

Handling Water Seepage in Properties

Best Practice Guide

Code No.: G26/2025



PROPERTY MANAGEMENT SERVICES AUTHORITY

Best Practice Guide on Handling Water Seepage in Properties

Guide No.: G26/2025

Effective Date: 16 October 2025

Preamble

Pursuant to section 44¹ of the Property Management Services Ordinance (Cap. 626) (“PMSO”), the Property Management Services Authority (“PMSA”) issued this Best Practice Guide (“Guide”) for enabling licensees² to more effectively assist in handling water seepage issues in properties. 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, from time to time, be involved in handling water seepage issues when providing property management services (“PMSs”) for its clients³. Water seepage may not only cause nuisance and inconvenience to other owners/residents, but also affect environmental hygiene and even damage building structure and cause property loss. This Guide aims to assist licensed PMCs and their licensed property management practitioners⁴ (“PMPs”) to handle water seepage issues more effectively and professionally, thereby reducing the impact on the environment and others.

¹ 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.”

² 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.

³ 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”.

⁴ According to section 2 of the PMSO, licensed PMP means (a) a licensed PMP (Tier 1); or (b) a licensed PMP (Tier 2).

Relevant Laws and Regulations

Public Health and Municipal Services Ordinance (Cap. 132)

3. According to section 12 (**Annex 1**) and section 127 (**Annex 2**) of the Public Health and Municipal Services Ordinance (Cap. 132) (“PHMSO”), if the source of water seepage posing a nuisance⁵ is identified in a property, the Joint Office⁶ (“JO”) set up by the Food and Environmental Hygiene Department (“FEHD”) and the Buildings Department may issue a “Nuisance Notice”⁷ to the person causing the nuisance, requiring abatement of the nuisance within a specified period of time. If failing to comply with the Nuisance Notice, the person may be prosecuted and, upon conviction, is liable to a fine of up to HK\$25,000. If the offence continues, an additional daily fine of HK\$450⁸ may be imposed and the JO may also apply to the court for a “Nuisance Order”⁹, requiring the person to abate the nuisance. If failing to comply with the Nuisance Order, the person may be prosecuted and is liable to a fine of up to HK\$50,000. If the offence continues, an additional daily fine of HK\$600¹⁰ may be imposed.

4. If, during the JO’s investigation, access to the concerned premises for investigation is denied, the JO may, pursuant to section 126 (**Annex 3**) of the PHMSO, apply for a warrant to effect entry into premises from the court in order to proceed with the investigation and tests¹¹. Further, according to sections 126A and 150 of the PHMSO, any person, without reasonable excuse, failing to comply with the requirement of a “Notice of Intended Entry” issued by a public officer, commits an offence, and may be liable to a fine of up to HK\$5,000.

⁵ See section 12 of the PHMSO for “Nuisances which may be dealt with summarily”. (Annex I)

⁶ The JO set up by the FEHD and the Buildings Department are responsible for dealing with water seepage reports in buildings. The FEHD has the relevant statutory powers to deal with public health nuisance, while the Buildings Department possesses building survey expertise to handle reports of water seepage from the public. For details, see the JO “Water Seepage” webpage below :

(<https://www.waterseepage.gov.hk/en/home/index.html>)

⁷ See section 127(1) of the PHMSO

⁸ See sections 127(3) and 127(7) of and Schedule 9 to the PHMSO

⁹ See section 127(4) of the PHMSO

¹⁰ See sections 127(3) and 127(7) of and Schedule 9 to the PHMSO

¹¹ According to section 126(5) of the PHMSO, the permissible hours of entering premises for investigation of nuisance is between 7:00am and 10:00pm.

Common Law Duty of Care

5. The owner of a property has a common law duty of care for the property. If the owner fails to fulfill this duty of care and causes nuisance, personal injury, and/or property loss to a third party, they may be held legally liable. Therefore, the owner has to properly maintain the property to prevent nuisance caused to others due to water seepage problem.

Occupiers Liability Ordinance (Cap. 314)¹²

6. In the event of failure to properly manage and maintain the property causing injury or death to a third party, the owner can be held legally liable for a breach of the Occupiers Liability Ordinance. Therefore, the owner has to comply with the relevant law to ensure that the property is kept in good condition to safeguard the reasonable safety of third parties.

Deed of Mutual Covenant (“DMC”) of a property

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

Buildings Ordinance (Cap. 123)

8. Buildings Department may tackle the problem of building dilapidations and defective drainage pipes under the Buildings Ordinance (Cap. 123).

Waterworks Ordinance (Cap. 102)

9. Water Supplies Department may handle wastage of water caused by defective water supply pipes under the Waterworks Ordinance (Cap. 102).

¹² The Occupiers Liability Ordinance imposes on an occupier of premises, that is the person in control of the premises, a duty to his visitors to take such care as is reasonable in the circumstances to see that his visitors will be reasonably safe in using the premises for the permitted purposes.

Duties of Owners

10. An owner of a property owns undivided shares of the land on which the building is erected, and also co-owns with other owners the common parts¹³ of the property; hence owners/owners' corporation¹⁴ ("OC") have the duty to properly repair and maintain the common parts of the property to ensure they remain in good condition, so as to avoid adverse impact on the others and the environment.

General Duties of Licensed PMC

11. Under normal circumstances, seepage originated from penetration of rainwater through roofs, flat roofs, balconies, external walls or windows of a building or from leaking water pipes will not cause any public health implications and is not nuisance actionable by the JO under the PHMSO. Property owner and owners' organization (including OC) should engage building professionals to inspect the external walls or roofs of their properties and registered contractors to carry out repair work.

12. A licensed PMC, in respect of the property for which it provides management services, should remind owners or owners' organization to properly repair and maintain the property to prevent water seepage problem. If any seepage problem is found, the owners or owners' organization should promptly address the issue in order to reduce the adverse impact on the others and the environment.

13. If a licensed PMC receives a complaint from a resident regarding water seepage affecting the unit, it should provide appropriate assistance to the resident. This includes entering the unit for a simple preliminary inspection with the resident's consent, to help the resident identifying the cause of the seepage. If the source of the seepage is suspected to originate from another unit, the licensed PMC may contact the resident of the relevant unit to assist in arranging simple testing. If it is suspected that the relevant unit is the source of the seepage, the licensed PMC should first coordinate communication between both parties and/or use mediation to help them resolve the seepage issue. The procedure to go through is as follows (refer to the flowchart in **Annex 4**) :

¹³ Refer to "Common Parts" under Schedule 1 to the Building Management Ordinance (Cap. 344) ("BMO")

¹⁴ 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.

