions. The Department will conduct investigation and take measures to abate the nuisance. Depending on the circumstances prevailing at individual locations, the Department 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 Tsuen Wan, Kwai Tsing, Tuen Mun, Yuen Long and

Islands districts, as in March 2018, to which the Department devotes more efforts and resources in tackling the problem of illegal dumping of refuse is set out in Annex. The Department does not keep separate breakdown on the expenditure and manpower serving the locations identified as hygiene blackspots.

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

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
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
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
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

- End -