

**Minutes of the 5th Meeting of  
the Social Services, Housing and Development Planning Committee of  
the Kowloon City District Council**

Date: 8 October 2024 (Tuesday)  
Time: 2:30 p.m.  
Venue: Conference Room, Kowloon City District Office

**Present:**

Chairman: Mr NG Po-keung, MH  
Vice-chairman: Ms FUNG Mo-kwan  
Members: Mr TING Kin-wa, MH  
Mr CHO Wui-hung, MH  
Mr LEE Chiu-yu  
Mr NG Fan-kam, MH  
Dr Rizwan ULLAH, MH  
Mr HE Huahan, MH  
Mr LAM Pok  
Mr LAM Tak-shing, MH  
Ms LEUNG Yuen-ting  
Mr CHAN Chi-wah  
Mr CHEUNG King-fan  
Ms WONG Man-lei, Vivian  
Mr WONG Man-kong  
Mr WONG Chi  
Ms LAU Yuen-yin  
Mr PUN Kwok-wah, JP  
Mr LAI Yin-chung  
Mr KWAN Ho-yeung  
Co-opted Members: Mr WU Ming-tai  
Mr SIU Tin-hung  
Mr CHAN Hing-tat, Rudy

Secretary: Mr CHIU Tai-wai, David      Executive Officer I (District Council), Kowloon City District Office

**In Attendance:** Miss MAK Wai-man, Sandy      Senior Liaison Officer (Building Management), Kowloon City District Office

Ms YAU Lai-shan, Carol	Assistant District Social Welfare Officer 2, Kowloon City and Yau Tsim Mong District, Social Welfare Department
Mr CHAN Hoi-ki, Francis	Senior Engineer / 12 (East), Civil Engineering and Development Department
Ms AU Yue-yan, Vicki	Senior Town Planner / Kowloon 2, Planning Department
Mr CHAN Wai-wa	Senior Housing Manager / Kowloon West and Sai Kung 1, Housing Department
Mr IP Ping-kwan, Ian	Property Service Manager / Service (Kowloon West and Sai Kung)3, Housing Department

Attendance by Invitation:

Item 3	Mr HO Chung-hong, Alfonso	Engineer / Kowloon (Customer Services) Inspection, Water Supplies Department
Item 4	Mr WU Xun, Shawn	Professional Officer 4-2 / Joint Office 4, Buildings Department
	Ms LEUNG Kit-ying	Senior Health Inspector (Regional Joint Office) Kowloon 3, Food and Environmental Hygiene Department
Item 5	Mr YEUNG Chung-yin, Gordon	Senior Building Surveyor / E4, Buildings Department
Item 6	Ms CHAN Mei-chu	Chief Health Inspector (Kowloon City)1, Food and Environmental Hygiene Department
	Mr WONG Wai-pun	Neighbourhood Police Coordinator, Police Community Relations Office, Kowloon City District, Hong Kong Police Force

Item 10	Dr ZHANG Yiqi, Jackie	Environmental Protection Officer (Electric Vehicle)23, Environmental Protection Department
Item 11	Mr TSOI Lap-san, Lapson	Building Surveyor / Fire Safety 13, Buildings Department

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### **Opening Remarks by the Chairman**

1. **The Chairman** of the Social Services, Housing and Development Planning Committee (SSHDPC) welcomed all Members and representatives of government departments to the fifth meeting of the SSHDPC.
2. **The Chairman** reminded Members to register their interests in accordance with the stipulation of Order 22 of the Kowloon City District Council Standing Orders (the Standing Orders). If the matters to be discussed had any connection or potential conflict of interests with Members' personal interests such as property rights, profession or investment, Members should make a declaration proactively at the meeting so that he could make a decision in accordance with the Standing Orders.
3. **The Chairman** stated that in accordance with Order 80(1) of the Standing Orders, the quorum at any meeting of a committee should be half of the total number of members of the committee provided that District Council members must constitute half or more of the members attending the meeting. If the quorum was not present at the commencement of the meeting or in the course of the meeting, he would direct the Secretary to summon the absentees. If the quorum was still not present 15 minutes thereafter, he would adjourn the meeting. According to the stipulation of Order 13 of the Standing Orders, he then set out that each attendee was allowed to make a maximum of three speeches during a discussion on the same agenda item and the time limit for each speech was two minutes. He also reminded the attendees to switch off their mobile phones or to turn the ringers to vibration notification to avoid causing disturbances to the meeting.

### **Item 1**

#### **Confirmation of Minutes of the 4th Meeting**

4. **The Chairman** announced that the minutes of the fourth meeting were unanimously endorsed by the committee without amendments.

**Item 2****Problems about the Aged Care for Ethnic Minorities in Kowloon City District**

(SSHDPC Paper No. 35/2024)

5. **A Member** introduced Paper No. 35/2024.
6. **The Chairman** invited Members to refer to the written reply furnished by the Social Welfare Department (SWD), i.e. Document No. 17 tabled.
7. **The representative of the SWD** replied with the main points as follows:
  - (i) the SWD subvented a total of 3 non-governmental organisations (NGOs) to set up outreaching teams for ethnic minorities (EMs), including the Hong Kong Christian Service's M.O.T.I.ON – Multicultural Outreaching Team for InclusiON which served Kowloon. The outreaching teams would proactively reach out to and assist EMs (including elders and carers) with welfare needs in liaising and connecting with mainstream welfare services;
  - (ii) the SWD had rolled out measures to ensure that people of different races had equal opportunities to receive related social welfare services, including elderly services. Service units under the purview of the SWD, subvented service units operated by NGOs and contract service operators should comply with the requirements of the related service agreements and contractual terms to ensure that service users received clear and accurate information. Key service leaflets of the SWD were available in Chinese, English and eight other languages to facilitate easy reference of the relevant information by people of different races;
  - (iii) the SWD would arrange for appropriate interpretation service depending on the situation, such as the interpretation service provided by the Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER) operated by the Hong Kong Christian Service with the funding of the Home Affairs Department (HAD); and
  - (iv) since October 2020, the SWD had taken forward Pilot Scheme on EM District Ambassador in 9 districts with higher EM population, with a view to enhancing the welfare support services for EMs, and had

extended the pilot scheme for 3 years until 2026. For Kowloon City District, the Hong Kong Sheng Kung Hui Lok Man Alice Kwok Integrated Service Centre had been subvented to recruit “EM District Ambassadors” to meet the service demand.

