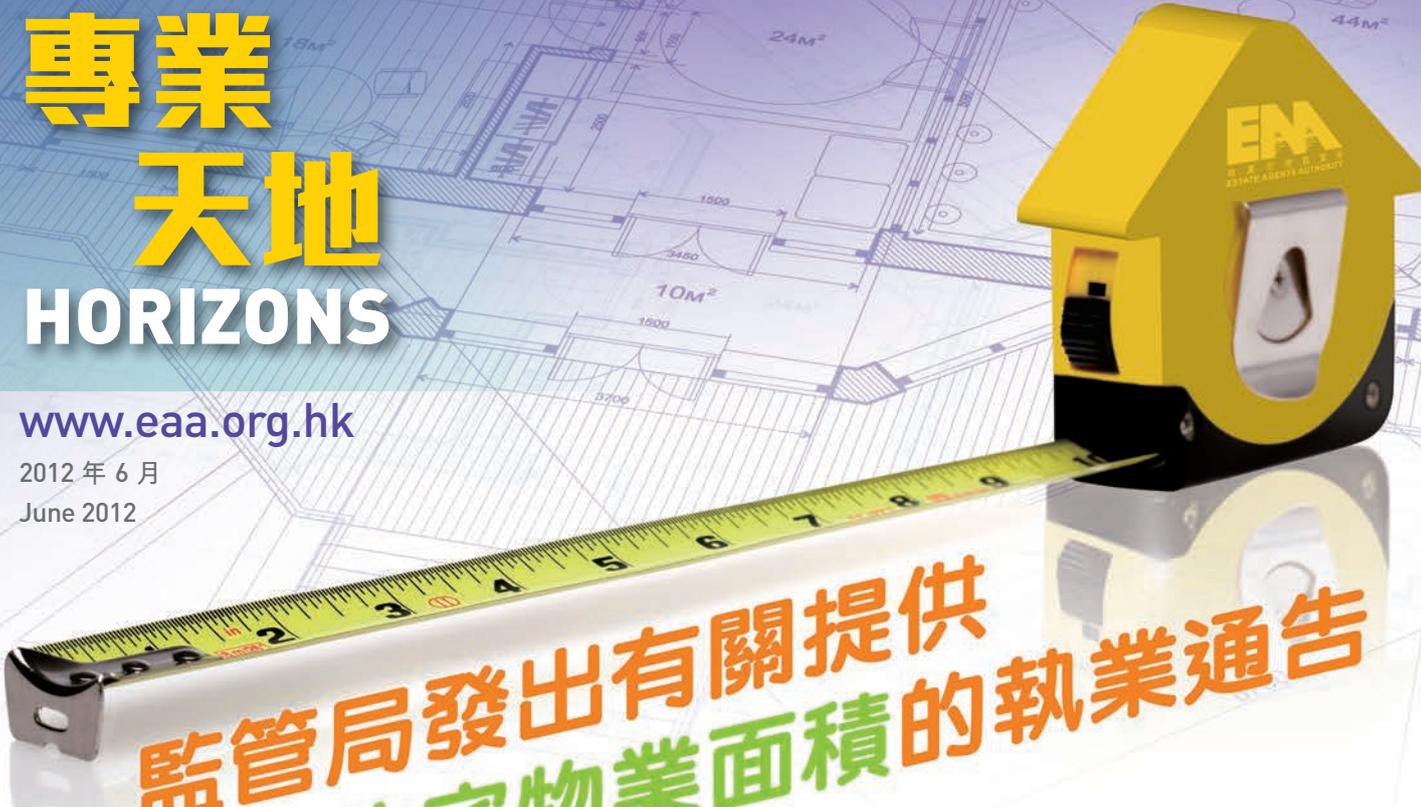


專業 天地 HORIZONS

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監管局發出有關提供 二手住宅物業面積的執業通告

為了推動地產代理提供準確清晰的物業樓面面積資料，監管局發出新執業通告，要求地產代理就推銷二手住宅物業發出的廣告宣傳及向客戶提供物業樓面面積的資料時，必須提供有關物業的實用面積。執業通告將於2013年1月1日正式實施。

