WATER SEEPAGE AT THE CEILING/WALL OF YOUR FLAT - CAUSES AND SOLUTIONS

In most cases, ceiling seepage is not 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 sealing or a seepage of rain water through the external wall.

To resolve the problem of seepage 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 your case to the Joint Office (J.O.) of the Food and Environmental Hygiene Department 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 http://www.fehd.gov.hk/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答。

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

維修保養的責任
Maintenance Responsibilities

水務署負責維修保養政府的供水系統直至私人屋邨/樓宇的界限內。

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

物業管理處或註冊代理人負責維修保養私人屋邨內的私家街道、屋邨及大廈內公用地方的水器及其他裝備的供水設施（包括水泵、水箱、共用水管及其他裝備的公用裝置）。

Property management offices or the registered communal service agents are responsible for repair and maintenance of the water mains and other associated water supply facilities in the private streets and communal areas within private housing estates and buildings (including water pumps, water tanks, communal water mains and other associated communal installations).

個別用戶須負責維修保養其單位內的供水的內部供水喉管及設施。

Individual consumers maintain the internal plumbing serving solely their own flats.

水務署提供及負責保養水錶，但用戶須負責妥善保管其單位供水的水錶。

The Water Supplies Department provides and maintains water meters but consumers are responsible for safe custody of the individual meters serving their own flats.

若供水變色的現象持續及情況嚴重，用戶應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。有關用戶亦應及時要求管理處或註冊代理人檢查大廈水管系統的公用部分，並提出合理安排方案。

If the discoloration 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 remedial action 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、大廈管理處或註冊代理人未能就屬內水管提供妥善的保養，不但會出現食水變質的情況，還會引致不少在供水方面常出現的其他問題，例如，日久失修的水管經常導致食水供應中斷，而生鏽的喉管又會造成堵塞因而引致水壓微弱。因此，應定期檢查水管系統，杜絕防範，以免問題惡化。

Apart from discoloration, 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 choking and lead to weak supply pressure. Regular checking of the plumbing can identify small defects before they develop into major problems.

如屬政府屋邨住戶應如何處理？
What You Should Do if You Are a Tenant of a Government Housing Estate?

當遇有供水方面的任何問題時，應向屋邨管理處報告。

If you live in a Government 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

大廈水管系統內偶爾會出現氣泡，食水看似呈白色，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.

食水若在水管內停留不動一段時間，或當早一間進水龍頭時，流出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。

Discoloration 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.
你是否因所住單位的供水問題而感到煩惱？如果是的話，希望這一本手冊能為你解疑答難。

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

維修保養的責任

Maintenance Responsibilities

水務署負責維修保養政府的供水系統及內部供水設施。

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

業主管理處或註冊代理人負責維修保養私人屋邨的私人街道、屋邨及大廈內公用地方的供水系統及其中所連接的供水設施（包括水泵、水箱、公用供水及其他有關的公用設備）。

Property management offices or the registered communal service agents are responsible for repair and maintenance of the water mains and other associated water supply facilities in the private streets and communal areas within private housing estates and buildings (including water pumps, water tanks, communal water mains and other associated communal installations).

個別用戶須負責維修保養其單位供水的內部供水喉管及設施。

Individual consumers maintain the internal plumbing serving solely their own flats.

水務署提供及負責保養水錶，但用戶須負責善保管其單位供水的水錶。

The Water Supplies Department provides and maintains water meters but consumers are responsible for safe custody of the individual meters serving their own flats.

如屬政府屋邨住戶應如何處理？

What should you do if you are a tenant of a government housing estate?

當遇有供水方面的任何問題時，應向屋邨管理處報告。

If you live in a Government 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

樓宇的水管設備腐蝕及天台水箱不潔是引致水質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.

大廈水管系統內會有氣泡，令食水看似似奶白色，但隨着氣泡穿破後，食水會回复清澈，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，或當水龍頭開動一段時間後，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.

若供水變色的現象持續及情況嚴重，用戶應儘請停止使用水錶及檢查其單位的水管，並在必要時更換齧蝕水管。有需要時應通知管理處或註冊代理人檢查大廈水管系統的公用部份，並提出需安排工程。

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 remedial action 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、大廈管理處或註冊代理人未能就屬內用水提供妥善的保養，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，日久失修的水管經常導致食水供應中斷，而生銹的喉管又會引致水質變弱。因此，應定期檢查水管系統，杜絕防範，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, 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 choking and lead to weak supply pressure. Regular checking of the plumbing can identify small defects before they develop into major problems.
Maintenance of Water Supply Systems in Private Housing Estates / Buildings

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

Maintenance Responsibilities

The Water Supplies Department maintains the government water supply system up to the land boundaries of private housing estates / buildings.