Step 1: Inspection of the water seepage matter

14. Upon receiving a water seepage complaint from a resident, the licensed PMC should confirm the address and contact details of the affected unit with the concerned resident. If there are any doubts regarding the information, it should be verified promptly and properly recorded. At the start of the seepage inspection, the licensed PMC should, as far as reasonably practicable, appoint a licensed PMP (or a suitable person) (“Handling Officer”) to liaise with the affected resident to obtain the latest information on the seepage situation. The Handling Officer should keep detailed record of information including the suspected seepage location, occurrence time, possible source of seepage, seepage condition, and its severity. If needed, the Handling Officer should also coordinate and agree with the concerned resident on the timing and arrangement for an on-site inspection.

Step 2: On-Site inspection

15. During the on-site inspection, the Handling Officer should examine the affected area in the unit and carefully record the relevant details, which include the unit’s layout, moisture content (“MC”) reading measured at the affected area by using an electronic moisture meter (if available), water dripping condition, colour, the extent of the seepage area, and take photograph of the affected area.

Step 3: Follow-up on inspection result

16. After the on-site inspection, the Handling Officer should take appropriate follow-up action based on the result. Details can be referred to under different scenario as follows :

16(i) If dry water stains or MC readings < 35% (for reference only)¹⁵ are

¹⁵ Under normal circumstances, the surface of concrete or plaster contains moisture due to the ambient relative humidity. The ambient relative humidity of rooms with water borne facilities will usually be higher thus affecting the MC level of concrete or plaster surface in such rooms. Making reference to experience, the source of water seepage cannot be identified if the MC level of a concrete or plaster surface is not substantially higher than that basic level. In this connection, Joint Office has set the MC level at 35% or above as the threshold for initiating investigation for the effective use of the resources. Licensed PMC may also use this as a reference.

observed, the Handling Officer may advise the affected unit's resident to continue monitoring the seepage situation. If the seepage condition in the affected area changes, the resident should notify the Handling Officer again. The Handling Officer may also encourage the affected resident to proactively communicate with the resident of the unit suspected to be the source of the seepage, seek consensus, and promptly examine and resolve the issue.

- 16(ii) If the inspection shows that the MC at the affected location is $\geq 35\%$, or there is suspicion of water seepage in the unit, further examination should be conducted.
- 16(iii) If there is a preliminary suspicion that the seepage originates from an upper or other unit, the Handling Officer should contact the resident of the suspected source unit to inform them of the seepage issue. If necessary, and with the concerned resident's consent, the Handling Officer should coordinate and arrange a suitable time for on-site inspection. During the inspection, the Handling Officer should conduct a thorough examination, including examining the unit layout, signs of water seepage, any defective pipe / wall / flooring material or sealed pipe joint, and take photo of the suspected seepage source. If needed, and with the resident's consent, the Handling Officer may also assist in conducting simple test¹⁶ at both the suspected source unit and the affected unit to help identify the seepage source. This test may include preliminary assessment based on the severity and persistence of the seepage to determine if the problem is related to water supply pipe, and further check by temporarily shutting off the unit's pipe, such as the fresh or flushing water supply pipe. The seepage location, timing, and characteristics in the affected unit may also aid in identifying the source. Based on the consolidated inspection result, the Handling Officer should notify the resident of the suspected source unit and coordinate the engagement of professionals to carry out necessary inspection and repair.

¹⁶ For information, refer to the "Do-it-yourself Water Seepage Test" pamphlet issued by the JO : (https://www.waterseepage.gov.hk/en/water_seepage/common_causes.html)

- 16(iv) If the resident of the suspected source unit refuses to cooperate with the on-site inspection arrangement or fails to provide a concrete response, the Handling Officer should, as far as reasonably practicable, contact and notify the resident in the form of a “Notice” (see **Annex 5**) that the concerned unit is suspected to be the source of the seepage and inform the resident of the possible legal liabilities for non-cooperation. With the complainant’s consent, the case should then be referred to the JO.
- 16(v) In addition to recording moisture content readings and other relevant data at the affected area, the Handling Officer should also inspect the property’s common areas near the affected location (e.g., external wall, platform, roof, common rainwater pipe, common water supply pipe, or common drainage pipes). If the Handling Officer believes the seepage originates from the property’s common area, the licensed PMC, after communicating with the owners / owners’ organization (including the OC), should, as far as reasonably practicable, arrange for repair promptly.
- 16(vi) If the Handling Officer considers that the water seepage is caused by crack or damage to the property’s external wall leading to rainwater penetration, and the external wall is part of the property’s common area, the licensed PMC should promptly notify the owners / owners’ organization (including the OC), and, as far as reasonably practicable, arrange for repair promptly.
- 16(vii) If it is preliminarily suspected that the seepage originates from the affected resident’s own unit (including but not limited to seepage of interior partition wall or private roof), the Handling Officer should advise the resident to carry out inspection and repair. If the resident concerned is a tenant, the Handling Officer should suggest the tenant to contact the owner to handle the repair according to the terms of the tenancy agreement.
17. The Handling Officer should clearly record the above inspection and follow-up details in the “Water Seepage Complaint Inspection Record” (see **Annex 6**) and properly keep it for future reference. If the resident concerned requests a copy of the record, the

licensed PMC may make arrangement based on the specific circumstances¹⁷.

Step 4: Proper documentation and follow-up action when seepage cannot be resolved

18. The Handling Officer should properly record the result of the seepage inspection and subsequent follow-up action.

- 18(i) If the seepage issue is successfully resolved through the coordination or mediation by the Handling Officer, the Handling Officer should properly keep the relevant record. If the seepage problem remains unresolved, the Handling Officer should, as far as reasonably practicable, continue to monitor the situation until the issue is resolved.
- 18(ii) If the seepage issue cannot be resolved, the Handling Officer may suggest that the resident seeks assistance from professionals¹⁸, such as engaging building professionals, consultancy firms, professional surveyors, or licensed plumbers (as appropriate) to carry out further inspection or consider alternative dispute resolution mechanism (including mediation, arbitration, and litigation) to resolve the seepage issue.
- 18(iii) If the resident ultimately cannot resolve the seepage issue and agrees to refer the case to the JO, the PMC may seek assistance from the JO¹⁹. Upon receiving a seepage report, the JO will conduct investigation. If the seepage constitutes a sanitary nuisance, the JO will handle the issues according to the relevant provisions of the PHMSO. The Handling Officer should provide the properly recorded “Water Seepage Complaint Inspection Record” (see **Annex 6**) to the JO to assist in the follow-up investigation. If necessary, the JO will refer the case to other relevant

¹⁷ Licensed PMC, depending on the specific circumstance and subject to compliance with all applicable laws and regulations (including the Personal Data (Privacy) Ordinance, if the recorded content involves third-party privacy), may consider providing record related to the inspection to the resident who requests the record.

