

新聞速遞

News Express

監管局回顧 2019 年上半年工作概況

EAA's half year review 2019

地產代理監管局（「監管局」）於 2019 年 7 月 31 日向傳媒公布 2019 年上半年的工作概況，並簡介下半年的工作重點。

2019 年上半年，監管局共接獲 157 宗投訴個案，較去年同期減少 7%，數字錄得跌幅，反映從業員整體的合規情況有所改善。然而，有關「發出違規廣告」及「無牌從事地產代理工作」兩項投訴卻分別比去年同期增加 17 宗及 7 宗。

有關一手住宅物業銷售方面，監管局於 2019 年上半年共接獲 35 宗投訴個案，而有關一手樓盤銷售處的秩序問題則有顯著改善，出現零違規記錄。

監管局在 2019 年上半年共對 122 位持牌人採取行動或作出處分，合共撤銷了 19 個牌照及暫時吊銷 8 個牌照。

The Estate Agents Authority ("EAA") announced to the press about its work in the first half of 2019 and introduced its initiatives for the second half on 31 July 2019.

The EAA received a total of 157 complaints in the first half of 2019, a decrease of 7% compared to the same period of last year. The drop reflected an overall improvement in the compliance of practitioners. However, complaints regarding "issuing non-compliant advertisements" and "conducting unlicensed estate agency work" recorded a year-on-year increase of 17 cases and 7 cases respectively.

Concerning the sales of first-hand residential properties, there were 35 complaint cases received in the first half of 2019 while public order at the sale-sites of first-hand residential properties has seen significant improvement as zero non-compliance in this aspect were found during EAA's inspections.

The EAA has taken action or imposed sanctions on a total of 122 licensees in the first half of 2019. A total of 19 licences were revoked and eight licences were suspended.



監管局早前推出「5A 代理」的宣傳計劃
"5A Agent" publicity campaign introduced by the EAA earlier this year

另外，2019 年上半年參與資格考試的考生人數，按年上升 11%；而截至 2019 年 6 月 30 日的個人牌照數字，則較去年年尾稍微下跌至 39,773 人。

踏入 2019 年下半年，監管局會繼續加強對業界就反洗錢及反恐怖分子資金籌集方面的教育。另外，雖然有關購買境外物業的投訴數字在 2019 年上半年有所減少，局方會繼續教育消費者提高警覺，保障自身利益。

此外，繼早前推出宣傳「5A 代理」正面形象以提醒地產代理業界為消費者提供優質服務之外，監管局會繼續舉辦更多的企業社會責任活動並邀請業界參與，藉以進一步提昇業界的公眾形象及專業水平。

Separately, the total number of candidates sitting for qualifying examinations recorded a year-on-year increase of 11% whereas the number of individual licences as of the end of June 2019 was 39,773, a slight decrease compared to the end of last year.

Stepping into the second half of 2019, the EAA will continue to strengthen the trade education on the subject of anti-money laundering and counter-terrorist financing. Moreover, the EAA will continue to educate consumers on the points-to-note when purchasing properties situated outside Hong Kong, despite the fact that a drop of relevant complaints was recorded in the first half of 2019.

In addition to promoting the positive image of “5A Estate Agent” to remind the estate agency trade to provide quality service to consumers, the EAA will initiate more Corporate Social Responsibility (“CSR”) activities with the estate agency trade in order to further enhance the public image and professional standard of the trade.

監管局出版新小冊子「紀律研訊案例選輯 - 第五輯」 EAA published a new booklet “Inquiry Hearing Cases – A Selection V”

為加深持牌人對處理物業交易相關規例要求的了解，監管局推出了一本名為「紀律研訊案例選輯 - 第五輯」的新小冊子。

In order to enhance licensees’ understanding of the relevant regulatory requirements when handling property transactions, the EAA has published a new booklet titled “*Inquiry Hearing Cases – A Selection V*”.

