Complaint Log on Reporting Month (April 2025)

Log Ref.	Location	Received Date	Details of Complaint/warning/ summon and prosecution	Investigation/ Mitigation Action	Status
EC009_CKRB EM20250407_ 010	HVB	7 April 2025	A complaint was received from 1823 on 7 April 2025 regarding an odour impact caused by the desludging service in the morning and its noise nuisance that impacts the nearby residents at the Ho Man Tin site.	According to the information provided by the Contractor, only desludging service was conducted during the complaint period in the concerned area. The desludging service was scheduled for the morning, twice per week, at the Ho Man Tin site office. The Contractor took up mitigation measures for the odour and noise impact. The desludging service is scheduled after 10:00 am to reduce the impact in the morning. A deodorant has been provided for the work of desludging service to minimise its effect. Air blowers are also provided, which face away from the sensitive receivers to ensure sufficient ventilation. The work area of the desludging vehicle is also relocated as far as practicable to minimise the direct noise impact on the sensitive receivers.	No further comment from the complainant and EPD.

Remarks: No environmental warning/summon and prosecution were received in the reporting period.

Cumulative Statistics on Complaints, Notifications of Summons and Successful Prosecutions and Public Engagement Activities

Reporting Period	Site Location	Frequency	Cumulative	Details
April 2025	Kai Tak East	Environmental Complaint Statistics		
		0	3	N/A
		Environmental Non-compliance Statistic		
		0	0	N/A
		Environmental Summon and Prosecution Statistic		
		0	0	N/A
	Yau Ma Tei West	Environmental Complaint Statistics		
		0	0	N/A
		Environmental Non-compliance Statistic		
		0	0	N/A
		Environmental Summon and Prosecution Statistic		
		0	0	N/A
	Ho Man Tin	Environmental Complaint Statistics		
		1	6	EC009_CKRBEM20250407_010
		Environmental Non-compliance Statistic		
		0	0	N/A
		Environmental Summon and Prosecution Statistic		
		0	0	N/A