



## 監管局回顧2011年工作 及簡介2012年新工作

**地**產代理監管局（監管局）主席陳韻雲女士及行政總裁余呂杏茜女士於2012年1月17日舉行新聞發布會，回顧監管局在2011年的工作，及簡介2012年的工作重點。

陳韻雲女士表示，可能由於早前樓市交投淡靜，2011年應考資格考試的考生人數比2010年輕微下跌，下半年的跌幅較為明顯。牌照數目在2011年內則暫時未見下調，累積全年升幅後，持有個人牌照人士的數目於2011年12月31日達到34,719個。另外，監管局於去年收到590宗

投訴個案，較2010年下跌5%。

陳韻雲女士指出，監管局一向十分重視把關者的角色。除了資格考試及審批牌照申請兩個關卡，監管局在批出牌照後，亦會繼續監察持牌人是否符合「適當人選」的要求。如發現持牌人並非持牌的「適當人選」，監管局會撤銷其牌照，以確保持牌人達到發牌條件，保障消費者的權益。在2011年，牌照委員會共撤銷了9個牌照。

除嚴格把關以外，監管局亦會密切留意樓市及社會狀況，以及與樓市

相關的政府措施，並不時發出執業通告和指引，致力成為負責任和有效的規管機構。在2011年，監管局共發出了四份執業通告。其中，關於一手樓盤銷售操守及就保障客戶個人資料而發出的執業通告，俱為業界提供詳盡的實務性指引，而監管局亦觀察到地產代理業界都盡力依循通告的指引行事。

陳韻雲女士補充，監管局通過巡查地產代理商舖，以及與持牌人進行的聚焦小組會議等，就着新執業通告及社會關注的房屋議題，提醒地



監管局主席陳韻雲女士（左）與行政總裁余呂杏茜女士於新聞發布會上回顧局方在2011年的工作，並簡介2012年的工作重點。  
EAA Chairman Ms Vivien Chan (left) and Chief Executive Officer Mrs Rosanna Ure review the EAA's work in 2011 and introduce its initiatives for 2012 at the press conference.

產代理必須依法行事，明確提醒客戶注意相關風險，保障客戶的權益。

陳韻雲女士又指出，監管局經已向政府遞交意見書，表達監管局全力支持政府就規管一手住宅物業銷售的建議法例。監管局會密切留意立法的進展，待有關法例及措施的詳情落實後，如有需要會向業界發出

## EAA REVIEWS ITS WORK IN 2011 AND INTRODUCES ITS WORK IN 2012

Chairman of the Estate Agents Authority (EAA) Ms Vivien Chan and EAA Chief Executive Officer Mrs Rosanna Ure held a press conference on 17 January 2012 to review the EAA's work in 2011 and introduce new initiatives for 2012.

According to Ms Vivien Chan, probably due to the weaker property market in the latter half of 2011, the overall number of candidates participating in the qualifying examinations held in 2011 showed a slight decrease over 2010. The drop was more significant in the latter half of 2011. The number of licences, however, has not yet recorded a drop. There were 34,719 individual licences as at 31 December 2011. As for complaint figures, the EAA received 590 complaints in 2011,

which is 5% less than in 2010.

Ms Chan pointed out that the EAA takes its role as a gatekeeper very seriously. In addition to organising qualifying examinations and vetting licence applications, the EAA monitors the development of licensees who have obtained a licence to ensure they continue to fulfil the licensing requirement of being "fit and proper". If a licensee is found to be no longer "fit and proper", the EAA will revoke his/her licence. This will safeguard the standards of licensees and consumers' interests. The Licensing Committee of the EAA revoked nine licences in 2011 in this regard.

In addition to gatekeeping, the EAA also closely monitors the

ever-changing property market and social environment, as well as the Government's measures relating to the property market. As a responsible and effective regulator, the EAA issues practice circulars and guidelines from time to time. The EAA issued four practice circulars in 2011. Amongst them, the circular on the sale of first-hand residential properties and the circular on the protection of personal data provide the trade with detailed practical guidelines. The EAA has observed that practitioners have endeavored to follow the guidelines.