8. **Members** stated that none of the EMs they served were aware of the existence of the aforementioned outreaching teams and enquired about the ways the outreaching teams reached out to relevant persons.

9. **The representative of the SWD** replied and stated that the outreaching teams would reach out to EMs through ways such as street booths and door-to-door visits. In response to Members’ views, the SWD would instruct the outreaching teams to step up publicity on the relevant services.

### **Item 3**

#### **Proposal for Improving the Procedures for Emergency Repair of Waterworks in Common Areas of Buildings by the Water Supplies Department**

(SSHDPC Paper No. 36/2024)

10. **A Member** introduced Paper No. 36/2024.

11. **The Chairman** invited Members to refer to the written reply furnished by the Water Supplies Department (WSD), i.e. Document No. 14 tabled.

12. **Members** raised the following views and enquiries:

- (i) Members welcomed that the WSD was willing to assist owners of three-nil buildings in carrying out emergency repairs;
- (ii) Members considered the Department’s current practice of requiring a guarantor unnecessary and suggested the Department to make reference to the practice of the Buildings Department (BD) of carrying out the defaulted repair works first and then recovering the repair costs from the relevant owners. If individual owners did not pay the costs, the Department might make reference to the practice in recovering water charges by stopping the supply of water to the relevant units; and

- (iii) a Member stated that he had been a guarantor for similar incidents in his capacity as a District Council member on a number of occasions. Although he would do the best to assist the Department in recovering the repair costs from the relevant owners, the staff of the Department would still repeatedly recover the costs from him, causing him unbearable disturbances. The relevant situation lasted until the building concerned was redeveloped.

13. **The representative of the WSD** replied with the main points as follows:

- (i) according to the Waterworks Ordinance, the agent / owners' corporation (OC) / property management company (PMC) of a building was responsible for the maintenance and repairs of the common internal water supply systems;
- (ii) in following up cases of water mains leaks or bursts relevant to three-nil buildings, the Department would do the best to liaise with the residents to provide technical advice so as to assist in handling and resolving the problem of repairing water mains. Under individual special circumstances, such as large number of people were affected, the great difficulties encountered by the relevant users in coordinating the repair works, or the applicant undertook to pay the necessary costs, the Department would, upon receipt of the relevant application (Waterworks Form WWO1155) (the Form), decide whether or not to accept the relevant application in the light of the actual situation, and would seek the necessary costs from the applicant according to the contents of the Form upon completion of the works;
- (iii) as three-nil buildings had no agent / OC / PMC for the building, and the Waterworks Ordinance did not authorise the WSD to recover the relevant repair costs from the owners, the relevant arrangement at present was necessary under the principle of safeguarding public money;
- (iv) according to the Waterworks Ordinance, the Department could not apportion the repair costs to the water bills of the relevant buildings because the users might be tenants instead of owners of the relevant units. The Department refrained from intervening in issues relevant to the ownership of private communal piping; and

- (v) the Department lacked the resources to carry out coordination and recovery work. It would be difficult for the WSD to recover the repair costs if the applicant could not be identified through the Form.

14. **Members** raised the following views and enquiries:

- (i) Members considered that the WSD had underestimated the difficulty in assisting three-nil buildings in forming OCs and welcomed that the Department to send staff to participate;
- (ii) Members recognised the importance of safeguarding public money and suggested the Department again to make reference to the practice of the BD in recovering the repair costs from the owners of the relevant buildings; and
- (iii) Members suggested the WSD to consider handling through the approach of legislative amendments with a view to streamlining the relevant procedures and assisting households of three-nil buildings.

15. **The representative of the WSD** stated that the Waterworks Ordinance only allowed the Department to stop the supply of water to the relevant units when water charges had not been paid by users, but it did not authorise the Department to carry out repair works on common internal water supply systems and recover the relevant costs. He thanked Members for the proposal relevant to legislative amendments and would relay them to the Department.

[Post-meeting note: After the meeting, the WSD supplemented and stated that it would continue to do the best in sending staff to take part in cases of water mains leaks or bursts relevant to three-nil buildings, so as to assist residents in handling and resolving the problem of repairing water mains by giving them technical advice. However, assistance in the formation of OCs for buildings was not under the purview of the WSD. Besides, as the Waterworks Ordinance did not authorise the WSD to carry out repair works on the communal service at the request of owners of buildings, the WSD could not recover the repair costs from the owners of the relevant buildings at present. The Department noted Members' relevant views and would review the Waterworks Ordinance in a timely manner to study the need to amend the related legislation, with a view to strengthening the responsibility of the public in the maintenance and repair of internal water supply systems.]

**Item 4****Concern over the Matter on Water Seepage in Houses and Buildings**

(SSHDPC Paper No. 37/2024)

16. **A Member** introduced Paper No. 37/2024.
17. **The Chairman** invited Members to refer to the written reply furnished by the Joint Office of the Buildings Department and the Food and Environmental Hygiene Department (JO), i.e. Document No. 1 tabled.
18. **Members** raised the following views and enquiries:
- (i) if the owner of the premises concerned refused to cooperate and the premises affected by water seepage were elder households, it would be difficult for the latter to handle matters relevant to the Small Claims Tribunal. Members considered that it would be difficult for mediation and arbitration services to handle the situation when the owner of the premises concerned refused to cooperate, and enquired whether there were alternative solutions for the Office to handle that;
  - (ii) it was difficult for many households to pay \$10,000 on their own for engaging loss adjusters to identify the source of water seepage. Members enquired whether the Office had performance pledges in terms of waiting for the deployment of staff to conduct investigation, notification of the investigation outcome and follow-ups to cases;
  - (iii) Members enquired about the procedures for investigating the causes and sources of water seepage;
  - (iv) as the problem of water seepage could lead to concrete spalling and electricity leakage, which might cause deaths and injuries, Members requested the Department to enhance the procedures for handling relevant cases, including requiring the owner of the premises concerned to handle immediately by statutory orders; and
  - (v) some households affected by water seepage had expressed difficulties in contacting the staff of the Office. Members requested the Office to establish a more convenient communication mechanism.



