

# Handling Drainage Work

Best Practice Guide

Code No.: G24/2024



**Property Management Services Authority**  
**Handling Drainage Work – Best Practice Guide**

**Guide No.: G24/2024**

**Effective Date: 20 September 2024**

**Preamble**

For the purpose of enabling licensees<sup>1</sup> to comply more effectively and professionally with the guidelines set out in the Code of Conduct<sup>2</sup> entitled “Handling Drainage Work” (Code No.: C24/2024) (“Code”) issued by the Property Management Services Authority (“PMSA”) on 20 September 2024, the PMSA provides relevant guidelines in this Best Practice Guide (“Guide”) pursuant to section 44<sup>3</sup> of the Property Management Services Ordinance (Cap. 626) (“PMSO”). While licensees are encouraged to use their best endeavours to follow the Guide, failure to comply with the Guide will, however, not be regarded as a disciplinary offence referred to in section 4 of the PMSO.

**Background**

2. A licensed property management company (“PMC”) may, in respect of clients’<sup>4</sup> property for which property management services (“PMSs”) are provided by it, manage drainage work in common parts of the property<sup>5</sup>. In recent years, the frequency and intensity of extreme weather events caused by climate change (e.g. exceptionally severe rainstorms, severe tropical cyclones, etc.) have been increasing, which may result in exceptionally severe rainstorms and storm surges<sup>6</sup>, putting increasing pressure on the

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<sup>1</sup> The term “licensee” means the holder of the following licence: a PMC licence; a PMP (Tier 1) licence; a PMP (Tier 2) licence; a provisional PMP (Tier 1) licence; or a provisional PMP (Tier 2) licence.

<sup>2</sup> With regard to the Code of Conduct containing practical guidance issued by the PMSA under section 5 of the PMSO for the purpose of section 4 of the PMSO (disciplinary offences), although a licensee does not incur a legal liability only because the licensee has contravened a provision of the Code of Conduct, the Code of Conduct is admissible in evidence in disciplinary hearings, and proof that a licensee contravened or did not contravene the relevant provision of the Code of Conduct may be relied on as tending to establish or negate a matter that is in issue in the hearings.

<sup>3</sup> Section 44 of the PMSO provides: “The Authority may do anything it considers appropriate for it to do for, or in relation to, the performance of its functions”.

<sup>4</sup> The term “client” has the same meaning as defined in section 16 of the PMSO, i.e. “in relation to a property for which a licensed PMC provides PMSs, means – (a) the owners’ organization of the property; and (b) the owners of the property who pay or are liable to pay the management expenses in respect of the services”. According to such a definition, a tenant is not a client.

<sup>5</sup> The scope of this Guide does not include plumbing of fresh water, sea water and fire service supply systems in common parts of properties. For information on pipes and fittings of these supply systems, please visit the webpage of the Water Supplies Department below for detail:  
(<https://www.wsd.gov.hk/en/plumbing-engineering/index.html>)

<sup>6</sup> During the passage of tropical cyclones, the associated strong winds push the sea water towards the coast causing a rise of the sea level. In addition, the low atmospheric pressure of the tropical cyclone also sucks up the sea water near the cyclone centre. Such phenomenon is called storm surge. If storm surge occurs during astronomical high tide, the sea can rise to a high level and cause flooding in low-lying coastal areas. Please refer to the webpage of the Drainage Services Department (“DSD”) below:



drainage system of properties. Good management of drainage facilities can effectively enhance the flood resilience capacity of properties and prevent / reduce human casualties and/or property damage arising from unexpected emergencies caused by extreme weather conditions (e.g. flooding, flash floods, landslides, slope collapses, etc.). This Guide aims to enable licensed PMCs and their licensed property management practitioners<sup>7</sup> (“licensed PMPs”) to comply more effectively and professionally with the guidelines set out in the Code.

## **Buildings Ordinance (Cap. 123) (“BO”)**

3.1 The BO regulates the planning, design and construction of buildings and associated works. Parts III and IV of its subsidiary legislation, namely the Building (Standards of Sanitary Fitments, Plumbing, Drainage Works and Latrines) Regulations (Cap. 123I) (“BPDR”), set out the requirement for a building’s plumbing<sup>8</sup>, and the pipes required for disposal of foul water<sup>9</sup> and surface water<sup>10</sup> from a building, fitments of channels such as drains<sup>11</sup> and sewers<sup>12</sup> and drainage works<sup>13</sup>.

3.2 According to section 28(1) of the BO, drainage works<sup>14</sup> for any building shall be carried out by the owner(s) of such building to the satisfaction of the Building Authority<sup>15</sup> and in compliance with regulations. If the drainage systems of any building are found to be defective, inadequate or insanitary<sup>16</sup>, the Building Authority may serve order under section 28 of the BO on the owners of the building requiring them to carry out investigation and/or remedial works within a specified period of time<sup>17</sup>. It is an offence for failure to comply with the relevant order<sup>18</sup>.

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([https://www.dsd.gov.hk/EN/Flood\\_Prevention/Our\\_Flooding\\_Situation/Storm\\_Surge\\_Spots/index.html](https://www.dsd.gov.hk/EN/Flood_Prevention/Our_Flooding_Situation/Storm_Surge_Spots/index.html))

<sup>7</sup> According to section 2 of the PMSO, licensed PMP means (a) a licensed PMP (Tier 1); or (b) a licensed PMP (Tier 2).