Ms Chan added that the EAA also conducted compliance inspections at estate agency shops and held focus group meetings with licensees. Through these measures

執業通告。監管局亦正研究就實用面積應用於二手住宅樓宇買賣及租賃事宜上推出執業通告。

踏入2012年，監管局經已成立15周年。余呂杏茜女士表示，監管局將會趁這個機會，推出一連串的活動，內容包括出版新小冊子、舉辦巡迴展覽、通過監管局網站及加強與媒體的合作，向公眾提供更多

有關物業買賣及地產代理服務的資訊。

監管局亦會繼續致力提升地產代理業界專業水平。監管局與廉政公署於2011年聯合推出的「誠信管理計劃」將會在2012年繼續推行。作為計劃的一部份，監管局即將與廉政公署合作出版《優質執業手冊》，藉以提升地產代理業界的專業水平

及形象。手冊包含了法規以外的指引，為業界提供專業服務的標準，業界可按業務上的實際需要應用手冊內的指引。手冊出版後，監管局將會舉辦相應的持續專業進修課程。



the EAA educated licensees on subjects such as the new practice circulars and other related issues, and reminded them that they should abide by the law and alert their clients to the risks involved in order to protect their clients' interests.

Ms Chan also pointed out that the EAA has submitted its views to the Government in response to its consultation paper and given full support to the proposed legislation to regulate the sale of first-hand residential properties. The EAA will pay close attention to the legislative process of the proposed legislation and may issue a new practice circular, if necessary, upon the passage of the bill. The EAA is also looking into the need of issuing a practice circular, which stipulates

the adoption of "saleable area" in the sale, purchasing and leasing of second-hand residential properties.

It has been 15 years since the EAA was established. Mrs Rosanna Ure announced that the EAA would take this opportunity to launch a series of consumer education programmes, including publishing a new booklet, organizing roving exhibitions, reaching out to the public through the EAA website and strengthening collaboration with the media.

The EAA will also continue to promote a high degree of professionalism in the trade. The Integrity Management Programme jointly organised by the EAA and the Independent Commission Against Corruption (ICAC) in 2011

will continue in 2012. As part of the programme, the EAA will soon co-publish *the Best Practice Checklist* with the ICAC to enhance the professional standards and image of the trade. The Checklist includes guidelines over and above legal requirements to provide practitioners a standard to which they could benchmark their professional services. Practitioners may follow the guidelines in their daily operations according to their own needs. The EAA will organise related continuing professional development programmes after the Checklist is published.

## 推廣提供物業的實用面積

為 了提高物業資訊的透明度，讓消費者掌握更清晰的資料，監管局早於去年已開始研究要求業界於二手住宅樓宇買賣及租賃事宜上，要提供實用面積。具體來說，地產代理在廣告宣傳，以及在

