

## 監管局新任行政總裁伍華強先生專訪



監管局新任行政總裁伍華強先生已於2012年10月履新。本期《專業天地》特別訪問了伍先生，了解他對新工作的體驗，以及對未來發展的期望。

伍先生曾經擔任公務員30多年，公共行政經驗豐富。他在接任新職之後三個多月以來，深感任重而道遠。他表示：「住宅物業交易之中，絕大部分是由地產代理促成。監管局規管地產代理，確保他們以誠待客，為客戶爭取最大的利益，工作真是十分重要。」

伍先生相信，監管局經過十多年的努力，地產代理的專業水平已經大為提升。目前行內人數接近36,000人，但監管局每年平均只接獲500多宗投訴，可見行內違規情況並不算嚴重。

因此，伍先生認為監管局應在已建立的堅實根基之上，更進一步，精益求精。未來，監管局會積極提高工作透明度，爭取市民的支持，令監管局的工作事半功倍。此外，監管局會繼續與業界保持緊密的聯繫，務求令措施推行得更順利。

他在總結時說：「未來，業界必定要朝專業化的方向發展，這樣業界才能提高社會地位，爭取公眾人士的認同。」

## Interview with the EAA's new CEO Mr Augustine Ng

The EAA's new Chief Executive Officer Mr Augustine Ng has been in his post since October 2012. In this issue of *Horizons*, Mr Ng shares with us his experiences so far and his views about the EAA's future direction.

A veteran civil servant with over 30 years' experience, Mr Ng is well versed in public administration. After taking up his new post more than three months ago, Mr Ng is even more convinced of the importance of the EAA's work. He said, "The majority of the transactions of residential properties are handled by estate agents. Hence, the EAA's regulatory work is important to ensure that the estate agents serve consumers with honesty and promote consumers' interests."

Mr Ng believes that the EAA's over a decade of hard work has considerably raised the professional standards

of the trade, as reflected by an average of only about 500 complaints each year from a trade with over 36,000 practitioners. He believes that these figures show that the issue of non-compliance is not serious in the trade.

In this regard, Mr Ng believes that the EAA should develop and evolve based on the solid foundations established over the years. In the future, the EAA will enhance transparency so as to garner public support, which will help to facilitate its work. In addition, the EAA will continue to keep close contacts with the trade for smooth implementation of new measures.

In conclusion, Mr Ng said, "In the days ahead, the trade must advance towards professionalism. This is the right direction in which the trade must go to raise its social status and public recognition in society."