<sup>8</sup> E.g. soil pipes, waste pipes, rain water pipes, etc.

<sup>9</sup> According to section 2 of the BPDR, “foul water means any water contaminated by soil, waste or trade effluent”.

<sup>10</sup> According to section 2 of the BPDR, “surface water means rain water from any part of a building including any paved area or ground, whether paved or not, appurtenant to any building”.

<sup>11</sup> According to section 2 of the BO, “drain means a drain used for the drainage of one building and any buildings and yards appurtenant thereto”.

<sup>12</sup> According to section 2 of the BO, “sewer does not include a drain as defined in this section, but includes all sewers and drains used for the drainage of more than one building and any buildings and yards appurtenant thereto”.

<sup>13</sup> Regarding “drainage works”, according to the part “Drainage of buildings” under section 39 of the BPDR, “every building shall be provided with such pipes, drains and channels as are necessary for the disposal of all foul water and surface water from the building.”

<sup>14</sup> Refer to the requirement related to drainage facilities (e.g. drains, sewers, manholes and disconnecting traps) in the part “Drainage Works” under Part IV of the BPDR.

<sup>15</sup> According to section 2 of the BO, “Building Authority means the Director of Buildings”.

<sup>16</sup> Regarding information on handling defective drains in a building, please visit the webpages of the Buildings Department below for detail:

([https://www.bd.gov.hk/en/safety-inspection/building-safety/index\\_bsi\\_drainage.html](https://www.bd.gov.hk/en/safety-inspection/building-safety/index_bsi_drainage.html))

([https://www.careyourbuilding.bd.gov.hk/en/building\\_safety\\_tips/163.html](https://www.careyourbuilding.bd.gov.hk/en/building_safety_tips/163.html))

<sup>17</sup> According to section 28 of the BO, if the drainage systems of any building are inadequate or in a defective or insanitary condition, the Building Authority may by order serve on the owners of such building requiring them to carry out investigation and/or remedial work within a specified period of time.

<sup>18</sup> Under section 40(1B) of the BO, any person who fails to comply with a statutory order served on him / her under section 28(3) of the BO shall be guilty of an offence and liable on conviction to a maximum fine at Level

3.3 According to section 27C of the BO, regarding the water pipes, drains or sewers laid in the land of a property (if any), the owner(s) of the property is also responsible for their maintenance and repair<sup>19</sup>. If any leakage, defect or inadequacy of these water pipes may result in a landslip of the land or a collapse of the structure, and such landslip or collapse may cause, or may be likely to cause, a risk of injury to any person or damage to any property, the Buildings Department may issue Buried Services Investigation Order under section 27C of the BO requiring the concerned owner(s) to undertake investigation<sup>20</sup>, and arrange works to rectify the conditions within a specified period of time. The order will be registered in the Land Registry against the related land title<sup>21</sup> and would be discharged when it is complied with. Under section 40(1B) of the BO, any person who fails to comply with a statutory order served on him / her under section 27C without reasonable excuse shall be guilty of an offence<sup>22</sup>.

## Duties of Owners

4.1 An owner of a property owns undivided shares of the land on which the property is erected, and also co-owns with other owners the common parts and facilities (including drainage facilities<sup>23</sup>, such as sewers, drains, waste pipes<sup>24</sup> and rain water pipes<sup>25</sup> both on the ground (e.g. fitted onto the exterior wall of the property) and under the ground) of that property; hence owners have duty to clean, repair and maintain these facilities to ensure that they are constantly in good and safe condition so as to prevent personal injury and/or property damage arising from defective drainage facilities.

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5 (HK\$50,000 at present); and maximum imprisonment for one year.

<sup>19</sup> According to section 27C(1) of the BO, if a water pipe, drain or sewer of any building is laid in, on or under the ground in or in the vicinity of any natural, formed or man-made land, or any earth-retaining structure and any leakage, defect or inadequacy of the water pipe, drain or sewer may result in a landslip of the land or a collapse of the structure, either totally or partially, and such landslip or collapse may cause, or may be likely to cause, a risk of injury to any person or damage to any property, the Buildings Department may issue Buried Services Investigation Order pursuant to the advice of the Geotechnical Engineering Office to the concerned building owner(s).

In addition, please refer to paragraphs 3.2 and 3.3 of the “Slope Management Work” Code of Conduct and Best Practice Guide issued by the PMSA:

(<https://www.pmsa.org.hk/en/regulatory-framework/codes-of-conduct>)

<sup>20</sup> Refer to section 27C(2) of the BO

<sup>21</sup> According to section 27C(6) of the BO, the Building Authority may, upon the service of an order under section 27C(1) of the BO, cause the order to be registered by memorial in the Land Registry against the building to which the order relates.

<sup>22</sup> Under section 40(1B) of the BO, any person who fails to comply with a statutory order served on him/her under section 27C of the BO shall be guilty of an offence and liable on conviction to a maximum fine at Level 5 (HK\$50,000 at present); and maximum imprisonment for one year.