19. **The representative of the JO** replied with the main points as follows:

- (i) there were numerous reasons causing water seepage in buildings. There might still be cases where the cause and source of water seepage could not be established despite the completion of extensive practical tests, especially cases where the conditions of water seepage was not obvious or intermittent. For the effective use of the resources, the JO would temporarily cease to follow up cases with the moisture content of surface below 35% and where the source of water seepage could not be identified despite the completion of tests. If the informant found substantial changes in the conditions of water seepage or the colour water used in previous tests appeared in the water seepage area, they might notify the JO. Staff of the JO would visit the affected premises again to conduct investigation;
- (ii) since late June 2018, the JO had given priority to the consideration of using new testing technologies including microwave tomography and infrared thermography under appropriate situations during Stage III professional investigations in 14 selected pilot districts (including Kowloon City District) to assist in checking and identifying sources of water seepage. Using the aforementioned new technologies could avoid obtaining consent from the premises concerned in a time-consuming manner, speed up the procedures for investigation and increase the success rate of identifying the source of water seepage;
- (iii) at present, infrared drones mainly made use of infrared thermography to take photographs of the external walls and drainage pipes of buildings, check for defects or cracks on the surface of the external walls and the problem of drainage pipes leakage. However, the water seepage reports received by the JO mainly involved inter-floor water seepage problems. The technology of infrared drones was unable to check the interior of the premises in a detailed and clear manner. Therefore, it could not effectively assist in checking and analysing the condition of water seepage from waterproof layers between inter-floors of a building for the time being;
- (iv) when investigation headed to Stage III, since the new testing technologies could not be effectively applied due to constraints on the spot, the JO had to enter the premises concerned to conduct ponding

and spray tests with colour water. If the owner of the premises concerned refused to cooperate, the JO would send a letter requesting the owner of the premises to cooperate with the work of the Office within a period of time. In case the owner of the premises concerned continued to refuse to cooperate, the JO would apply for a “warrant to effect entry into premises” from the Court in accordance with the law to facilitate the entrance of the relevant premises to commence the investigation and testing work;

- (v) if the JO found nuisance caused by water seepage in the affected premises, JO staff would carry out systemic investigation and non-destructive tests at the premises suspected to have caused the water seepage so as to identify the source of water seepage. For simple and straightforward cases with the cooperation of the relevant owners / households, the investigation and testing work could normally be completed within 90 working days. The relevant households would be informed of the outcome;
- (vi) as the JO was responsible for the role of investigating the source of water seepage and instituting prosecutions, there might be a conflict of roles or functions if the JO had to concurrently conduct mediation of water seepage disputes for owners. At present, cases on claims arising from water seepage in buildings might be taken to the Small Claims Tribunal for handling depending on the amount involved. The Lands Tribunal would also hear disputes concerning building management (including water seepage);
- (vii) the JO launched a thematic webpage on water seepage ([www.waterseepage.gov.hk](http://www.waterseepage.gov.hk)) starting from January 2022. The public might consider finding available organisations providing mediation and arbitration services for resolving the problem of water seepage if necessary via the links on the webpage;
- (viii) the JO would list out the contact number of the staff responsible for the relevant case in the letter it issued. If the relevant staff could not answer the call due to official business, the public might call the hotlines of the Regional Joint Offices of the JO. The staff answering the hotlines would record the relevant request and contact the relevant staff;

- (ix) the role of the BD in the JO was to assist the Food and Environmental Hygiene Department (FEHD) in enforcing the Public Health and Municipal Services Ordinance, but would not enforce the Buildings Ordinance. If the source of water seepage causing sanitary nuisance had been identified during investigation, the JO would issue a nuisance notice to the owner of the premises concerned in accordance with the Public Health and Municipal Services Ordinance, requiring the abatement of nuisance by the owner within a specified period of time. The JO would consider taking out prosecution if the owner did not comply with the nuisance notice. If serious building structural problems were found during investigation, such as concrete spalling and cracks on external walls or structural walls, the staff would refer the case internally to the related section of the BD for law enforcement in accordance with the Buildings Ordinance of the Department; and
- (x) the JO had implemented a series of improvement measures to enhance the effectiveness in handling water seepage reports. The measures included: (a) facilitating communication between the staff of the two departments in the Office and enhancing operational efficiency; (b) enhancing the Water Seepage Complaint Management System for more effective monitoring of follow-up work on cases of water seepage; (c) streamlining work procedures by reducing the number of visits before applying for a “warrant to effect entry into premises” and standardising the documents for applying for a warrant; (d) stepping up the monitoring of work performances of consultancies; and (e) setting up a water seepage resource centre and a customer service team so that the public could better understand the common causes of and responsibilities for water seepage, testing and repair methods, as well as to advise on feasible solutions to water seepage disputes. The JO would also review its work arrangements continuously by holding regular liaison meetings and task force meetings to enhance coordination and cooperation among JO staff, and formulate related working guidelines for JO staff on different aspects, with a view to enhancing the overall efficiency in handling cases.

