

CONTROLLING OFFICER'S REPLY**FHB(FE)297****(Question Serial No. 3583)**

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 environmental nuisances relating to dripping air-conditioners, please provide information on:

- (a) the financial provision allocated to and the staff establishment of the Joint Offices for Investigation of Water Seepage Complaints (JOs) of the Food and Environmental Hygiene Department in the coming year;
- (b) the number of cases on dripping air-conditioners in the past 3 years in which JOs visited the flats concerned and conducted investigation; the number of cases with source identified; the number of cases with source not identified and investigation terminated, and the number of prosecutions instituted; and
- (c) the difficulties faced by the Department in investigating cases on dripping air-conditioners, as well as the measures that will be taken to reduce the number of cases with source not identified and investigation terminated.

Asked by: Hon HO Chun-yin, Steven (LegCo internal reference no.: 18)

Reply:

- (a) In 2020-21, the staff establishment of the Joint Offices (JOs) of the Food and Environmental Hygiene Department for investigation of reports of water seepage is 241 and the estimated expenditure is about \$146 million.
- (b) The information sought is provided as follows:

	2017	2018	2019
No. of complaint cases received ^{Note1}	26 055	25 175	24 934
No. of nuisance notices issued ^{Note2}	4 149	3 675	4 664
No. of prosecutions instituted	93	61	91

Note1: When the source of dripping air-conditioner is identified, a nuisance notice will be issued requiring the responsible person to abate the nuisance within a specified period.

Note2: Prosecution action will be taken when a nuisance notice is unheeded.

- (c) When handling cases of dripping air-conditioners, the Department will carry out investigation at the flat suspected of causing nuisance. Some of the complaint cases may involve several suspected flats upstairs, which require more time for investigation. If the investigation is not completed by the time the weather turns cooler, the Department will re-open the case and continue with the investigation before the ensuing summer. To cope with the massive workload brought by the investigation, the Department will increase its manpower by employing contract staff in summer to assist in the handling of cases.

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