<sup>23</sup> Please refer to paragraph 6 of Schedule 1 to the Building Management Ordinance (Cap. 344) (“BMO”). Unless otherwise specified in the deed of mutual covenant of the building, “common parts” of a building include the building’s sewers, drains, waste pipes, gutters, etc. If the building has an owners’ corporation, it shall comply with and act in accordance with the relevant requirement in the “Code of Practice on Building Management and Safety” (revised version effective from 1 September 2018) issued by the Secretary for Home and Youth Affairs under section 44(1)(b) of the BMO. (Please refer to “Drainage”, paragraph 8.9 for detail): ([https://www.buildingmgt.gov.hk/en/Policy\\_and\\_Legislation/3\\_3.html](https://www.buildingmgt.gov.hk/en/Policy_and_Legislation/3_3.html))

<sup>24</sup> According to section 2 of the BPDR, “waste pipe means a pipe used or constructed to be used for carrying off waste”.

<sup>25</sup> According to section 2 of the BPDR, “rain water pipe means a pipe used or constructed to be used for carrying off surface water directly from roof surfaces, verandahs and balconies”.

4.2 Apart from the legislation aforementioned in paragraphs 3.1 to 3.3, other laws, regulations and provisions relevant to handling drainage facilities of a property also include the following :

### **Common Law Duty of Care**

4.2.1 The owners of a landed property have a common law duty of care to maintain the property. The owners may be held liable for personal injury and/or property damage arising from failure to observe the duty. Therefore, the owners have to properly manage and repair the drainage facilities which they are liable for so as to prevent and avoid issues causing personal injury and/or property damage to the public.

### **Occupiers Liability Ordinance (Cap. 314)<sup>26</sup>**

4.2.2 In the event of failure to properly manage and repair the drainage facilities responsible thus causing injury or death to third parties, the owners / owners' corporation<sup>27</sup> ("OC") can be held legally liable for a breach of the Occupiers Liability Ordinance. Therefore, the owners / OC have to comply with the relevant law to ensure the reasonable safety of third parties.

### **Deed of Mutual Covenant ("DMC") of a Property**

4.2.3 The DMC of a property is a legal document which is binding on all the owners of the property and stipulates clearly the rights, interests and obligations of the owners, the PMC, etc. regarding the supervision, repair, maintenance and management of private areas, common parts and facilities, etc. within the property.

### **Provisions in Land Lease<sup>28</sup>**

4.2.4 If, according to the land lease of a property, owners are responsible for inspecting and repairing slopes adjoining their lot and natural terrain outside the site boundary<sup>29</sup>, and the repair of such slopes and natural terrain involves the repair of drainage facilities laid in them, then the concerned owners also have to bear the relevant responsibilities. Therefore, the concerned owners should clearly understand the relevant land lease and confirm the scope and responsibilities for maintaining the drainage facilities.

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<sup>26</sup> The Occupiers Liability Ordinance imposes on an occupier of premises, that is the person in control of the premises, a duty to his/her visitors to take such care as is reasonable in the circumstances to see that his/her visitors will be reasonably safe in using the premises for the permitted purposes.

<sup>27</sup> An OC is a body corporate set up under the BMO. It has the legal status to represent all owners in managing the common parts of the property.

<sup>28</sup> In the sale or grant of a plot of land, the Lands Department executes a lease with the purchaser / grantee, who will then be the owner of the land and is required to comply with the lease conditions. Leases executed at different times contain different conditions prevailing at that time. Lot owners (including the above purchasers / grantees and their subsequent assignees) have to check and comply with the lease conditions.

<sup>29</sup> Please refer to "Provisions in Land Leases", paragraph 4.3.4 of the "Slope Management Work" Code of Conduct and Best Practice Guide issued by the PMSA:  
(<https://www.pmsa.org.hk/en/regulatory-framework/codes-of-conduct>)

## General Duties of a Licensed PMC

5. A licensed PMC has to, in respect of the property for which PMSs are provided by it, remind the owners' organization<sup>30</sup> (if any) and the owners that they have full and ultimate duty regarding the common parts and facilities (including drainage) within and beyond the property owned by them (if responsible), and that they have to perform such duty in accordance with the relevant laws and regulations, provisions, code and guidelines, and the DMC of the property.

### Management of Drainage Facilities

**Code:** A(1) A licensed PMC has to, in respect of the property for which PMSs are provided by it, ascertain drainage facilities which owners of the property are responsible to maintain, and remind the owners and/or owners' organization (if any) of their related responsibilities<sup>31</sup>.

A(2) A licensed PMC has to, in respect of the property for which PMSs are provided by it and so far as reasonably practicable, make appropriate arrangements to properly inspect, repair and maintain drainage facilities within the concerned perimeter, so as to ensure that the fitment of these facilities comply with relevant laws and regulations<sup>32</sup> and are in good working order, thereby are prepared to cope with accidents and emergency situations caused by adverse or extreme weather, thus safeguarding the property and safety of residents.

