

私人屋邨/樓宇的供水問題及內部供水系統的維修保養

Maintenance of Water Supply Systems
in Private Housing Estates / Buildings



水務署

Water Supplies Department

水務署 Water Supplies Department

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你是否因所住單位的供水問題而感到煩惱？如果是的話，希望這一單張能為你解疑難。

Are you troubled by water supply problems of your flat? If so, this leaflet can help you sort them out.

維修保養的責任

MAINTENANCE RESPONSIBILITIES



水務署負責維修保養政府的供水系統一直至私人屋邨/樓宇的地界線。

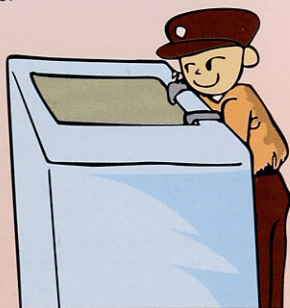
The Water Supplies Department maintains the government water supply systems up to the land boundaries of private housing estates / buildings.

物業管理處或註冊代理人負責維修保養私人屋邨內的私家街道、屋邨及大廈內公用地方的水管及其他關連的供水設施(包括水泵、水箱、公用水管及其他關連的公用裝置)。

Property management offices or the registered communal service agents are responsible for repair and maintenance of the water mains and other associated water supply facilities in the private streets and communal areas within private housing estates and buildings (including water pumps, water tanks, communal water mains and other associated communal installations).

個別用戶須負責維修保養純粹為其單位供水的內部供水喉管及設施。

Individual consumers maintain the internal plumbing serving solely their own flats.



水務署提供及負責保養水錶，但用戶須負責妥善保管為其單位供水的水錶。
The Water Supplies Department provides and maintains water meters but consumers are responsible for safe custody of the individual meters serving their own flats.





如屬政府屋邨住戶應如何處理？

WHAT YOU SHOULD DO IF YOU ARE A TENANT OF A GOVERNMENT HOUSING ESTATE?

當遇有供水方面的任何問題時，應向屋邨管理處報告。

If you live in a Government housing estate, you should report water supply problems to the estate management office.

處理供水問題的方法

HOW TO DEAL WITH WATER SUPPLY PROBLEMS

水質欠佳的原因及處理方法

Poor Water Quality - Causes and Solutions

樓宇的水管設備銹蝕及天台水箱不潔是引致食水混濁及變黃的主要原因。Corrosion in the plumbing of buildings and dirty roof tanks are the main causes of turbid and discoloured water.

大廈水管系統內時會出現氣泡，令食水看似奶白色，但隨着氣泡穿破，食水會回復清澈。這現象與水質無關。

Air bubbles which sometimes form in the plumbing systems of buildings make the tap water look milky white. But as they disappear after coming out from the taps, the water becomes clear again. This has nothing to do with the water quality.

從水龍頭流出的食水如呈現微黃色，雖然不利於外觀，但對人體健康應屬無害。

Slight discolouration of the tap water should not pose health hazard to human, although it might be aesthetically unpleasant.

食水若在水管內停留不動一段時間，或當早上一開動水龍頭時，流出來的食水呈現黃色的現象最為顯著。在正常情況下，水龍頭開動了一段短時間後，食水便會變為清澈。

Discolouration is most prominent when the water has been stagnant in a water pipe for some time, or when it is first drawn out from the tap in the morning. Under normal circumstances, the water should become clear after the tap has been turned on for a short while.



若食水變色的現象持續及情況嚴重，用戶應僱請持牌水喉匠檢查其單位的水管，並在有需要時更換銹蝕水管。有關用戶亦應要求管理處或註冊代理人檢查大廈水管系統的公用部份，並視乎需要安排工程。

If the discolouration is persistent and serious, the consumer should employ a licensed plumber to check the pipework of his flat and to replace the corroded pipes if necessary. He should also request his management office or the registered agent to check the communal plumbing system of the building and to arrange remedial action as necessary.

