

Maintenance of Water Supply Systems in Private Housing Estates / Buildings

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

MAINTENANCE RESPONSIBILITIES

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

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).

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

The Water Supplies Department provides and maintains water meters but consumers are responsible for safe custody of the individual meters serving their own flats.

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

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

HOW TO DEAL WITH WATER SUPPLY PROBLEMS

Poor Water Quality – Causes and Solutions

Corrosion in the plumbing of buildings and dirty roof tanks are the main causes of turbid and discoloured water.

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.

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

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.

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.

Other Water Supply Problems – Causes and Solutions

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.

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

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.

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.

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_officesc.html . You may also call 1823 Citizen's Easy link for the details.

HOTLINES OF THE WATER SUPPLIES DEPARTMENT FOR FAULT COMPLAINTS

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:

Telephone 2824 5000

Fax 2519 3864

Water Supplies Department

Immigration Tower, 7 Gloucester Road,

Wan Chai, Hong Kong

Customer Telephone Enquiry Hotline : 2824 5000

E-mail : wsdinfo@wsd.gov.hk

Web Site Address : <http://www.wsd.gov.hk>