

Guidance Notes for Submission of Emergency Repairs (ER) Requests by Aided Schools

1.0 Background

- a) While schools are responsible for maintenance of school premises, the Education Bureau (EDB) provides support to aided schools on school premises maintenance matters.
- b) The School Premises Maintenance (SPM) Section established under EDB has been handling emergency repairs (ER) requests submitted by aided schools and coordinating matters concerning approved ER projects.
- c) Under the aforesaid arrangement, EDB has appointed term consultants (“TC” hereafter) and maintenance term contractors (“MTC” hereafter)/ specialist contractors to deliver ER projects approved for aided schools on behalf of EDB.
- d) Under the prevailing mechanism, for repairs with estimated cost at or above the specified thresholds, aided schools could submit request for ER to the SPM Section via the EDB’s School Maintenance Automated Rapport Terminal (SMART) system. For some emergency incidents such as pipe bursting, power supply breakdown, etc., schools may contact TCs by phone due to urgency. However, schools should also submit a formal request for ER via SMART system as soon as practicable, preferably on the same day. The current threshold is \$6,000 for primary and special schools, which shall be adjusted to \$10,000 with effect from 2025/26 school year. The threshold for secondary schools shall remain unchanged at \$10,000 in 2025/26 school year. The threshold is subject to review and adjustment by EDB from time to time.
- e) For minor repairs with estimated cost below the specified thresholds, aided schools should arrange to carry out the repair works themselves with the expenses charged to the recurrent subventions, i.e. Operating Expenses Block Grant (OEBG) or Expanded Operating Expenses Block Grant (EOEBG) as appropriate.

2.0 Submission of an ER Request

- a) When submitting applications for ER works via SMART, schools have to specify the location and description of defects, and the reason of repair request. The schools can opt to indicate at the ER request submission whether the ER request is repeated and relevant information of the previous ER request.

Create ER Request

School Information

School Code:

School Name:

Contact Name:

Contact Tel:

Contact Fax:

Contact Email:

Non Aided Portion Involved: ☐

Remarks for Non Aided Portion:

School Share: (%)

Asbestos Exists:

TC Contact: SPM Contact

Responsible Officer:

Post:

Office:

Fax No.:

Mobile:

Works Item(s)

Location	Description
<input type="text"/>	<input type="text"/>

The school should input the information of the contact person.

The school should clearly indicate if the requested works involve both school and non-school portions. If Non-Aided Portion involved is selected, school shall bear part of the repair cost.

The school should specify the location and description of defect.

Works Item(s)

Location	Description	Reason	Address
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

754 characters left

794 characters left

752 characters left

Only files in Image format are accepted

Only files in PDF format are accepted

The school can upload defects photos in this part.

The school should specify the location of defect.

The school should provide the description of defects.

The school should specify the reason of repair request.

The school should select the address of the defect. If the school has more than one school premise with different addresses, the school should select the correct address indicator for the works item.

Remarks from school (please RR in if applicable):

If this is a repeated problem with ER Request submitted before, please indicate the ER Request No. of the related case.

ER Request No. of the related case:

Remarks: (for school editor, principal, and supervisor communication)


The school can select the ER Request No. of the related case submitted before.

- b) A list of Examples of Emergency Repairs in Aided Schools is at Annex 1 for reference.

- c) Schools should note that requests relating to additions, alterations and/or improvements works are normally not classified as ER. Such requests can be submitted via the annual Major Repairs (MR) application.
- d) Before submitting a request, schools should consider the urgency of the repair. If the repair is not urgent and can be waited until the next MR cycle, the request should be submitted via the next MR application. Schools should also check if the estimated cost of the repair reaches the specified thresholds. For minor repair with estimated cost below the threshold, it would be more efficient and cost effective for schools to arrange the repair works themselves with the expenses charged to the recurrent subventions. Schools can contact TCs for advice in case of doubt.
- e) Schools can submit ER requests for repairs to fire service installations based on the list of defective fire service items stated in the Form FS251 upon completion of the annual inspection by a registered fire service installation contractor, which should be arranged by the school. In case the list of defective items is unclear, schools should coordinate with TC to obtain further details from the registered fire service installation contractor for processing of the ER request.
- f) Schools should, as far as practicable, submit request for ER works of similar nature despite they may be at different locations in a single application with a view to undertaking ER works in a single works project for efficiency and minimizing disturbance to schools.
- g) Requested works involving non-school portions should be clearly indicated on the school's application. EDB will not be responsible for works on any non-school portion which can be carried out independent of the school portion.

3.0 Processing an ER Request

- a) Upon receipt of an ER application, TC will contact the school to arrange a joint site inspection with MTC/ specialist contractors to discuss the details of the ER request.
- b) Temporary repair works will be arranged immediately to remove imminent danger if necessary.
- c) TC will submit recommendation on the final repairs to EDB for approval. After obtaining approval, TC will discuss with the school for the earliest possible time to execute the works.
- d) TC will arrange MTC/ specialist contractors to carry out works according to the agreed schedule with the school. It is advisable to inform TC as soon as practicable if there are any changes to the agreed schedule in order to facilitate rescheduling of works.
- e) For the status of the ER request, the school can search the ER Request and view the status in SMART.