其他情況下提供二手住宅物業樓面面積的資料時，應提供有關物業的實用面積。

鑑於業界過去在推銷二手樓盤時，習慣使用建築面積，監管局早前已就此透過不同渠道與業界溝通，希

望於今年內發出為二手住宅樓宇提供實用面積的執業指引。

有關執業通告草擬稿已於今年二月獲監管局執業及考試委員開會通過，期望將於今年稍後時間發出，稍後局方將公布更多詳情。

## Promoting the provision of saleable area

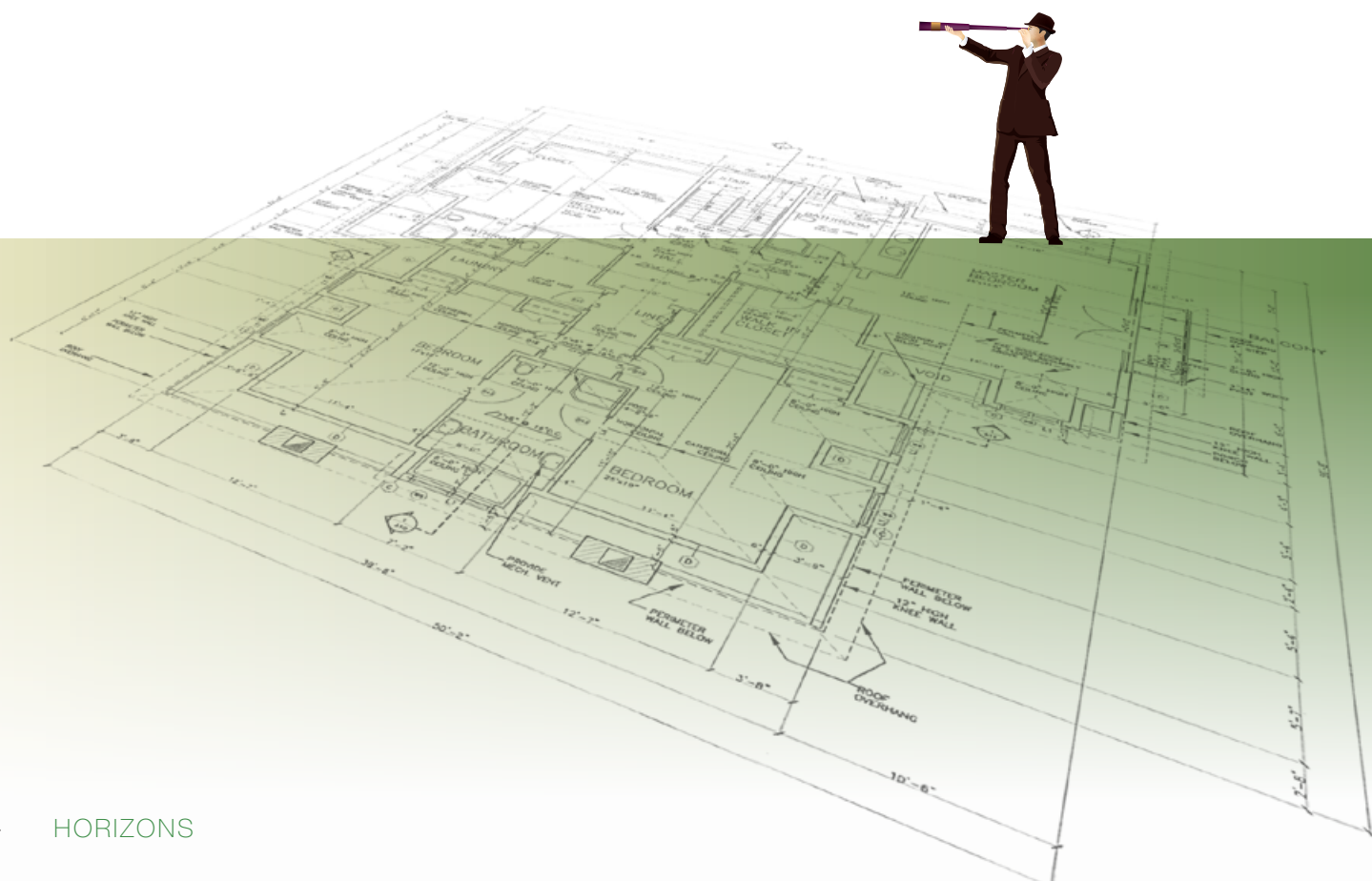
In order to enhance the transparency of property information and facilitate consumers to obtain more accurate information, the EAA has started as early as last year to explore the feasibility of requiring the trade to provide the information on saleable area in the sale and purchase and leasing of second-hand residential properties. The estate agency trade will be required to provide the saleable area of the property in

advertisements and other situations where the floor area information of the property has to be provided.

As the trade has been using gross floor area in their sales activities all along, the EAA has communicated with the trade on this subject earlier through different channels and plans to issue a practice circular on the provision of saleable area for second-hand residential properties

within this year.

The draft circular has been endorsed by the Practice and Examination Committee of the EAA at its meeting in February this year and it will be issued later in the year. More details will be announced in due course.





## 政例通識 Reminders from the Government

**監**管局不時收到不同政府部門的來函，希望就某些不同議題提示各位地產代理從業員，由於議題通常涉及不同法例，監管局邀請這些部門為《專業天地》撰文。以下為牌照事務處及差餉物業估價署的來稿。

From time to time, the EAA receives letters from different Government departments which wish to remind estate agency practitioners about different subjects. Since the topics usually involve in different laws, the EAA invited these departments to share their views and opinions via *Horizons*. The following articles are contributed by the Office of the Licensing Authority and the Rating and Valuation Department.