20. **Members** raised the following views and enquiries:

- (i) Members quoted a letter issued by the JO notifying the investigation outcome, the content included “the source of water seepage could still not be identified upon ponding and spray tests” and “cease to follow up the case temporarily in accordance with the established procedures”. However, the part on “if the informant found substantial changes in the conditions of water seepage or the colour water used in previous tests appeared in the water seepage area, they might notify the JO” in the written reply was not mentioned;
- (ii) Members pointed out that the reinvestigation by the Office was a repeat of the investigation procedures. Its chance of failing to establish the cause and source of water seepage was very high, leaving the households of the premises affected by water seepage trapped in a cycle of not being able to resolve the problem;
- (iii) Members enquired about the success rate of identifying the source of water seepage upon using the new testing technologies; and
- (iv) Members enquired whether the JO would continue to follow up cases referred to the BD due to building structural problems, such as issuing penalty notices about sanitary nuisance caused by water seepage to the owners of the premises concerned.

21. **The representative of the JO** replied with the main points as follows:

- (i) the JO had stated in the letter notifying the investigation outcome that “proper management, maintenance and repair of buildings, including resolving water seepage problems at buildings, were the responsibilities of owners and households of buildings”. It then mentioned that “if the informant found substantial changes in the conditions of water seepage or the colour water used in previous tests appeared in the water seepage area, they might notify the JO. Staff of the JO would visit the affected premises again to conduct investigation”;
- (ii) the JO’s investigation and evidence collection work was conducted in accordance with the standards of executing criminal proceedings,

which were higher than those used by loss adjusters. If sufficient data had already been collected during the first two stages of investigation to determine that a certain water using device in the premises concerned might be a source of water seepage and using the new testing technologies might dispel the relevant doubts, the JO would initiate Stage III investigation. Besides, for cases which the cause and source of water seepage could not be established for a prolonged period of time, the JO would provide assistance even more proactively;

- (iii) the success rate of identifying the source of water seepage after using the new testing technologies was about 70%, which was much higher than the success rate of about 48% using the conventional method; and
- (iv) if the source of water seepage causing sanitary nuisance was identified during investigation, the JO might directly issue a nuisance notice to the owner of the premises concerned in accordance with the Public Health and Municipal Services Ordinance. If the situation was not regulated by the Public Health and Municipal Services Ordinance, such as building structural problems irrelevant to sanitary nuisance, the Office had to refer them to the related departments.

### **Item 5**

#### **Follow up on the Progress of Repair Works at 13 and 13A Soares Avenue by the Buildings Department**

(SSHDPC Paper No. 38/2024)

- 22. **A Member** introduced Paper No. 38/2024.
- 23. **The Chairman** invited Members to refer to the written reply furnished by the BD, i.e. Document No. 16 tabled.
- 24. **Members** raised the following views and enquiries:
  - (i) Members requested the Department to strengthen supervision on the contractor to reduce the impact of the works on households, and enquired whether the contractor would assist affected owners in cleaning the external walls and windows of their units upon

completion of the works;

- (ii) Members requested the Department to strengthen communication with owners and households so that they could understand the progress of the works in a timely manner and raise their views; and
- (iii) Members enquired whether owners would be subject to a surcharge due to delay of the works.

25. **The representative of the BD** replied with the main points as follows:

- (i) regarding the repair works mentioned in the Paper, most of the repair works for the external walls had now been completed. The remaining works were expected to be completed within October 2024, while the scaffolding erected on the external walls would be removed subsequently;
- (ii) the BD had instructed staff to strengthen communication with owners and households. The consultancy engaged by the Department that was responsible for the repair works this time would update the content of the notice more frequently to facilitate the households in understanding the progress of the works;
- (iii) as the common areas in the building concerned were relatively small, it would inevitably bring nuisance and inconvenience to households during the works. The Department had urged the contractor to make improvement to the problems mentioned by Members, including cleaning the external walls and internal staircases of the building upon completion of the works. The Department would also review the cleaning work on the external walls of the building jointly with the contractor prior to the removal of the scaffolding;
- (iv) generally speaking, the Department would allow suitable time for OCs to comply with repair orders. Since obvious hazards were found on the exterior of the building concerned during the BD's drone inspection conducted at 13 and 13A Soares Avenue on 4 December 2023, it was necessary to immediately arrange for the government contractor to commence emergency works to remove the loose parts of the external walls and erect scaffolding as a temporary protective

measure. The relevant emergency works had been completed on 20 December 2023;

- (v) upon completion of the emergency works, the BD had actively communicated with the OC to understand whether the OC would carry out the necessary repair works in accordance with the repair order issued by the BD subsequently. Eventually, the OC requested the BD to carry out the relevant works in default of owners; and
- (vi) according to the works contract, the BD would require the contractor to complete the works within a suitable period of time. The contractor could not impose surcharges due to delay of the works.

### **Item 6**

#### **Concern over the Problem of Potential Risks Caused by the Accumulation of Miscellaneous Articles on the Rooftops of Buildings in the District**

(SSHDPC Paper No. 39/2024)

26. **A Member** introduced Paper No. 39/2024.

27. **The Chairman** invited Members to refer to the written replies furnished by the FEHD, the BD, the Fire Services Department (FSD) and the Kowloon City District Office (KCDO), i.e. Documents No. 2, 3, 4 and 12 tabled.

28. **Members** stated that owners of some buildings in the district had not removed miscellaneous articles (air-conditioners, metal supporting frames and canvases) produced after clearing the unauthorised building works on rooftops in compliance with removal orders. Since the matter on accumulation of miscellaneous articles did not involve any building works, the BD could not continue to follow up. Subsequently, during the onslaught of a typhoon in Hong Kong, a canvas fell from the rooftop, causing great concern to the OC which reported the case to the Police for record. However, as it could not be proved that the relevant canvas fell from that rooftop, the Police could not take out prosecution against the relevant owner. As the aforementioned miscellaneous articles had posed a danger to the public and the OC could not handle them effectively, Members requested the related departments to follow up more proactively, for example, issuing orders to the owners.