¹⁸ Information of professional bodies :

(https://www.waterseepage.gov.hk/en/professional/hire_professionals.html)

¹⁹ Upon receiving a report on building water seepage, the JO’s Regional Joint Offices will conduct preliminary investigation. The office hours, addresses, email addresses, contact numbers and fax numbers of the four Regional Joint Offices under the JO are as follows :

(https://www.waterseepage.gov.hk/en/about_us/joint_office.html)

Government departments for further follow-up action according to applicable laws²⁰.

Scheme of Participation by Property Management Agents in Tackling Water Seepage in Residential Building

19. Regarding the handling of water seepage issue, licensed PMC should actively participate in the “Scheme of Participation by Property Management Agents in Tackling Water Seepage in Residential Building”^{21, 22} implemented by the FEHD. Staff of licensed PMC are familiar with the building layout and water supply and drainage pipes distribution of the property they manage, and regularly communicate with residents. They can serve as an important communication bridge among stakeholders in handling water seepage issue, whereby enhancing the efficiency of addressing the issue and resolving dispute between residents in a more harmonious manner. Licensed PMCs interested in joining the scheme may contact the FEHD’s Customer Service Team²³.

- 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 laws or regulations mentioned in this Guide, licensees have to act in accordance with the revised provisions.

²⁰ If necessary, the JO will refer cases to the Buildings Department or the Water Supplies Department for follow up action. For example, the Buildings Department will tackle the problem of building dilapidations and defective drainage pipes under the Buildings Ordinance (Cap. 123), while Water Supplies Department will check if there is any wastage of water under the Waterworks Ordinance (Cap. 102).

²¹ The FEHD has implemented the “Scheme of Participation by Property Management Agents in Tackling Water Seepage in Residential Building”, inviting the PMCs of private estates to assist in handling water seepage issue. For details of the scheme, see the FEHD’s webpage below :
(https://www.waterseepage.gov.hk/en/property/scheme_pma.html)

²² To further promote the “Scheme of Participation by Property Management Agents in Tackling Water Seepage in Residential Building”, the FEHD will consider giving priority to organize seminars at properties participating in the scheme, providing PMPs and residents with information related to water seepage issue.

²³ For details of the FEHD’s Customer Service Team, see the webpage below :
(https://www.waterseepage.gov.hk/en/about_us/customer_service.html)

Public Health and Municipal Services Ordinance (Cap. 132)

12. Nuisances which may be dealt with summarily

- (1) The following matters shall, subject as hereinafter provided, be nuisances which may be dealt with summarily under section 127—
- (a) any premises (including any cemetery) or vessel in such a state as to be a nuisance or injurious or dangerous to health;
 - (b) any pool, well, ditch, gutter, watercourse, drain, sewer, water tank or container, cesspool, pond, pit, sanitary convenience, soil, waste or rainwater pipe, dust bin or refuse container or other like place or thing so foul, or in such a state, as to be a nuisance or injurious or dangerous to health;
 - (c) any accumulation or deposit (including any dead body) which is a nuisance or injurious or dangerous to health;
 - (d) any animal or bird kept in such a place, or in such a manner, as to be a nuisance or injurious or dangerous to health;
 - (e) the emission of dust, fumes or effluvia from any premises in such a manner as to be a nuisance;
 - (f) the emission of dust from any building under construction or demolition in such a manner as to be a nuisance;
 - (g) the emission of air either above or below the temperature of the external air, or the discharge of water, whether waste or otherwise, from the ventilating system in any premises in such a manner as to be a nuisance.
(Added 61 of 1974 s. 3.)
 - (h) *(Repealed 75 of 1988 s. 40)*

...

Public Health and Municipal Services Ordinance (Cap. 132)

127. Provisions for securing abatement of nuisances which may be dealt with summarily

- (1) The Authority, if satisfied of the existence of a nuisance to which this section applies, may cause a notice in the form of Form C specified in the Seventh Schedule (referred to in this section as a *nuisance notice*) to be served on the person by reason of whose act, default or sufferance the nuisance arose or continues, or, if that person cannot be found, on the occupier or owner of the premises or vessel on which the nuisance exists, requiring him to abate the nuisance within the period specified in the notice, and to do such things as may be necessary for that purpose, and the notice may, if the Authority thinks fit, specify any works to be executed for the purpose aforesaid:

Provided that, where the nuisance arises from any want or defect in any premises or vessel of a structural character and where the premises or vessel are or is unoccupied, the nuisance notice shall be served on the owner thereof.

The Authority may also, by notice under the foregoing provisions of this subsection or by further notice, require the person on whom the notice is served to do what is necessary for preventing the recurrence of the nuisance to which the notice relates and, if the Authority thinks it desirable, specify any works to be executed for that purpose, and a notice containing such a requirement may, notwithstanding that the nuisance to which it relates may for the time being have been abated, be served if the Authority considers that the nuisance is likely to recur on the same premises or in the same vessel.

- (2) Where—
- (a) the person by reason of whose act, default or sufferance the nuisance arose or continues; and
 - (b) the owner and the occupier of the premises or vessel on which the nuisance exists,
- cannot be found or ascertained, the Authority may abate the nuisance and do what is necessary to prevent a recurrence thereof, and may recover the cost from any such person who may thereafter be found or ascertained.

- (3) Where a nuisance notice is served on any person, then if either—
- (a) the nuisance to which the notice relates arose by reason of the wilful act or default of that person; or
 - (b) that person fails to comply with any of the requirements of the notice within the period specified therein,
- he shall (whether or not an order under the provisions of subsection (4) has been made in respect of him) be guilty of an offence.

