

CONTROLLING OFFICER'S REPLY

FHB(FE)424

(Question Serial No. 4433)

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 2018-19 financial year, if yes, the details; and
- (ii) please set out in tabular form the top 20 locations of illegal dumping of refuse 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 district as follows:

Top 20 locations of illegal dumping of refuse in each District Council district (as at March 2019)

District Council district	Location

Asked by: Hon KWONG Chun-yu (LegCo internal reference no.: 62)

Reply:

- (i) The number of complaints against dripping from air-conditioners received in the past 3 years, with a breakdown by district, is provided as follows -

District	No. of complaints		
	2016	2017	2018
Central and Western	1 261	1 441	1 555
Wan Chai	1 602	1 862	1 934
Eastern	2 873	3 037	3 020
Southern	1 028	1 021	956
Islands	216	163	135
Yau Tsim	1 488	1 330	1 387
Mong Kok	1 267	1 353	1 353
Sham Shui Po	1 682	1 741	1 769
Kowloon City	1 857	1 874	1 682
Wong Tai Sin	731	764	843
Kwun Tong	2 000	2 141	1 854
Kwai Tsing	756	736	753
Tsuen Wan	1 449	1 540	1 341
Tuen Mun	1 590	1 753	1 379
Yuen Long	1 333	1 309	1 343
North	623	681	575
Tai Po	539	532	650
Sha Tin	1 848	2 017	2 014
Sai Kung	782	760	632
Total	24 925	26 055	25 175

At present, about 328 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 has recruited a special team of contract staff in the summer since 2017 to enhance education and enforcement actions, focusing on buildings located in blackspots where the problem of dripping air-conditioners persists. The team size increased from 30 in 2017 to 40 in 2018. The salary costs for the special team in 2017-18 and 2018-19 were \$5.8 million and \$8 million respectively.

- (ii) The Department does not compile the information on a regional basis. Instead, a list of the top 5 locations in Tsuen Wan, Kwai Tsing, Tuen Mun, Yuen Long and Islands districts, as at March 2019, to which the Department devotes more efforts and resources in tackling the problem of illegal dumping of refuse, is set out at Annex.

- End -

**Top 5 Locations of Illegal Dumping of Refuse by District
(as at March 2019)**

District	Location
Tsuen Wan	Outside Luen Yan Street Refuse Collection Point
	Outside Wo Yi Hop Village Refuse Collection Point
	Yi Pei Square
	Hau Tei Square
	Tai Pei Square
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 Tsing Yeung Circuit Refuse Collection Point
	Outside San Hing Tsuen 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 Ka Lung Road Refuse Collection Point
	Outside Tai Tao Tsuen Refuse Collection Point
	Outside Shan Pui Road Refuse Collection Point
	Outside Long Ha Tsuen Refuse Collection Point
	Outside Tung Tai Wai San Tsuen Refuse Collection Point
Islands	Outside Silver View Centre, Ngan Kwong Wan Road, Mui Wo
	Outside Mui Wo Pier Car Park, Mui Wo
	Tung Chung Road North near Lamppost FB8749 and FB8750
	Bin Site next to 44 Wang Long, Yung Shue Wan, Lamma Island
	Bin Site next to Lamppost BC0507, Chi Ma Wan Road, South Lantau