監管局於2012年5月22日舉行記者會，公布新執業通告的重點。新執業通告要求地產代理在向客戶提供二手住宅物業樓面面積的資料時，必須先提供從差餉物業估價署(估價署)或物業首次轉讓的買賣協議(首次協議)取得的實用面積資料，倘若該物業實用面積並不能從估價署或首次協議中取得，代理可提供物業的建築面積或其他樓面面積資料。

執業通告容許地產代理在提供實用面積的同時，也可提供建築面積，但在廣告中表述實用面積的字體不可比表述建築面積的字體小。

監管局執業及考試委員會主席梁永祥先生表示，雖然市場一直沿用建築面積，但建築面積沒有統一定義。實用面積則自2008年起有了統一定義，能夠提供一個較清晰及客觀的準則。隨着政府推動立法規定一手住宅物業須劃一採用實用面積，二手住宅物業最終也必須採用同一標準。

監管局規管及法律總監劉淑棻女士重申，地產代理一向須要按照《地產代理常規(一般責任及香港住宅物業)規例》(《常規規例》)的要求，從估價署或首次協議中取得實用面積的數據，並向客戶提供相關的資料，除非有關資料不能從估價署或首次協議中取得，故此，有關要求不應為代理構成額外成本。她又強調，從上述兩個來源以外取得的實用面積均並非《常規規例》中訂明的來源。

梁永祥先生補充，業界為遵行通告，可能要更改電腦程式而增加成本，但該等成本將是一次性的。日後劃一採用實用面積的一手住宅物業流入二手市場時，有關的更改是無可避免。

監管局會採取循序漸進的步伐推動新指引，通告正式實施日期定於2013年1月1日，讓業界有逾半年時間做好準備工作。至於何時只限使用實用面積，監管局沒有定下時間表，視乎公眾的適應情況而定。

監管局將會舉辦進修課程及巡查，教育及協助業界達致通告的要求。監管局並會加強公眾教育的工作，例如廣告宣傳及展覽等，以協助消費者了解 and 適應。

欲了解執業通告的詳情，可登入監管局網頁。



監管局執業及考試委員會主席梁永祥先生聯同規管及法律總監劉淑棻女士舉行記者會，簡介最新的執業通告。

Chairman of the Practice and Examination Committee of the EAA, Mr William Leung, and Director of Regulatory Affairs and General Counsel, Ms Eva Lau, briefed the press on the new circular.

EAA issues new practice circular on provision of floor area information for second-hand residential properties

To promote estate agents to provide accurate and clear property floor area information to consumers, the EAA issued a new practice circular requiring estate agents to provide information on the saleable area of a second-hand residential property to their clients in advertisements and in provision of the floor area information of the property. The circular will come into effect on 1 January 2013.

A press briefing was held on 22 May 2012 to announce the key points on the new practice circular. The new circular requires estate agents to provide the information of saleable area first in the provision of the floor area information of a second-hand residential property to their clients. The saleable area of the

property should be obtained from either the Rating and Valuation Department (RVD) or the agreement for sale and purchase of the first assignment of the property registered in the Land Registry (first agreement). Estate agents may provide the gross floor area or other floor area information of the property if the saleable area of the property cannot be obtained from either the RVD or the first agreement.

The circular allows estate agents to provide information on both the saleable area and the gross floor area of a property. However, the font size used regarding the saleable area shall be no smaller than that of the gross floor area of the property.



According to the Chairman of the Practice and Examination Committee of the EAA Mr William Leung Wing-cheung, there is as yet no standardized definition of gross floor area although the trade has been using gross floor area to present the floor area of a property. On the contrary, the term “saleable area” has had a standardised definition since 2008, providing a clearer and better basis for the consumers. With the proposed adoption of saleable area for first-hand residential properties via legislation by the Government, the second-hand residential properties will eventually adopt the same yardstick.

Director of Regulatory Affairs and General Counsel of the EAA Ms Eva Lau reiterated that in accordance with the Estate Agents Practice (General Duties and Hong Kong Residential Properties) Regulation (Practice Regulation), estate agents are required to provide the information on saleable area of a property obtained from the RVD or the first agreement unless the saleable area of the property cannot be obtained from either the RVD or the first agreement. There is therefore no additional cost incurred in complying with the practice circular. She emphasised that sources other than the RVD and the first agreement are not the prescribed sources under the Practice Regulation.