該新小冊子透過真實的紀律研訊個案，讓持牌人清楚了解他們在執業時應遵從的相關規例、指引及守則。

該小冊子可於監管局網頁 (www.eaa.org.hk) 內下載。持牌人及公眾也可親臨監管局辦事處免費索取，數量有限，派完即止。



The new booklet illustrates the relevant regulations, guidelines and ethics that licensees should comply with in their practice through real inquiry hearing cases.

The booklet can be downloaded from the EAA website (www.eaa.org.hk). Licensees and the public may also obtain a free printed copy of the booklet at the EAA office while stock lasts.

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監管局舉辦「區區有『理』－社區服務建議比賽」

The EAA introduces Estate Agents Community Service Proposal Competition



憑着其人際網絡、與街坊的聯繫以及對身處社區的認識，地產代理從業員其實處於有利位置，在推動香港經濟以外，為社會作出貢獻。為了鼓勵地產代理投入社區服務，監管局於2019年8月舉辦首個「區區有『理』－社區服務建議比賽」（「比賽」）。比賽現已開始接受持牌人報名。

比賽以隊制形式舉行，隊員數目為最少三人、最多八人，參加者可跨公司、跨地區與不同的持牌人組隊參賽。每組參賽隊伍須找出其隊員所在的社區的需要或特質，提出相關的社區服務建議。初選評審小組會對建議書進行評審，選出入圍隊伍。入圍隊伍須在2019年12月至2020年3月期間落實展開執行相關建議書，並在及後向終審評選小組介紹其建議書概念及實行成果，從而競逐獎項。監管局鼓勵持牌人把握機會，踴躍參加比賽，秉承服務社會的精神，向市民表現出地產代理的優秀品質。

報名截止日期已延長至2019年10月14日。有關比賽詳情及報名，請瀏覽 CSR2019.eaa.org.hk

By virtue of their network, connections within their neighbourhoods and understanding of their local communities, estate agents are in a good position to make contributions to the society, in addition to promoting the economy of Hong Kong. In order to encourage estate agents to serve their community, the EAA introduces its first Estate Agents Community Service Proposal Competition (“the Competition”) in August 2019 and calls for submissions from licensees.

Estate agents can participate in the Competition in teams of three to eight members, whom can come from the different estate agency companies or different districts. Participating team will need to propose community service based on the features and needs of the communities that one of the team members working in. The Preliminary Judging Panel will review the submitted proposals and select the shortlisted teams. The shortlisted teams are required to implement their proposals and launch the community service between December 2019 and March 2020. They will then present the concept and outcome of their proposals to the Final Judging Panel in order to compete for the awards. The EAA encourages licensees to grasp the chance and participate in the Competition, so as to sustain the spirit of serving the society and present the estate agents' excellent quality to the public.

The deadline for proposal submission has been extended to 14 October 2019. For the Competition details and submission, please visit CSR2019.eaa.org.hk

監管局獲頒兩項國際獎項 EAA awarded in international competitions

監管局最近參加了兩個有關宣傳計劃及刊物的國際比賽，並欣然宣布榮獲以下獎項：

首先，監管局榮獲房地產牌照司法人員協會（ARELLO）頒發教育獎（消費者教育）。ARELLO 是一個推動地產代理業規管及政策制定機構互相交流的國際組織。監管局推廣委託「5A 代理」的宣傳計劃被選為今年的教育獎得主。

The EAA recently participated in two international competitions in relation to its promotional activities and publications and is pleased to announce that it has been granted the following awards:

Firstly, the EAA won the Education Award granted by the Association of Real Estate License Law Officials ("ARELLO"), which is an international organisation to facilitate the exchange of information and cooperation among regulators and policy makers in the area of real property. The EAA's promotion of the importance of appointing an estate agent with "5A" qualities was selected by ARELLO for the award this year.



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另外，監管局 2017/18 年報獲得國際大獎 ARC Award 銅獎。ARC Award 是國際知名的獎項，為年報設計提供高水平的競賽平台。

監管局將繼續在規管地產代理業的執業及保障消費者權益上追求卓越；並支持業界的專業發展以獲取社會的認同。

Secondly, the EAA won a Bronze award in the International ARC Awards competition for the EAA's Annual Report 2017/18. The ARC Award is a globally recognised competition which provides a platform for the highest standards in the annual report industry.