29. **The representative of the FEHD** replied with the main points as follows:

- (i) the FEHD had all along been very concerned about the environmental hygiene conditions of buildings in Kowloon City District. Besides handling complaints received on a daily basis, it would deploy staff to conduct inspections from time to time. If the problems of accumulation of refuse or environmental nuisances were found on rooftops, the FEHD could issue nuisance notices to relevant person, requiring them to abate the nuisance within a specified period of time. Otherwise, it constituted an offence; and
- (ii) over the past year, the FEHD received a total of 12 complaints from Kowloon City District about the accumulation of miscellaneous articles on rooftops. During the period, the FEHD conducted a total of 30 inspections and issued 5 verbal warnings, 2 advisory letters and 1 nuisance notice to relevant persons, requesting them to remove the miscellaneous articles on the rooftops. All cases had been complied with. The FEHD would continue to pay attention to the situation of buildings in the district and take appropriate action to maintain environmental hygiene.

30. **The representative of the Hong Kong Police Force** replied with the main points as follows:

- (i) generally speaking, the Police would not take the initiative to conduct targeted actions on street management matters, but would participate in joint-departmental enforcement operations and related education work, for example, distributing publicity leaflets or posters to OCs or building management to warn owners that in the event of incidents of objects being thrown from a height or allowing the drop of objects from buildings, the Police would take out prosecution against their occupiers and OCs in accordance with the Summary Offences Ordinance;
- (ii) the Police would not initiate action against acts of accumulation of miscellaneous articles unless such acts: (a) involved other offences, criminal acts or breach of public peace; (b) posed imminent and immediate danger to public safety; or (c) caused obstruction to traffic or road users; and



- (iii) regarding the case mentioned in the text, as the rooftop was private premises and the occupier of the rooftop was entitled to place the aforementioned miscellaneous articles, the Police could only advise the occupier and the OC and warn them of the civil and criminal liabilities they might face in the event of an incident of objects being thrown from a height.

31. **The representative of the KCDO** replied with the main points as follows:

- (i) the HAD and the KCDO had been adopting a multi-pronged approach to support owners of buildings in the district in improving building management, living conditions and building safety, including the implementation of the “Resident Liaison Ambassador Scheme”, under which owners or residents living in three-nil buildings with building aged 30 years or above were recruited to serve as Resident Liaison Ambassadors, so as to build a resident liaison network to facilitate residents’ discussion on and handling of daily building management matters, and to assist government departments in contacting residents and promoting effective building management messages; and
- (ii) to demonstrate the benefits brought about by good building management, the KCDO provided cleaning services to the common areas of buildings in need including three-nil buildings through the District-led Actions Scheme and in the light of the actual situation, while appealing to owners to maintain environmental hygiene. In 2023-24, the KCDO provided cleaning services to the common areas of 254 three-nil buildings in the district and included anti-rodent work in the scope of the service, requiring the service contractors to place rodent bait boxes in the common areas of the buildings upon completing the cleaning work to improve the overall hygienic conditions of three-nil buildings. The KCDO also planned to provide cleaning service to the common areas of 300 three-nil buildings in the district in 2024-25.

**Item 7****Request for Handling the Matter Related to the Nuisances to Residents Caused by Manhole Covers on the Ground in Tak Long Estate at the Soonest**

(SSHDPC Paper No. 40/2024)

32. **A Member** introduced Paper No. 40/2024.
33. **The Chairman** invited Members to refer to the written reply furnished by the Housing Department (HD), i.e. Document No. 5 tabled.
34. **Members** stated that the contractor had made multiple attempts to resolve the relevant problem through traditional methods in the past 10 months, but the effectiveness was limited. With the advent of winter, residents tended to open their windows for ventilation, making them more susceptible to noise disturbances. If the contractor was unable to resolve the problem in a short period of time with traditional methods, Members suggested to make reference to the practices of other estates to handle with methods such as welding or magnetic attachment.
35. **The representative of the HD** replied with the main points as follows:
- (i) the HD had all along attached importance to the maintenance and repair work of the public rental housing (PRH) estates under its purview to ensure that residents could enjoy a safe and comfortable living environment. Through daily inspections, the staff of estate management offices would get a grasp of and review the conditions of public facilities in the estates. If any facilities were found to be damaged, workers would be notified for further inspections and the repair work required would be arranged in a timely manner;
  - (ii) regarding the situation on the noise generated by the manhole covers on the carriageways in Tak Long Estate, Tak Long Estate Property Services Management Office (Management Office) had arranged workers to inspect the uneven manhole covers, clear foreign objects around the manhole covers and add rubber pads to alleviate the noise disturbances caused by uneven manhole covers. The Management Office had also arranged for the works contractor to conduct a comprehensive inspection of other manhole covers on the carriageways in the estate and would follow up on the required maintenance and repair work in a timely manner; and

- (iii) the HD thanked Members for their views and would instruct the contractor to follow up as soon as possible (including short-term and long-term measures) and select the most appropriate proposal based on the actual circumstances with regard to Members' suggestions.

## **Item 8**

### **Request for Enhancing the Management of the Emergency Crash Gate**

(SSHDPC Paper No. 41/2024)

36. **A Member** introduced Paper No. 41/2024 and supplemented that an ambulance had to wait for more than two minutes and still could not enter, causing delay in the process of rescue. Moreover, motorcycles were still be able to pass through the gate after it was closed. Closing the gate did not help to manage traffic flow. Hence, the Member considered that the access should be opened during daytime or additional security personnel should be deployed at the gate.

37. **The Chairman** invited Members to refer to the written reply furnished by the HD, i.e. Document No. 6 tabled.

