

Is the property management agent pretending to clean the water tanks?

(Cantonese dialogue with English subtitles)

- Woman A: I want to complain.
The property management agent lied.
- Woman B: What happened?
- Woman A: The property management agent said that water supply would be suspended yesterday to clean the water tanks
But the water supply was not interrupted throughout the day.
I wonder if the water tanks were cleaned.
- Woman B: Our water tanks need to be cleaned regularly
to ensure water safety.
If they are not cleaned as scheduled,
the quality of our drinking water...
- Woman A: I feel disgusted just thinking about it.
It's better to drink bottled water.
- Woman C: Calm down. May be we have misunderstood something.
Let's find out the truth first.
- Hello, Professor KWAN.
Why water tanks were said to be cleaned
but there was no interruption to water supply?
Was the property management agent
just pretending to clean the water tanks?
- Super: Prof KWAN Kai Cho, Joseph
Chairman of Advisory Committee on Water Supplies
- Prof KWAN: Not really.
It depends on the condition of the building.

If you live on or below the third floor.
Usually, the water pressure from public water supply is adequate for supplying water to the second and third floor. In this case, drinking water needs not passing through water tanks to reach your home. On the other hand, some new buildings have twin-water system. When the water tank in use was suspended for cleaning, the other water tank can help maintaining the water supply. Therefore, suspending water supply is not a must for cleaning water tanks.

Woman B: There are tenement buildings without property management agent.
Is it acceptable for them not to clean their water tanks?

Prof KWAN: Not cleaning water tanks poses a significant risk to water safety. There can be sediments, including rust from water pipes, accumulated in the water tanks. Bacteria can grow easily in the sediments and affect health of consumers.

Woman B: I saw photos online of a building's water tank, there were cockroaches inside. It looked really filthy.

Prof KWAN: Cockroaches might not even be the worst situation. I came across a case, where the water tank had no mesh installed at the ventilator. Birds entered the water tank from the ventilator but failed to find the way out and died inside. You can imagine how bad the water quality inside that water tank was. So regular cleaning of water tanks is of utmost importance.

Woman A: How often should we clean the water tanks?

Prof KWAN: According to WSD,
water tanks should be cleaned every 3 months.
When cleaning water tanks,
residents should be notified in advance
and residents should flush their water taps
for 2-3 minutes after cleaning.

Woman C: How can residents know whether the property management
agent
has inspected and maintained the water supply system properly?

Prof KWAN: The best way is by joining
WSD's "Quality Water Supply Scheme for Buildings
– Fresh Water (Management System)".
WSD requires participants of the Scheme to meet several
requirements,
including regular inspection and maintenance of the water
supply system.
By joining this Scheme,
the drinking water safety of your buildings can be safeguarded.

Women A, B, and C: Thank you, Professor Kwan!

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