### 簡介《旅館業條例》(第349章)

**大**應最近報章報導有個別地產代理懷疑涉及無牌經營旅館活動，民政事務總署轄下的牌照事務處(「牌照處」)有必要提醒持牌地產代理，無牌經營旅館屬刑事罪行，並會登記為有關違法者的個人犯罪紀錄。

在香港經營旅館，必須按照香港法例第349章《旅館業條例》(《條例》)申領旅館牌照才可以經營。根據《條例》的釋義，「旅館」是指任何處所，其佔用人、東主或租客顯示會向到臨該處所的任何人士提供住宿的地方，而該人看似有能力並願意為獲提供的服務及設施繳付合理款項，以及每次出租期少於連續28天。

根據《條例》第5條，任何人沒有

有效牌照而經營、開設、管理或以其他方式控制旅館，即觸犯刑事罪行，一經定罪可被判監禁，最高罰款200,000元及監禁兩年，並可就罪行持續期間的每一天另處罰款20,000元。根據紀錄，法院近年亦已加重對有關無牌經營旅館罪行的刑罰。

牌照處是執行《條例》的部門。現時，牌照處以雙管齊下的方式，一方面加執法，另一方面加強宣傳，打擊無牌活動。

在執法方面，牌照處近日展開一連串大規模針對無牌旅館及「月子公寓」的巡查及執法行動。此外，牌照處亦會繼續與地產代理監管局緊密聯繫，若有持牌地產代理被判罪，有關定罪紀錄將會轉介地產代理監管局跟進。

在宣傳持牌旅館資料方便，市民可從牌照處網頁([www.hadla.gov.hk](http://www.hadla.gov.hk))查閱所有持牌旅館的名單或於辦公時間內致電 2881 7034 查詢。牌照處亦已規定所有持牌賓館須在入口及每間客房房門貼上「持牌賓館」標誌，以茲識別。

如欲舉報懷疑無牌旅館，可致電牌照處舉報熱線(電話：2881 7498)，同時亦可透過電郵([hadlaenq@had.gov.hk](mailto:hadlaenq@had.gov.hk))，或下載牌照處網頁([www.hadla.gov.hk](http://www.hadla.gov.hk))的舉報表格，以傳真(2504 5805)方式舉報。為了加強有效執法，有關舉報應提供詳細準確的懷疑無牌旅館地址。

民政事務總署  
牌照事務處總主任余德祥

# Introduction to Hotel and Guesthouse Accommodation Ordinance (Cap. 349)

In view of recent news reports that a few estate agents were reportedly involved in suspected unlicensed guesthouse operations, the Office of the Licensing Authority (OLA) under the Home Affairs Department wants to remind all licensed estate agents that the operation of an unlicensed guesthouse is a criminal offence and will lead to a criminal record.

In Hong Kong, before starting a hotel/guesthouse business, a licence issued under the Hotel and Guesthouse Accommodation Ordinance (Cap. 349) (the Ordinance) has to be obtained. Under the Ordinance, “hotel/guesthouse” means any premises being held out by the occupier, proprietor or tenant for providing sleeping accommodation for any person presenting himself who appears able and willing to pay a reasonable sum for the services and facilities provided for a period of less than 28 continuous days for each letting.

Any person who operates, keeps, manages or otherwise has control of a hotel/guesthouse without a valid licence commits a criminal offence. Under section 5 of the Ordinance,

the convicted person is liable to imprisonment. The maximum penalty upon conviction is a \$200,000 fine and imprisonment for two years, and a fine of \$20,000 for each day during which the offence continues. According to records, heavier sentences for unlicensed hotel/guesthouse operations have been passed by the courts in recent years.

The OLA is responsible for the enforcement of the Ordinance and has been taking vigorous action to combat these unlicensed operations. A two-pronged approach of stringent law enforcement and city-wide publicity has been adopted.

On law enforcement, the OLA has recently mounted a series of territory-wide blitz inspections cum enforcement operations against unlicensed guesthouses including “maternity service hostels”. The OLA will continue to work closely with the Estate Agents Authority (EAA) and should there be any licensed estate agent being convicted under the Ordinance, the OLA will pass the convicted records to the EAA for follow up action.

