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專訪第28條調查小組主席蕭澤宇先生，BBS，JP An Interview with Mr Simon SIU Chak-yu, BBS, JP, Chairman of Section 28 Investigation Panel

本期《專業天地》專訪了監管局第28條調查小組主席蕭澤宇先生，BBS，JP，了解一下他對業界專業水平的看法，以及他如何從百忙的公職工作中取得平衡。

問：監管局成立至今已近二十年。你對地產代理業界的發展及表現，尤其是近幾年你加入了監管局之後，有何看法？

答：監管局最初誕生之時，地產代理行業並無任何規例可循，以致業內有很多問題。監管局的主要職能是規管香港地產代理的執業、推動業界行事持正及加強行業培訓以提升從業員的競爭力及專業操守。經過監管局多年來的規管和不斷的教育工作，業界的服務水平大致已比以前提升不少。加入監管局董事局後，我對地產代理行業的實務和營商環境有更多的了解，明白到從業員之間的競爭激烈，因此，違反相關規例及指引的情況偶有發生，因而無可避免地影響業界的整體形象。我同時也有機會認識一些參加監管局董事局或委員會工作的業界人士，他們對推動業界的正面發展抱有強烈的信心，也願意為提升服務水平做出貢獻。我相信，隨着

In this issue of *Horizons*, we interview Mr Simon SIU Chak-yu, BBS, JP, Chairman of the EAA Section 28 Investigation Panel, about his views on the professional standard of the trade and how he maintains a work-life balance with his busy public services.

Q : The EAA has been established for almost 20 years. What are your views on the development and performance of the estate agency trade, particularly in these few years after you joined the EAA in 2014?

A : The EAA was born at a time when there were no regulations for the estate agency trade and there were numerous issues in the industry. The principal functions of the EAA are to regulate the practice of the estate agency trade in Hong Kong, promote integrity and competence within the trade, and facilitate training for practitioners to ensure competency and a proper standard of conduct. Through the EAA's regulatory work and the continuous educational efforts over the years, the trade at large has reached a more advanced standard of service. I gained a better understanding of the practice and business environment of the estate agency trade after I joined the EAA Board, and I appreciate that competition is fierce among practitioners. As a result, there were occasional cases of non-compliances of the relevant rules and practice directions which inevitably adversely affect the trade's overall image. That said, I also have the chance to meet some trade members, through their participation on the EAA's Board or committee affairs, who have strong faith in driving the positive development of the trade

愈來愈多從業員具備誠實、公正及專業能力的條件去服務公眾，地產代理行業在未來會繼續為客戶提供優質服務。

問：你在監管局於2016年9月舉辦的公開講座「住宅物業開門七件事」中擔任嘉賓講者，可否分享一下你對當天觀眾反應的感受？你認為現今的置業人士是否比以前精明呢？

答：我很榮幸有機會參與在去年九月的公開講座。觀眾的反應非常正面，顯示他們對此主題十分感興趣，值得注意的是購買物業是一項重要的決定，因其會涉及到大量金錢及長期的抵押融資。對我來說，能與公眾面對面分享我的所知，並與來自其他專業的其他講者進行豐富的討論，是一次很好的經驗和機會。

從當日觀眾提出的大多數問題來看，我覺得消費者已認識到他們的權益和保障的需要，而且可能比以前更為精明。這是令人鼓舞的，因為大家都希望消費者能夠在置業時做出明智的決定。多得監管局在消費者教育方面的努力，例如舉辦這種公開講座，讓消費者了解及具備各種有關物業交易時各方面的知識。

問：你作為一位執業律師，同時擔任多項公職，可否和讀者分享一下，你如何從百忙中取得平衡？

答：坦白說，我沒有特別的心得。我是執業律師，而且擔任多項公職。每個人對「工作與生活平衡」都有不同的看法，而我個人的見解也很簡單，就是視乎你怎樣安排自己的生活方式。假如我們在日常生活或規律的基礎上，即工作、家庭、朋友和自身中都找到成就感和滿足感，生活自然就會取得平衡。

and are always willing to contribute in elevating the standard of service. I believe the trade will move forward towards quality service in the future, as more and more practitioners embrace the importance of honesty, integrity and competence in providing service to the public.

Q : You were one of the distinguished speakers for the EAA's public seminar on key information of residential properties in September 2016. Could you share with us your feelings on the audience' response and do you think that property buyers are more informed nowadays than in the past?

A : It was my honour to be given the opportunity to participate at the public seminar last September. The response from the audience was very positive as they were very interested in the subject, bearing in mind that purchasing a property is an important decision usually involving substantial payments and long term mortgage finance. It was a good experience and opportunity for me to share my limited knowledge with the public face-to-face, and to have a fruitful discussion with the other speakers who were from other professions.

From the many questions the audience raised that day, I perceive that the consumers were aware of their interests and need for protection, and probably more informed than in the past. It is encouraging as we all hope that consumers are able to make well-thought out decisions in home buying. Thanks to the EAA's effort in consumer education, such as this kind of public seminar, consumers are more equipped with the know-how and various aspects of knowledge regarding property transactions.

Q : You are a practising lawyer and have a number of public services. Could you share your tips with our readers on how you manage your busy schedule and maintain a work-life balance?

A : To be frank, I do not have any useful tips. Indeed I have an active legal practice, and a number of public services. "Work-life balance" is a concept which people may have different views about. My thinking is simply how you design your lifestyle. Life will deliver to us the balance we desire, if we find achievements and enjoyment, on a daily or regular basis, in all the important aspects that make up our life, namely, work, family, friends and self.