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### 監管局副主席及 紀律委員會主席 廖玉玲太平紳士

### MS ELAINE LIU YUK-LING, JP, EAA VICE-CHAIRMAN AND CHAIRMAN OF THE DISCIPLINARY COMMITTEE

本期《專業天地》專訪了監管局副主席及紀律委員會主席廖玉玲太平紳士，了解一下她對監管局工作的看法，以及該委員會的工作。

In this issue of *Horizons*, we interview Ms Elaine Liu Yuk-ling, JP, EAA Vice-chairman and Chairman of the Disciplinary Committee, about her thoughts on the EAA's work and also the work of the Committee.

**問：** 你自2008年起出任監管局成員後，曾參與不同委員會的工作，並於兩年前出任監管局副主席。可否和《專業天地》的讀者分享一下，作為監管局成員多年的感受？

**Q:** You have been a Board member of the EAA since 2008 and have served on a number of committees. Two years ago, you were appointed the EAA Vice-chairman. Could you share with the readers of *Horizons* your feelings on serving on the EAA Board over these years?

**答：** 八年時光轉眼飛逝，監管局的工作一點也不輕，我投放了不少時間，全情投入地完成這些任務。我很榮幸於兩年前獲委任為副主席，與主席及其他董事局成員共事。他們對監管局工作投入，並各有真知灼見。我深信監管局及業界在董事局的帶領下，定必獲益良多。地產代理行業講求分秒必爭，在瞬息萬變的市場環境中，大部分持牌人都能靈活敏捷地適應不同的市況。作為監管局的一分子，我和局方都必須時刻保持警覺，密切關注業界的執業情況，避免他們步向歪途。

**A:** Eight years have passed by quickly without much notice. The works at the EAA are plenty and took up considerable time of mine. I undertake these tasks rapturously. I was honoured to be appointed as the Vice-chairman two years ago and am privileged to work together with the Chairman and other Board members whom displayed much dedication and insights in their works at the EAA. I trust that the EAA and the trade must have benefited under such guidance. The pace in the estate agency industry is fast and the market environment fluctuates. Many of our licensees are flexible and are able to quickly adapt to different market conditions. The EAA, and myself as a member of it, shall stay alert, be apprised of their practice and work to seeing that the licensees would not take on the wrong paths.

**問：** 你自2012年起出任紀律委員會主席至今，在這四年期間，你認為業界在守法循規上表現如何？

**答：** 我出任紀律委員會主席至今已有四年時間。在此之前，我曾出任牌照委員會及第28條調查小組的主席。透過在這些委員會的工作，我對業界的情況有更深的認識。大概因為我本身任職大律師，我經常處理監管局有關規管及紀律方面的工作，並主持過為數不少的紀律研訊。我注意到，雖然大部份違規個案的性質比較簡單直接，但也有些複雜的個案需要較多資源及較長時間調查和進行研訊。猶幸委員會成員及監管局員工盡心盡力，以專業態度克盡己職，落力和謹慎地處理每個個案。我們盡力確保研訊公平公正，並向違規的持牌人作出適當並具阻嚇力的處分。我相信，公正公開的紀律研訊能大大提升整個行業的專業水平。

**問：** 你認為現時業界的專業水平及地位如何？

**答：** 業界的專業水平及地位在近年已較過往有所改善。不單紀律研訊的數字有所減少，因違規而被懲處的持牌人人數亦然。當然偶爾仍有些違規代理妄顧客戶利益，或走捷徑以致業界聲譽受損，這些行為在市道較差時尤見明顯。事實上，要進一步提升業界的社會地位，單靠監管局對違規人士處分，以及透過專業培訓活動教育持牌人並不足夠，業界的共同努力是不可或缺的。即使前路漫漫，但我相信，只要監管局與業界對持續提高持牌人的水平，令地產代理發展成備受尊重之專業的目標一致，地產代理成為備受公眾尊重的專業之路將不遠矣。

**Q:** You took up the Chairmanship of the Disciplinary Committee in 2012. During these four years, what do you think of the trade's performance on their compliance?

**A:** I have been serving as the Chairman of the Disciplinary Committee for four years by now. Prior to my taking up the chair of the Disciplinary Committee, I have also chaired the Licensing Committee and the Section 28 Investigation Panel. I came to know more about the trade through my works in these committees. Probably because of my profession as a barrister, I was often tasked to deal with the regulatory and disciplinary aspects at the EAA. I have chaired a substantial number of inquiry hearings on disciplinary matters. While most of the breaches committed by the licensees are straight forward in nature, there are many cases with much complexity and require more effort and longer period of time to investigate as well as to carry out the inquiry hearing. We have a team of committee members and EAA staff who are committed and performed their works with professionalism. Each case is well handled with diligence and prudence. We have worked our best to ensure that disciplinary actions are conducted fairly, appropriate sanctions with deterrent effect are ordered against those who have committed breaches. We will continue to do so. I trust that with fair and open inquiry hearings in place, the standard of the trade as a whole will be much enhanced.

**Q:** What do you think of the trade's professional standard and status nowadays?

**A:** These are much improved over the years. The decrease in the number of inquiry hearings and disciplined non-compliant licensees are telling. Now and then, there are some offenders who risk their client's interest, take the shortcut and bring disrepute to the trade, particularly in difficult times. That said, to further raise the social status of the trade in the society, it is not sufficient to only have the EAA's continuous effort in sanctioning the non-compliance and educating the licensees at large by organising professional training activities and others, it also requires the trade's unified effort and commitment. The road in the front of us may still be long but I believe both the EAA and the trade share the same goal to uphold the high standard of our licensees and maintain the estate agency as a respectable profession. With these common goals, we shall be there in not too far the future.