To facilitate members of the public to identify licensed hotels/guesthouses, they could search for licensed hotels/guesthouses and obtain a full list from the OLA’s website [www.hadla.gov.hk](http://www.hadla.gov.hk), or make enquiries to the OLA at 2881 7034 during office hours. In addition, the OLA requires all licensed guesthouses to display a logo at the main entrance and on the doors of all guestrooms for easy identification.

For effective enforcement, the OLA welcomes reports of suspected unlicensed operations with accurate and detailed addresses. Such reports could be made to the hotline (tel. no. 2881 7498), by e-mail ([hadlaenq@had.gov.hk](mailto:hadlaenq@had.gov.hk)) or by fax (fax no. 2504 5805) using a report form downloaded from the website [www.hadla.gov.hk](http://www.hadla.gov.hk).

YU Tak-cheung  
Chief Officer (Licensing Authority)  
Office of the Licensing Authority  
Home Affairs Department

# 關於業主繳納差餉地租須注意的事項

**地**產代理為物業轉易的相關各方提供專業服務。差餉物業估價署(下稱「估價署」)請持牌地產代理注意，協助買賣雙方交易和說明繳付差餉／地租的責任時，務須查閱物業的全部差餉／地租帳目，確定繳清所有差餉／地租，以免因未能如期繳納而招致不良後果。此舉有助大大提高業主如期繳交差餉地租的責任感，並保障買方的利益。

## 誰人有責任繳納差餉地租？

根據《差餉條例》(第116章)，業主和佔用人均有責任繳納差餉。依據《地租(評估及徵收)條例》(第515章)，政府可要求物業的業主或差餉繳納人繳交地租。

## 購置物業時須注意的事項

1. 查閱物業的全部差餉地租結餘，方法是使用物業資訊網([www.rvdpi.gov.hk](http://www.rvdpi.gov.hk))的「查詢差餉及／或地租帳目資料」服務，或填妥表格RVD 1009。市民可透過估價署熱線取得表格，或從該署網站下載。
2. 確保物業成交前繳清所有差餉地租。
3. 物業成交後盡快通知估價署，以便更新登記繳納人的姓名和／或通訊地址。

## 欠繳差餉地租的後果

最後繳款日期過後，繳納人即時被加徵5%附加費。如過期逾六個月，繳納人再被加徵10%附加費，政府並可採取法律行動追收欠款。

如物業有欠繳地租(包括業權轉易前所累欠的)，政府有權根據《政府土地權(重收及轉歸補救)條例》(第126章)收回有關物業。業主須付出額外費用，才能取回該物業。

本文由差餉物業估價署供稿。

查詢熱線：2152 0111

網站：[www.rvd.gov.hk](http://www.rvd.gov.hk)

地址：九龍長沙灣道303號長沙灣政府合署15樓

# Advice to Property Owners on Rates and Government Rent Liability

**E**state agents offer professional services to parties involved in property conveyance. The Rating and Valuation Department (RVD) provides some tips for our licensees, when assisting the vendor and purchaser in completing a property transaction and advising the client on the liability of rates / Government rent, to take important steps in checking and clearing outstanding rates / Government rent and to avoid the undesirable consequences of not paying rates / Government rent on time. The trade's assistance would help greatly in raising property owners' awareness of their responsibility of making timely payment of rates and Government rent and protecting the purchasers' interest.

## Who is responsible for paying rates and Government rent?

Under the Rating Ordinance (Cap 116), both the owner and the occupier are liable for rates. Pursuant to the Government

Rent (Assessment and Collection) Ordinance (Cap 515), the Government may demand Government rent from the owner or the ratepayer of the property.

## Points to note when buying a property

1. Check the property's overall rates and Government rent balances via the "Enquiry on Rates and/or Government Rent Account" service on the Property Information Online ([www.rvdpi.gov.hk](http://www.rvdpi.gov.hk)) or use Form RVD 1009 which can be obtained by calling RVD's hotline or downloaded from RVD's website.
2. Ensure that the rates and Government rent are fully paid before completion of the purchase.
3. After completion of purchase, inform the RVD of the change in the registered payer's name and/or correspondence address as soon as possible.