Guide:

- a(1) The licensed PMC should examine the land lease of the property and relevant information so as to ascertain the drainage facilities which owners of the property are responsible to repair and maintain. Where appropriate, advice may be sought from professionals (e.g. estate surveyors and lawyers, etc.) in respect of the maintenance responsibilities<sup>33</sup>.
- a(2) The licensed PMC should formulate measures and refer to the "Code of Practice for Safety and Health at Work in Confined Spaces"<sup>34</sup> in order to

<sup>30</sup> The term "owners' organization" has the same meaning as defined by section 2 of the PMSO i.e. "in relation to a property, means an organization (whether or not formed under the BMO or a DMC) that is authorised to act on behalf of all the owners of the property".

<sup>31</sup> A licensed PMC should examine the land lease of the property and relevant information so as to ascertain the drainage facilities which owners of the property are responsible to maintain and repair. Where appropriate, advice may be sought from professionals (e.g. estate surveyors and lawyers, etc.) in respect of the maintenance responsibilities.

<sup>32</sup> Refer to paragraphs 3.1 to 3.3 of this Guide

<sup>33</sup> Regarding the maintenance responsibility for the property's common and individual units' water pipes and drainage system, one may refer to the relevant provisions of the DMC of the property, as well as the reference material in "Annex 1" of this Guide.

<sup>34</sup> For information on the "Code of Practice for Safety and Health at Work in Confined Spaces", refer to the below webpage of the Labour Department:  
(<https://www.labour.gov.hk/eng/public/os/B/space.pdf>)

properly manage the inspection, repair and maintenance of drainage facilities for which the property owners are responsible, and such measures include arranging for personnel, qualified professionals / contractors to carry out the work below (refer to references in Annex 2 for detail<sup>35</sup>) :

- (a) drainage facilities on the ground – carry out routine inspection (including daily and regular inspection), especially once prior to the onset of the wet season, and after heavy rainstorms, to identify whether the following defects are present, including :
  - (i) blockage of drains: growth of plants in drainage; rubbish or sand collected in the pipes especially in bends or dirt collected on the pipe surface such that normal drainage is affected, causing backflow of rainwater or effluent.
  - (ii) inappropriate connection: connection of waste / soil pipes to rain water pipes or ventilating pipes<sup>36</sup>; dismantling of traps<sup>37</sup> or ventilating pipes, etc.
  - (iii) rusted or damaged drainage pipes: pipes or components (e.g. pipe brackets for fixing pipes) made with improper material, in disrepair, or aged; peeling of coating of cast iron pipes; damaged pipes caused by impact from external objects.
  - (iv) dripping and leakage: pipes in disrepair, damaged, or aged; pipe connections moved, become loose or illegally altered.
- (b) drainage facilities under the ground – carry out routine inspection (including daily and regular inspection), especially once prior to the onset of the wet season, and after heavy rainstorms, to identify whether the following defects are present, including :
  - (i) defective manhole<sup>38</sup> covers and openings: rusted or damaged manhole covers; blockage of manhole openings by floor finishes, planters or furniture, etc.
  - (ii) poor condition in manholes: no regular cleaning of the manholes, road subsidence due to soil erosion.
  - (iii) rusted or damaged underground drains: deteriorated, broken or leaking drains, or damaged drains caused by pests or plant roots.
  - (iv) blocked underground drains: accumulation of garbage or dirt on the pipe surfaces, disrupting normal drainage flow.

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<sup>35</sup> Refer to “References for Drainage Facility and System Works”, Annex 2 of this Guide

<sup>36</sup> Also known as “vent pipe”, which attaches to a soil pipe connecting to a toilet. It has to include an “anti-syphonage pipe” for balancing the air pressure within the pipe to prevent loss of water seal.

<sup>37</sup> A “trap” is situated between a sanitary fitment and a soil or waste pipe; the water stored inside is called a “water seal” which blocks gases from entering the property unit from the sewer.

<sup>38</sup> According to section 2 of the BPD, “manhole means a chamber constructed on a drain or sewer to provide access thereto for inspection, testing and the clearance of obstructions”.

- (c) if there is occurrence of the situation set out in paragraphs a(2)(a) and a(2)(b) above, the licensed PMC should follow up and repair timely, including :
  - (i) repairing cracked or damaged drains;
  - (ii) removing obstructions (e.g. weeds and debris) in weepholes and pipe outlets; using rods to probe for deeper obstructions and clear them (if any);
  - (iii) installing gate valves at inlet points of drainage pipes to prevent rubbish from blocking the pipes;
  - (iv) removing plants causing major cracks in drainage channels;
  - (v) arranging for workmen / qualified professionals to regularly clear drains and manholes using high-pressure water jets or rodding to remove blockages such as rubbish or accumulated dirt, etc.;
  - (vi) removing rubbish, plants or other garbage accumulated at or blocking the drainage outlets and manhole openings; and
  - (vii) prohibiting and rectifying any acts of improper connections or alterations to drainage facilities.
- (d) if the drainage facilities are severely aged and damaged, to the extent that repair is difficult or blockages frequently occur, the licensed PMC should, after consulting and obtaining consent from the owners and/or owners' organization (if any), arrange for qualified contractors to carry out comprehensive inspection, major repair and replacement work, so as to improve or resolve the concerned situation.
- (e) The licensed PMC should remind the owners and/or the owners' organization (if any) to take out appropriate insurance to safeguard against potential losses due to adverse or extreme weather conditions, thereby ensuring that owners are adequately protected.

