

**Assistance Provided by Various Departments  
to Owners/Residents of the Eight “WAN” Streets  
November 1997 - October 1998**

<b>Department</b>	<b>Assistance Provided</b>
Home Affairs - Kowloon City District Office	<ul style="list-style-type: none"> <li>• assist property owners to form MACs and OCs - 2 MACs have been formed in the past 12 months. There are altogether 25 MACs at present</li> <li>• attend MAC meetings to advise and assist owners regarding management of the streets concerned</li> <li>• enlist further assistance and support from relevant departments in improving the environmental conditions of the streets concerned</li> </ul>
Urban Services (USD)	<ul style="list-style-type: none"> <li>• provide street sweeping services in private streets area twice per day without charge</li> <li>• issue nuisance notices and/or take prosecution action against nuisance makers as appropriate</li> <li>• sanitary nuisance complaints were received in the past 12 months and 6 complaint cases were satisfactorily settled. The rest will need to undertake property owners search</li> </ul>
Drainage Services (DSD)	<ul style="list-style-type: none"> <li>• clear choked drains inside private streets area without charge upon receipt of complaints</li> <li>• carry out drainage clearance under the preventive maintenance programme (i.e. a proactive approach)</li> <li>• minor chokage complaints were received in the past 12 months and all were satisfactorily resolved</li> </ul>

<b>Department</b>	<b>Assistance Provided</b>
Water Services (WSD)	<ul style="list-style-type: none"> <li>• water pipe bursting - provide emergency water supply and let owners have an option of repairing burst pipes by private plumber or requesting the WSD to repair at cost</li> <li>• provide tel. no. of contact officer for emergency situations or technical advice</li> <li>• attend MAC meetings to advise and assist owners regarding water pipe problems</li> <li>• complaint case regarding water pipe bursting was received in the past 12 months and was satisfactorily resolved</li> </ul>
Buildings (BD)	<ul style="list-style-type: none"> <li>• investigate any reports on unauthorized buildings works (UBWs) and take immediate enforcement action against new UBWs and those which pose an imminent danger to the buildings or life</li> <li>• complaint cases against UBWs were received in the past 12 months. BD put 7 complaint cases under prioritized enforcement list which pose no imminent danger to the buildings or life. The other 6 cases were already satisfactorily resolved as a matter of top priority</li> </ul>
Highways (HyD)	<ul style="list-style-type: none"> <li>• inspect the streets upon receipt of complaints about road conditions and consider whether the road surface conditions require emergency surface repairs</li> </ul>