## Consequences of not paying rates and Government rent

A 5% surcharge will be imposed immediately for late payment. If the outstanding amount is not settled after six months, a further 10% surcharge will be imposed and the Government may take legal action to recover the outstanding amount.

If the Government rent, including that accrued before change of ownership, is not paid, the Government is entitled to take back the property under the Government Rights (Re-entry and Vesting Remedies) Ordinance (Cap 126). The owner will incur extra costs to get the property back.

This article is contributed by the Rating and Valuation Department.

Enquiry Hotline: 2152 0111

Website: [www.rvd.gov.hk](http://www.rvd.gov.hk)

Address:

15/F Cheung Sha Wan Government Offices, 303 Cheung Sha Wan Road, Kowloon



## 紀律研訊個案 — 沒有核實物業資料

**提**供準確的物業面積資料給客戶，是地產代理從業員的重要職責之一。從業員必須採取適當步驟核實相關資料，並應從差餉物業估價署的「物業資訊網」取得物業面積資料給予客戶。

一名地產代理安排準買家參觀某住宅大廈一個19樓A單位，並告訴準買家該單位面積為715平方呎。稍後，該地產代理安排這位準買家與業主簽訂臨時買賣合約。

其後買家從網上不同資料來源發現，所購的單位面積比該地產代理

所說的為小。原來，該地產代理只是根據大廈其他層數A單位的建築面積記錄來推斷買家所購買的單位也是同一面積。

然而，根據差餉物業估價署的資料所示，買家購入的19樓A單位的實用面積比其他層數的A單位較小。買家向監管局投訴該名地產代理，個案經調查成立後，監管局紀律委員會展開紀律研訊。

紀律委員會認為，透過差餉物業估價署的「物業資訊網」，該名地產代理應取得該物業的面積資料，並

將該資料提供給買家。該名地產代理在未採取適當步驟核實有關資料之前，不應貿然推斷買家所購的19樓A單位的面積，和同一幢大廈其他層數A單位的面積是一樣的。

紀律委員會認為，該名地產代理沒有遵守監管局發出的《操守守則》第3.5.1段，在向買家提供物業資料之前，沒有盡量小心及盡一切應盡的努力，查核有關物業資料是準確的。結果，紀律委員會向該名地產代理作出訓誡。

## Inquiry hearing case – Failing to verify property information

Providing accurate property information to a client is one of the most important duties of estate agency practitioners. Practitioners should take reasonable steps to verify the related information and provide to their clients the property area information obtained from the “Property Information Online” (PIO) service of the Rating and Valuation Department (RVD).

An estate agent arranged for a prospective purchaser to inspect Flat A on the 19th Floor of a residential building and told the prospective purchaser that the floor area of the property was 715 square feet. Then the estate agent arranged for this prospective purchaser to enter into a provisional agreement for sale and purchase with the property owner.

Later on, the purchaser discovered

from different sources on the Internet that the floor area of the flat she bought was smaller than what the estate agent had told her. It turns out that the estate agent had actually inferred the floor area of the flat that the purchaser bought by the area information records of other Flats A on different floors of the same building.

However, according to the information of the RVD, the saleable area of Flat A on the 19th Floor that the purchaser bought is smaller than that of other Flats A on other floors. The purchaser lodged a complaint with the EAA and an inquiry hearing was conducted by the EAA Disciplinary Committee after investigation has concluded that the case was substantiated.

The Disciplinary Committee found

that the estate agent should have obtained the area information of the property through the PIO service of the RVD, and should have provided that information to the purchaser. Before taking reasonable steps to verify the related information, the estate agent should not have hastily inferred the floor area of Flat A on the 19th Floor that the purchaser bought was the same as that of other Flats A on different floors of the same building.

The Disciplinary Committee was of the view that the estate agent had failed to comply with paragraph 3.5.1 of the Code of Ethics – failure to exercise due care and due diligence to ascertain the accuracy of the property information before providing the same to the purchaser. As a result, the estate agent was admonished.