### **Extreme Weather Contingency Measures**

**Code: B(1)** A licensed PMC has to, in respect of the property for which PMSs are provided by it and so far as reasonably practicable, formulate effective measures<sup>39</sup> to deal with accidents and emergencies resulting from

<sup>39</sup> Please refer to the below information :

- (a) The "Handling Emergencies" Code of Conduct and Best Practice Guide issued by the PMSA:  
(<https://www.pmsa.org.hk/en/regulatory-framework/codes-of-conduct>)
- (b) "Guidelines on Flood Resilience" issued by the DSD:  
([https://www.dsd.gov.hk/EN/Files/Technical\\_Manual/PN\\_2023\\_02\\_Guidelines-on-Flood-Resilience.pdf](https://www.dsd.gov.hk/EN/Files/Technical_Manual/PN_2023_02_Guidelines-on-Flood-Resilience.pdf))
- (c) "Advisory Notes for Urban Flooding" issued by the DSD:  
([https://www.dsd.gov.hk/EN/Files/table/Advisory\\_Notes\\_for\\_Urban\\_Flooding\\_EN.pdf](https://www.dsd.gov.hk/EN/Files/table/Advisory_Notes_for_Urban_Flooding_EN.pdf))
- (d) "Flooding" pamphlet issued by the DSD:  
([https://www.dsd.gov.hk/EN/Files/table/Flooding\\_Eng.pdf](https://www.dsd.gov.hk/EN/Files/table/Flooding_Eng.pdf))
- (e) "HKIS Guide to Good Property Management Practices" issued by the Hong Kong Institute of Surveyors:  
(<https://www.hkis.org.hk/ufiles/PMP-201008.pdf>)



adverse or extreme weather conditions, in order to prevent / minimize the impact and losses caused by such situation.

Guide:

- b(1) The licensed PMC should formulate the measures below to deal with adverse or extreme weather situation, including :
- (a) depending on the property's specific circumstances, formulating a set of contingency measures to deal with adverse or extreme weather conditions, explaining these measures in detail to staff, defining clearly the responsibilities of teams and individual staff members in case of emergencies and the necessary actions to be taken, and conducting drills to familiarize staff with the operation of the measures.
  - (b) before adverse or extreme weather condition - when the Hong Kong Observatory ("HKO") issues rainstorm warning signals or tropical cyclone warning signals, begin preparatory work, including :
    - (i) inspecting and clearing garbage near drainage outlets around the property (including building entrances, carpark, slopes), to ensure that the drainage outlets are not obstructed by garbage such as rubbish, leaves;
    - (ii) if the property is located in low-lying areas, at downstream side of steep roads or slopes, near natural watercourse<sup>40</sup>, coastal areas or flooding blackspots<sup>41</sup>, placing or installing appropriate water barriers<sup>42</sup> (e.g. sandbags<sup>43</sup>, demountable flood barriers<sup>44</sup>, flip-up flood barriers<sup>45</sup>, swing gates<sup>46</sup>, rolling gates<sup>47</sup>, water/air filled tube barriers<sup>48</sup>, portable flood barriers<sup>49</sup>, etc.) at places where rainwater can easily flow in (e.g. underground parking lots, basement mall areas) at suitable locations (e.g. vehicle passages or entrances, property entrances), and closing such entrances when necessary;
    - (iii) inspecting drainage systems and pumps, and testing their functionality to ensure they are in working order;

<sup>40</sup> Please refer to "Protecting Your Properties", part 6 of the "Advisory Notes for Urban Flooding" issued by the DSD:

([https://www.dsd.gov.hk/EN/Files/table/Advisory\\_Notes\\_for\\_Urban\\_Flooding\\_EN.pdf](https://www.dsd.gov.hk/EN/Files/table/Advisory_Notes_for_Urban_Flooding_EN.pdf))

<sup>41</sup> Please refer to the below webpage of the DSD:

([https://www.dsd.gov.hk/EN/Flood\\_Prevention/Our\\_Flooding\\_Situation/Flooding\\_Blackspots/index.html](https://www.dsd.gov.hk/EN/Flood_Prevention/Our_Flooding_Situation/Flooding_Blackspots/index.html))

<sup>42</sup> Please refer to "Resilience Measures", part 4 of the "Guidelines on Flood Resilience"

<sup>43</sup> Please refer to "Sandbags", paragraph 5.4 of the "Guidelines on Flood Resilience"

<sup>44</sup> Please refer to "Demountable Flood Barrier", paragraph 4.2.2.1 of the "Guidelines on Flood Resilience"

<sup>45</sup> Please refer to "Flip-up Flood Barrier", paragraph 4.2.2.3 of the "Guidelines on Flood Resilience"

<sup>46</sup> Please refer to "Swing Gate", paragraph 4.2.2.4 of the "Guidelines on Flood Resilience"

<sup>47</sup> Please refer to "Rolling Gate", paragraph 4.2.2.5 of the "Guidelines on Flood Resilience"

<sup>48</sup> Please refer to "Water/Air Filled Tube Barrier", paragraph 4.2.2.6 of the "Guidelines on Flood Resilience"

