



Quality Water Supply Scheme for Buildings — Flushing Water



大廈優質供水 認可計劃 — 沖廁水

Flushing Water Tank

Cleansed every
6 months



Flushing Water
Plumbing System

Inspected and
maintained
regularly

沖廁水水箱

每六個月
清洗一次



沖廁水系統

定期
檢查維修

Flushing Plumbing System
= Quality maintenance



沖廁系統
= 優質維修



大廈優質供水認可計劃－沖廁水

1. 引言

為避免沖廁系統出現故障，業主及物業管理人須妥善維修樓宇供水系統。為鼓勵負責單位盡其責任，水務署在水質事務諮詢委員會(即水資源及供水水質事務諮詢委員會的前身)的支持和贊同下，於2013年7月推行了「沖廁水系統優質維修認可計劃」。計劃的名稱已於2015年3月更改為「大廈優質供水認可計劃－沖廁水」。

2. 目的

本計劃旨在：

- (a) 提升樓宇管理公司在服務增值方面的能力，以滿足客戶對沖廁系統可靠程度的要求；
- (b) 對達至計劃所訂準則的樓宇管理公司，給予認可；
- (c) 協助業主、經營者及樓宇管理公司自行評估沖廁系統的狀況，並找出須予維修之處；以及
- (d) 減低沖廁系統出現故障的機會。

3. 計劃

這是一項自願參加的計劃，而此計劃將會與現時的「大廈優質供水認可計劃－食水(2.0版)」分開。計劃的對象是樓宇的業主、經營者及管理公司。他們須填妥申請表或續期申請表(即表格C及其附件I，可從網址www.wsd.gov.hk下載)並交回水務署。此外，「清洗沖廁水水箱指引」亦已上載到水務署網站。

4. 參加計劃的裨益

獲得認可資格的樓宇會獲頒發認可證書，以認可他們妥善維修樓宇的沖廁系統。樓宇、業主立案法團及管理公司的名稱會印在證書上，以示嘉許。證書的正本或副本可於獲認可的樓宇內及在文具、宣傳物品上展示，但須遵守水務署的指引。證書分為三個級別，按照樓宇參與計劃的持續時間而定：

證書種類	持續參與年期*	有效期
藍證書－新參與	3年以下	1年
藍證書－續期	3年以下	2年
銀證書－續期	3年或以上，但不足5年	2年
金證書－續期	5年或以上	2年

* 持續參與即中斷時間不多於3個月。

如在證書到期日的3個月後才遞交申請／續期申請，水務署會把該申請視作新申請，由新獲批日期起計，新證書的有效期會設定為1年。為給妥善維修的樓宇水管系統作認可，水務署會向有關樓宇頒發證書。證書屬水務署擁有，而在證書有效期內該樓宇的水管系統必須保持良好的維修保養。

5. 評核申請書的準則

水務署會根據以下準則評核每份申請書：

- (a) 檢查水管系統—需至少每3個月經合資格人士(如持牌水喉匠、屋宇裝備工程師或屋宇測量師)檢查1次，證明實際狀況良好。檢查期間發現的所有欠妥善之處迅即獲合資格人士糾正。
 - 另外，申請人可選擇提供下列資料／文件給水務署考慮有關申請，表明樓宇由健全的維修系統所管理(以代替填寫表格C附件I的D部分和表格1，以及提交表格C的E部分中第3項申請表格的相關部分和遞交相關文件)：
 - 申請書內相關樓宇名稱；
 - 負責維修有關樓宇的隊伍的組合和人數，而該隊伍須具有足夠相關公司／機構內部的合資格專業人士和技術人員；
 - 維修合約的複印本；
 - 處理日常工作和突發事件的機制；以及
 - 相關的服務承諾／目標和遞交申請／續期申請前12個月的相關數據

- (b) 清洗沖廁水水箱—需至少每6個月清洗一次。

6. 計劃的管理

水務署負責管理是項計劃。

7. 申請保密

水務署會把所有申請資料保密，並只會公布獲認可樓宇的名稱。因此，申請人須處理所有有關資料的直接／轉介查詢／要求，並須對該資料的公開或發放負全責。

8. 更換樓宇管理公司

在證書有效期內更換樓宇管理公司，新替入的樓宇管理公司在得到樓宇業主／業主立案法團／互助委員會證明下，須於1個月內填妥表格D「新替入的大廈管理公司－保證書」(可從網址www.wsd.gov.hk下載)，並遞交予水務署才可維持證書有效，以確保新替入的樓宇管理公司會繼續遵守上任的樓宇管理公司的原有承擔，保持樓宇內的沖廁系統得到優質維修保養。