- (4) Where a nuisance notice is served on any person, then if—
- (a) that person fails to comply with any of the requirements of the notice within the period specified therein; or
 - (b) the nuisance to which the order relates, although abated since the service of the notice, is, in the opinion of the Authority, likely to recur on the same premises or vessel,
- the Authority may make a complaint to the court and the court hearing the complaint may make a summary order in the form of Form D prescribed in the Seventh Schedule (in this section referred to as a ***nuisance order***).

...

- (7) (a) Any person who fails without reasonable excuse to comply with, or knowingly contravenes, a nuisance order shall be guilty of an offence.
- (b) Without prejudice to the provisions of paragraph (a), where a nuisance order has not been complied with, the Authority may abate the nuisance and may do whatever may be necessary in execution of the order, and may recover any expenses reasonably incurred thereby from the person against whom the order was made.

...

Public Health and Municipal Services Ordinance (Cap. 132)

126. General powers of entry

- (1) Subject to the provisions of this section, any public officer authorized in writing by a public officer (referred to in this section as the authorizing authority), shall, on producing, if so required, some duly authenticated document showing his authority, have a right to enter any premises, vehicle, vessel or aircraft at any time between the hours of 7 a.m. and 7 p.m., and, in the case of any workplace or any premises or vessel used for business purposes, at any time during which work or business is carried on —
- (a) for the purpose of ascertaining whether there is, or has been, on or in connection with the premises, vehicle, vessel or aircraft any contravention of the provisions of this Ordinance, being provisions which it is the duty of the authorizing authority to enforce;
 - (b) for the purpose of ascertaining whether or not circumstance exist which would authorize or require the authorizing authority to take any action, or execute any work, under the provisions of this Ordinance, and for this purpose, such officer may take and carry away samples of any article or thing, including water, found there;
 - (c) for the purpose of taking any action, or executing any work, authorized or required by the provisions of this Ordinance to be taken or executed by the authorizing authority;
 - (d) for the purpose of carrying out any tests the carrying out of which is authorized under the provisions of this Ordinance;
 - (e) generally, for the purpose of the performance by the authorizing authority of his functions under the provisions of this Ordinance:
- Provided that admission to any premises or vessel, not being premises or a vessel used for business purposes or as a workplace, shall not be demanded as of right unless not less than 2 hours' notice in writing of the intended entry has been given to the occupier of such premises or the person in charge of such vessel, or, in the absence of such person, posted in some conspicuous place on such premises or vessel, as the case may be.
- (2) If it is shown to the satisfaction of a magistrate on sworn information in writing —

(a) that admission to any premises or vessel has been refused or that refusal is apprehended, or that such premises are unoccupied or such vessel unattended, as the case may be, or that the occupier or attendant is temporarily absent, or that the case is one of urgency, or that an application for admission would defeat the object of the entry, or that it is reasonable for the purposes of this Ordinance in the circumstances of the case that entry be effected between the hours of 7 p.m. and 7 a.m.; and

(b) that there is reasonable ground for entry into the premises or vessel for any such purpose as aforesaid,

the magistrate may by warrant in the form of Form B prescribed in the Seventh Schedule authorize any public officer authorized in that behalf by the public officer for whose purposes such entry is necessary to effect entry, if need be by force:

...

(3) Any public officer entering any premises or vessel by virtue of the provisions of subsection (1) or of a warrant issued under subsection (2) may take with him such persons as may be necessary, and, on leaving any unoccupied premises or any unattended vessel which he has entered by virtue of such provisions or such warrant, shall leave such premises or vessel as effectually secured against trespassers as he found the same to be at the time of entry.

(4) Every warrant granted under the provisions of subsection (2) shall continue in force until the purpose for which the entry is necessary has been satisfied.

(5) For the purposes of this section, to the extent that the Authority for a relevant provision of this Ordinance is the Director of Food and Environmental Hygiene —

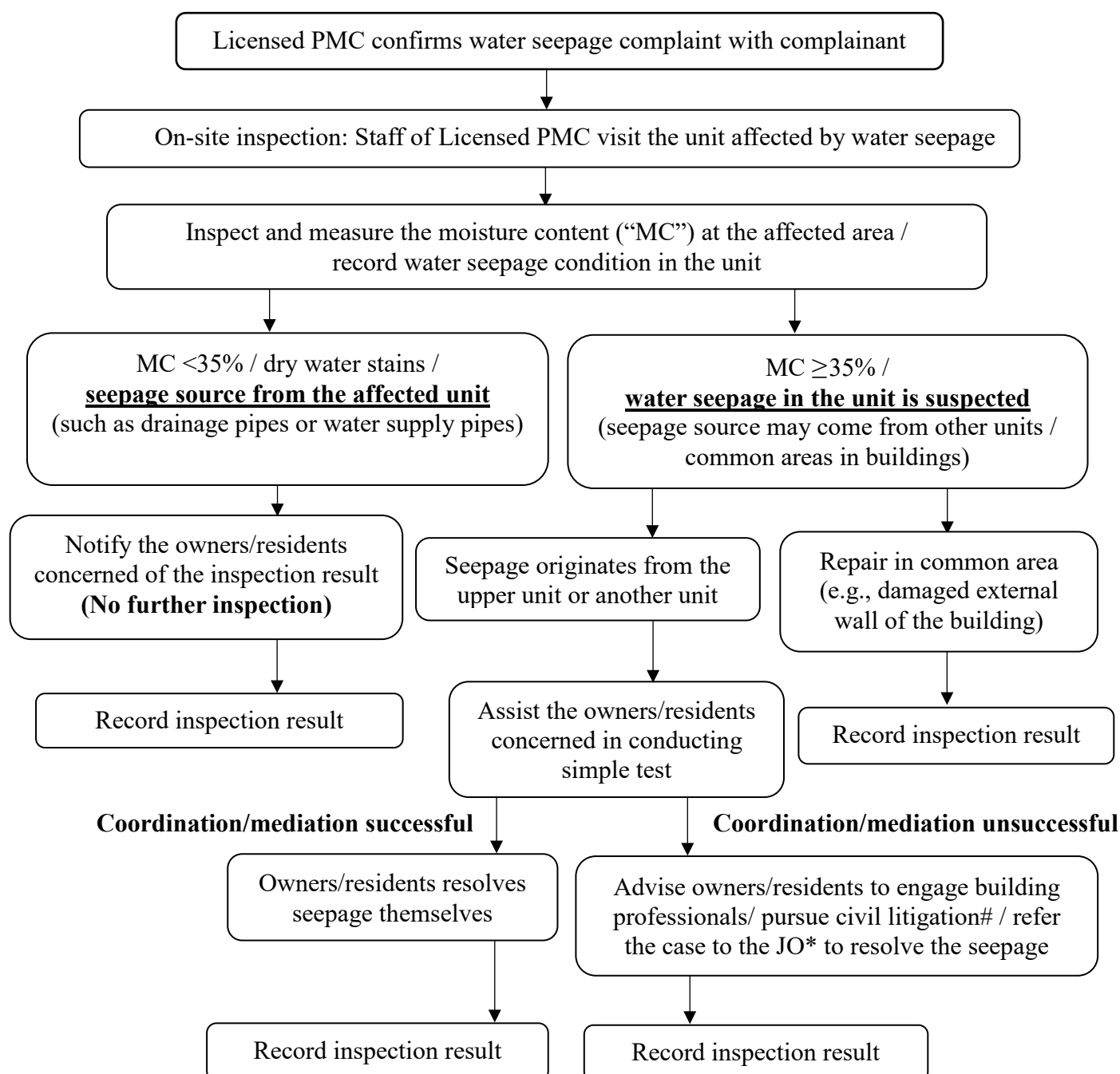
(a) a reference to “between the hours of 7 a.m. and 7 p.m.” in subsection (1) is to be construed as a reference to “between the hours of 7 a.m. and 10 p.m.”;