38. **The representative of the HD** replied with the main points as follows:

- (i) regarding the matter on performing the management of emergency vehicular access (EVA), Kai Ching Estate Property Services Management Office had been paying close attention to the situation of the EVA in the estate to ensure that it remained unobstructed. The security personnel would patrol the roads in the estate regularly every day. If vehicles were found illegally parked, drivers would be asked to drive the vehicles away immediately. If the drivers did not cooperate, the management office would take further control actions based on the situation;
- (ii) to prevent non-emergency vehicles from entering and parking in the EVA to obstruct the access of emergency vehicles and the work of rescue personnel, several fire barriers had been installed along the access in Kai Ching Estate, one of which was located next to Sheung Ching House;
- (iii) the management office would continue to closely monitor the situation of the EVA and take effective control measures to ensure

that the EVA in the estate remained unobstructed. If residents encountered emergencies or had special needs, they could call the 24-hour hotline of the management office so that the staff of the management office could offer appropriate assistance; and

- (iv) the HD would instruct the management office to review the current operations and procedures, as well as study various feasible proposals regarding the enhancement of relevant management measures.

39. **The Member** stated that over the past year, she had discussed the relevant issue with and raised suggestions to the staff of the management office for multiple times, but the relevant situation had yet to be improved. The Member requested the Department to instruct and ensure the management office would resolve the relevant problem at the soonest.

### **Item 9**

#### **Concern over the Matter on the Service Quality of the Works Contractors of Tak Long Estate**

(SSHDPC Paper No. 42/2024)

40. **A Member** introduced Paper No. 42/2024 and expressed dissatisfaction with the services of the works contractors of Tak Long Estate. The cases and views were listed as follows:

- (i) an elder resident in Tak Cheung House contacted the contractor due to the problem of water leakage in the toilet, but the contractor still had not followed up on the relevant problem one month later. The resident subsequently contacted the manager of the Management Office. The contractor followed up and resolved the relevant problem two days later;
- (ii) a resident contacted the contractor owing to a water main burst at home. The contractor came to the scene to take pictures and closed the valve. However, the contractor still had not followed up on the relevant problem one week later, causing the resident concerned unable to use water during that period;
- (iii) a resident contacted the contractor because his premises was being broken into. However, the contractor still had not followed up on

the relevant problem after two weeks, leaving the resident concerned unable to lock the door during that period; and

- (iv) suggested the HD to enhance the monitoring mechanism, such as strengthening the monitoring of contractors and empowering the management company to manage and supervise the work performance of frontline staff.

41. **The Chairman** invited Members to refer to the written reply furnished by HD, i.e. Document No. 7 tabled.

42. **The representative of the HD** replied with the main points as follows:

- (i) the HD had all along attached importance to the quality of works and rigorously monitored the performance of contractors, including conducting inspections and surprise checks, as well as regularly evaluating the performance of contractors. If the performance of contractors was found to be unsatisfactory, the Department would instruct the contractors to make prompt rectifications in accordance with the contract until the relevant works met the required standards. The Department would also consider issuing warning letters to contractors and reflecting through the Building Works Maintenance Assessment Scoring System depending on the individual cases;
- (ii) in addition to the direct monitoring by the Department, the Housing Authority (HA) would regularly conduct the Survey on Performance of Service Contractors and Routine Maintenance Contractors (the Survey) to directly collect views from the PRH tenants regarding the work performance of estate services contractors with the aim of enhancing the service standards of estate management services. The evaluations made by PRH tenants during the Survey would directly impact the overall scoring of the performance of services contractors. Furthermore, the HA would consider the pricing and past performance of the contractors based on a defined scoring system when selecting contractors, as well as review various aspects such as its finance, workload and risks;
- (iii) the Department had strengthened the monitoring of the service quality of the works contractors of Tak Long Estate, as well as continued to

follow up and evaluate its performance in Tak Long Estate. The contractors were requested to enhance staff training to raise the service quality; and

- (iv) Members could reflect the service performance of works contractor to the Department to facilitate the investigation of and appropriate follow-up by the Department.

43. **Members** raised the following views:

- (i) Members cited the case of Tak Cheung House as an example and stated that the manager of the Management Office and the works contractor had been contacted for handling the case. However, effective results were not attained. The incident could only be resolved after contacting the HD for intervention. Members considered that this was not a long-term solution. The services of contractors should be improved from the most fundamental aspects, such as monitoring the work performance of contractors with an effective scoring system;
- (ii) Members indicated that similar situations occurred in Kai Ching Estate as well, such as damaged to faucets and door locks. Contractors had been contacted for handling but no follow-up was received after a prolonged period of time. Members suggested to conduct an estate-wide questionnaire before renewing the contracts with contractors to decide if the contracts should be renewed based on the scoring;
- (iii) Members suggested the establishment of a marking scheme targeting contractors with a view to monitoring their service quality and the introduction of a quarterly report to announce the latest progress of works to residents; and
- (iv) Members suggested improving the existing tendering mechanism, which should not only focus on “the lowest bids wins”, but should also take into account the service quality, such as setting up key performance indicators that the works should be completed within the deadline, thereby regulating the work performance of contractors.

44. **The representative of the HD** replied with the main points as follows:

- (i) the PRH tenants could express their views via the Survey. Their views would impact the overall scoring of the performance of the contractors. When selecting contractors, the HA would also evaluate contractors based on the defined scoring system, including considering the performance of the contractors in the past. Moreover, residents could convey their views on contractors and estate works to staff of management offices, such as property managers and works managers, so that they could follow up with works contractors to improve the quality of works;
- (ii) the Department also had a team to monitor the work performance of works contractors and offered various channels for residents to express their views. The Department would also review the service quality of works contractors with management offices so as to make improvements; and
- (iii) the Department stated that Members' views would be relayed to divisions and the staff of management offices would be instructed to follow up.

45. **The Chairman** made a conclusion and stated that the services of the works contractor in Tak Long Estate had received a lot of negative reviews. The HD was suggested to increase transparency in future tenders to prevent similar contractors from being awarded contracts.