其他供水問題的原因及處理方法

Other Water Supply Problems - Causes and Solutions

如用戶、大廈管理處或註冊代理人未能就屋內水管提供妥善的保養，不但會出現食水變黃的情況，還會引起不少在供水方面通常出現的其他大小問題，例如，日久失修的水泵經常導

致食水供應中斷，而生銹的

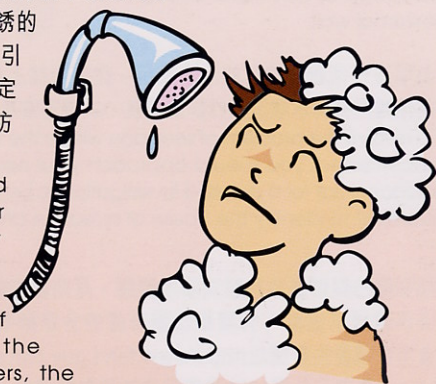
喉管又會造成淤塞因而引

致水壓微弱。因此，應定期

檢查水管系統，杜漸防

微，以免問題惡化。

Apart from discoloured water, many other common water supply problems might also be caused by lack of proper maintenance of the plumbing on the part of the consumers, the management offices or the registered agents. For example, poorly maintained water pumps often lead to disruption of supply, while corrosion in water pipes might cause chokage and lead to weak supply pressure. Regular checking of the plumbing can identify small defects before they develop into major problems.



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天花板/牆壁滲水常見原因及解決方法

WATER SEEPAGE AT THE CEILING/WALL OF YOUR FLAT - CAUSES AND SOLUTIONS

天花滲水未必是供水管引起，可能是排水管漏水，浴缸封邊殘損，引致地台積水，或雨水由外牆滲入。

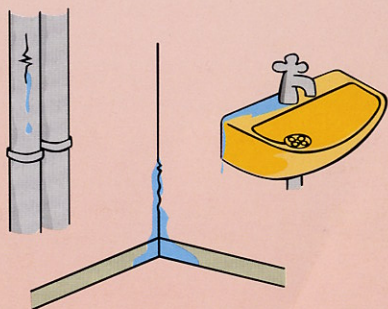
In most cases, ceiling seepage is not caused by water supply pipes. It may be caused by a leakage in drainage pipes, accumulation of drippings on the floor of the upper flat arising from damaged bathtub sealant or a seepage of rain water through the external wall.



為解決任何難以確定的滲水問題，你須與樓上或隔壁單位的住戶聯絡，請他僱用持牌水喉匠進行詳細檢查，以確定滲水原因，並予以修理妥當。
To resolve the problem of seepage where the cause cannot be readily ascertained, you should approach your neighbour in the upper or adjacent flat for a detailed investigation to be carried out by a licensed plumber to identify the cause of nuisance and to have it rectified.

如你無法與鄰居自行解決滲水問題，可向屋宇署及食物環境衛生署聯合辦事處尋求協助。有關聯合辦事處的分區辦事處地址及電話，請瀏覽食物環境衛生署網址http://www.fehd.gov.hk/comments/joint_officesc.html。你亦可致電1823政府熱線查詢有關資料。

If you cannot resolve the seepage problem with your neighbour, you may refer your case to the Joint Office (JO) of the Food and Environmental Hygiene Department and the Buildings Department for assistance. The addresses and telephone numbers of the district sub-offices of the Joint Office are available on the webpage http://www.fehd.gov.hk/comments/joint_offices.html. You may also call 1823 Citizen's Easy Link for the details.



水務署的故障投訴熱線

HOTLINES OF THE WATER SUPPLIES DEPARTMENT FOR FAULT COMPLAINTS

如出現食水變黃的情況，用戶可利用以下熱線要求水務署協助。用戶亦可利用這些熱線報告供水方面的其他故障：

Consumers may use the following hotlines to request assistance from the Water Supplies Department to report discoloured water cases or any other water supply faults:

電話 Telephone	2824 5000
傳真 Fax	2519 3864



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