Mr William Leung added that the trade might need to adjust their computer programmes as a result of the implementation of the circular. The cost should however be a one-off expense. The expense is also unavoidable because the first-hand properties with information on saleable area only will be transacted in the secondary market in future.

The EAA will take a progressive approach to implement the new guidelines. With the circular’s official implementation date set for 1 January 2013, the trade has over six months to prepare for the change. As for the exact timing when only “saleable area” is allowed to be used, the EAA does not have a timetable. It depends on how quickly the general public adopts the use of saleable area.

The EAA will assist the trade in meeting the circular’s requirements through professional development courses and educational visits to estate agency shops. Publicity programmes such as advertising and exhibitions will be launched to help consumers to familiarize with the concept of “saleable area”.

The practice circular can be viewed on the EAA website.

牌照目錄及持牌人紀律處分紀錄

監管局更新了網上牌照目錄的設計，使其更簡單易用，方便使用者確認相關人士是否持有牌照及其牌照有效期，並連結至紀律處分紀錄網頁，以便確認該人士兩年內有否受到紀律制裁。

同時，監管局已將過去每月公布的持牌人紀律處分資料，與網上紀律處分搜尋器整合。透過該搜尋器，可查詢個別持牌人兩年內的紀律處分和上訴紀錄，或查詢兩年內個別月份的所有紀律處分和上訴紀錄。

此外，查詢持牌地產代理的電話系統(3102 0838)已於2012年3月起終止服務，查詢人士可轉用網上牌照目錄。

Licence list and disciplinary records search

The online licence list has been redesigned and become more user-friendly. It facilitates users to ascertain whether the person concerned is licensed and its licence’s validity. It is also hyperlinked to the web page of licensees’ disciplinary records so that users may ascertain whether any action has been taken by the EAA against that person in the past two years.

The EAA has also integrated the previous monthly announced disciplinary records list with the disciplinary records search engine. The engine enables search of a particular licensee’s disciplinary and appeal records in the past two years or all disciplinary and appeal records in a specific month in the past two years.

The Licensee Information Hotline (3102 0838) has discontinued since March 2012. Enquirers are advised to use the online licence list instead.

I 《優質執業手冊》出版

為加強地產代理業界的公司管治，鼓勵業界提供優質專業的服務及提升業界形象，監管局與廉政公署合作出版《優質執業手冊》。

監管局與廉署於3月30日為《優質執業手冊》(手冊)舉行出版儀式，並由監管局行政總裁余呂杏茜女士及廉署防止貪污處助理處長莫華海先生主持。手冊是去年已開始的「誠信管理計劃」的項目之一，繼續推動及培育業界誠信文化的工作。

手冊包含法規以外的指引，為地產代理業界訂定了最佳的執業標準和程序。手冊涵蓋的範圍廣泛，就着誠信管理、良好管治與內部監控、物業出售與租賃、會計管理及人事管理等多個範疇，提供實用的指引，以協助地產代理業界加強公司管治及內部監控，提醒從業員要本着誠信原則處

理物業交易，從而提升業界的專業水平。此外，手冊的部份內容更參考了英國皇家特許測量師學會的準則，因此可說是與國際標準接軌。

余呂杏茜女士指出，業界可按公司的規模和實際需要採用及實行手冊內的指引。如果業界能夠達到手冊內的標準，相信可以提升業界的專業及操守水平，從而提升業界的形象。

為加深業界對於手冊的了解，監管局與廉署代表在出版儀式完成後隨即舉行了相關的持續專業進修計劃講座，向在場約200名從業員詳細講解手冊的內容。監管局與廉署日後將繼續為業界籌辦講座，協助業界了解和達致手冊的標準。有關手冊已上載於監管局網站供業界參考。



監管局行政總裁余呂杏茜女士(右)及廉政公署防止貪污處助理處長莫華海先生一起主持《優質執業手冊》出版儀式。

EAA Chief Executive Officer Mrs Rosanna Ure (right) and ICAC Assistant Director of Corruption Prevention Mr Mok Wah-hoi officiated at the launching ceremony of *Best Practice Checklist*.



監管局與廉署代表在出版儀式完成後隨即舉行了相關的持續專業進修計劃講座。

A continuing professional development seminar was held by representatives from the EAA and the ICAC after the launching ceremony to help the trade understand the *Checklist*.

