

Annex

No	Type of Complaint	Relevant Legislation and Guidelines	Year	Environmental Protection Department	Food and Environmental Hygiene Department	Tobacco and Alcohol Control Office of Department of Health	Joint Office of Buildings Department and Food and Environmental Hygiene Department
1.	Noise	Noise Control Ordinance (Cap. 400)	2017	189			
			2018	222			
			2019	162			
			2020	290			
			2021	165 ¹			
2.	Light Nuisance ²	Guidelines on Industry Best Practices for External Lighting Installations	2017	355			
			2018	477			
			2019	436			
			2020	373			
			2021	178 ¹			
3.	Hygiene ³	Public Health and Municipal Services Ordinance (Cap. 132)	2017		12 996		
			2018		12 886		
			2019		11 592		

¹ As of June 2021.

² The table lists out the total number of external lighting nuisance complaints received by the Environmental Protection Department. The Environmental Protection Department does not have further breakdown on complaints relating to neighbourhood disputes.

³ The table lists out the total number of hygiene nuisance complaints received by the Food and Environmental Hygiene Department. The Food and Environmental Hygiene Department does not have further breakdown on complaints relating to neighbourhood disputes.

No	Type of Complaint	Relevant Legislation and Guidelines	Year	Environmental Protection Department	Food and Environmental Hygiene Department	Tobacco and Alcohol Control Office of Department of Health	Joint Office of Buildings Department and Food and Environmental Hygiene Department
			2020		12 480		
			2021		7 502 ⁴		
4.	Dust, Fumes or Effluvia ³	Public Health and Municipal Services Ordinance (Cap. 132)	2017	194	25	N/A ⁵	
			2018	181	23		
			2019	186	24		
			2020	164	23		
		Air Pollution Control Ordinance (Cap. 311)	2021	77 ¹	12 ⁴		
		Smoking (Public Health) Ordinance (Cap. 371)					
5.	Water Dripping ³	Public Health and Municipal Services Ordinance (Cap. 132)	2017		26 055		
			2018		25 175		
			2019		24 934		

⁴ As of July 2021.

⁵ Under the Smoking (Public Health) Ordinance (Cap. 371), private residential premises are not a designated no smoking area and smoking in private residential premises does not contravene existing legislation. If the complaint is made in an indoor public place in a housing estate, the Tobacco and Alcohol Control Inspector will follow up in accordance with the established procedures. The Tobacco and Alcohol Control Office of the Department of Health does not maintain detailed statistics on the complaints of smoking nuisances in the neighbourhood.

No	Type of Complaint	Relevant Legislation and Guidelines	Year	Environmental Protection Department	Food and Environmental Hygiene Department	Tobacco and Alcohol Control Office of Department of Health	Joint Office of Buildings Department and Food and Environmental Hygiene Department
			2020		28 198		
			2021		15 586 ⁴		
6.	Water Seepage ³	Public Health and Municipal Services Ordinance (Cap. 132)	2017				36 002
			2018				34 220
			2019				34 055
			2020				39 166
			2021				20 933 ¹