

Latest arrangements for Buildings Department's public services

In view of the latest developments of the epidemic situation and the continued need for social distancing, the Buildings Department (BD) announced today (September 4) that it will implement targeted measures to reduce social contact and apply infection control measures for the provision of the following counter services from next Monday (September 7) until September 13, in addition to the emergency and essential public services provided over the past two months:

(a) The Receipt and Dispatch Counter services at the office of the New Buildings Divisions at 7/F, 14 Taikoo Wan Road, Taikoo Shing, Hong Kong, will be open from 9.30am to 4pm from Monday to Friday for receiving statutory submissions and related documents and forms for new building works, and for applicants to collect processed plans and related documents by appointment;

(b) The Building Information Centre at the second floor of the BD Headquarters at North Tower, West Kowloon Government Offices, 11 Hoi Ting Road, Yau Ma Tei, Kowloon, will be open 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 people to be served in order to reduce social contact;

(c) The Receipt Counter at the ground floor of the BD Headquarters will be open between 10am and 4pm from Monday to Friday for receipt of documents from members of the public. There will be limits on the number of people to be served in order to reduce social contact. In addition, a drop-in box and a tender/quotation box will be provided at the ground floor of the BD Headquarters from 8.30am to 5.30pm from Monday to Friday to supplement the Receipt Counter services. The department will issue receipts/acknowledgements of documents received via the drop-in boxes in due course; and

(d) The Contractor Registration Card Replacement Counter at the ground floor of the BD Headquarters will be open between 10am and 4pm from Monday to Friday for Registered Minor Works Contractors (Individual) to replace their registration cards. The BD will implement crowd control arrangements. It appeals to these contractors that instead of visiting the Counter, they can return their registration cards by post or via the designated drop-in box placed at the ground floor of the BD Headquarters. 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 General Enquiry Counter at the ground floor of the BD Headquarters and meeting rooms of the department (except for recruitment interviews and essential meetings such as meetings for registration of building

professionals and contractors) will not be open to the public until further notice.

Under the special work arrangements, the handling time of the BD's services may be longer than usual. 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 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 (BD 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.