The EAA will continue to strive for excellence in regulating the practice of the estate agency trade, for the protection of consumers' interests; and supporting the development of an estate agency profession worthy of the recognition of the community.



一手住宅物業銷售條例 - 新增常見問答

Residential Properties (First-hand Sales) Ordinance – New frequently asked question and answer (“FAQ”)

監管局收到一手住宅物業銷售監管局來函，告知該局已於 2019 年 7 月 19 日發出有關提供銷售文件及經修改的銷售文件的新增常見問答第 1.9 題。

該新增常見問答第 1.9 題是關於提供公契圖則予公眾閱覽的規定，監管局建議持牌人瀏覽該局網頁 (www.srpa.gov.hk/files/pdf/faq/150429/FAQs_on_making_available_for_various_documents_Chi.pdf)，以閱讀上述新增的常見問答。

The EAA received a letter from the Sales of First-hand Residential Properties Authority (“SRPA”) regarding its issuance of a new FAQ on Making Available of Sales Documents and Revised Sales Documents, i.e. FAQ 1.9 on 19 July 2019.

The new FAQ 1.9 is about the requirement of making available the Deed of Mutual Covenant Plans for inspection by the general public. Licensees are advised to read the abovementioned new FAQ on the SRPA's website: www.srpa.gov.hk/files/pdf/faq/150429/FAQs_on_making_available_for_various_documents_Eng.pdf

關於業主繳納差餉及/或地租的建議

Advice to Property Owners on Rates and/or Government Rent Liability

差餉物業估價署（「估價署」）最近發文建議持牌人，在物業交易之前，提醒其客戶有關繳納差餉及/或地租以及查閱並繳清所累欠的差餉及/或地租的責任。任何逾期未繳納的差餉及/或地租均會被徵收附加費，政府也可採取法律行動追收欠款。

監管局鼓勵持牌人參閱估價署的相關宣傳單張：
www.rvd.gov.hk/doc/tc/RVD1054_2007_10.pdf

如需進一步資料或查詢，請致電估價署查詢熱線 2152 0111 或瀏覽該署網頁：www.rvd.gov.hk

The Rating and Valuation Department ("RVD") has recently issued an article to advise licensees to remind their clients of the liability of rates and/or Government rent and the responsibility to check and clear any outstanding balance of rates and/or Government rent prior to the transaction of the property. Any outstanding balance of rates and/or Government rent will be imposed as a surcharge for late payment and the Government may take legal action to recover the outstanding amount.

The EAA encourages licensees to refer to the related leaflet of RVD at: www.rvd.gov.hk/doc/en/RVD1054_2007_10.pdf

For any further information or enquiries, please contact the RVD' s hotline at 2152 0111 or visit its website at www.rvd.gov.hk

土地註冊處的電視宣傳短片

Television announcement in the public interest (TV API) of the Land Registry

監管局獲土地註冊處通知，該處已於 2019 年 7 月 19 日推出有關「物業把關易」的電視宣傳短片。

「物業把關易」服務便利香港物業業主對其物業的狀況保持警覺，從而保障他們的物業。土地註冊處建議持牌人向業主客戶介紹該服務，尤其經常在香港以外地方逗留的業主。

該電視宣傳短片主要介紹「物業把關易」的優點，持牌人可到該處網頁閱覽上述宣傳短片：
www.landreg.gov.hk/tc/services/services_e.htm

The EAA was informed by the Land Registry ("LR") regarding the launch of its TV API on Property Alert on 19 July 2019.

The service of Property Alert provides the owners of Hong Kong properties with an easy way to remain vigilant in order to protect their properties. The LR recommended licensees to introduce the service to property owner clients especially for those who usually stay outside Hong Kong.

The abovementioned TV API introduces the benefits of the Property Alert Service. Licensees may watch it at the LR' s website: www.landreg.gov.hk/en/services/services_e.htm