(b) a reference to the occupier of any premises in subsections (1) and (2) is to be construed as a reference to the owner or occupier of the premises; and

(c) a reference to “between the hours of 7 p.m. and 7 a.m.” in subsection (2) is to be construed as a reference to “between the hours of 10 p.m. and 7 a.m.”.

126A. Offence of failing to allow certain entry

- (1) A person (*specified person*) commits an offence if—
 - (a) the specified person is an owner or occupier of any premises or a person in charge of a vessel;
 - (b) a public officer demands admission to the premises or vessel under section 126(1);
 - (c) the officer is one authorized by the Director of Food and Environmental Hygiene (Director); and
 - (d) the specified person, without reasonable excuse, fails to admit the officer to the premises or vessel within—
 - (i) 14 days after—
 - (A) for any premises or vessel that is used for business purposes or as a workplace—the date of the intended entry; or
 - (B) for any premises or vessel that is not used for business purposes or as a workplace—the date on which the notice of the intended entry was given or posted under section 126(1); or
 - (ii) if a period is extended under subsection (2)(a) or (b)—the period so extended.
- (2) For the purposes of subsection (1)(d)(ii), the Director may, on application by the specified person, by written notice given on the specified person—
 - (a) extend the period mentioned in subsection (1)(d)(i) for a period that the Director considers appropriate; or
 - (b) further extend any period as extended under paragraph (a) or this paragraph for a period that the Director considers appropriate.

Licensed PMC Water Seepage Complaint Handling Flowchart**Remarks :**

PMPs may provide the following information to the residents concerned to assist in resolving seepage issues :

- Engage building professionals / consultancy firm / licensed plumber to conduct inspection, identify the seepage source and carry out necessary repair works.
- If necessary, the residents may consider alternative dispute resolution mechanism, such as professional mediation or seeking legal advice for civil litigation, to address seepage issues.

* When referring a case to the JO, licensed PMC may submit the Water Seepage Complaint Inspection Record and, with the consent of the residents of the unit under complaint and the affected unit, assist the JO in scheduling visit to expedite the investigation and help the residents resolve the issue promptly.

[Date]

Ref. no.

(Address)

Dear Mr./Ms. △,

Water Seepage Issue

We hereby notify you, the owner/resident, that on [Date], our company received a complaint regarding suspected water seepage from your premises affecting other unit.

2. On [Date], our company contacted you to arrange an inspection of the seepage source at your premises, but no cooperative response was received.

3. As the seepage issue remains unresolved, with the complainant's consent, our company will refer this case to the Joint Office (JO), set up by the Food and Environmental Hygiene Department and the Buildings Department, to handle water seepage complaint in buildings in accordance with the relevant provisions of the Public Health and Municipal Services Ordinance (Cap. 132) (the Ordinance).

4. If the source of seepage posing a nuisance is identified in a property, the JO may issue a "Nuisance Notice" to the person causing the nuisance, requiring abatement of the nuisance within a specified period of time. If failing to comply with the Nuisance Notice, the person may be prosecuted and, upon conviction, is liable to a fine of up to HK\$25,000. If the offence continues, an additional daily fine of HK\$450 may be imposed and the JO may also apply to the court for a "Nuisance Order", requiring the person to abate the nuisance. If failing to comply with the "Nuisance Order", the person may be prosecuted and is liable to a fine of up to HK\$50,000. If the offence continues, an additional daily fine of HK\$600 may be imposed.

5. If, during the JO's investigation, the owner/resident of the unit concerned refuses to cooperate, the JO will apply to the court under section 126(2) of the Ordinance for a warrant to enter the unit concerned without any further notice. According to sections 126A and 150 of the Ordinance, failing to comply with a "Notice of Intended Entry" without reasonable excuse is an offence. To avoid legal consequences, please cooperate with the investigation promptly.

6. For any inquiries regarding the above, please contact Mr./Ms. △ △ of our company at [phone number].

Yours sincerely,

(Signature)

(PMC Name)

Example (For Reference Only)

**Water Seepage in Buildings -
Water Seepage Complaint Inspection Record by Licensed PMC**

Address of
Complainant's Unit: _____
Contact Person &
Phone Number : _____
Address of Unit
under complaint : _____
Contact Person &
Phone Number : _____

Date of Complaint : _____

Part 1: Preliminary Information from Complainant (Contact Date : _____)