### **Item 10**

#### **Request for Measures to Improve the Charging Spaces for Electric Vehicles in Housing Estates**

(SSHDPC Paper No. 43/2024)

46. **A Member** introduced Paper No. 43/2024 and supplemented as follows:

- (i) among the more than 130 monthly parking spaces and 25 hourly parking spaces in Kai Ching Estate, only 7 monthly parking spaces and 16 hourly parking spaces were equipped with charging devices, which were unable to meet residents' needs at all. As a result, many users of monthly parking spaces were required to use the charging

facilities in hourly parking spaces. Starting this year, the charging facilities in hourly parking spaces could only be used after paying the hourly parking fee. It often took at least four to five hours for each charging session to be completed. Consequently, users of monthly parking spaces not only had to wait for a long time, but were also required to pay extra in order to use the charging facilities, which further increased their parking costs and expenses;

- (ii) Members confirmed with the estate manager of Kai Ching Estate before the meeting that 7 monthly parking spaces provided charging facilities, which was different from the figure (26 parking spaces) mentioned in the Department's written reply. Members requested an explanation from the Department;
- (iii) the Department also mentioned in the written reply that additional charging facilities would be installed in 7 hourly parking spaces. Members doubted that the relevant arrangement would affect the chances of users of hourly parking spaces in using the car park; and
- (iv) Members considered that the measures adopted by the Department would further exacerbate the problem of mismatch of resources, requesting the Department to install more charging facilities in monthly parking spaces at the soonest and only allow electric vehicle (EV) drivers to take part in the balloting on the use relevant parking spaces so as to alleviate the situation of shortage of charging facilities and mismatch of resources.

47. **The Chairman** invited Members to refer to the written replies furnished by the HD and the Environmental Protection Department (EPD), i.e. Documents No. 8 and 9 tabled.

48. **The representative of the EPD** replied with the main points as follows:

- (i) the HD was responsible for the matter on provision and management of the EV charging facilities in car parks of PRH estates. The Department had relayed the suggestion on enhancing the EV charging facilities in the car park at Kai Ching Estate to the HD for consideration and follow-up;



- (ii) regarding the charging arrangements for electric private cars, the Government's policy objective was that car owners should charge their vehicles on a routine basis at their homes, workplaces or places that they frequently visited and parked; the public charging network mainly served as supplementary facilities and for the purpose of topping up the batteries temporarily by EV drivers for their vehicles when necessary;
- (iii) in terms of the public charging network, as of the end of June 2024, there were a total of more than 580 EV public chargers within a two-kilometre radius of Kai Ching Estate, mainly concentrated in car parks such as AIRSIDE, Goldin Financial Global Centre, Skyline Tower and Trade and Industry Tower.
- (iv) with a view to promoting market participation in the provision of EV charging services, the Government had progressively marketised the existing EV charging services at government car parks since the end of 2023. Operators would obtain charging service fees from users. Following the marketisation of the Government's EV charging services, it was anticipated that more operators of private car parks would install chargers in the public car parks under their purview to offer paid EV charging services for public use;
- (v) with the aim of further increasing the number of charging facilities in parking spaces of new buildings, the Government completed a review of the requirements for EV charging facilities in the Hong Kong Planning Standards and Guidelines and updated the requirements for the installation of EV charging facilities in parking spaces of new development projects in January 2024, encouraging the complete provision of medium chargers for EVs in all parking spaces for private cars, motorcycles and light goods vehicles (whether indoors or outdoors) within new buildings;
- (vi) the Department had approved the installation of EV charging-enabling infrastructure (EVCEI) in 102 existing private housing estates in Kowloon City District via the EV-charging at Home Subsidy Scheme, involving about 14 000 parking spaces. As of July 2024, installation works in ten housing estates had been completed, involving about 870 parking spaces; and

- (vii) to provide more EV charging facilities in the long term, the Department actively encouraged the installation of charging facilities in petrol filling stations (PFSs). The Government issued letters in November 2023 to invite the related operators to submit preliminary proposals on the installation of quick charging facilities in the PFSs. Preliminary proposals from a total of 99 PFSs had been received. The Government had successively sent letters to invite 83 PFSs among them to submit detailed proposals in March and June this year. Among them, five PFSs were located in Kowloon City District, involving a total of 15 quick chargers. The final number and time of completion would depend on the approval results of the proposals and the feasibility of the related electricity supply. As it was currently under the stage of review, information on the related locations and details could not be provided. The Department would notify Members the soonest should there be any updates.

49. **The representative of the HD** replied with the main points as follows:

- (i) in order to tie in with the Government's long-term policy objectives and plans to promote the use of EVs in Hong Kong, the HA would further provide EV charging facilities in the existing parking spaces for private cars in the car parks under its purview in phases. To ensure a more proper utilisation of resources, the HA would take into account related factors such as the current electricity supply and the existing building services installations of individual car parks and the related estates, the space required for additional EV charging facilities to be installed and the situation of usage of existing EV chargers when planning to install additional EV charging facilities in individual car parks;
- (ii) to cope with the gradual increase in the demand from EV users in future, the HA would install 9 additional medium chargers in the parking spaces for private cars in the car park at Kai Ching Estate (among which, 7 were hourly parking spaces and two were monthly parking spaces). The EVCEI would be installed in another 19 parking spaces for private cars for the installation of medium chargers in future. The works were expected to be completed at the end of 2024;

- (iii) the HA would closely monitor the situation of usage of the existing EV chargers. If there was an increase in the demand from EV users, the HA would increase the number of medium chargers based on the conditions of the car parks to meet the demand; and
- (iv) if the existing users of monthly parking spaces were required to use charging facilities, they could submit applications to the estate management offices. The Department would conduct a feasibility study for the installation of charging facilities in the relevant parking spaces and install charging facilities for the relevant monthly parking spaces where practicable.

