

Annex 1

Numbers of complaints about water dripping from air-conditioners received and cases identified through proactive inspections, and enforcement actions taken by the FEHD by district in each of the past three years and since January this year

| Year | Total number of complaints received and cases identified through proactive inspections^{Note 1} | Total number of completed cases in the year^{Note 2} |
|-------------------------|--|---|
| 2018 | 25 175 | 22 144 |
| 2019 | 24 934 | 23 010 |
| 2020 | 28 198 | 26 153 |
| 2021 (up to 31 July) | 15 586 | 14 131 |

| 2018 | | | | | |
|-------------------|--|---|---|---|---|
| District | Number of complaints received and cases identified through proactive inspections^{Note 1} | Number of nuisance notices issued^{Note 3} | Number of nuisance orders issued | Number of prosecutions instituted^{Note 4} | Average amount of fine imposed on convicted cases^{Note 5} |
| Central & Western | 1 555 | 238 | 0 | 0 | \$1,097 |
| Wan Chai | 1 934 | 491 | 0 | 0 | |
| Eastern | 3 020 | 679 | 0 | 6 | |
| Southern | 956 | 21 | 0 | 0 | |
| Islands | 135 | 0 | 0 | 0 | |
| Yau Tsim | 1 387 | 383 | 0 | 2 | |
| Mong Kok | 1 353 | 893 | 0 | 31 | |
| Sham Shui Po | 1 769 | 518 | 0 | 22 | |

| 2018 | | | | | |
|--------------|--|---|----------------------------------|---|---|
| District | Number of complaints received and cases identified through proactive inspections Note 1 | Number of nuisance notices issued ^{Note 3} | Number of nuisance orders issued | Number of prosecutions instituted ^{Note 4} | Average amount of fine imposed on convicted cases ^{Note 5} |
| Kowloon City | 1 682 | 16 | 0 | 0 | |
| Wong Tai Sin | 843 | 9 | 0 | 0 | |
| Kwun Tong | 1 854 | 0 | 0 | 0 | |
| Kwai Tsing | 753 | 11 | 0 | 0 | |
| Tsuen Wan | 1 341 | 245 | 0 | 0 | |
| Tuen Mun | 1 379 | 23 | 0 | 0 | |
| Yuen Long | 1 343 | 42 | 0 | 0 | |
| North | 575 | 15 | 0 | 0 | |
| Tai Po | 650 | 4 | 0 | 0 | |
| Sha Tin | 2 014 | 78 | 0 | 0 | |
| Sai Kung | 632 | 9 | 0 | 0 | |
| Total | 25 175 | 3675 | 0 | 61 | |

| 2019 | | | | | |
|-------------------|--|---|----------------------------------|---|---|
| District | Number of complaints received and cases identified through proactive inspections Note 1 | Number of nuisance notices issued Note 3 | Number of nuisance orders issued | Number of prosecutions instituted Note 4 | Average amount of fine imposed on convicted cases Note 5 |
| Central & Western | 1 744 | 519 | 0 | 1 | \$1,268 |
| Wan Chai | 1 145 | 692 | 0 | 1 | |
| Eastern | 3 107 | 485 | 0 | 5 | |
| Southern | 1 073 | 48 | 0 | 0 | |
| Islands | 112 | 0 | 0 | 0 | |
| Yau Tsim | 1 394 | 517 | 0 | 1 | |
| Mong Kok | 1 265 | 1 399 | 5 | 63 | |
| Sham Shui Po | 1 856 | 507 | 0 | 20 | |
| Kowloon City | 1 643 | 68 | 0 | 0 | |
| Wong Tai Sin | 895 | 15 | 0 | 0 | |
| Kwun Tong | 2 009 | 0 | 0 | 0 | |
| Kwai Tsing | 824 | 10 | 0 | 0 | |
| Tsuen Wan | 1 299 | 45 | 0 | 0 | |
| Tuen Mun | 1 435 | 42 | 0 | 0 | |
| Yuen Long | 1 442 | 257 | 0 | 0 | |
| North | 501 | 18 | 0 | 0 | |
| Tai Po | 705 | 4 | 0 | 0 | |
| Sha Tin | 1 865 | 25 | 0 | 0 | |
| Sai Kung | 620 | 13 | 0 | 0 | |
| Total | 24 934 | 4 664 | 5 | 91 | |