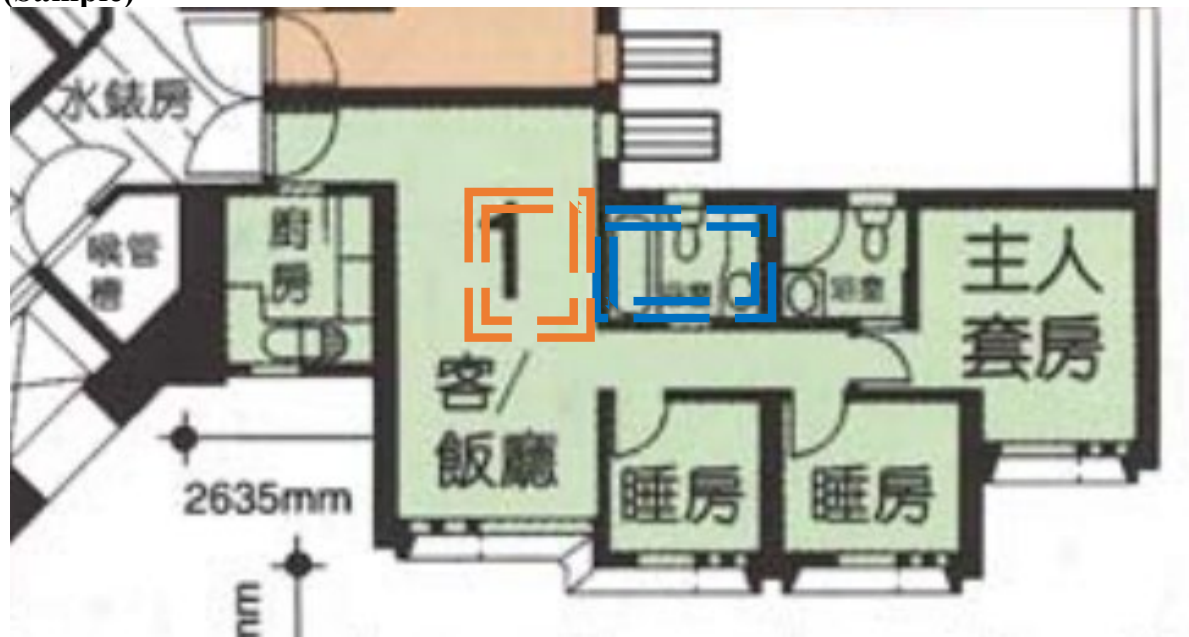
1	Suspected Seepage Location Reported by Complainant : Compartment : ☐ Bathroom ☐ Kitchen ☐ Living Room ☐ Bedroom ☐ Balcony ☐ Others: _____ Location(s) : ☐ Ceiling ☐ Exterior wall ☐ Interior wall adjoining neighbouring unit ☐ partition wall inside the unit
2	Time When Seepage Appeared : _____ day/week/month before Signs and Severity of Seepage : ☐ continuous dripping ☐ severe and widespread water stains ☐ visible water stains ☐ dry water stains Suspected Cause of Seepage: ☐ rainwater ☐ water supply pipe leakage ☐ drainage pipe leakage ☐ others : _____

Part 2: Inspection Record at Complainant's Unit (Inspection Date : _____)

1	Interior partition of suspected seepage : ☐ Bathroom ☐ Kitchen ☐ Living Room ☐ Bedroom ☐ Balcony ☐ Others: _____ Location(s) : ☐ Ceiling ☐ Exterior wall ☐ Interior wall adjoining neighbouring unit ☐ partition wall inside the unit
2	Is the seepage location accessible and unobstructed for inspection : ☐ Yes ☐ No (Reason : _____)
3	Seepage Condition : ☐ consistently all day long ☐ become serious at day/night around _____ time ☐ become serious on rainy day Seepage severity : ☐ continuous dripping ☐ severe and widespread water stain ☐ visible water stain ☐ dry water stain Seepage Signs : ☐ Continuous dripping ☐ intermittent dripping ☐ past record of dripping ☐ no dripping

4	Floor Plan with Photos and Annotations : ☐ Yes ☐ No (Reason : _____) Any changes to interior layout or sanitary fitments location ☐ Yes; (Location : _____) ☐ No
5	Is the suspected source of seepage from the complainant's unit : ☐ Yes ☐ No Suspected source: _____

Floor Plan of Unit :
(Sample)



Remarks:	Suspected Seepage Location	Colour/Location Marking:
	1. Bathroom ceiling	Orange
	2. Living room ceiling	Blue

Change to interior layout or sanitary fitment location (if any) : Original bathtub replaced with shower tray



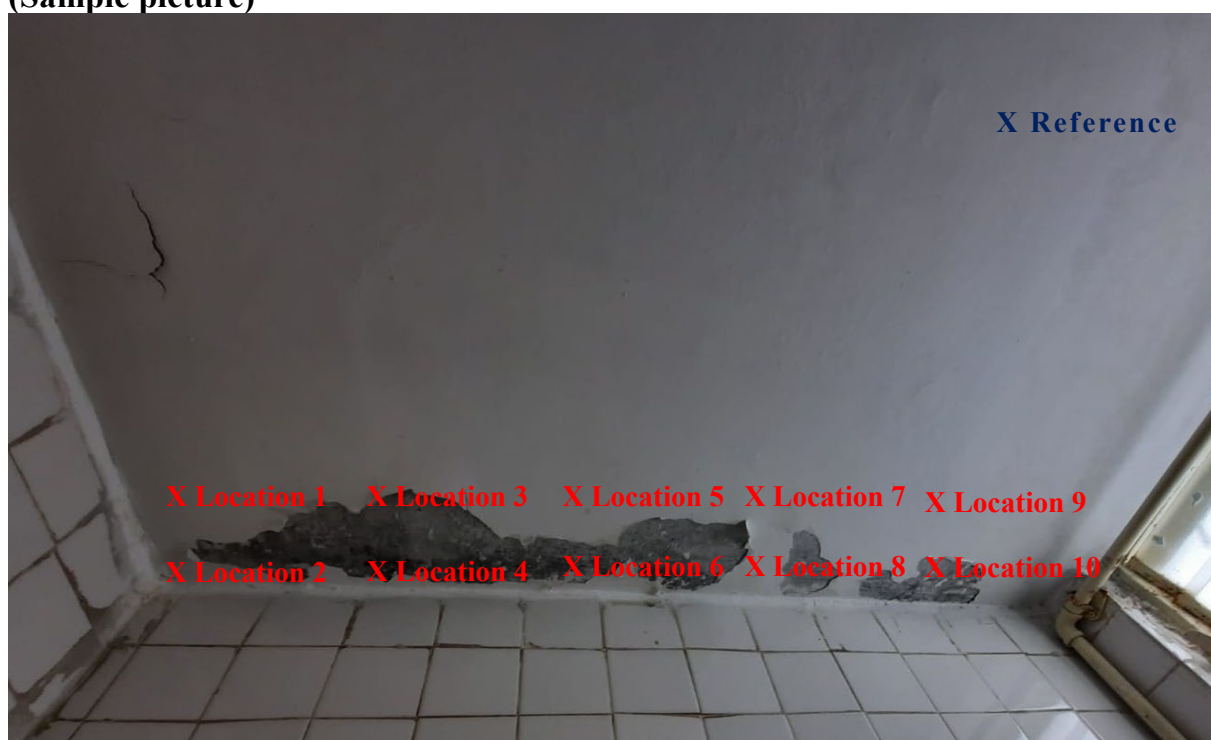
(Sample picture)

