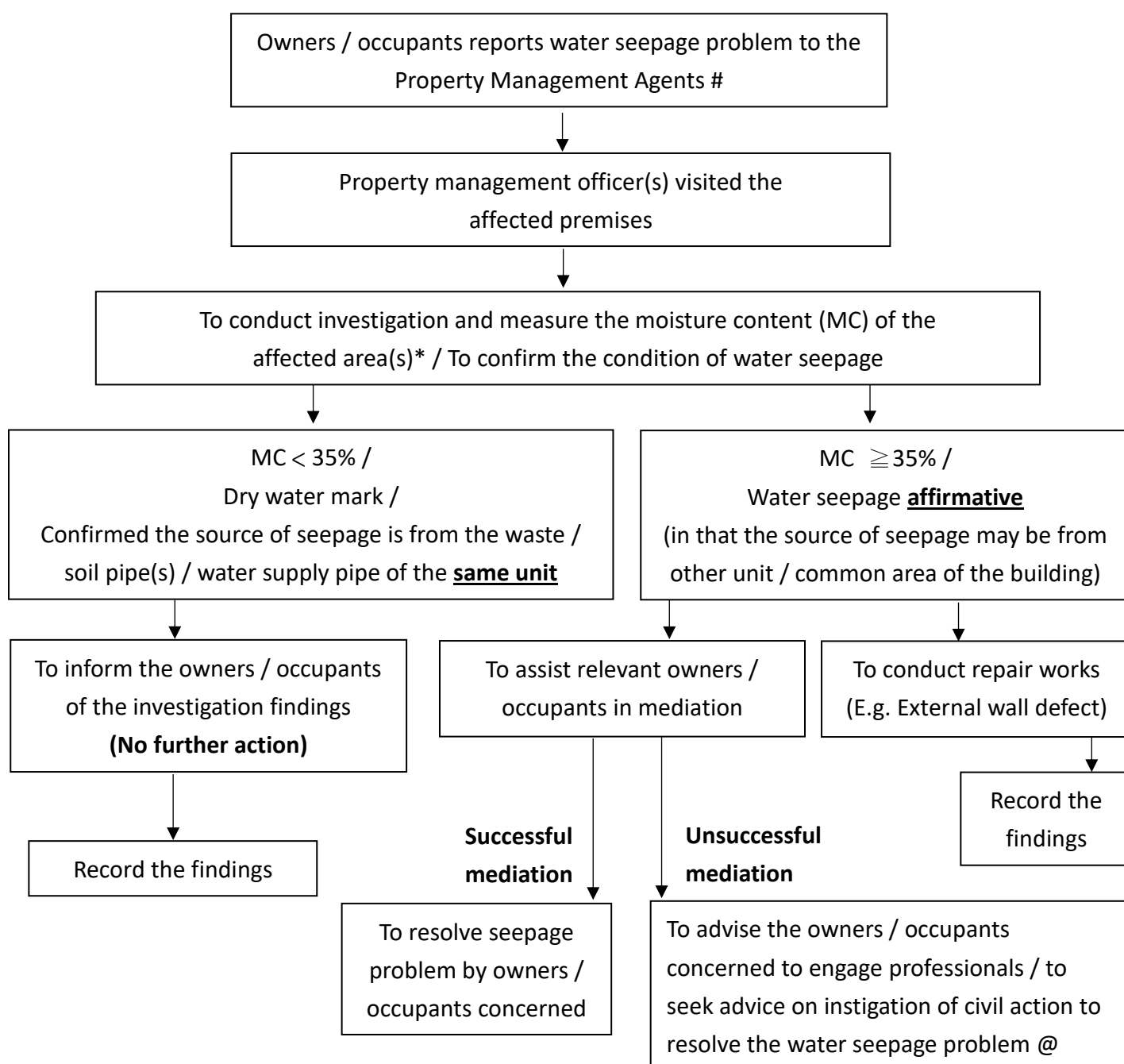


## Scheme of Participation by Property Management Agents (PMAs) in Tackling Water Seepage in Residential Buildings

### PMA scheme

The Food and Environmental Hygiene Department (FEHD) has simplified the process of the Scheme of Participation by Property Management Agents in Tackling Water Seepage in Residential Building (the scheme) taking effect from 1 July 2022 so as to encourage more property management agents in private housing estates to participate in the scheme. Details of the scheme are as follows:



### **Remarks:**

- # The Customer Services Team of FEHD will maintain close contact with and provide information to the PMAs already joined the scheme, and to arrange seminars and promotional activities to the buildings concerned.
  
- \* To speed up the investigation process and assist owners / occupants to solve water seepage problem, FEHD suggests PMAs to consider purchasing their own MC meters.
  
- @ Property management officers (PMOs) may provide the following information about the water seepage matters to the owners / occupants to resolve the water seepage problem:
  - To engage professionals / consultants / licensed plumbers for carrying out investigation to identify the source of seepage and conducting necessary repair works.
  - If necessary, owners / occupants may consider mediation or seeking legal advice on instigation of civil action as an alternative dispute resolution mechanism for resolving water seepage problems.

### **Advantages after joining the Scheme**

- Property Management Officers (PMOs) are familiar with the building layout and distribution of piping of the housing estate and the unit. Such could indeed reinforce the effectiveness of investigation.
  
- During the routine work, PMOs can identify and assist in handling the seepage of rain water through roof / podium / balcony / external wall of buildings. Such can prevent further deterioration of the situation and also assist in conducting improvement work to the common area concerned as soon as possible
  
- Apart from instigation of civil action by owners / occupants as an alternative for resolving water seepage problems, PMOs may help settle the seepage problems in harmonious approach via mediation.
  
- Under the scheme, PMOs can obtain the latest information, e.g. relevant water seepage testing methods and new technologies.
  
- If necessary, the Customer Service Team (CS Team) of FEHD will offer advice on water seepage to PMAs joined the Scheme.

- To help intensify the professional image of the PMOs under the scheme.
- The CS Team of FEHD will accord higher priority to convene seminars to PMAs / residents of the estate concerned, so as to disseminate information on water seepage and the responsibility of the owners and occupants. Such will help promote good neighborly.
- FEHD will issue letters of recognition to PMAs which have outstanding performance.