

# 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](http://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 Scheme:

<i>Type of certificate</i>	<i>Length of continuous participation*</i>	<i>Validity</i>
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](http://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](mailto:wsdinfo@wsd.gov.hk)  
Website : [www.wsd.gov.hk](http://www.wsd.gov.hk)

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