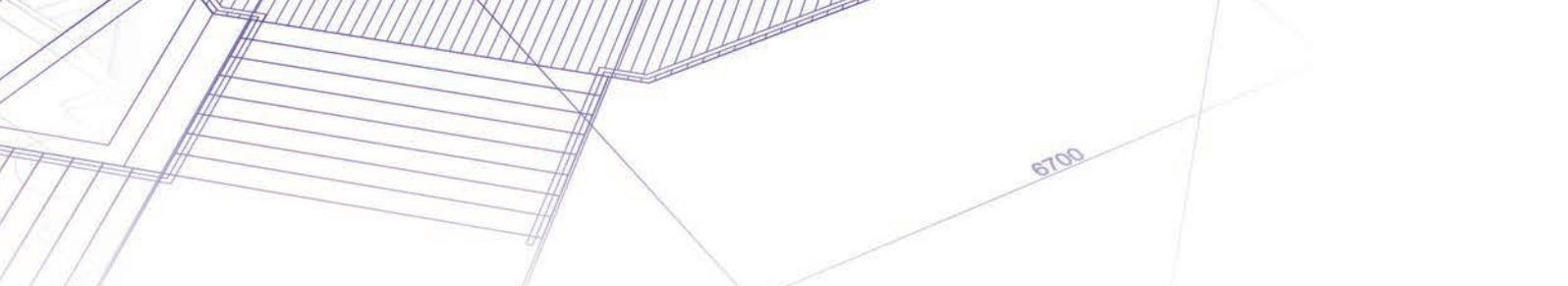
I Publication of *Best Practice Checklist*

To reinforce the governance of estate agency companies, encourage the trade to provide professional services and improve the trade's image, the EAA and the Independent Commission Against Corruption (ICAC) jointly published a guide titled *Best Practice Checklist*.

On 30 March, EAA Chief Executive Officer Mrs Rosanna Ure and ICAC Assistant Director of Corruption Prevention Mr Mok Wah-hoi officiated at the launching ceremony of the *Best Practice Checklist* (the

Checklist). In the second stage of the Integrity Management Programme launched last year, the *Checklist* promotes and fosters the culture of integrity in the trade.

The *Checklist* includes guidelines beyond legal requirements and set the best standard and procedures for the trade's practice. The *Checklist* covers a broad range of issues including integrity management, good governance and internal control,



sale and leasing of properties, accounting controls and staff administration. The *Checklist* provides practical guidelines to help the estate agency trade to reinforce corporate governance and internal control, and remind practitioners to handle property transactions with integrity so that professional standard of the estate agency trade can be enhanced. Besides, some guidelines in the *Checklist* have made reference to the practice standard and guidance issued by the Royal Institution of Chartered Surveyors. Thus it can be said that the *Checklist* has matched international standards.

Mrs Rosanna Ure pointed out that the trade can adopt and implement the proposed guidelines in accordance with the company size and practical needs. She

believed that if the trade is able to achieve the standards stated in the *Checklist*, the level of professionalism and ethics of the trade will be raised. The trade's image will then be enhanced.

A continuing professional development seminar was held after the launching ceremony to help the trade understand the *Checklist*. Representatives from the EAA and the ICAC explained in detail the content of the *Checklist* at the seminar and about 200 practitioners attended. The EAA and the ICAC will continue to organize seminars for the trade to help them understand and achieve the standards set in the *Checklist*. The *Checklist* has already been uploaded to the website of EAA for the trade's information.

第一期互認計劃的內地房地產經紀人註冊證書已開始接受申請

內地與香港地產代理專業資格互認計劃的第一期培訓課程及考試已於去年舉行。成功通過考試的香港持牌人須於2012年8月31日或之前，經監管局向中國房地產估價師與房地產經紀人學會(中房學)申請內地房地產經紀人註冊證書。逾期申請或繳費者，其互認資格將會失效，日後如欲獲得有關互認資格，便須重新提出推薦申請、接受遴選、完成課程及通過考試。

中房學審批香港持牌人的申請後，會批出註冊證書，並由監管局代為轉交給持牌人。香港持牌人首次註冊證書有效期為2012年10月1日至2013年12月31日，費用為2,000人民幣。有關詳情，請參閱監管局網頁http://www.eaa.org.hk/licensing/documents/cepa_hk_app_details.pdf

Application for the certificate of registration for practice in the Mainland under the first phase of the mutual recognition scheme

The first training course and examination of the scheme of mutual recognition of professional qualifications of estate agents in the Mainland and Hong Kong were completed last year. Qualified Hong Kong licensees can apply for the certificate of registration for practice in the Mainland, through the EAA, with the China Institute of Real Estate Appraisers and Agents (CIREA) on or before 31 August 2012. The eligibility to apply for the certificate under the scheme will lapse if applications and payments are not made before the above deadline. Disqualified licensees who wish to regain the qualification will have to reapply for nomination, be subject to selection, complete the training course and pass the examination again.

