

CONTROLLING OFFICER'S REPLY

EEB(F)125

(Question Serial No. 3122)

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:

The Food and Environmental Hygiene Department indicated that it will strive to abate environmental nuisances relating to dripping air-conditioners. In this connection, please advise this Committee of:

1. the statistics on complaints about dripping air-conditioners received by the Department and the relevant investigation in the past 3 years, including the number of complaints received, the number of Nuisance Notices issued, the number of prosecutions instituted and the number of convictions secured; and
2. the staff establishment and expenditure involved to handle cases of dripping air-conditioners in the past 3 years. Will the Department deploy resources and manpower to step up proactive inspection and law enforcement action in the future? If yes, what are the details? If no, what is/are the reason(s)?

Asked by: Hon TANG Ming-sum, Michelle (LegCo internal reference no.: 18)

Reply:

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

	2023	2024	2025
Number of complaints received	31 135	34 742	38 037
Number of Nuisance Notices issued ^{Note 1}	3 032	6 636	8 628
Number of prosecutions instituted ^{Note 2}	86	53	22
Number of convictions secured ^{Note 3}	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.

2. Under the staff establishment of FEHD in each of the past 3 years (2023-24, 2024-25 and 2025-26), 337 Health Inspectors are deployed to 19 District Environmental Hygiene Offices across the territory. They undertake various environmental hygiene duties, including handling complaints against dripping from air-conditioners. The nuisances caused by dripping air-conditioners happen mainly in summer. To cope with the substantial increase in workload during that period of time, FEHD has recruited contract staff and set up dedicated teams since 2017 to step up inspection, advising and education, as well as to take law enforcement actions targeting buildings where the problem of dripping air-conditioners is serious. The number of contract staff and the salary expenditure for the teams are as follows:

	2023-24	2024-25	2025-26 (Revised estimate)
Number of contract staff	29	39	45
Salary expenditure (\$ million)	10.07	11.76	12.48

FEHD has adopted various measures to enhance its efforts in tackling dripping air-conditioners, which include the following:

- (1) During the summer of 2025, FEHD adopted a new operational strategy of conducting door-to-door inspection to about 300 key follow-up locations with dripping air-conditioners across the territory. 30 dripping blackspots causing significant nuisance to the public, including bus stops, minibus stops and pedestrian passages, were also targeted, with law enforcement actions taken at least once a week. To address the prevalence of dripping issues at nighttime and during early morning hours, FEHD has adjusted its deployment of investigation manpower from 70% in the daytime and 30% at nighttime to 30% in the daytime and 70% at nighttime;
- (2) By leveraging innovative technology in a proactive manner, FEHD also collaborated with the Logistics and Supply Chain MultiTech R&D Centre under the Innovation and Technology Commission to develop the Air-conditioning Water Dripping Investigation System. Equipped with infrared night-vision recording function, the system was deployed across the territory in 2025 to help FEHD staff pinpoint the source of dripping and enhance the efficiency of law enforcement action; and
- (3) FEHD strives to promote the participation of property management agents (PMAs) of private estates in the hope of handling dripping air-conditioners more effectively for members of the public. For instance, FEHD has launched the Scheme of Participation by Property Management Agents in Tackling Dripping Air-conditioners. Staff of the participating PMAs, while performing routine management duties in the estate, also help to identify the source of dripping and advise the occupants concerned to rectify the problem. In addition, FEHD collaborated with the Property Management Services Authority (PMSA) to develop the Best Practice Guide on Handling Dripping Air Conditioners, providing guidance for licensed PMAs and property management personnel.

In 2026, FEHD will step up its efforts in handling dripping air-conditioners. The measures include:

- (1) continuing to recruit contract staff and set up dedicated teams in summer to expedite the handling of cases;
- (2) continuing to conduct inspections and take law enforcement actions under the 2025 new operational strategy at dripping blackspots, as well as strengthening publicity and education by collaborating with the relevant PMAs and District Offices to encourage the public to pay attention to and address the problem of dripping air-conditioners;
- (3) fully deploying the third generation of Air-conditioning Water Dripping Investigation System, which is equipped with AI functions, and installing the related facilities across the territory to help FEHD staff identify the source of dripping and enhance the efficiency of law enforcement action; and
- (4) continuing with the collaboration with PMSA and providing training courses for PMAs to encourage their staff to identify the source of dripping and advise the occupants concerned to rectify the problem themselves.

- End -