50. **Members** raised the following views and enquiries:

- (i) Members pointed out that EV users in Ho Man Tin Estate and Kwun Tak Court were required to enter the balloting every year for the right to use the parking spaces at present. The EV users that were successful in the balloting could apply to the estate management offices for the installation of charging facilities. However, if the relevant users were unsuccessful in balloting next year, they would not be able to use the charging facilities in the parking spaces. Therefore, Members enquired how the HD would update the charging facilities in the estate car parks under its purview so as to tie in with the Government's goal of switching to EVs completely in 2035;
- (ii) Members suggested the Department to allocate and arrange parking spaces based on vehicle types when carrying out balloting on the right to use the parking space with a view to eradicating the situation of non-EVs using parking spaces with charging devices installed and making better use of resources;
- (iii) Members stated that the parking spaces in new estates (such as Kai Ching Estate and Tak Long Estate) were now equipped with 13A sockets. The users of monthly parking spaces were only required to apply to the power company for the installation of electricity meters to carry out slow charging. However, many residents and frontline management staff were unaware of the relevant arrangements. Thus, Members suggested the Department to step up publicity to inform more residents of the relevant arrangements, which could not

only facilitate EV users, but also save the cost for the installation of charging facilities in some parking spaces;

- (iv) the HD mentioned in the written reply that the EVCEI would be provided for the installation of chargers in future. Members enquired how these facilities could be officially used as charging devices; and
- (v) Members considered that the installation of charging facilities in all the monthly parking spaces in Kai Ching Estate and Tak Long Estate was the fundamental solution to resolve the problem. By then, EV users of monthly parking spaces would not require to occupy additional hourly parking spaces for charging and the hourly parking spaces could be freed up for the use of more users of hourly parking spaces at the same time.

51. **The representative of HD** replied with the main points as follows:

- (i) in order to tie in with the Government's long-term policy objectives and plans to promote the use of EVs in Hong Kong, the HA planned to further provide charging facilities at the existing car parks under its purview in three phases;
- (ii) the Department had taken note of Members' suggestion on the balloting for parking spaces and would convey it to the related section of the Department for consideration;
- (iii) generally speaking, the EVCEI referred to preliminary work including electrical wiring and power system upgrades. The relevant parking spaces were required to complete the installation of chargers before they could be used as parking spaces for charging. The users of monthly parking spaces were required to apply to the power company for electricity meters in order to use the relevant charging facilities. If necessary, enquiries about the actual circumstances of individual car parks could be made to the respective estate management offices; and
- (iv) the Department understood residents' strong demand for hourly parking spaces and would convey the views to the estate management

offices. The Department would also like the EV users in need of monthly parking spaces to proactively submit applications to the estate management offices. The Department would conduct a feasibility study and install charging facilities for the relevant monthly parking spaces where practicable.

### **Item 11**

#### **Concern over Enclosing the Ventilation Windows of the Flat Facing the Corridor in the Flats of Old Public Rental Housing**

(SSHDPC Paper No. 44/2024)

52. **A Member** introduced Paper No. 44/2024.

53. **The Chairman** invited Members to refer to the written replies furnished by the BD, the FSD, the HD and the Hong Kong Housing Society (HKHS), i.e. Documents No. 10, 11, 13 and 15 tabled.

54. **The representative of the BD** replied with the main points as follows:

- (i) the Fire Safety (Buildings) Ordinance (Cap.572) (the Ordinance) was enacted in 2007 with an aim to stipulated that the fire safety standards of composite buildings and domestic buildings (target buildings) built before 1987 must be upgraded to meet modern fire protection requirements;
- (ii) the FSD and the BD had completed joint inspections at the PRH estates under the purview of the HD based on the information furnished by the HD (including the year of completion of buildings and plans) and issued the fire safety improvement works required for the HD to follow up. Lok Man Sun Chuen was an estate under the purview of the HKHS. The FSD and the BD had arranged a joint inspection and issued Fire Safety Directions to the HKHS, requesting the completion of required fire safety improvement works. In accordance with the stipulation of the Ordinance, the owners of buildings must use separating walls of fire resisting construction or fire doors to protect escape staircases to ensure the safety of escape routes; and

- (iii) among the PRH estates regulated by the Ordinance, ventilation louvres for domestic flats were equipped on both sides of the internal corridors of some buildings. These internal corridors were not separated from the escape staircases. The study by the fire engineering consultant of the HD pointed out that the ventilation louvres for domestic flats could not resist fire or smoke. Hence, in the event of fire accidents in the flat, fire and smoke could be proliferated to the internal corridors or other flats through the ventilation louvres. In view of that, when carrying out the fire safety improvement works required by the Ordinance, the HD would make arrangements in phases to enclose the ventilation louvres of all domestic flats facing internal corridors with fire-resisting boards so as to enhance fire protection.

55. **Members** enquired about the works timetable for enclosing the ventilation louvres of flats facing the corridors in Oi Man Estate.

56. **The representative of the HD** replied and stated that the BD and the FSD were continuing their discussion on the related fire safety improvement works in Oi Man Estate. There was no works timetable for enclosing ventilation louvres of flats facing the corridors for the time being. Members would be notified of specific progress in due course.

## **Item 12**

### **Proposal for the Provision of Art Therapy Services at Kowloon City District Health Centre Express**

(SSHDPC Paper No. 45/2024)

57. **A Member** introduced Paper No. 45/2024 and would like the Department to promote the use of art therapy more widely in the community.

58. **The Chairman** invited Members to refer to the written reply furnished by the Health Bureau, i.e. Document No. 18 tabled.

## **Item 13**

### **Any Other Business**

59. No other items were raised by **Members**.

**Item 14**

**Date of Next Meeting**

60.       **The Chairman** announced that the next meeting would be held at 2:30 p.m. on 12 December 2024 and the closing date for submission of papers would be 27 November 2024.

61.       **The Chairman** announced the adjournment of the meeting at 4:47 p.m.

The minutes of this meeting were confirmed on 12 December 2024.

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The Chairman

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The Secretary

KCDC Secretariat  
December 2024