Once CIREA has approved the applications, it will grant the Hong Kong licensees a certificate of registration which will be issued to the licensees through the EAA. The validity period of these certificates is from 1 October 2012 to 31 December 2013 and the fee is RMB2,000. For details, Please refer to the EAA website (only Chinese version is available): http://www.eaa.org.hk/licensing/documents/cepa_hk_app_details.pdf

I 處理牌照申請的服務承諾

為確保更有效地運用資源，監管局將由2012年7月1日起修訂處理牌照申請的服務承諾，詳情如下：

申請類別	2012年7月1日前的指標：	2012年7月1日或以後的指標：
新牌照申請（包括牌照有效期已屆滿的申請）	10個工作天	10個工作天
牌照續期申請	10個工作天	20個工作天

在今年7月1日或之後提交的續牌申請，監管局將會根據新的服務承諾處理。換言之，倘若申請續牌人士已交妥所需文件及費用，監管局會在20個工作天內完成處理其申請。

監管局提醒持牌人，地產代理（發牌）規例第13條規定，牌照續期申請須於有關牌照有效期屆滿前三個月至屆滿前一個月的期間內提出。因此，尋求續牌的持牌人須於其牌照有效期屆滿前最少一個月提交申請。

I Performance pledge of handling licence applications

To ensure more efficient use of resources, the EAA's performance pledges on the processing of licence applications will be revised from 1 July 2012 as follows:

Type of applications	Standard before 1 July 2012	Standard on or after 1 July 2012
Applications for the grant of licences (including applications from those whose licences have already expired)	10 working days	10 working days
Applications for the renewal of licences	10 working days	20 working days

For those renewal applications submitted on or after 1 July 2012, the EAA will process them according to the new performance pledge. In other words, licensees will have their licences renewed within 20 working days provided that they have submitted the required documents and fees.

The EAA would like to remind licensees that under section 13 of the Estate Agents (Licensing) Regulation, an application for the renewal of a licence shall be made not more than three months and not less than one month prior to the expiration of the licence. Therefore, a licensee seeking to renew his licence is required to make an application at least one month prior to the expiry of his licence.

印製訂明表格新指引

監管局最近發出一份新執業通告(12-01(CR))，載列了訂明表格1-6的印製格式指引。通告已於5月17日生效。持牌人可到監管局網站參閱通告的詳細內容。

New guidelines on printing prescribed forms

EAA has recently issued a new practice circular (12-01(CR)) setting out the guidelines on printing format for Forms 1-6. The circular has taken effect since 17 May 2012. Licensees may view the practice circular on the EAA website.

I 本局行政總裁余呂杏茜女士離任前分享



監管局現任行政總裁余呂杏茜女士將於今年2012年8月份離任。余太在離任前回顧任內三年的工作重點，並提出了對監管局及業界的期望。

余太表示，在任三年期間，樓市和社會都不斷變化。因應

瞬息萬變的社會形勢，監管局採取了積極主動的策略，包括不時檢視業界的執業手法並發出執業通告，實行教育性巡查以加強從業員對於新通告的認識，並嚴謹把關確保入行者皆是「適當人選」等，重點是希望防患於未然，推動業界回應社會的挑戰，提升整體執業水平。

監管局一直致力提升業界的專業水平。過去三年，除了繼續推動持續專業進修計劃之外，並探討該計劃由自願性轉為強制性的可行性。監管局與廉政公署合辦的「誠信管理計劃」，進一步培育業界的誠信文化。同時，香港與內地的地產代理專業資格互認，加強了兩地人才的交流，擴闊業界的發展空間。