Education Bureau
School Maintenance Automated Report Terminal (SMART) System

Menu Change Password Print Logout

Search ER Request

Request No:


Request Submission Date From:

Status: All

Request Submission Date To:

Search Export to Excel Back To Menu

The school can search the ER Request.



Education Bureau
School Maintenance Automated Report Terminal (SMART) System

Menu Change Password Print Logout

ER Request

ER Request No:	Status: Being Processed
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The school can review the status.

- f) The school should contact TC on all aspects of the works being undertaken on the premises and should NOT give direct instruction to the MTC/ specialist contractors. Any matters should be addressed to TC for follow-up action. For matters relating to TC's performance, please contact SPM Section.

School Premises Maintenance Section
Education Bureau
July 2025

**EXAMPLES OF EMERGENCY REPAIRS (ER) IN
AIDED SCHOOLS**

(The following examples are used for reference only)

(A) Builder's Works (BW)

1. Damage of BW items due to fire, typhoon and vandalism
2. Cracking of major structural elements (e.g. beams, columns, reinforced concrete wall, etc.)
3. Concrete spalling
4. Water seepage (serious cases)
5. Pipe bursting
6. Failure in potable/ flushing water supply system
7. Failure/ serious corrosion of balustrades or railings
8. Ground settlement
9. Slope repairs (Schools should arrange relevant personnel to conduct regular maintenance inspection and checking to the slopes.)
10. Broken glasses
11. Damage due to flooding
12. Overflow from sewage or drainage system (underground or above ground)
13. Malfunctioning or loose external main gate, fencing and main entrance door
14. Malfunctioning or loose internal doors, exit door and fire doors
15. Defects in windows (e.g. deformed or insecure window frame or window sash/ deformed hinges/ broken glass panes)
16. Debonding of external wall finishes
17. Defects in internal finishes (e.g. acoustic panels /ceramic tiles) and fixtures at high level
18. Uneven, protruded and damaged floor finishes or paving blocks
19. Defective sanitary fitments (e.g. water taps, urinal sensors, wash basins)
20. Defective flag pole

(B) Building Services (BS)

1. General
 - a) Damage of BS installations due to fire, typhoon and vandalism
2. Fire Service Installation
 - a) Defective fire service appliances including portable fire extinguishers, fire control panels, fire pumps, manual call points, alarm bells, hose reel gate valves, hose reels, hoses, nozzles, nozzle boxes, fire service inlets, fire hydrants, AFA panels, smoke or heat detectors, sprinkler control valves, alarm gong and sprinklers.
 - b) Leaking fire service pipes
3. Water Supply and drainage System
 - a) Defective of pressure vessel, defective ball float valve, defective control panel, defective water pump and motor
4. Switchboard Installation
 - a) Damage of switchboard due to flooding or water leakage
 - b) Damage of switchgears due to overload
 - c) Defective switchgears due to ageing
 - d) Malfunctioning of protective devices control circuits such as earth fault relay
 - e) All works for resuming power supply
5. Electrical Installation
 - a) Replacement / repair of electrical equipment/accessories including wiring, switches, etc. in order to resume the electricity supply and/ or relating to the safety aspect
 - b) Malfunctioning of lighting equipment
6. Mechanical Ventilation and Air-conditioning Installation
 - a) Malfunctioning of air-conditioning equipment i)under List of eligible rooms/facilities for the provision of Air-conditioning Systems or ii)classified as standard facilities
 - b) Malfunctioning of ventilation equipment e.g. ventilation fans
7. Lift Installation
 - a) Replacement/ repair of lift/ stairlift equipment/ accessories covered by Operating Expenses Block Grant (OEBG)/ Expanded Operating Expenses Block Grant (EOEBG)
8. Leakage of towngas pipe
9. Damage of video door phone system
10. Damage of fan/ motor for fume cupboard

EXAMPLES OF EMERGENCY REQUESTS NOT
WITHIN THE AMBIT OF EMERGENCY REPAIRS
(ER) IN AIDED SCHOOLS

(The following examples are used for reference only)

(A) Builder's Works (BW)

1. Defective sensor water taps due to battery malfunctioning
2. Blockage of surface channel or drainage pipes due to accumulation of debris
3. Repair of small-scale loosened wall or floor tiles
4. Pruning/felling of trees
5. Peeling off of paint with no imminent danger
6. Addition, alteration and improvement works
7. Works involving non-school portions
8. Any repair works with estimated costs less than the specified thresholds
9. Any school's self-financed provisions such as swimming pool, water fountain, tennis court and green house, etc.

(B) Building Services (BS)

1. Repair of private lift/ stairlift equipment/accessories purchased by school's own fund
2. Replacement of consumable items such as light tube
3. Works involved in non-school portions
4. Repair works with estimated costs less than the specified thresholds
5. Repair works of self-installed renewable energy installations, such as PV panel installed by schools or other parties
6. Any school's self-financed provisions such as swimming pool, water fountain, tennis court and green house, etc.