Moisture Content Record at Suspected Seepage Location

Ref. No. : Heung Shing Building - 001	
Weather Condition : Sunny	Temperature & Relative Humidity : 21°C and 70%
Weather in Previous Two Days : Rainy (Black Rainstorm Warning)	
Inspection Date: 1 April 2025	Inspection Time : 2:45 pm
Address of Complainant's Unit: Room 20, 1/F., Heung Shing Building, XX Road, Kowloon	

(Remarks: Weather condition can be marked sunny / rainy / and other special conditions (e.g., very humid, rainstorm warning or tropical cyclone signal))

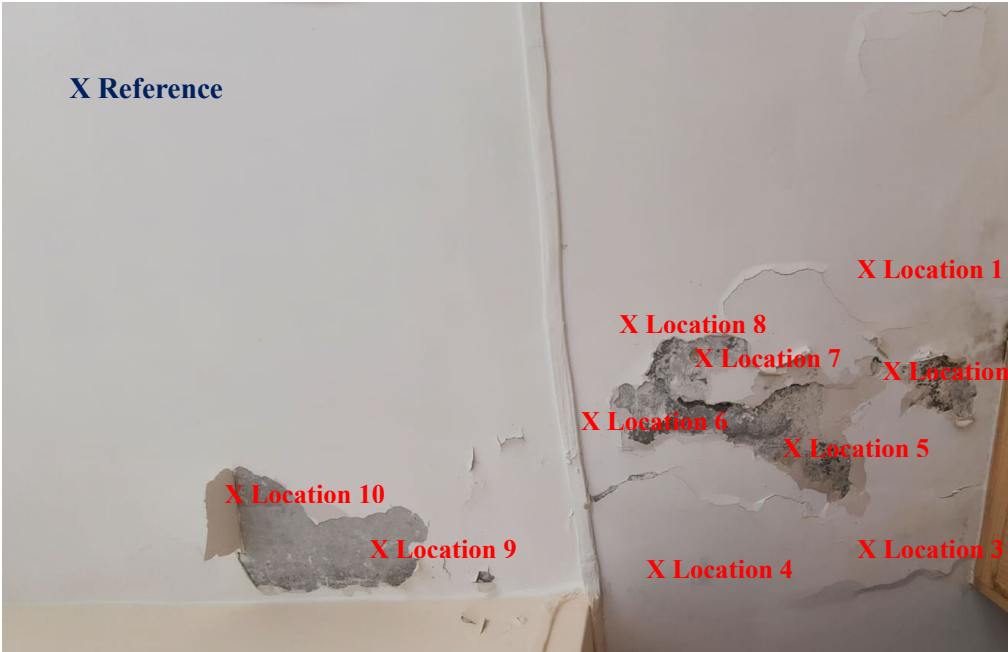
Suspected Seepage Location 1 : Bathroom 1 ceiling (Sample picture)



(Remarks: When measuring moisture content, all areas that may be affected by seepage should be covered evenly. Reading should also be taken in an unaffected area for comparison.)

Location	1	2	3	4	5	6	7	8	9	10	Reference
MC (%)	26.8	40.3	98	86.9	92.3	96.7	96.8	98.3	98.6	88	15.2

Suspected Seepage Location 2 : Living room ceiling
(Sample picture)



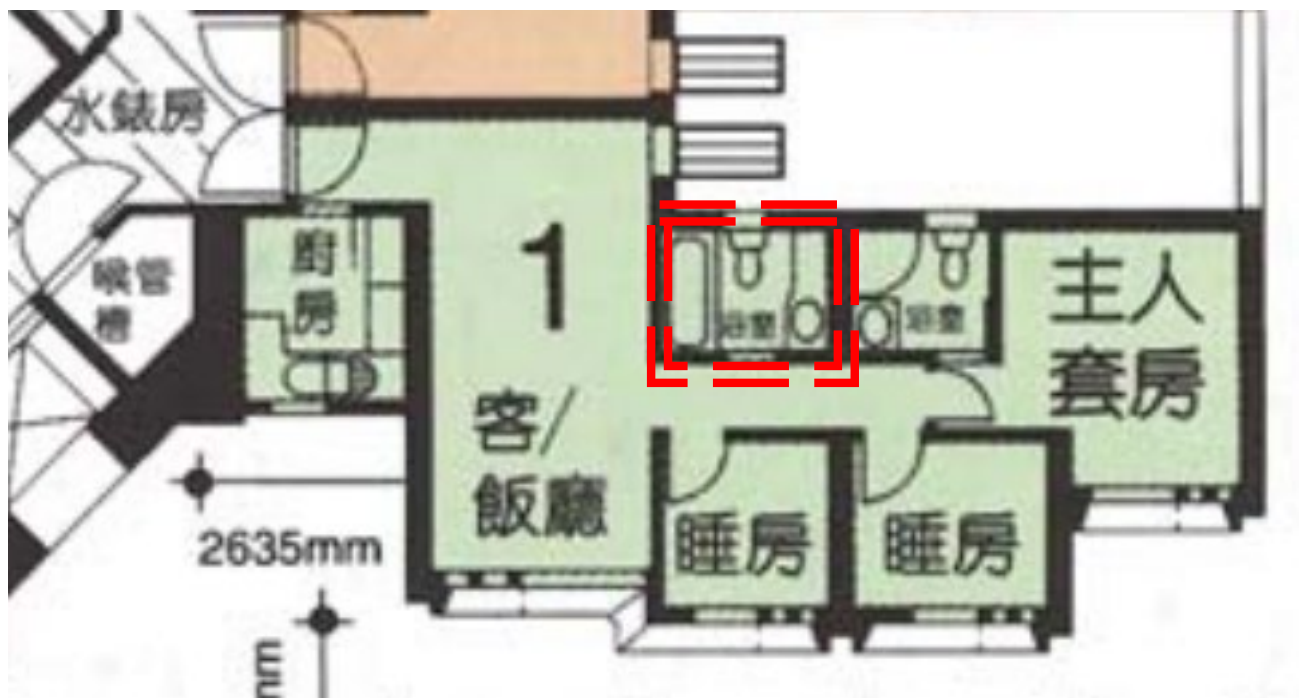
Location	1	2	3	4	5	6	7	8	9	10	Reference
MC (%)	26.8	40.3	98	86.9	92.3	96.7	96.8	98.3	98.6	88	15.2

