

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

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

Maintenance Responsibilities

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 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).

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.**

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 repair works 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

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 rain water through the external wall.

To resolve the 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 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 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 webpage https://www.fehd.gov.hk/english/comments/joint_offices.html. You may also call 1823 Citizen's Easy link for the details.

Fault complaints to the Water Supplies Department

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

Water Supplies Department

Immigration Tower, 7 Gloucester Road,

Wan Chai, Hong Kong

Telephone: 2824 5000

Fax: 2519 3864

E-mail: wsdinfo@wsd.gov.hk

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

Customer Telephone Enquiry Hotline: 2824 5000