

Joint Office for investigation of water seepage launches thematic webpage

The Joint Office (JO) for investigation of reports on water seepage in buildings set up by the Food and Environmental Hygiene Department and the Buildings Department today (December 30) launched a one-stop [thematic webpage on water seepage](#) for the industry and members of the public to obtain relevant information.

A spokesman for the JO said, "The thematic webpage includes information related to water seepage, including introductions to the common causes of water seepage and the methods to conduct household water seepage tests, as well as the assistance provided by the JO and its relevant procedures. The webpage also sets out a list of professional practitioners on water seepage investigation, a list of consultancy firms providing professional advice and a list of licensed plumbers, with a view to assisting members of the public to engage professionals to investigate and resolve water seepage problems.

In addition, a customer service team has been set up under the JO to promote public health education on water seepage in buildings, enhance public awareness on water seepage matters and the work of the JO, and advise on practical ways to resolve water seepage disputes.

"Apart from reorganising the 19 District Regional Offices into four Regional Joint Offices (RJOs) progressively since 2020, the further establishment of the thematic webpage and the customer service team would help the RJOs to serve the public with a sole duty and in a dedicated manner under a brand new look," the spokesman added.

The contact information of the four RJOs is detailed in the Annex. Their operating hours are from 8.45am to 1pm and from 2pm to 6pm from Monday to Friday.