

Examination of Estimates of Expenditure 2006-07
**CONTROLLING OFFICER'S REPLY TO
INITIAL WRITTEN QUESTION**

Reply Serial No.

HPLB(PL)061

Question Serial No.

1461

Head : 82 Buildings Department Subhead (No. & title) :

Programme : Buildings and Building Works

Controlling Officer : Director of Buildings

Director of Bureau : Secretary for Housing, Planning and Lands

Question : As regards reviewing the operation of the pilot joint office with the Food and Environmental Hygiene Department to handle water seepage problems, what are the findings of the review?

Asked by : Hon. TO Kun-sun, James

Reply :

The operation of the pilot joint office (JO) in Shamshuipo to provide a 'one-stop' service in handling water seepage complaints was reviewed in 2005. JO investigated a total of 974 cases out of 1380 water seepage complaints received in 2005. Investigation for about 29% of the complaints had later ceased due to drying out of the seepage. The findings of the review showed that of all the investigations completed, the success rate (i.e. assessed by the number of cases where the source of water seepage was identified over the total number of investigations completed) reached 69% as compared with the success rate of 14% before the establishment of the JO, whereas the failure rate was 2%. The pilot JO has also tested out the new mode of operation for handling water seepage complaints. Under this mode of operation, the total time required for completing the investigation of a complaint has been shortened to about 80 days. Given the significant increase in the success rate in detecting the sources of water seepage, the JO service will be extended to cover the whole territory under a three year programme starting from April 2006.

Signature

Name in block letters

Post Title

Date

CHEUNG Hau-wai

Director of Buildings

11 March 2006

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