<sup>49</sup> Please refer to "Portable Flood Barrier", paragraph 4.2.2.7 of the "Guidelines on Flood Resilience"

- (iv) in areas where there are essential facilities like electrical machinery (e.g. switch rooms, pump rooms and booster pump rooms), installing appropriate water barriers (refer to paragraph b(1)(b)(ii) of this Guide) depending on the circumstances (e.g. the HKO forecasting higher tropical cyclone warning signal or potential impact from heavy rain or flooding);
  - (v) providing appropriate protection to essential facilities or valuable items which may be affected by flooding (e.g. moving them to higher places);
  - (vi) if the property is located by the seaside, enhancing patrol of coastal areas, removing garbage like leaves and rubbish, and ensuring that drainage outlets remain clear to prevent blockage of valves (if any) connecting to the seaside, which could impede their functionality to stop seawater backflow;
  - (vii) inspecting main underground drains to ensure that non-return valves are functioning properly;
  - (viii) ensuring that staff on duty are equipped with all necessary gear, such as raincoats, safety helmets, safety boots, torches, communication devices, etc.;
  - (ix) arranging for management staff to be on duty to provide assistance to residents when necessary;
  - (x) ensuring that staff on duty have contingency handbook and emergency contact list, which should include contact information of supporting team members of service contractors; and
  - (xi) paying attention to media report on adverse or extreme weather condition, and implementing proper contingency measures in time (such as issuing notice / text message to residents in a timely manner to remind them to take preventive measures).
- (c) during adverse or extreme weather conditions - in response to extraordinary circumstances, carry out the below work, including :
- (i) notifying residents through various channels (including electronic platform, residents communication group, etc.) of relevant information (e.g. contingency measures in response to adverse or extreme weather conditions (refer to paragraph b(1)(a) of this Guide));
  - (ii) ensuring all emergency generators are functioning properly;
  - (iii) ensuring all movable facilities and items are fastened securely;
  - (iv) contacting the DSD's 24-hour drainage hotline<sup>50</sup> to report cases of flooding to enable the DSD or relevant departments to deal with

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<sup>50</sup> DSD 24-hour hotline: 2300 1110

- the cases soonest possible; and calling the police for assistance in cases of emergency; and
- (v) arranging for residents to evacuate to a safe place in time if the circumstances are severely life-threatening.
- (d) after adverse or extreme weather conditions - under safe circumstances, the work below may be carried out, including :
  - (i) carrying out comprehensive inspection of the property, inspecting drainage outlets around the property and doing cleaning work to ensure all blockages are removed;
  - (ii) inspecting drainage facilities for damage or leaks; if any defects are found, performing necessary follow-up and repair work under safe conditions;
  - (iii) coordinating with relevant Government departments (e.g. DSD or other relevant departments<sup>51</sup>) to inspect and clear the Government drainage outlets in the vicinity of the property; and actively cooperating with and supporting the DSD or relevant department's corresponding work (if any); and
  - (iv) conducting review of the emergency contingency arrangement, and regularly revising and updating the arrangement of the emergency plan so as to maintain the effectiveness of the plan.

### **Executing Repair / Investigation Order**

**Code:** C(1) When a licensed PMC receives Repair / Investigation Order ("Order")<sup>52</sup> issued by the Buildings Department, it has to, in respect of the property for which PMSs are provided by it, notify the owners and/or owners' organization (if any), remind them to carry out maintenance work as per the Order and the legal consequences in case of non-compliance<sup>53</sup>; and with approval from the owners and/or owners' organization (if any) arrange for such works to be carried out so as to comply with the Order.

#### **Guide:**

- c(1) The licensed PMC should assist owners and/or the owners' organization (if any) in thoroughly examining the requirement of the Order, discussing follow-

<sup>51</sup> For blockage of roadside gullies in the vicinity of the property, one may contact the Food and Environmental Hygiene Department. Please refer to "Drainage Problems Outside Your Premises", part 5 of the "Advisory Notes for Urban Flooding" issued by the DSD:

([https://www.dsd.gov.hk/EN/Files/table/Advisory\\_Notes\\_for\\_Urban\\_Flooding\\_EN.pdf](https://www.dsd.gov.hk/EN/Files/table/Advisory_Notes_for_Urban_Flooding_EN.pdf))

<sup>52</sup> Order issued pursuant to section 27C or 28 of the BO

<sup>53</sup> Refer to section 40(1B) of the BO

up action together, engaging qualified professionals or registered contractors<sup>54</sup> (“service contractors”) to coordinate and carry out inspection of the damaged drainage facilities, submitting remedial plan within the specified period, and supervising the related repair work to comply with the requirement of the Order.

### **Monitoring Service Contractors and Keeping Record**

- Code:** D(1) If a licensed PMC engages service contractors to handle drainage and the related maintenance / repair work, it has to, when making contract with the concerned service contractors, stipulate clearly the requirement of the relevant work and monitor the services provided by such service contractors.
- D(2) If the drainage and related maintenance / repair work set out in paragraph D(1) of this Code are handled by service contractors engaged directly by the owners’ organization (if any), the licensed PMC has to remind the owners’ organization that it has to, when making contract with the concerned service contractors, stipulate clearly the requirement of the relevant work and monitor the services provided by such service contractors.
- D(3) The licensed PMC and the owners’ organization (if any) have to keep all contracts entered into with service contractors as well as the relevant documents for not less than six years<sup>55</sup>.

