

私人屋邨/樓宇的供水問題及 內部水喉系統的維修保養

Water Supply Problems and Maintenance of Internal Plumbing System in Private Housing Estates / Buildings



 水務署
Water Supplies Department

水務署 Water Supplies Department

香港灣仔告士打道7號 入境事務大樓
Immigration Tower, 7 Gloucester Road, Wan Chai, Hong Kong
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客戶電話諮詢熱線

Customer Telephone
Enquiry Hotline:

2824 5000

向水務署投訴故障

Fault complaints to the Water Supplies Department

如出現食水變黃的情況，用戶可利用以下途徑要求水務署協助。用戶亦可利用這些途徑報告供水方面的其他故障：

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



水務署 Water Supplies Department

香港灣仔告士打道7號入境事務大樓
Immigration Tower, 7 Gloucester Road,
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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 – common causes and solutions



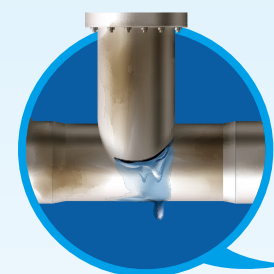
天花滲水未必是供水管引起，可能是排水管漏水，樓上浴缸封邊殘損，引致地台積水，或雨水由外牆滲入。

Ceiling seepage is not necessarily 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 rainwater 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，並聘請專業人士進行詳細檢查，以確定滲水原因，並予以修理妥當。

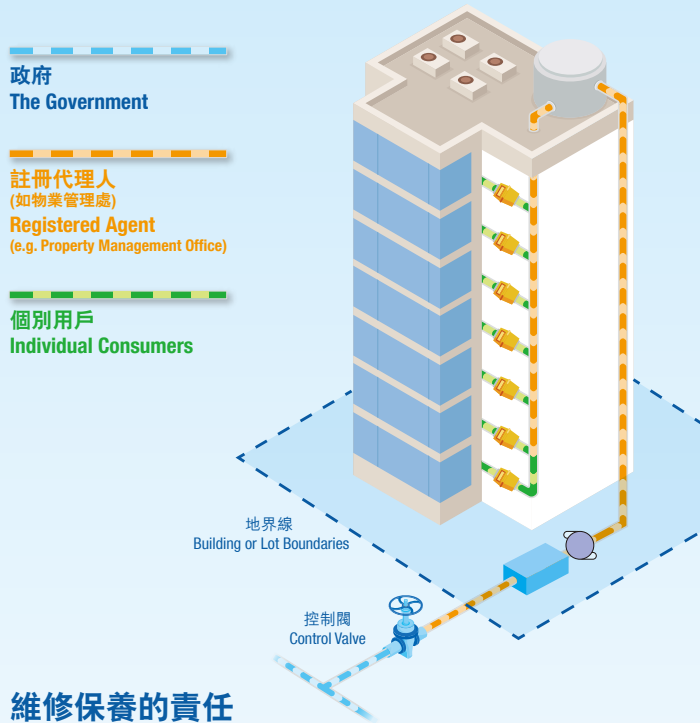
To resolve seepage problem where the cause cannot be readily ascertained, you should approach your neighbour in the upper or adjacent flat for a detailed investigation to be carried out by a professional to identify the cause of nuisance and to have it rectified.



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 https://www.fehd.gov.hk/tc_chi/comments/joint_offices.html。你亦可以致電1823政府熱線查詢有關資料。

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

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 to sort them out.



維修保養的責任 Maintenance Responsibilities

水務署負責保養及維修政府的供水系統一直至私人屋邨/樓宇的地界線外最接近總水管的控制閥。

註冊代理人(如物業管理處)負責保管、保養及修理由最接近總水管的控制閥開始的公用供水系統，包括位於私人屋邨的私家街道、屋邨及大廈內公用地方的水管及其他關連的裝置(如地界內藏於地底的喉管、水泵、水箱及閥門等)。

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

The registered agents (e.g. property management offices) are responsible for the custody of, maintenance and repair of communal service after the control valve nearest to the main, including the water mains and other associated fittings in the private streets and communal areas within private housing estates and buildings (such as underground pipework, water pumps, water tanks, valves and others within lot boundaries).

個別用戶負責保管、保養及修理純粹為其處所供水的內部水喉系統，包括個別用戶水錶與公用供水系統之間的喉管及其他關連裝置。其中水務署負責提供、安裝、保養及維修個別用戶的水錶，但個別用戶仍須負責妥善保管為其處所供水的水錶。**如屬公共屋邨住戶，當遇有供水方面的任何問題時，應向屋邨管理處報告。**

Individual consumers are responsible for the custody of, maintenance and repair of the internal plumbing system solely serving their own premises, including the water pipes and fittings between their individual meters and the communal service. The Water Supplies Department provides, installs, maintains and repairs water meters while individual consumers are responsible for safe custody of the individual meters serving their own premises. **If you live in a public 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，但隨著氣泡穿破，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.

若食水變黃的現象持續及情況嚴重，用戶可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，並視乎需要安排維修工程。

If the discolouration is persistent and serious, the consumer could 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 repair works as necessary.

其他供水問題的原因及處理方法 Other Water Supply Problems – Causes and Solutions

- 如用戶或註冊代理人(如物業管理處)未能就屋內水管提供妥善保養，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 or the registered agents (e.g. the property management offices). For example, poorly maintained water pumps often lead to disruption of supply, while corrosion in water pipes might cause chokeage and lead to weak supply pressure. Therefore, regular checking of the plumbing can identify small defects before they develop into major problems.