## 紀律研訊個案 — 提供誤導性的按揭資訊

在置業前做好財務預算、掌握準確的按揭資訊，對物業準買家尤為重要。因此，地產代理不應在未經查證下，草率向客戶提供按揭資訊，或保證其可成功取得按揭，或就其按揭貸款的條款作出任何保證，這樣不但可能會引致客戶損失，更可能會被監管局紀律處分。

一名地產代理在一宗住宅物業買賣中擔任雙邊代理。有關物業是連租約出售的物業。

買賣雙方商議好價錢後，該名地產代理安排買家簽訂臨時買賣合約。

在簽約前，該名代理曾向買家表示，他必定可以向銀行取得七成按揭貸款。

其後，買家向三家銀行查詢，但均被拒絕提供七成按揭貸款。最終，買家只能獲得相等於樓價五成的按揭貸款，遂向監管局投訴該名地產代理。

根據買家提供的錄像紀錄，該名地產代理曾向買家稱，他必定可獲銀行借出七成按揭。然而，該名地產代理在回覆監管局查詢時，表示知悉政府曾公布連租約的物業只可獲五成按揭。



監管局紀律委員會認為，該名地產代理在沒有合理基礎下向客戶作出有關按揭貸款的陳述，沒有遵守《操守守則》第3.4.1段，即：保障和促進客戶的利益，並對交易各方公平公正。因此，紀律委員會決定譴責該名地產代理及吊銷其牌照七天，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以下的12個核心科目的學分。

## Inquiry hearing case – Providing misleading information about a mortgage loan

A well planned budget and accurate information about a mortgage loan prior to purchasing a property are very important for prospective purchasers. In this connection, estate agents should not hastily provide mortgage information to clients, assure a prospective purchaser that he will be able to obtain a mortgage loan, or make any guarantees on the terms of mortgage loans. It might not only cause a loss to clients but may also subject the licensee to disciplinary action by the EAA.

An estate agent acted for both parties in a residential property transaction and the property concerned was subject to a tenancy.

After price negotiation, the estate agent arranged for the purchaser to

enter into the provisional agreement for sale and purchase. Before the signing of the agreement, the estate agent assured the purchaser that he could obtain a 70% mortgage loan.

The purchaser later enquired with three banks for a 70% mortgage loan but was rejected by all of them. Finally, the purchaser was only granted a mortgage loan equivalent to 50% of the purchase price and so he lodged a complaint with the EAA against that estate agent.

According to video recordings provided by the purchaser, the estate agent told the purchaser that he could definitely obtain a 70% mortgage loan from a bank. However, the estate agent, in reply to EAA's enquiries, said that she knew that the Government had

announced that mortgage loans of properties subject to a tenancy was capped at 50% of the purchase price.

The EAA Disciplinary Committee was of the view that the estate agent made a representation about a mortgage loan without a proper basis. She failed to protect and promote the client's interests and be fair to all parties involved in the transaction, thus she failed to comply with paragraph 3.4.1 of the Code of Ethics. The Disciplinary Committee decided to reprimand the estate agent, suspend her licence for seven days and attach conditions to her licence, requiring her to obtain 12 points from the core subjects under the CPD scheme within one year.

## 活動紀要 Events and activities

2012年2月7日

監管局舉行新春傳媒聚餐，出席的監管局代表包括(左起)規管及法律總監劉淑葵女士、行政總裁余呂杏茜女士、主席陳韻雲女士、服務總監韓婉萍女士及執行總監黃維豐先生。

7 February, 2012

The EAA organised a spring reception with the media. Participating EAA representatives (from left): Director of Regulatory Affairs and General Counsel Ms Eva Lau, Chief Executive Officer Mrs Rosanna Ure, Chairman Ms Vivien Chan, Director of Services Ms Ruby Hon and Director of Operations Mr Anthony Wong.



2012年2月15日

監管局舉辦第四次從業員「聚焦小組」，與持牌人就執業的情況交流意見。

15 February, 2012

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



2012年2月15日

監管局主席陳韻雲女士及行政總裁余呂杏茜女士出席香港地產代理商總會的新春晚宴。陳韻雲女士在晚宴上致辭。

15 February, 2012

EAA Chairman Ms Vivien Chan and Chief Executive Officer Mrs Rosanna Ure attended the Spring Dinner organised by Hong Kong Real Estate Agencies General Association. Ms Chan delivered a speech at the dinner.