Property management offices or the registered communal service agents are responsible for repair and maintenance of the water mains and other associated water supply facilities in the private streets and communal areas within private housing estates and buildings (including water pumps, water tanks, communal water mains and other associated communal installations).

Individual consumers maintain the internal plumbing serving solely their own flats.

Water supply is provided and maintained by the Water Supplies Department, but consumers are responsible for safe custody of the individual meters serving their own flats.

If you live in a Government housing estate, you should report water supply problems to the estate management office.

How to Deal with Water Supply Problems

Water Quality - Causes and Solutions

Poor Water Quality - Causes and Solutions

1. Water quality is influenced by various factors, such as water treatment processes, usage patterns, and aging pipes.

2. Water can become cloudy or discolored due to the presence of various substances, such as minerals, sediments, and organic matter.

3. Water can also become discolored due to the presence of dissolved gases or vapors, such as air, carbon dioxide, or nitrogen.

4. Water quality can also be affected by the use of water softeners, which can introduce calcium and other minerals into the water supply.

5. Water quality can also be affected by the use of water warmers, which can introduce calcium and other minerals into the water supply.

6. Water quality can also be affected by the use of water coolers, which can introduce calcium and other minerals into the water supply.

Other Water Supply Problems - Causes and Solutions

If you experience water supply problems, you should notify the Water Supplies Department immediately.

Common water supply problems include:

1. Discolored water: This can be caused by the presence of iron, manganese, or other minerals in the water supply.

2. Cloudy water: This can be caused by the presence of sediments or other particulate matter in the water supply.

3. Low water pressure: This can be caused by the presence of air in the water pipes or by the operation of water supply systems.

4. Leaking water pipes: This can be caused by the presence of cracks or other defects in the water pipes.

5. Corroded water pipes: This can be caused by the presence of rust or other corrosion in the water pipes.

6. Water leaks: This can be caused by the presence of water leaks or other defects in the water pipes.

7. Water main breaks: This can be caused by the presence of water main breaks or other defects in the water supply system.

8. Water main bursts: This can be caused by the presence of water main bursts or other defects in the water supply system.

9. Water main pressures: This can be caused by the presence of water main pressures or other defects in the water supply system.

10. Water main flows: This can be caused by the presence of water main flows or other defects in the water supply system.

If you experience any of these problems, you should notify the Water Supplies Department immediately.

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If you experience any of these problems, you should notify the Water Supplies Department immediately.
### Maintenance of Water Supply Systems in Private Housing Estates / Buildings

**Water Seepage at the Ceiling/Wall of your Flat: Causes and Solutions**

Water seepage at the ceiling/wall of your flat may be caused by a leakage in drainage pipes, accumulation of drippings on the floor of the upper flat from damaged bathtub sealant, or a seepage of rain water through the external wall. In most cases, ceiling seepage is not caused by water supply pipes.

If you are unable to resolve the seepage problem with your neighbour, you may refer your case to the joint office (J.O.) of the Food and Environmental Hygiene Department 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 [http://www.fehd.gov.hk/comments/joint_offices.html](http://www.fehd.gov.hk/comments/joint_offices.html). You may also call 1823 Citizen's Easy Link for the details.

**Hotlines of the Water Supplies Department for Fault Complaints**

If you have any questions regarding faults in the water supply, you may contact the Water Supplies Department at 2824 5000 for assistance. You can also contact them through fax at 2519 3864.

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水務署

Water Supplies Department

香港葵仔甘吉士街7號 入境事務大樓

Immigration Tower, 7 Gloucester Road, Wan Chai, Hong Kong

客戶諮詢熱線 

Customer Enquiry Hotline: 2824 5000

電子郵件 E-mail: wsdsinfo@wsd.gov.hk

網頁網址 Website Address: [http://www.wsd.gov.hk](http://www.wsd.gov.hk)
WATER SEEPAE AT THE CEILING/WALL OF YOUR FLAT - CAUSES AND SOLUTIONS

In most cases, ceiling seepage is not 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 problem of seepage 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 your case to the Joint Office (JO) of the Food and Environmental Hygiene Department 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 http://www.fehd.gov.hk/comments/joint_offices.html. You may also call 1823 Citizen's Easy Link for the details.

HOTLINES OF THE WATER SUPPLIES DEPARTMENT FOR FAULT COMPLAINTS

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

- Telephone: 2824 5000
- Fax: 2519 3864

This leaflet was produced by Water Supplies Department

水務署 Water Supplies Department