

Tackling Water Seepage Problem- Who is Responsible and What to Do

Super: Tackling Water Seepage Problem
Who is Responsible and What to Do

Mrs. LAU: Hi, Water Seepage Specialist
Yesterday, my friend told me about a water stain on his bathroom ceiling
He suspected that it was caused by water seepage
How do we know if there is seepage in our house

Water Seepage Specialist: Water stains, water droplets
water dripping, paint/wallpaper peeling off, concrete spalling
and rust stains on the ceiling/wall are common signs of seepage

Super: Signs of Seepage
Water Stains
Water Droplets
Water Dripping
Paint Peeling off
Concrete Spalling
Rusty Stains

Mrs. LAU: I see
So what should I do if I notice water seepage in my house

Water Seepage Specialist: Water seepage in buildings is generally caused by
defective building fabric or installations
It is the responsibility of owners and occupants to manage
maintain and repair the building properly
including resolving seepage problems
In case of a seepage problem, please follow these 3 tips

First
the owner should engage a building professional or a licensed plumber
to identify the cause of the seepage
If the seepage is found originating from the owner's flat
the owner should arrange prompt repairs

Second
if the seepage is suspected to originate from another flat
e.g. the flat above or next door
the owner should contact his neighbor as soon as possible
for investigation of the cause and arrangement for repairs
They may also approach the property management agent for coordination

Third

if the seepage is suspected to involve the common parts of the building
e.g. the roof, external walls, etc

the owner may approach the Owners' Corporation
or property management officers of the building
to delineate the responsibilities of the parties concerned
identify the source of seepage and arrange repair works

Water Seepage Specialist:

If the problem still cannot be resolved
the affected occupants may consider engaging professionals
consultants, mediators or legal counsels
to handle the problem through mediation
follow-up actions or even civil proceedings
You may also seek help from the Joint Office by calling 1823, if necessary
The co-operation of owners and occupants
is essential for resolving water seepage problems
Solving the problem expeditiously helps build a happier living environment
For more information about water seepage
please browse the Thematic Webpage on Water Seepage
or visit the Water Seepage Resource Centre in person

Super:

Water Seepage Resource Centre
Telephone: 2729 1454
Address: 4/F, Pei Ho Street Municipal Services
Building, 333 Ki Lung Street
Sham Shui Po, Kowloon

Water Seepage Specialist:

For enquiries, please contact the Customer Service Team