

# Buildings Department's special arrangements for public services

In view of the Government's announcement on January 26 to resume the provision of some basic public services to meet the needs of the public and enterprises, the Buildings Department (BD) announced today (January 27) that it will implement targeted measures to reduce social contact and implement infection control measures for the resumption of the following basic public services from tomorrow (January 28) in addition to the emergency and essential public services provided under the special work arrangements implemented in the past two months:

(1) The receipt counter at G/F, BD Headquarters, North Tower, West Kowloon Government Offices, 11 Hoi Ting Road, Yau Ma Tei, Kowloon, will be reopened for receiving documents from members of the public from 10am to 4pm on Monday, Wednesday and Friday, i.e. to resume operation from this Friday (January 29). There will be limits on the number of customers to be served in order to reduce social contact. In addition, a drop-in box and a tender/quotation box will be located at the ground floor of BD Headquarters from 8.30am to 5.30pm from Monday to Friday to supplement the receipt counter services; and

(2) The Building Information Centre at 2/F, BD Headquarters, will be reopened between 10am and 4pm from Monday to Friday for inspection and copying services for private building records. There will be limits on the number of customers to be served in order to reduce social contact.

The opening hours of the receipt and dispatch counter at the office of the BD's New Buildings Division on 7/F, 14 Taikoo Wan Road, Taikoo Shing, Hong Kong, for collection of statutory applications and related documents and forms for new building works will remain unchanged from 9.30am to 3.30pm from Monday to Friday. Applicants will collect the processed plans and related documents from the receipt and dispatch counter by appointment.

Under the special work arrangements, the handling time of the BD's services may be longer than usual. There will be continued communication between BD officers and members of the public/the sector regarding their cases and applications through email and telephone contact.

The general enquiry counter at G/F, BD Headquarters, and all meeting rooms of the BD will not be open to the public until further notice except meetings essential to meet statutory requirements such as Minor Works Contractors Registration Committee meetings.

The BD appeals to the public to minimise visiting the department's offices in person unless they genuinely require its public services urgently. The public may call 1823 to make emergency reports. For general enquiries and reports, members of the public may call 1823 or inform the department by

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