

# 地產代理監管局簡介

## ABOUT US

地產代理監管局(監管局)是於1997年11月根據《地產代理條例》而成立的法定機構，主要職能包括規管香港地產代理業界的執業；推動業界行事持正；以及鼓勵行業培訓，確保從業員達到專業水平，符合道德操守。

監管局舉辦資格考試、審批個人和公司牌照、處理對從業員的投訴、執行巡查工作，以及對違反《地產代理條例》的地產代理從業員施行紀律處分。監管局亦為業界舉辦專業發展活動，並推動消費者教育。

監管局是財政自給的機構。監管局成員由香港特別行政區行政長官委任，設有正、副主席各一名及普通成員十八名。成員來自社會多個界別，包括地產代理行業。

The Estate Agents Authority (EAA) is a statutory body, established in November 1997 under the Estate Agents Ordinance (EAO). Its principal functions are to regulate the practice of the estate agency trade in Hong Kong, promote integrity and competence within the industry, and facilitate training for practitioners to ensure competency and a proper standard of conduct.

The EAA organises qualifying examinations, issues licences to individuals and companies, handles complaints against licensees, conducts compliance inspections and metes out disciplinary sanctions to practitioners who have breached the EAO. The EAA also organises activities for the professional development of the trade and promotion of consumer education.

The EAA is a self-financing body. Its Members are appointed by the Chief Executive of the Hong Kong Special Administrative Region (HKSAR) and consist of a Chairman, a Vice-chairman, and 18 ordinary members from various sectors in the community, including the estate agency sector.

### 抱負

#### Vision

監管局將致力於

- 成為盡責、公正、靈活應變和有效的監管機構
- 確保從業員依法執業，推動業界以誠為本、以信為先
- 提升業界的專業水平和能力

The EAA will strive to

- be a responsible, impartial, responsive and effective regulator
- ensure practitioners abide by the law and to promote a high standard of integrity and probity in the trade
- promote a high degree of professionalism and competence in the trade

### 使命

#### Mission

規管香港地產代理業的執業，提升從業員的專業能力，並為業界訂立高的道德和操守水平。

To regulate the practice of the estate agency trade in Hong Kong, raise the competence of practitioners and set high standards of ethics and conduct befitting the trade.