余太又表示，監管局着重和業界有密切的溝通。除了與業界商會舉辦季度聯絡會議及與大型地產代理公司管理層定期會面之外，監管局在去年更首次在全港各區舉行業界聚焦小組，直接與前線人員會面溝通。

余太說：「作為一個法定團體，監管局肩負保障公眾利益的責任。要達到這個目的，監管局致力提升業界的專業水平及操守，並確保持牌人守法循規。監管局負責規管業界，如果監管到位，地產代理的社會地位和形象會有所提升，也間接幫助了地產代理的業務發展。」她希望業界日後繼續與監管局緊密合作，共同提升業界的專業地位。

I Sharing from the EAA CEO before departure

The current CEO of the EAA Mrs Rosanna Ure will leave the EAA in August this year. Before her departure, Mrs Ure reviews her work in the EAA and shares her expectations for both the EAA and the trade.

Mrs Ure recapped that there were changes both in the property market and society during her three years' work with the EAA. In response to the changing conditions, the EAA adopted a proactive and responsive approach. From time to time, the EAA reviewed the practice of the trade and issued new practice circulars. The EAA also sought to enhance the trade's understanding of the new guidelines through educational visits to the trade and ensure new entrants are "fit and proper" through rigorous gatekeeping. Mrs Ure believes that this pre-emptive approach can help the trade to face the challenges and improve the overall standards of the trade.

The EAA has been striving to promote the professional standards of the trade. In the past three years, apart from organising activities under the Continuing Professional Development Scheme, the EAA has also started to explore the feasibility of turning the Scheme from voluntary to mandatory. The Integrity Management Programme jointly organised with the ICAC aims at building a culture of probity in the trade.

The scheme of mutual recognition of professional qualifications of estate agents in Hong Kong and the Mainland is conducive to development of the trade through enhanced exchanges between both sides.

Mrs Ure pointed out that the EAA attaches great importance to communication with the trade. Apart from the quarterly trade liaison meetings with trade associations and regular meetings with the management of large estate agency companies, last year the EAA launched, for the first time, focus group meetings with frontline licensees to communicate with them directly.

Mrs Ure said, "The EAA is a statutory body with a mission of protecting public interests through regulating the estate agency trade. To achieve this goal, the EAA strives to upgrade the professional standard and promote integrity management in the trade, in addition to ensuring that licensees would abide by the relevant rules and regulations. I believe that as the trade becomes better regulated, this would improve the social status and image of the trade, which in turn is conducive to its development." She hopes that the trade will continue to work closely with the EAA with a view to upgrading the trade's professional status.

紀律研訊個案 — 作出令地產代理行業聲譽受損的行為

一名從業員在一次租賃交易中為業主及租客雙方行事，並安排業主和租客就有關物業訂立臨時租約。不過，該租客在繳付數千元臨時訂金後，決定不租用該物業，其訂金遂遭業主沒收。該從業員向業主聲稱，根據行規，他可向業主索取該筆被沒收的臨時訂金的50%。然而，業主細閱租約及向其他地產代理查詢後，得悉自己無須因有關交易告吹而與該名從業員攤分被沒收的訂金，遂向監管局投訴。

監管局經調查發現，在業主沒有律師代表的情況下，該名從業員在安排業主與租客在訂立臨時租約之前，沒有向業主解釋該臨時租約的每項條文的涵義，尤其是有關違約及違約一方需支付雙方佣金的條款。

Inquiry hearing case — Causing disrepute to the estate agency trade

A practitioner worked for both the landlord and the tenant in a lease transaction. The practitioner then arranged for them to enter into a provisional tenancy agreement in relation to the property. The tenant however decided not to rent the property after paying a deposit of several thousand dollars. The deposit was then forfeited by the landlord. The practitioner claimed that according to the trade practice, the landlord should pay her 50% of the forfeited deposit. Yet after perusing the tenancy agreement and making inquiries with other estate agents, the landlord realised that he was not required to share the forfeited deposit with the practitioner for the cancellation of the lease. Thus, he filed a complaint to the EAA.

After investigation, the EAA found that the practitioner did not explain to the landlord about the meaning of each clause of the provisional tenancy agreement when the landlord was not legally represented before the signing of the provisional tenancy agreement. In particular, the practitioner failed to explain the terms regarding the breach of contract and commission paid by the defaulting party, before the landlord entering into the agreement.

