

**CONTROLLING OFFICER'S REPLY**

**EEB(F)120**

**(Question Serial No. 3183)**

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 (Donald NG)

Director of Bureau: Secretary for Environment and Ecology

Question:

One of the duties of the Food and Environmental Hygiene Department is to abate environmental nuisances relating to dripping air-conditioners and water seepage. In 2026-27, the Department will implement a new workflow to enhance the inspection and testing procedures for handling water seepage problems. In this connection, please advise this Committee of:

1. the number of cases relating to dripping air-conditioners and water seepage received by the Department, and the number of cases in which the source of dripping/seepage was identified in the past 3 years; and
2. the number of days taken from the receipt of a complaint to its settlement for the above-mentioned cases in the past 3 years.

Asked by: Hon MAN Wing-ye, Ginny (LegCo internal reference no.: 39)

Reply:

1. Statistics on the complaints relating to dripping air-conditioners received by the Food and Environmental Hygiene Department (FEHD) and the relevant investigation work from 2023 to 2025 are as follows:

<b>Number of cases</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
Number of complaints received	31 135	34 742	38 037
Number of Nuisance Notices issued <sup>Note 1</sup>	3 032	6 636	8 628
Number of prosecutions instituted <sup>Note 2</sup>	86	53	22
Number of convictions secured <sup>Note 3</sup>	61	96	43

Note 1: If the source of air-conditioner dripping is identified, a Nuisance Notice will be issued under the Public Health and Municipal Services Ordinance (Cap. 132) to require the responsible person to abate the nuisance within a specified period.

Note 2: Prosecution will be instituted if a Nuisance Notice goes unheeded.

Note 3: Including certain cases against which prosecution was instituted before that year.

Upon receiving a complaint from the public about dripping air-conditioners or noticing such a nuisance during routine inspection, FEHD officers will conduct a site inspection. For most of the cases, the premises owners or occupants concerned will take action to rectify the problem after being issued a verbal warning or an advisory letter.

As regards the handling of water seepage in buildings, statistics on the cases received by the Joint Office (JO) set up by FEHD and the Buildings Department, as well as the cases with source of water seepage identified, from 2023 to 2025 are as follows:

<b>Number of cases</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
Number of cases received	45 033	47 299	45 957
Total number of cases handled <sup>Note 4</sup>	43 367	46 907	44 548
(a) Cases screened out <sup>Notes 4, 5</sup>	27 215	32 190	28 921
(b) Cases with investigation completed <sup>Note 4</sup>	16 152	14 717	15 627
Number of cases with source of water seepage identified <sup>Note 4</sup>	5 669	5 080	5 326

Note 4: The number of cases does not necessarily correspond to the number of cases received in the same year. Some of them were received before that year.

Note 5: JO has prescribed standards and requirements for the investigation into the sources of water seepage. Some cases will be screened out if the moisture content is below 35%, the water seepage originates from the property owned by the informant, the nature of the case does not involve water seepage in buildings or the complaint is withdrawn by the informant.

- Regarding the handling of complaints about dripping air-conditioners, excluding those cases where investigation was suspended due to the cooling weather and would not resume until the following summer, the average time taken from the day a complaint was received to the day the investigation was completed with the complainant given a reply over the past 3 years are as follows:

<b>Year</b>	<b>Average processing time (in days) for completed cases (those received and completed in the same year)</b>
2023	41.6
2024	40.0
2025	40.7

Regarding the handling of water seepage in buildings, since January 2022, JO has published on its thematic webpage on water seepage ([www.waterseepage.gov.hk](http://www.waterseepage.gov.hk)) the actual performance in carrying out investigations to reports on water seepage in buildings each year, i.e. the percentage of cases with investigations completed and informant notified of the results within 90 days. In 2023 and 2024, the relevant percentages were 65.4 and 68 respectively. The actual performance of JO in each year is usually announced in the third quarter of the following year. Currently, the actual performance in 2025 is being assessed.

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