

**ACQWS Paper No. 19**  
**Opinion Survey on Quality of Water in Buildings 2006/07**

Water Supplies Department commissioned Oracle Added Value (OAV) to conduct “Opinion Survey on Quality of Water in Buildings 2006/07”. OAV successfully interviewed 1503 domestic customers by telephone in September to October 2006 and received completed questionnaires from 239 property management companies in January to April 2007. OAV has submitted the executive summary and associated charts (see Appendix) and major findings.

2. The Working Group on Water Quality in Buildings (WGQWB) discussed the findings on 5 July 2007 and proposes improvements for consideration of the Committee:

- (a) whether to make it compulsory for the awardees to display of certificates,
- (b) promoting more to customer about Fresh Water Plumbing Quality Maintenance Recognition Scheme (FWPQMRS), such as pamphlet, including the assistance to the financial, technical and coordination problems, and
- (c) targeting promotional approach to property management companies, Incorporated Owners & Mutual Aids Committees.

3. The Working Group also recommends the Committee to consider posting of executive summary of the survey findings with some charts (Appendix) on the internet.

**Water Supplies Department**

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