#### **Guide:**

- d(1) The licensed PMC should, with approval from the owners and/or owners’ organization (if any), arrange for registered professionals or contractors to carry out the drainage facility repair work (if required) so as to ensure the drainage facilities are in good condition and safe. Under the Building (Minor Works) Regulation (Cap. 123N), certain types of drainage maintenance work are included in Minor Works Control System<sup>56</sup>, which facilitates owners in carrying out small-scale drainage maintenance works safely and lawfully through simplified procedures.

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<sup>54</sup> For information on registered professionals or applying to become “contractor” under the BO, refer to the below webpage of the Buildings Department:

(<https://www.bd.gov.hk/en/resources/online-tools/registers-search/registrationsearch-disclaimer.html>)

<sup>55</sup> This guideline is made with reference to section 20A(4) of the BMO.

<sup>56</sup> For information on the “Minor Works Control System”, refer to the below webpage of the Buildings Department:

(<https://www.bd.gov.hk/en/building-works/minor-works/index.html>)



d(2) The licensed PMC should :

- (a) select service contractors with recognised maintenance / repair qualification, relevant work experience and professional expertise;
- (b) arrange for suitable staff to be responsible for coordinating, supervising and monitoring the services provided by the service contractors, and communicate with the service contractors;
- (c) keep the contract, record, document (including the tender document), maintenance, inspection and repair record, emergency incident record (with accompanying photos where possible) properly in an appropriate place, and pursuant to written request (if applicable) made by the owners and/or owners' organization (if any) or statutory requirement, provide such information timely for perusal; and
- (d) if the licensed PMC is responsible for a large number of drainage facilities within the managed property, it may consider digitalising the relevant contract, document, inspection, repair and emergency incident record and store them in a reliable database server for more convenient management.

d(3) If the service contract is entered into directly by the owners' organization (if any), the licensed PMC should remind the owners' organization the matters addressed in paragraphs d(2)(a) to (d) above.

### **Notification and Follow-up Work**

- Code:**
- E(1) A licensed PMC has to display notice in prominent place in the lobby of the property concerned to inform owners and relevant persons about the drainage and the related maintenance / repair work before such work commences.
  - E(2) After completion of the work set out in paragraph E(1) of this Code, the licensed PMC has to supervise the service contractor to clear up the affected area, and properly restore damaged facilities and areas arising from the work.
  - E(3) If the work set out in paragraph E(1) of this Code are handled by service contractors engaged directly by the owners' organization (if any), the licensed PMC has to remind the owners' organization the requirement of paragraphs E(1) and E(2) of this Code.

Guide:

e(1) The licensed PMC should include in the notice :

- (a) the affected area (e.g. the location of the work / scope), work nature and

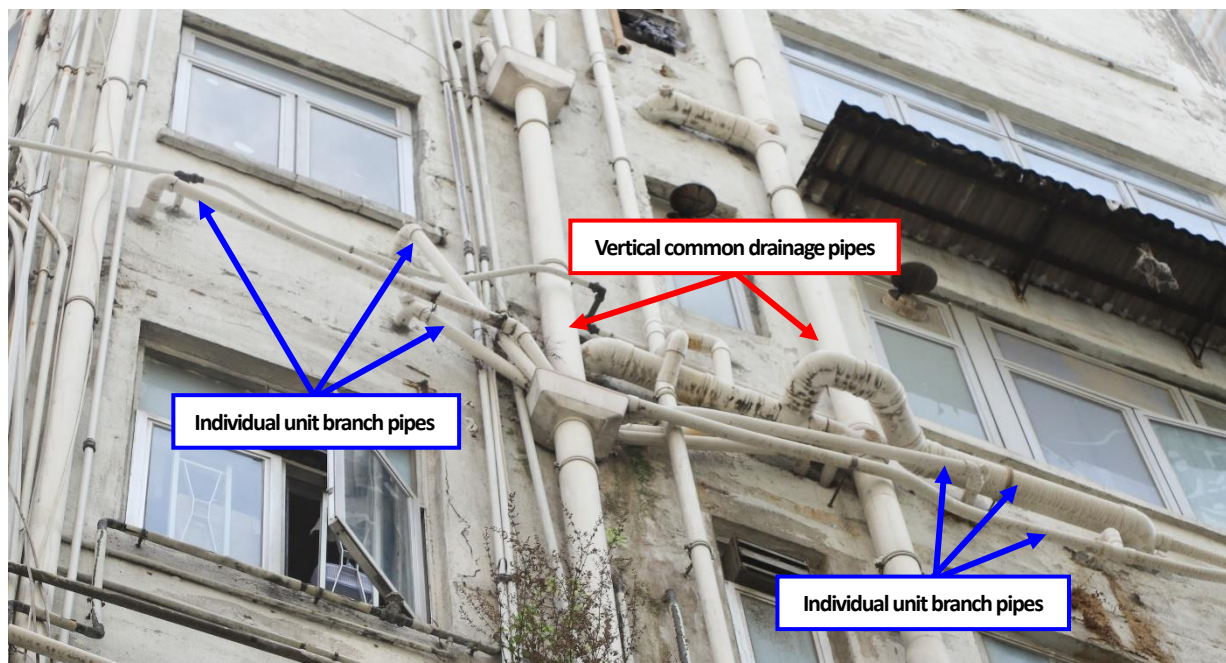
duration; and

- (b) a reminder to residents of the flats, especially for flats which may be affected (e.g. nearby flats in respect of the work (if applicable)) that they should remain vigilant when the work is in progress.