Part 3: Inspection Record of the Unit/Location under Complaint

(Inspection Date: _____ Weather: _____)

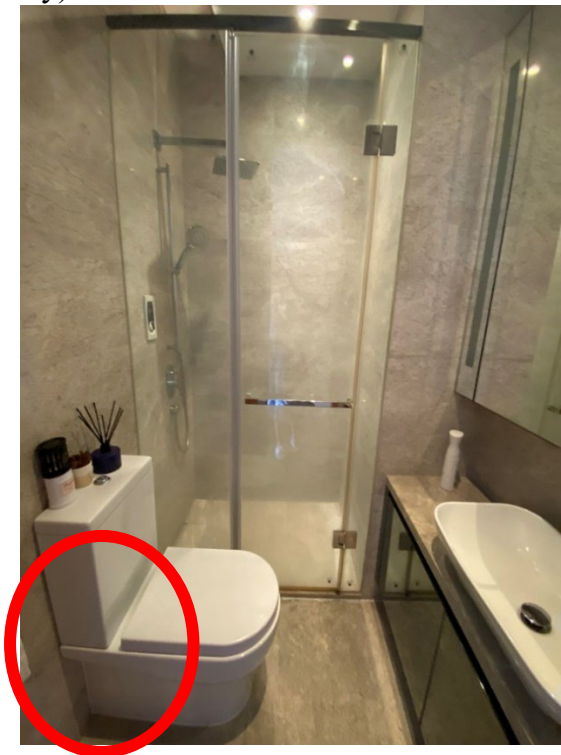
1	Is the suspected source unit/location above the complainant's unit : ☐ Yes (Unit: _____ Floor _____ Room) ☐ No (Please specify: _____)
2	Suspected Area Directly Above Seepage Location : ☐ Bathroom (bathtub or shower) ☐ Kitchen ☐ Living room ☐ Bedroom ☐ Balcony ☐ Podium ☐ Roof ☐ Others: _____ Raised flooring: Yes / No
3	Visual Inspection of the Unit/Location under Complaint : Any signs of leakage/water stain : ☐ Yes Drainage pipe seepage/ water supply pipe seepage / flushing supply pipe seepage / defective sanitary fitment Others: ☐ _____ ☐ No, generally dry Any defects/damage in the following areas : (i) Floor : ☐ Yes (physical damage / improper tile fixing / poor water tight sealant) ☐ No (ii) Wall surface enclosing the bathing area or bathroom : ☐ Yes (physical damage / improper tile fixing / poor water tight sealant) ☐ No (iii) Water tight sealant between bath tub/ shower area and the enclosure wall : ☐ Yes ☐ No (vi) Seepage or water accumulation underneath bathtub : ☐ Yes (Cause: drainage pipe leakage / water supply pipe leakage / poor water tight sealant) ☐ No, generally dry ☐ Not examined as side wall of bath tub is fully enclosed without inspection panel
4	Any concealed pipes at the suspected seepage location : (i) Water pipe embedded in wall or floor (fresh/flushing water) : ☐ Yes ☐ No (ii) Common pipe embedded in wall (commonly known as "Pipe Duct Room") : ☐ Yes ☐ No (iii) Drainage pipe embedded in wall or floor : ☐ Yes ☐ No
5	Floor plan with photo and annotation of the Unit/Location under complaint : ☐ Yes ☐ No (Reason: _____) Any changes to interior layout or sanitary fitment location : ☐ Yes (Location: _____) ☐ No

Floor Plan of Unit :
(Sample)



Remarks:	Suspected Seepage Location	Colour/Location Marking:
	(1) Obvious water leakage behind water closet of the bathroom 1	Red

Changes to interior layout or sanitary fitment location / detected problems (picture, if any) :



(Sample picture)

Part 4: Information of Licensed PMP (Handling Officer)

Name (Chinese) : _____

License Number : _____

Phone Number / Email Address : _____

PMC Name : _____

Position in company : _____

Part 5: Final Follow-up Result and Action☐ Moisture content below 35% / Dry water stains☐ Source unit has completed repair

(Location : _____)

☐ Common area has completed repair

(Location : _____)

☐ Seepage has stopped☐ Moisture content still above 35%

(Suspected seepage source : _____)

☐ Owners/residents concerned will seek professional assistance or resolve through civil action☐ Case referred to JO

Remarks: Please tick the appropriate box

Additional Information

To the best of my knowledge and belief, I confirm that the information provided in this inspection record is true and accurate.

Signature of
Handling Officer :

PMC Stamp :

Date :

Notes

About the Personal Data Provided in the Water Seepage Complaint Inspection Record by PMC

- (a) If the case needs to be referred to the Joint Office (JO), the Handling Officer should submit the completed Water Seepage Complaint Inspection Record to the relevant Regional Joint Office to facilitate further investigation.
- (b) If the JO accepts that the information provided in this Water Seepage Complaint Inspection Record is true, it will use the personal data and other case details in the record to investigate the reported violations. If there is sufficient evidence and information, follow-up actions may be taken under the relevant provisions of the Public Health and Municipal Services Ordinance (Cap. 132). You must not disclose such information to any unauthorized person.
- (c) The personal data and other case details provided in the Water Seepage Complaint Inspection Record may be submitted to the court or other Government departments and agencies for the purpose mentioned in (b) above. If the information is insufficient, the JO may not be able to take follow-up actions.
- (d) Under sections 18 and 22 of and Principle 6 of Schedule 1 to the Personal Data (Privacy) Ordinance, you have the right to access and correct your personal data provided in the above-mentioned Water Seepage Complaint Inspection Record.
- (e) If you have any queries about the personal data obtained through the above-mentioned record, including requests to access or correct data, you may contact the Regional Joint Office of the JO.