| 2020 | | | | | |
|-------------------|--|---|----------------------------------|---|---|
| District | Number of complaints received and cases identified through proactive inspections Note 1 | Number of nuisance notices issued ^{Note 3} | Number of nuisance orders issued | Number of prosecutions instituted ^{Note 4} | Average amount of fine imposed on convicted cases ^{Note 5} |
| Central & Western | 1 141 | 369 | 0 | 1 | \$1,544 |
| Wan Chai | 1 613 | 345 | 0 | 0 | |
| Eastern | 3 803 | 355 | 0 | 1 | |
| Southern | 1 251 | 36 | 0 | 0 | |
| Islands | 182 | 0 | 0 | 0 | |
| Yau Tsim | 1 200 | 458 | 0 | 0 | |
| Mong Kok | 1 177 | 845 | 0 | 17 | |
| Sham Shui Po | 1 888 | 300 | 1 | 17 | |
| Kowloon City | 1 866 | 95 | 0 | 0 | |
| Wong Tai Sin | 999 | 18 | 0 | 0 | |
| Kwun Tong | 2 385 | 211 | 0 | 0 | |
| Kwai Tsing | 975 | 6 | 0 | 0 | |
| Tsuen Wan | 1 509 | 100 | 0 | 0 | |
| Tuen Mun | 1 898 | 0 | 0 | 0 | |
| Yuen Long | 1 693 | 222 | 0 | 0 | |
| North | 808 | 4 | 0 | 0 | |
| Tai Po | 794 | 20 | 0 | 0 | |
| Sha Tin | 2 239 | 7 | 0 | 0 | |
| Sai Kung | 777 | 6 | 0 | 0 | |
| Total | 28 198 | 3 397 | 1 | 36 | |

| 2021 (up to 31 July) | | | | | |
|----------------------|--|---|----------------------------------|---|---|
| District | Number of complaints received and cases identified through proactive inspections Note 1 | Number of nuisance notices issued ^{Note 3} | Number of nuisance orders issued | Number of prosecutions instituted ^{Note 4} | Average amount of fine imposed on convicted cases ^{Note 5} |
| Central & Western | 593 | 159 | 0 | 0 | \$1,100 |
| Wan Chai | 986 | 112 | 0 | 0 | |
| Eastern | 1 980 | 187 | 0 | 0 | |
| Southern | 711 | 13 | 0 | 0 | |
| Islands | 137 | 0 | 0 | 0 | |
| Yau Tsim | 767 | 225 | 0 | 0 | |
| Mong Kok | 773 | 383 | 1 | 9 | |
| Sham Shui Po | 1 131 | 49 | 0 | 4 | |
| Kowloon City | 1 019 | 20 | 0 | 0 | |
| Wong Tai Sin | 619 | 6 | 0 | 0 | |
| Kwun Tong | 697 | 160 | 0 | 0 | |
| Kwai Tsing | 565 | 5 | 0 | 0 | |
| Tsuen Wan | 931 | 88 | 0 | 0 | |
| Tuen Mun | 1 143 | 4 | 0 | 0 | |
| Yuen Long | 1 036 | 65 | 0 | 0 | |
| North | 481 | 1 | 0 | 0 | |
| Tai Po | 434 | 1 | 0 | 0 | |
| Sha Tin | 1 139 | 3 | 0 | 0 | |
| Sai Kung | 444 | 2 | 0 | 0 | |
| Total | 15 586 | 1 483 | 1 | 13 | |

Note 1: Most of the complaints received and cases identified through proactive inspections can be resolved by verbal warnings or advisory letters by the FEHD, hence the issuance of nuisance notices is not necessary.

Note 2: Not including cases with investigation to be re-opened before the next

summer due to the approach of cool weather.

Note 3: When the source of dripping air-conditioner is identified, a nuisance notice will be issued to require the responsible person to abate the nuisance within a specified period.

Note 4: Prosecution action will be taken when a nuisance notice is unheeded.

Note 5: For certain convicted cases, prosecution was instituted before that year.