– END –

If there is any inconsistency between the Chinese version and the English version of this Guide, the Chinese version shall prevail.

If there are any amendments to any ordinances or regulations covered in this Guide, licensees have to act in accordance with those prevailing amended provisions.

**Reference Material for Common Drainage Pipes of a Property and Those Used by Individual Units**

The vertical common drainage pipes along the building's exterior wall are generally maintained and repaired collectively by all owners. The owners of individual units are responsible for the branch pipes that connect to the vertical common drainage pipes.

(Source: [https://www.ura.org.hk/tc/news-centre/managing-director-s-blog/mdblog\\_20210516](https://www.ura.org.hk/tc/news-centre/managing-director-s-blog/mdblog_20210516))  
(Chinese only)

## References for Drainage Facility and System Works:

1. Webpages of the Home Affairs Department below:
  - “Code of Practice on Building Management and Safety”  
([https://www.buildingmgt.gov.hk/en/Policy\\_and\\_Legislation/3\\_3.html](https://www.buildingmgt.gov.hk/en/Policy_and_Legislation/3_3.html))
  - “Daily Operation of Building Management”  
([https://www.buildingmgt.gov.hk/en/Daily\\_Operation\\_of\\_Building\\_Management/6\\_3\\_15\\_2.html](https://www.buildingmgt.gov.hk/en/Daily_Operation_of_Building_Management/6_3_15_2.html))
2. Webpages of the Buildings Department below:
  - “Defective Drainage”  
([https://www.bd.gov.hk/en/safety-inspection/building-safety/index\\_bsi\\_drainage.html](https://www.bd.gov.hk/en/safety-inspection/building-safety/index_bsi_drainage.html))
  - “Drainage Repair”  
([https://www.bd.gov.hk/en/resources/faq/index\\_drainage\\_repair.html](https://www.bd.gov.hk/en/resources/faq/index_drainage_repair.html))
  - “Guidelines on Maintenance and Repair of Drainage System and Sanitary Fittings”  
(<https://www.bd.gov.hk/doc/en/resources/codes-and-references/code-and-design-manuals/Drainage-System-Guideline-Eng.PDF>)
  - “What you need to know about drainage pipe maintenance”  
(<https://www.bd.gov.hk/doc/en/resources/pamphlets-and-videos/DrainagePipeMaintenance.pdf>)
  - “Building safety tips – Layman's Guide on Rectifying Defective Drainage System at External Wall”  
([https://www.careyourbuilding.bd.gov.hk/en/building\\_safety\\_tips/163.html](https://www.careyourbuilding.bd.gov.hk/en/building_safety_tips/163.html))
  - “Building safety tips – Step-by-step guide to comply with the mandatory drainage repair order”  
([https://www.careyourbuilding.bd.gov.hk/en/building\\_safety\\_tips/94.html](https://www.careyourbuilding.bd.gov.hk/en/building_safety_tips/94.html))
  - “Healthy Drains”  
(<https://www.bd.gov.hk/en/resources/codes-and-references/epidemic-prevention-information/index-drainage-systems.html>)
  - “Building Maintenance Guidebook”  
([https://www.bd.gov.hk/doc/en/resources/pamphlets-and-videos/BDG\\_ENG.pdf](https://www.bd.gov.hk/doc/en/resources/pamphlets-and-videos/BDG_ENG.pdf))
3. Webpage of the Labour Department below:
 

“Code of Practice for Safety and Health at Work in Confined Spaces”  
(<https://www.labour.gov.hk/eng/public/os/B/space.pdf>)
4. Webpage of the Hong Kong Institute of Surveyors below:
 

“Drainage Maintenance Booklet” (Chinese only)  
(<https://www.hkis.org.hk/ufiles/drainage.pdf>)
5. Webpage of the Hong Kong Institution of Engineers below:
 

“公眾安全系列指南：樓宇保養維修 — 供水及排水系統（2020年修訂版）” (Chinese only)  
([https://www.hkie.org.hk/en/membership/others\\_sgbm/](https://www.hkie.org.hk/en/membership/others_sgbm/))
6. Webpage of the “Building Rehabilitation Platform”, Hong Kong Building Rehabilitation Facilitation Services Limited below:
 

“Common Building Defects – Defective Drainage System”  
(<https://brplatform.org.hk/en/defects-and-orders/common-building-defects/defective-drainage-system>)





Related Code of Conduct

## Property Management Services Authority

 Units 806-8, 8/F, Dah Sing Financial Centre,  
248 Queen's Road East, Wan Chai, Hong Kong

 (852) 3696 1111

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