

Number of complaints, follow-up outcome and prosecution figures on pet cremation services in the past three years

Table 1: Number of complaints received by FEHD, EPD, FSD and LandsD on pet cremation services and the follow-up outcome

Department	Type of complaint	Number of complaints			Follow-up outcome
		2023	2024	2025	
FEHD	Environmental hygiene	0	0	1	No environmental hygiene issues were identified following inspection.
EPD	Emission of smoke or odour	16	5	14	Most cases were found not to have violated the Air Pollution Control Ordinance after inspection and admonishment. The EPD found air pollution in two cases in 2023 and 2025, and issued statutory air pollution abatement notices. The concerned operators complied with the abatement notices and made improvements.
FSD	Over-storage of dangerous goods	1	0	0	No breaches were found following inspection.
LandsD	Breach of lease conditions	24	4	18	Following inspections, there were 5 and 4 cases in 2023 and 2024 respectively confirming breach of leases and were issued with warning letter within the year by LandsD. Moreover, there were 5 and 3 cases in 2023 and 2024 respectively involving the registration of warning letters at the Lands Registry (commonly known as “imposing an encumbrance”) [@] .

[@] As the processing of cases may span across years, the number of cases for which warning letters were issued and registered with the Land Registry during the year may not necessarily correspond to the number of cases for which warning letters were issued in the same year.

Table 2: Number of complaints involving contraventions of lease conditions, the Air Pollution Control Ordinance and the Fire Services Ordinance and the prosecution figures

Category of complaint	2023			2024			2025		
	Number of complaints	Number of substantiated complaints	Number of Successful Prosecutions	Number of complaints	Number of substantiated complaints	Number of Successful Prosecutions	Number of complaints	Number of substantiated complaints	Number of Successful Prosecutions
Breach of lease conditions	24	5 [^]	Not applicable*	4	4 [^]	Not applicable*	18	0 [^]	Not applicable*
Breach of the Air Pollution Control Ordinance (Cap. 311)	16	1	0 [#]	5	0	0	14	1	0 [#]
Breach of the Fire Services Ordinance (Cap. 95)	0	0	0	0	0	0	0	0	0

[^] Number of cases with breach of leases confirmed and warning letters issued during the year, not necessarily related to the number of complaints received in the same year.

* Land leases are private contracts between the Government and the landowners. If a breach of lease term is confirmed, LandsD, acting in its capacity as the landowner, will take appropriate lease enforcement action against the owner, including issuing a warning letter requiring the owner to rectify the breach; however, not involving a prosecution.

In the two cases in 2023 and 2025, the relevant operator complied with the requirements of the statutory air pollution abatement notices and abated the air pollution within the specified time. Therefore, no prosecution cases were initiated.

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