

Buildings Department to resume normal public services from September 15

In line with the Government's announcement on September 10, the Buildings Department (BD) announced today (September 11) that it will fully resume normal public services from September 15 while continuing to implement targeted measures to reduce social contact and apply infection control measures. On public counter services, the arrangements as announced on September 4 will continue up to September 14 and the services to return to normal from September 15 are as follows:

Counter services	Location	Opening hours
Enquiry Counter	G/F, BD Headquarters (BDHQ), North Tower, West Kowloon Government Offices (WKG0), 11 Hoi Ting Road, Yau Ma Tei, Kowloon	8.30am – 5.30pm on weekdays (except Friday) 8.30am – 6pm on Friday
Building Information Centre (BIC)	2/F, BDHQ, North Tower, WKG0	9am – 5pm on weekdays
Receipt Counter	G/F, BDHQ, North Tower, WKG0	8.30am – 5.30pm on weekdays
Contractor Registration Card Replacement Counter	G/F, BDHQ, North Tower, WKG0	8.30am – 5.30pm on weekdays
New Buildings Divisions' Receipt and Dispatch Counter	7/F, 14 Taikoo Wan Road, Taikoo Shing, Hong Kong	8.30am – 5.30pm on weekdays

In view of the continued need to reduce social contact, there will be limits on the number of people to be served at the BIC and the above Counters. The BD appeals to the public to minimise visiting the department's offices in person unless they genuinely require its public services urgently. Furthermore, instead of visiting the Contractor Registration Card Replacement Counter, registered contractors can return their registration cards by post or via the designated drop-in box placed at the ground floor of the BDHQ. The BD will then send out new registration cards to them via post within three weeks. In addition, a hotline (3842 5061) has been set up for these contractors to make appointments to replace their registration cards at the Contractor Registration Card Replacement Counter.

The public may call 1823 to make emergency reports. For general enquiries and other reports, they may call 1823 or inform the department by

email (enquiry@bd.gov.hk), online reporting (eform.one.gov.hk/form/bd0001/en), fax (2537 4992) or post (Buildings Department Headquarters, North Tower, West Kowloon Government Offices, 11 Hoi Ting Road, Yau Ma Tei, Kowloon). In addition, electronic information may be submitted to the BD via receipt@bd.gov.hk.