

CONTROLLING OFFICER'S REPLY**FHB(FE)130****(Question Serial No. 2853)**Head: (49) Food and Environmental Hygiene DepartmentSubhead (No. & title): (-) Not specifiedProgramme: (2) Environmental Hygiene and Related ServicesControlling Officer: Director of Food and Environmental Hygiene (Miss Vivian LAU)Director of Bureau: Secretary for Food and HealthQuestion:

1. The Joint Office for Investigation of Water Seepage Complaints (JO) is responsible for handling water seepage complaints in buildings. Please set out as per the table below the number of water seepage complaints handled by JO in 2018-19 with a breakdown by district in the territory:

	Central and Western	Wan Chai	Eastern	Southern	Yau Tsim Mong	Sham Shui Po	Kowloon City	Wong Tai Sin	Kwun Tong	Tsuen Wan	Tuen Mun	Yuen Long	North	Tai Po	Sai Kung	Sha Tin	Kwai Tsing	Islands
Complaints or requests for assistance received																		
Complaints or requests for assistance handled																		
Cases with identified source of water seepage																		
Cases without identified source of water seepage																		
Cases being processed																		
Repeated complaints within 5																		

years																			
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2. Is there any plan to improve the investigation procedures with a view to increasing the success rate in identifying the source of water seepage? If yes, please provide the details;
3. JO has mentioned that it is studying and considering the introduction of various methods for water seepage investigation. What is the progress?

Asked by: Hon FAN Kwok-wai, Gary (LegCo internal reference no.: 39)

Reply:

1. The information sought is provided at Annex.
- 2&3. To improve the success rate of identifying sources of water seepage, the Joint Office for Investigation of Water Seepage Complaints (JO) has commissioned a consultant to deploy the use of infrared thermography and microwave tomography on a pilot basis. These testing technologies are mainly applicable to the investigation of seepage on floor slabs. Since mid-2018, the Buildings Department (BD) has put on trial the testing technologies in Stage III of the water seepage investigation in some districts and the pilot project are scheduled for completion in June 2019. JO will evaluate the effectiveness of the testing technologies and consider all relevant issues before taking a view on the wider application of such technologies. In addition, a task force comprising representatives from Development Bureau, Food and Health Bureau, BD, Food and Environmental Hygiene Department and Water Supplies Department was set up in early 2018. The task force is currently conducting a comprehensive review of the JO's operation including streamlining the work procedures of water seepage investigation and enforcement actions, and reviewing operational manuals and guidelines with a view to expediting the entire investigation process.

- End -

Water seepage cases in 2018

District	Complaints or requests for assistance received	Complaints or requests for assistance handled ⁽¹⁾ (a)=(b)+(c) +(d)+(e)	Cases screened out ⁽²⁾ (b)	Cases with seepage ceased during investigation (c)	Cases with identified source of water seepage (d)	Cases without identified source of water seepage (e)	Cases being processed	Repeated complaints within 6 months ⁽⁴⁾
Central and Western	1 381	1 310	836	176	197	101	320	87
Wan Chai	1 396	1 452	680	450	165	157	216	97
Eastern	4 507	3 800	2 089	640	659	412	1 721	186
Southern	1 216	933	431	145	268	89	437	42
Yau Tsim	1 521	977	553	103	273	48	487	54
Mong Kok	1 734	1 691	1 139	198	282	72	721	60
Sham Shui Po	2 100	1 245	579	300	267	99	807	55
Kowloon City	3 271	2 403	1 073	382	589	359	981	117
Wong Tai Sin	1 601	770	180	256	286	48	707	42
Kwun Tong	2 933	1 973	938	198	455	382	823	106
Tsuen Wan	2 230	1 693	773	207	416	297	243	114
Tuen Mun	2 828	2 085	1 291	256	358	180	457	81
Yuen Long	831	581	326	109	87	59	367	78
North	745	984	708	145	101	30	183	33
Tai Po	1 410	1 087	805	91	129	62	243	43
Sai Kung	1 426	904	487	110	124	183	682	37
Sha Tin	2 997	1 925	676	389	476	384	994	336
Kwai Tsing	2 300	2 246	892	598	565	191	593	282
Islands	201	162	115	4	32	11	33	10
Others ⁽³⁾	56	Not Applicable						
Total	36 684	28 221	14 571	4 757	5 729	3 164	11 015	1 860

Note (1) : The figures do not necessarily correspond to the number of reports received in the same year.

Note (2) : These include unjustified cases and withdrawn cases.

Note (3) : The figures refer to general enquiries about policy matters or complaints on water seepage investigation procedure.

Note (4) : Only records within 6 months are kept. The Food and Environmental Hygiene Department does not keep separate statistics on the number of repeated water seepage cases within 5 years.