

# 新聞速遞

## NEWS FLASH

### 監管局回顧2016年工作及簡介2017年工作重點 THE EAA REVIEWS ITS WORK IN 2016 AND INTRODUCES ITS INITIATIVES FOR 2017

監管局於2017年1月24日舉行新聞發布會，由主席梁永祥先生及行政總裁韓婉萍女士回顧監管局在2016年的工作，及簡介2017年的工作重點。

梁永祥主席指出，監管局在2016年共接獲475宗投訴個案，比2015年上升51%。導致投訴個案數字大幅上升的主因是去年有關本地住宅以外的其他物業的投訴增加了不少，由2015年的55宗增加至2016年的156宗，增幅高達1.84倍。

在最常見的投訴性質當中，有關「提供不準確或具誤導性的物業資料」的投訴數字錄得顯著升幅，由2015年的76宗增加至2016年的181宗，構成升幅的部分原因是當中有57宗個案涉及商場的舖位銷售。

踏入2017年，鑑於有關本地住宅以外的其他物業的投訴大幅增加，監管局將於本年內發出相關的執業通告，為業界提供指引，希望從而減少引發糾紛及投訴的可能。此外，監管局將會於今年首次舉辦「傑出地產代理獎」，作為監管局成立20周年的重點活動之一。

監管局主席梁永祥先生及行政總裁韓婉萍女士於新聞發布會上回顧局方在2016年的工作及簡介2017年的工作重點。

At the press conference, the EAA's Chairman Mr William Leung and Chief Executive Officer Ms Ruby Hon review the EAA's work in 2016 and introduce its initiatives for 2017.

The EAA held a press conference on 24 January 2017 at which its Chairman, Mr William Leung Wing-cheung, and Chief Executive Officer, Ms Ruby Hon Yuen-ping, reviewed the EAA's work in 2016 and introduced its initiatives for 2017.

Mr Leung pointed out that the EAA received a total of 475 complaints in 2016, an increase of 51% compared to 2015. The major reason for the significant increase is due to the hike in complaint cases related to properties other than local residential properties, which amounted to 156 cases in 2016, an upsurge of 184% compared to the 55 cases in 2015.

Among the most common categories of complaints, "providing inaccurate or misleading property information", saw an enormous increase from 76 cases in 2015 to 181 in 2016, of which 57 were about the selling of units in shopping malls, contributing considerably to the upsurge.

Stepping into 2017, owing to the rise in complaints involving properties other than local residential properties, the EAA will issue a related practice circular later this year to provide guidelines for the trade to follow and hopefully it will reduce the possibility of disputes and complaints. Moreover, the EAA will organise the first "Outstanding Estate Agent Award" as one of the major campaigns of the EAA's 20<sup>th</sup> anniversary.

