

Tackling Water Seepage Problem- For Property Management Agents

- Super :** Tackling Water Seepage Problem
For Property Management Agents
- Occupant Mrs. LEE :** Hi, Mr Chan!
- Staff Mr. CHAN :** Hi, Mrs Lee!
- Occupant Mrs. LEE :** What are you doing there?
- Staff Mr. CHAN :** Our company has recently joined the Scheme of Participation by Property Management Agents in Tackling Water Seepage in Residential Building of the Food and Environmental Hygiene Department (FEHD) They briefed us on the relevant information and gave us leaflets entitled “Do It Yourself to Investigate Water Seepage” I am posting it on the notice board for residents’ reference It is very useful!
- Occupant Mrs. LEE :** Great! I will know what to do if there is water seepage in my house then
- Staff Mr. CHAN :** Exactly! If there is water seepage in your house you may come to me for help with handling and coordinating the matter
- Occupant Mr. HO :** Hi, Mrs Lee!
Hi, Mr Chan, good to see you here!
I’ve bought you some drinks
- Staff Mr. CHAN :** That’s very nice of you
- Occupant Mr. HO :** Some time earlier, there was a water seepage problem in my house causing damage to the ceiling of the flat below My wife and I didn’t realise it. We were so sorry about that Fortunately, they helped us communicate with the occupants in the flat below
- Staff Mr. CHAN :** Being able to help is what counts the most We are also happy that everyone worked together to resolve the problem A harmonious neighbourhood relationship is important After all, no one wants to escalate the matter by reporting to the Government By the way, we have received a certificate of appreciation from the FEHD for our good work!
- Occupant Mrs. LEE :** I always say that our management agent does an excellent job!
- Staff Mr. CHAN :** Thank you
- Super :** Ms NGAN Wai-ye, Senior Health Inspector, Customer Service Team, FEHD
- FEHD Staff:** Property management agents play a vital role in resolving water seepage problems because property management officers are familiar with the layout of flats and piping system in the housing estate they can help speed up the investigation to identify the source of water seepage

If the property management agent has joined the Scheme of Participation by Property Management Agents in Tackling Water Seepage in Residential Building the management officers may first carry out investigation at the affected premises to confirm the water seepage situation
conduct mediation with the occupants concerned
and provide them with the relevant information and ways to resolve the problem
This will help both sides resolve the problem properly and
foster a good neighbourhood relationship, resulting in a win-win situation
If mediation is unsuccessful
the property management agent may advise the occupants to seek help from professionals consultants, legal counsels or mediators
to handle the problem through communication, follow-up actions or civil proceedings
All property management agents of private housing estates
are welcome to join the Scheme
Please call us or email us for more details
Contact Tel. No.: 2708 3926
Email: JO_HQ@fehd.gov.hk

Super :