該名從業員在履行職務時，無理向該業主索取其所沒收的訂金，令地產代理行業信譽受損，未有遵守《操守守則》第3.7.2段。再者，該名從業員違反了《地產代理常規（一般責任及香港住宅物業）規例》第13(1)(a)條，即：如客戶非由律師代表，須向該客戶解釋該協議或租契的每項條文的涵義，並促使該客戶注意該協議或租契的重要條款及條文。結果，監管局紀律委員會決定譴責該名從業員及暫時吊銷其牌照14天，並在其牌照上附加條件，要求她在12個月內取得持續專業進修計劃下的12個核心科目的學分。



The practitioner's unreasonable request for 50% of the forfeited deposit may bring discredit and/or disrepute to the estate agency trade. Hence, she failed to comply with paragraph 3.7.2 of the Code of Ethics. Moreover, the practitioner breached section 13(1)(a) of the Estate Agents Practice (General Duties and Hong Kong Residential Properties) Regulation, which states that a licensee shall, before a client of the licensee who is not legally represented enters into an agreement for sale and purchase or a lease of a residential property, explain to the client the meaning of each clause of the agreement or lease, as the case may be, and draw to his attention the meaning of any essential terms and provisions thereof. Consequently, the EAA Disciplinary Committee decided to reprimand the practitioner, suspend her licence for 14 days and attach conditions to her licence, requiring her to obtain 12 points from the core subjects under the CPD scheme within 12 months.

紀律研訊個案 — 安排訂立臨時租約前沒有查核物業許可用途

單位的許可用途是物業的重要資訊，從業員如果不採取適當的步驟查核有關資料，不但可能會令客戶遭受損失，更可能因此被監管局紀律處分。

一名客戶委託一名從業員作為他的單邊代理，為他尋找合適的單位用作經營烘製蛋糕售賣工場。該從業員為客戶找到某幢大廈內的一個單位，並安排業主與該客戶訂立臨時租約。

其後該客戶獲大廈管理處通知，大廈公契規定業主不能在大廈內任何地方或處所從事含有澱粉成份的生產工序。由於澱粉是製作蛋糕的主要成份之一，管理處因此不允許該客戶在該單位從事烘製蛋糕的工作。

原來，從業員在安排該客戶簽訂臨時租約前，並沒有親自查核單位的許可用途。客戶因此蒙受損失，遂向監管局投訴。

監管局紀律委員會認為，從業員在安排客戶訂立臨時租約前，並沒有採取適當的步驟，查核該物業可否用作烘製蛋糕售賣工場，沒有遵守《操守守則》第3.4.1段的要求，即：保障和促進客戶的利益，並對交易各方公平公正。委員會決定對該從業員作出譴責，暫時吊銷其牌照21天，並在其牌照上附加條件，要求他在12個月內取得持續專業進修計劃下核心科目12個學分。

Inquiry hearing case — Failure to check the permitted use of a property before entering into a provisional tenancy agreement

A property's permitted use is important property information. Failing to carry out the appropriate steps to check the relevant information may not only cause a loss to clients, but also result in the practitioner being subject to disciplinary action by the EAA.

A client appointed the practitioner as his single agency to look for a suitable premises to run a bakery workshop. The practitioner identified a property inside a building. He then arranged for the client to enter into a provisional tenancy agreement with the landlord.

The client was later informed by the management office of the building that the building's deed of mutual covenant stipulated that no owner shall use the building or any part of the building for any production process involving "starch". As "starch" is a major ingredient of most baking products, the management office was of the opinion that the client should not run a bakery workshop inside the property.

It was later found out that the practitioner did not personally check the permitted use of the property before arranging for the client to enter into the provisional tenancy agreement. The client suffered a loss because of this and therefore lodged a complaint with the EAA.

The EAA Disciplinary Committee was of the view that the practitioner did not take the appropriate steps to check whether the property would be permitted to be used as a bakery before arranging for the client to enter into a provisional tenancy agreement. He thus failed to comply with paragraph 3.4.1 of the Code of Ethics in that he did not protect and promote the interests of his client and did not act in an impartial and just manner to all parties involved in the transaction. The Committee decided to reprimand the practitioner, suspend his licence for 21 days and attach conditions to his licence, requiring him to obtain 12 points from the core subjects under the CPD scheme within 12 months.