# 統計數字 Statistics

## 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

24/2/2011	1,800	42.9%
20/4/2011	2,078	38.5%
18/8/2011	2,472	52.9%
15/12/2011	1,675	20.5%
<b>2011 總數 Total</b>	<b>8,025</b>	<b>40.2%</b>
16/2/2012	1,009	41.2%

### 營業員資格考試

#### Salespersons Qualifying Examination

25/2/2011	1,617	47.9%
21/4/2011	2,147	36.1%
24/6/2011	2,748	40.5%
19/8/2011	2,415	60.0%
21/10/2011	1,677	34.5%
16/12/2011	1,318	39.3%
<b>2011 總數 Total</b>	<b>11,922</b>	<b>43.7%</b>
17/2/2012	719	51.0%

## 牌照數目 (於2012年1月31日計算)

### Number of licences (as at 31/1/2012)

營業員牌照 Salesperson's licences	19,067
地產代理 (個人) 牌照 Estate agent's licences (individual)	+ 15,230
個人牌照總數 Total no. of individual licences	<b>34,297</b>
地產代理 (公司) 牌照 Estate agent's licences (company)	2,740

## 營業詳情說明書數目 (於2012年1月31日計算)

### Number of statements of particulars of business (as at 31/1/2012)

合夥經營 Partnerships	268
獨資經營 Sole proprietorships	1,578
有限公司 Limited companies	4,112
總數 Total	<b>5,958</b>

## 接獲的投訴 (2011年1月至12月)

### Number of complaint cases received (January to December 2011)

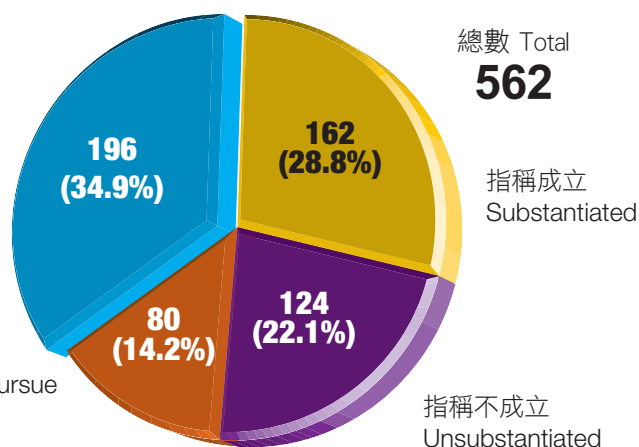
590

## 已處理的投訴個案結果\* (2011年1月至12月)

### Results of completed complaint cases\* (January to December 2011)

其他 (例如投訴人撤回投訴或因其他原因而終止調查)  
Others (eg. cases withdrawn or curtailed because of some other reasons)

資料不足 Insufficient information to pursue



### 巡查次數 (2011年1月至12月)

Number of compliance inspections (January to December 2011)

一手樓盤 First-sale sites	1,029
代理商舖 Agency shops	1,428
網上物業廣告 Online property advertisements	585

### 巡查發現主動調查的個案 (2011年1月至12月)

Number of cases arising from self-initiated investigations during inspections (January to December 2011)

主動調查的個案 Cases arising from self-initiated investigations	125
主動調查而指稱成立的個案 * Cases completed from self-initiated investigations and were substantiated *	100

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

### 對持牌人或前持牌人採取的行動 \*

Actions taken against licensees or ex-licensees \*

2011年 有關的持牌人或前持牌人人數 No of licensees or ex-licensees		331
行動 Actions taken	訓誡/譴責 Admonishment/reprimand	284
	罰款 Fine	112
	於牌照附加/更改條件 Attachment/alteration of conditions to licence	196
	暫時吊銷牌照 Suspension	44
	撤銷牌照 Revocation	9#

\* 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。

# 這9宗撤銷牌照個案由牌照委員會裁定。理由是持牌人不合適當人選要求，因而不適合繼續持有牌照。

\* These actions were taken pursuant to powers under the EAO. Some actions may be disciplinary in nature and others not.

# These 9 cases were decided by the Licensing Committee on the ground that the licensees concerned were considered not fit and proper persons to continue to hold a licence.

《專業天地》由監管局寄發。如果你不希望再收到此刊物，請致電 2111 2777或電郵至enquiry@eaa.org.hk通知監管局。  
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