Annex 2

Numbers of complaints about water dripping from air-conditioners received and cases identified through proactive inspections, and enforcement actions taken by the FEHD in each of the past three years and since January this year (by type of housing)

| Year | Type of housing | Number of complaints received and cases identified through proactive inspections | Number of nuisance notices issued ^{Note 1} | Number of nuisance orders issued | Number of prosecutions instituted ^{Note 2} | Average amount of fine imposed on convicted cases ^{Note 3} |
|----------------------------|---|--|---|----------------------------------|---|---|
| 2018 | private housing ^{Note 4} | 23 948 | 3 671 | 0 | 61 | \$1,097 |
| | public housing estate ^{Note 5} | 1 227 | 4 | 0 | 0 | - |
| 2019 | private housing ^{Note 4} | 23 744 | 4 663 | 5 | 91 | \$1,268 |
| | public housing estate ^{Note 5} | 1 190 | 1 | 0 | 0 | - |
| 2020 | private housing ^{Note 4} | 26 810 | 3 396 | 1 | 36 | \$1,544 |
| | public housing estate ^{Note 5} | 1 388 | 1 | 0 | 0 | - |
| 2021 (up to 31 July) | private housing ^{Note 4} | 14 829 | 1 452 | 1 | 13 | \$1,100 |
| | public housing estate ^{Note 5} | 757 | 31 | 0 | 0 | - |

Note 1: When the source of dripping air-conditioner is identified, a nuisance notice will be issued to require the responsible person to abate the nuisance within a specified period.

Note 2: Prosecution action will be taken when a nuisance notice is not complied with.

Note 3: For certain convicted cases, prosecution was instituted before that year.

Note 4: Home Ownership Scheme flats and other types of subsidised housing are included.

Note 5: Most cases of water dripping from air-conditioners in public housing estates

are handled by the Housing Department. Upon receipt of relevant complaints, FEHD will refer such cases to HD for follow-up. That said, FEHD will assist HD in handling some of the cases where necessary.

Annex 3

Establishment of Health Inspectors in the FEHD by district in each of the past three years and since January this year

| Dis- trict | Central and Western | Eastern | Southern | Wan Chai | Islands | Kowloon City | Kwun Tong | Mong Kok | Sham Shui Po | Wong Tai Sin | Yau Tsim | Kwai Tsing | North | Sai Kung | Sha Tin | Tai Po | Tsuen Wan | Tuen Mun | Yuen Long | Total |
|-----------------------|----------------------------|----------------|-----------------|-----------------|----------------|---------------------|------------------|-----------------|---------------------|---------------------|-----------------|-------------------|--------------|-----------------|----------------|---------------|------------------|-----------------|------------------|--------------|
| Year | | | | | | | | | | | | | | | | | | | | |
| 2018- 19 | 23 | 24 | 9 | 24 | 10 | 23 | 19 | 18 | 20 | 11 | 21 | 14 | 11 | 13 | 21 | 12 | 17 | 17 | 21 | 328 |
| 2019- 20 | 23 | 24 | 9 | 24 | 10 | 23 | 19 | 18 | 20 | 11 | 21 | 14 | 11 | 13 | 21 | 12 | 17 | 17 | 21 | 328 |
| 2020- 21 | 23 | 24 | 9 | 24 | 10 | 23 | 19 | 18 | 20 | 11 | 21 | 14 | 11 | 13 | 21 | 12 | 17 | 17 | 21 | 328 |
| 2021- 22 | 23 | 25 | 10 | 24 | 11 | 24 | 20 | 18 | 21 | 11 | 22 | 14 | 12 | 13 | 21 | 12 | 17 | 17 | 22 | 337 |

Annex 4

**Establishment of contract staff in the FEHD for handling cases of
water dripping from air-conditioners
in each of the past three years and since January this year**

| | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
|----------------------------------|----------------|----------------|----------------|----------------|
| Number of dedicated teams | 8 | 8 | 9 | 9 |
| Number of contract staff | 40 | 40 | 45 | 45 |

Annex 5

**Average time taken for completed cases of
water dripping from air-conditioners by the FEHD
in each of the past three years and since January this year**

| Year | Average time taken for completed cases (those received and completed in the same year) (days) |
|-------------------------|--|
| 2018 | 34.3 |
| 2019 | 36.6 |
| 2020 | 39.5 |
| 2021 (up to 31 July) | 31.6 |

Respective percentages of cases resolved by property management agents (PMAs) and cases referred to the FEHD for follow-up actions under the Scheme of Participation by PMAs in Tackling Dripping Air-conditioners in each of the past three years and since January this year

| Year | Number of complaints about water dripping from air-conditioners received by PMAs | Percentage of cases resolved | Percentage of cases referred to the FEHD for follow-up actions |
|----------------------|---|-------------------------------------|---|
| 2018 | 5 249 | 91% | 9% |
| 2019 | 4 056 | 84% | 16% |
| 2020 | 3 173 | 69% | 31% |
| 2021 (up to 31 July) | 2 029 | 77% | 23% |