9. 申請及續期費用

申請及續期費用全免。

10. 查詢

如欲了解本計劃及申請詳情，可透過水務署熱線、傳真或電郵方式，向本署查詢。

諮詢熱線：2824 5000
傳真：2824 0578
電子郵件：wsdinfo@wsd.gov.hk
網址：www.wsd.gov.hk

Quality Water Supply Scheme for Buildings – Flushing Water

1. Introduction

To avoid failures in flushing supply, building owners and property managers have to maintain their internal plumbing systems properly. To encourage the responsible parties to do this and with the endorsement of the Advisory Committee on the Quality of Water Supplies (the predecessor of the Advisory Committee on Water Resources and Quality of Water Supplies), the Water Supplies Department (WSD) launched the Flushing Water Plumbing Quality Maintenance Recognition Scheme in July 2013. The scheme was re-titled “Quality Water Supply Scheme for Buildings – Flushing Water” (the Scheme) in March 2015.

2. Objectives

The Scheme aims to:

- (a) strengthen the capability of building management agents to achieve value-added performance in meeting the expectation of consumers with respect to the reliability of flushing system;
- (b) give recognition to those building management agents who can demonstrate consistent compliance of the prescribed criteria under the Scheme;
- (c) assist the owners, operators and building management agents in conducting self-assessments on plumbing conditions and to identify areas for necessary maintenance; and
- (d) minimise the failure frequency of inside services of flushing system.

3. The Scheme

Participation of the Scheme is voluntary and the Scheme will be a separate scheme from the current Quality Water Supply Scheme for Buildings – Fresh Water (Plus). The target groups to join the Scheme are the property owners, operators and management agents of buildings in general. They shall submit applications or renewal applications to the WSD using Form C and Annex I to Form C (available on www.wsd.gov.hk). Besides, “Guidelines for Cleansing Flushing Water Tanks” are available on the WSD website.

4. Benefits of Joining the Scheme

Successful buildings will be awarded certificates to recognise proper maintenance that their flushing water plumbing systems. The names of the buildings, the owners’ corporations and management agents are shown on the certificates to commend their contributions. The certificates or their copies could be displayed in those awarded buildings, stationeries and promotional materials, subject to the WSD’s guidelines. The certificates are classified into 3 grades according to the length of the continuous period for which a building has joined the Schemes:

Type of certificate	Length of continuous participation*	Validity
Blue – new application	Less than 3 years	1 year
Blue – renewal	Less than 3 years	2 years
Silver – renewal	3 years or more but less than 5 years	2 years
Gold – renewal	5 years or more	2 years

* Continuous participation means there was no break of more than 3 months.

Applications/renewals submitted later than 3 months after the expiry date of the last certificates will be considered as new applications and the validity periods of such new certificates will be reset to 1 year, starting from the new approval dates. The certificates under the Scheme are issued in recognition of proper maintenance of the plumbing systems of the buildings concerned. They are properties of the WSD, and are subject to continuous satisfactory maintenance of the systems during the validity period.

5. Assessment of Applications

The applications will be assessed according to the following criteria:

- (a) Inspection of the plumbing systems – they should be inspected at least once every 3 months by qualified persons (such as licensed plumbers, building services engineers or building surveyors) and is found to be in good condition. All defects identified in the inspections are promptly rectified by qualified persons.

Alternatively, the applicant may select to provide the following information/documents that indicate the buildings under application are administered by a robust maintenance system (instead of filling in Part D and Table 1 of Annex I to Form C and submitting the document under item 3 of Part E of Form C) for the WSD’s consideration:

- the names of the buildings under application;
- the composition and strength of the responsible maintenance team with adequate in-house qualified professionals and technical staff responsible for the concerned buildings;
- a copy of the maintenance contract;
- the mechanism in handling routine tasks and emergencies; and
- the relevant performance pledge/targets with respective statistics in the previous 12 months from the submission date of application/renewal application.

- (b) Cleansing of tanks – the flushing water tanks should be cleansed at least once every 6 months.

6. Administration of the Scheme

The Scheme is administered by the WSD.

7. Confidentiality of Applications

The WSD will keep all details of the applications confidential and will only publish the names of successful applicants. In this regard, the applicant should handle all direct/referred enquiries/requests for such details, and is held fully accountable and responsible for such disclosure.

8. Change of Building Management Agent

For change of building management agent during the validity period of the certificate, the new agent with the support from the owners/ owners’ corporations/mutual aid committees has to submit within one month after the change Form D “Undertaking Form for Incoming Building Management Company” (available on www.wsd.gov.hk) to the WSD for the certificate to remain valid. This is to ensure that the new building management agent will continue proper maintenance of the flushing systems in the building that the outgoing company has undertaken to do so.

9. Application and Renewal Fees

There is no application or renewal fees.

10. Enquiry

Enquiry about the details of the Scheme and application can be made by the WSD telephone enquiry hotline or fax or e-mail.

Enquiry hotline：2824 5000
Fax：2824 0578
E-mail：wsdinfo@wsd.gov.hk
Website：www.wsd.gov.hk