活動紀要 Events and activities



2012年3月

監管局於深水埗、柴灣及坑口港鐵站舉辦巡迴展覽，以提升公眾對於監管局的認識及加強公眾教育。

March 2012

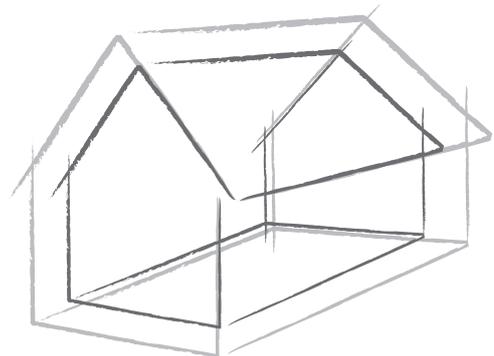
The EAA organised roving exhibitions at MTR stations at Sham Shui Po, Chai Wan and Hang Hau to raise the public awareness of the role of the EAA and to enhance consumer education.

2012年5月24日

監管局舉辦第五次從業員「聚焦小組」，與持牌人就執業的情況交流意見。

24 May 2012

The EAA organised the fifth focus group meeting with licensees to exchange views with them on their practice.



統計數字 Statistics



考試

Examinations

考試及考試日期

Examination and date

參加人數
No. of candidates

合格率
Pass rate

地產代理資格考試

Estate Agents Qualifying Examination

16/2/2012

1,009

41.2%

營業員資格考試

Salespersons Qualifying Examination

17/2/2012

719

51.0%

20/4/2012

1,135

49.9%



牌照數目 (於2012年5月31日計算)

Number of licences (as at 31/5/2012)

營業員牌照 Salesperson's Licence :

19,426

地產代理(個人)牌照 Estate Agent's Licence (Individual) :

+15,493

個人牌照總和 **Total no. of individual licences :**

34,919

地產代理(公司)牌照 Estate Agent's Licence (Company) :

2,800



營業詳情說明書 (於2012年5月31日計算)

Number of statements of particulars of business (as at 31/5/2012)

合夥經營 Partnerships :

263

獨資經營 Sole proprietorships :

+1,612

有限公司 Limited companies :

+4,161

總數 **Total :**

6,036



接獲的投訴 (2012年1月至3月) :

66

Number of complaint cases received (January to March 2012):



已處理的投訴個案結果* (2012年1月至3月):
Results of completed complaint cases*(January to March 2012):

117



* 部分是往年接獲的個案 Some cases were carried over from previous years



巡查次數 (2012年1月至3月)
Number of compliance inspections (January to March 2012)

一手樓盤 First-sale sites :	24
代理商舖 Agency shops :	366
網上物業廣告 Online property advertisements :	80



巡查發現主動調查的個案 (2012年1月至3月)
Number of cases arising from self-initiated investigations during inspections (January to March 2012)

主動調查的個案 : Cases arising from self-initiated investigations	24
主動調查而指稱成立的個案* : Cases completed from self-initiated investigations and were substantiated*	7

* 部分是往年展開調查的個案 Some cases were carried over from previous years



向持牌人或前持牌人採取的行動 (2012年1月至3月)*
Actions taken against licensees or ex-licensees (January to March 2012)*

有關的持牌人或前持牌人人數 No of licensees or ex-licensees	98	
行動 Actions taken	訓誡/譴責 Admonishment/reprimand	62
	罰款 Fine	19
	於牌照附加/更改條件 Attachment/alteration of conditions to licence	77
	暫時吊銷牌照 Suspension	17
	撤銷牌照 Revocation	0

* 向持牌人或前持牌人作出的行動是根據《地產代理條例》而作出的判決，當中有部份可能屬於紀律性質，包括在發牌時或在其他情況下於牌照上附加條件。

* These actions were taken pursuant to powers under the EAO. Some actions may be disciplinary in nature and others not, and they include the attachment of conditions to licences whether upon issuance or otherwise.

《專業天地》由監管局寄發。如果你不希望收到此刊物，請致電2111 2777或電郵至enquiry@eaa.org.hk通知監管局。
Horizons is sent by the EAA. If you wish to stop receiving it, please call the EAA at 2111 2777 or email to enquiry@eaa.org.hk to unsubscribe.