



監管局回顧2013上半年工作及簡介下半年工作重點

監管局於2013年7月31日舉行新聞發布會，由主席陳韻雲女士及行政總裁伍華強先生回顧監管局在2013年上半年的工作，及簡介2013年下半年的工作重點。

在發布會上，陳韻雲主席回顧了兩份執業通告的執行情況。首先，在有關提供二手住宅物業實用面積的執業通告於2013年1月1日生效之後，絕大部份的投訴及違規個案都是在執業通告生效初期發現，業界大致遵從了有關執業通告的要求。其次，規管一手住宅物業推廣活動及提供物業資料的操守的執業通告於2013年4月29日生效以來，監管局只發現1宗涉嫌違規個案，另接獲2宗相關投訴。

陳韻雲主席表示，資格考試考生人數在上半年輕微減少，近月的牌照數字也有下跌，而上半年的投訴數字則比去年同期輕微增加。陳主席又強調，監管

局是財政自給的機構，牌費為本局的主要收入來源，而牌費水平不應與變化的市況掛鈎，因此，監管局並無計劃減免牌費，目前亦無計劃增加牌費。

展望2013年下半年，監管局會繼續加強與業界溝通聯繫，並密切監察市況及牌照數目的走勢，秉持審慎理財的原則運作，亦會向業界發出執業通告及提醒函件。

監管局行政總裁伍華強先生表示，監管局將研究推出更多電子化服務予持牌人，包括網上續牌、網上報讀持續專業進修計劃課程及其他服務。就此，監管局董事局早前已通過內部資訊系統計劃的更新工程，以進一步提升效率、優化工作流程及支援電子化服務。此外，監管局會繼續推動消費者教育，包括出版消費者小冊子及製作消費者教育短片。

The EAA reviews its work in the first half of 2013 and plans for the second half

The EAA held a press conference on 31 July 2013, in which Chairman, Ms Vivien Chan, and Chief Executive Officer, Mr Augustine Ng, reviewed the EAA's work in the first half of 2013 and introduced its initiatives for the second half.

At the press conference, Ms Vivien Chan reviewed the results of the implementation of two Practice Circulars. Regarding the Practice Circular on saleable area of second-hand residential properties, which came into effect on 1 January 2013, it was noted that most of the complaints and non-compliant cases were found in the early stage after the Circular became effective. Overall, the majority of the trade has complied with the requirements of this Circular. Regarding the Practice Circular on the conduct of promotional activities and provision of property information for the first sale of residential properties, it was noted that since it came into effect on 29 April 2013, only one non-compliant case had been found, and only two complaint cases had been received.

Ms Vivien Chan pointed out a slight drop in the number of candidates sitting for the qualifying examinations during the period and a drop in the number of licences in recent months. The number of complaint cases

received, on the other hand, showed a slight increase over that of the first half of 2012. Ms Chan also emphasised that the EAA is a self-financing body and licence fees are its main source of income, which should not be linked to the changing market conditions. Hence, the EAA has no plan to reduce licence fees and also no current plan to increase licence fees either.

In the second half of 2013, the EAA will continue to enhance its communications with the trade. The EAA will closely monitor the market situation and the trend of licensee numbers, and will observe the principle of prudent spending. It will also issue Practice Circulars and reminders to the trade.

According to Mr Augustine Ng, the EAA will study the provision of more electronic services for licensees, including online applications for renewal of licences, online enrolment for CPD activities and other applications. In this connection, the EAA Board had earlier endorsed the project of upgrading the EAA's internal IT system to enhance efficiency, optimise workflow and support e-Services. In addition, the EAA will also continue its effort in consumer education, including publishing a new consumer education booklet and producing consumer education videos.



監管局主席陳韻雲女士(左)和行政總裁伍華強先生於新聞發布會上回顧局方在2013年上半年的工作，簡介下半年的工作重點，並介紹剛出版的小冊子《操守守則實例》。

EAA Chairman, Ms Vivien Chan (left), and Chief Executive Officer, Mr Augustine Ng, review the EAA's work in the first half of 2013 and introduce its initiatives for the second half at the press conference. The newly published booklet "Illustrations to Code of Ethics" is also introduced.

《操守守則實例》

陳韻雲主席於發布會上，宣布監管局新出版一本名為《操守守則實例》的小冊子。該小冊子以案例闡釋《操守守則》的內容，藉以加深持牌人對《操守守則》的認識。監管局希望，該小冊子有助業界進一步提升服務水平及操守。

《操守守則實例》已上載至監管局網站供業界閱覽，業界也可於監管局辦事處索取小冊子的印刷本，數量有限先到先得。監管局稍後會舉辦相關的持續專業進修計劃課程，敬請留意網站上的公布。

Illustrations to Code of Ethics

At the press conference, Ms Vivien Chan also promulgated a new booklet titled "Illustrations to Code of Ethics". The booklet was published with the aim of enhancing licensees' understanding of the *Code of Ethics*. It enables licensees to get a better grasp of the requirements of the *Code of Ethics* through real-life examples. The EAA hopes the publication of the booklet can help raise the standard of services and conduct of the trade further.

The online version of the "Illustrations to Code of Ethics" is available at the EAA's website. The booklet is also available for collection at the EAA's office on a first-come-first-served basis. Relevant CPD seminars will be organised in due course. Please stay tuned in for announcements on the EAA's website.