

# Buildings Department sets up telephone hotline and holds seminar on alteration and addition works in domestic premises

The Buildings Department (BD) announced today (June 23) that a telephone hotline 3842 5375 has been set up for members of the public to make enquiries about possible alteration and addition works that have been carried out in their residential flats. The BD will also co-organise a public seminar on the important issues concerning such alteration and addition works with professional institutes.

A spokesman for the BD said that in response to the many recent enquiries received from the public on how to check approved plans to ascertain the location of structural walls; or whether the building structure or safety would have been affected due to the alteration and addition works carried out in their residential flats, the BD has set up a telephone hotline to receive and answer such enquiries.

The BD's hotline will come into service from June 23 and last until July 21. Members of the public may call the hotline during office hours (between 9am and 5pm from Monday to Friday, except public holidays) for relevant enquiries. The service period of the hotline may be extended on an as-needed basis. Members of the public may also send enquiries via email to [enquiry@bd.gov.hk](mailto:enquiry@bd.gov.hk). Moreover, a set of frequently asked questions and answers on "Alteration and Addition Works in Domestic Premises" has also been uploaded to the BD's [website](#) for public reference.

The BD also welcomes members of the public to visit the Building Information Centre (BIC), located on the second floor of the BD Headquarters, North Tower, West Kowloon Government Offices, 11 Hoi Ting Road, Yau Ma Tei, Kowloon, during office hours by appointment via the hotline or by email to learn more about how to obtain relevant building plans and to understand the basic information on the plans, including how to distinguish between structural and non-structural walls.

In addition, the BD, in collaboration with the Hong Kong Institute of Architects (HKIA), the Structural Division of the Hong Kong Institution of Engineers (HKIE) and the Hong Kong Institute of Surveyors (HKIS), will hold a seminar on "Important Notes to Interior Alteration and Addition Works in Domestic Premises" in the BIC at 6.30pm on July 11 (Tuesday). The seminar will be conducted in Cantonese in both physical and online modes and is free of charge. Seats may be reserved through the BD's [thematic website](#) until Monday, July 10. Seats are limited and available on a first-come, first-served basis. A video recording of the talk will also be uploaded to the BD's [E-learning Centre](#) in due course.

Meanwhile, the three building professional institutes mentioned above have also updated their websites including the compilation of their lists of members/companies for professional services relating to alteration and addition works. Members of the public who suspect that the structural elements of their residential flats have been illegally altered, or who intend to carry out alteration and addition works, may seek professional advice by engaging the professionals from the relevant lists. For details, please visit the websites of [HKIA](#), [HKIE Structural Division](#) and [HKIS](#).

The spokesman stressed that it is the responsibility of owners to keep their buildings free of unauthorised building works. Any person who intends to carry out alteration and addition works is advised to consult a building professional for advice, including the feasibility of the proposed works, and where necessary, apply for approval and consent from the BD to ensure building safety and compliance with the Buildings Ordinance (BO). Building professionals and contractors are also required to carefully examine the approved plans and other relevant documents, to observe the relevant requirements under the BO, and to ascertain whether prior approval from the BD should be obtained before commencement of the works to ensure safety of occupants and buildings.