

新小冊子－《住宅物業開門7件事》 NEW LEAFLET ON “KEY INFORMATION OF RESIDENTIAL PROPERTIES”

為宣傳地產代理向客戶提供正確及法例訂明的物業資料的重要性，監管局出版了一本名為《住宅物業開門7件事》的新小冊子，提醒地產代理及大眾在進行物業交易時，須向客戶提供／應從地產代理取得哪些重要的物業資料。

新小冊子設計為可放於口袋呎吋，並附有磁石封面及封底。公眾可於監管局網頁上瀏覽該小冊子，或親臨監管局辦事處索取。

In order to promote the importance of estate agents' providing accurate and prescribed property information to clients, the EAA has published a leaflet of “Key Information of Residential Properties” to remind both licensees and the public of the certain key property information they should provide to clients/obtain from estate agents during residential property transactions.

The leaflet is pocket-size with magnetic front and end covers and is available at the website and the EAA office.



郵費不足致延誤送遞 INSUFFICIENT POSTAGE DELAYS DELIVERY

根據香港郵政的政策，若郵件郵資不足，有關郵件須繳付欠資及相關費用，而有關郵件的處理及派遞亦會受到阻延。郵資不足的郵件也可能會被退回予寄件者。

因此，監管局強烈建議持牌人及公眾人士在投寄郵件予監管局前，先檢查並確保該郵件已支付足夠郵資。如因郵件郵資不足而導致延誤派遞，可能導致監管局的服務延誤，以致本局未能於服務承諾的時限內完成有關處理。另外，由於監管局並沒有責任承擔郵資差額，我們有可能要求寄件人先補付相關費用後始處理其事項。

為免不必要的延誤，監管局鼓勵持牌人及公眾人士採用其他方式如電郵或傳真，以聯絡或傳遞資料予本局。

According to the policy of Hongkong Post, mail items bearing insufficient postage are subject to surcharge and delay in delivery to the addressees. Insufficient postage could also result in the mail items being returned to the sender.

Licensees and the public are thus strongly advised to check and ensure that mail items to the EAA bear sufficient postage before posting. Should there be a delay in the delivery of mail items bearing insufficient postage, the EAA's services could be delayed and we may not be able to achieve the time target of the related performance pledge. Furthermore, the EAA is not obliged to absorb the insufficient postage and we may request the sender to repay the surcharge to the EAA before processing his/her request.

To avoid unnecessary delay in the processing of requests, licensees and the public are encouraged to use other ways of communication to contact or send any information to the EAA, such as email or fax.