

**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

**Reply Serial No.**

**HPLB(PL)022**

**Question Serial No.**

**0675**

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 :

In this Programme, the Administration has indicated that an interim review will be carried out after the extension of the operation of the Joint Office with the Food and Environmental Hygiene Department to handle public complaints about water seepage problems in the whole territory for 18 months. Will the Government inform this Committee of the expenditure involved since the implementation of the scheme, the number of complaint cases received and the number of complaint cases which have been successfully dealt with?

Asked by : Hon. CHAN Wai-yip, Albert

Reply :

The total expenditure involved since the implementation of the Joint Office (JO) scheme is \$21.8 million. Up to the end of 2006, the JO has received a total of 14 012 complaints. Out of the 8 268 completed cases, 3 908 cases required tests to identify the source of water seepage, of which the source of water seepage was identified for 2 272 cases. This represents 58% of the tested cases, which is a significant increase as compared with the success rate of 14% before the implementation of the JO scheme.

Signature \_\_\_\_\_

Name in block letters \_\_\_\_\_

CHEUNG Hau-wai

Post Title \_\_\_\_\_

Director of Buildings

Date \_\_\_\_\_

16 March 2007