

### 監管局回顧 2018 年工作及簡介 2019 年工作重點

#### The EAA reviews its work in 2018 and introduces its initiatives for 2019

監管局於 2019 年 1 月 29 日舉行新聞發布會，由主席梁永祥教授 SBS 太平紳士及行政總裁韓婉萍女士回顧局方在 2018 年的工作，及簡介 2019 年的工作重點。

梁教授指出，監管局在 2018 年共接獲 306 宗投訴個案，較 2017 年減少 28%。最常見的投訴性質包括「不妥善地處理臨時買賣合約（或臨時租約）」、「提供不準確或具誤導性的物業資料」及「未有與客戶訂立或解釋《地產代理協議》」，以及「未有履行有關回贈的承諾」。

踏入 2019 年，監管局將致力提升業界的形象，並協助他們實踐企業社會責任。此外，局方將於下半年推出有關電腦化營業員資格考試的試行計劃，詳情將於稍後公布。

有關新聞發布會的更多詳情，請參閱監管局網站內的相關新聞稿。

The EAA held a press conference on 29 January 2019 at which its Chairman, Professor William Leung Wing-cheung, SBS, JP, and Chief Executive Officer, Ms Ruby Hon Yuen-ping, reviewed the EAA's work in 2018 and introduced its initiatives for 2019.

Prof. Leung pointed out that the EAA received a total of 306 complaints in 2018, a decrease of 28% compared to 2017. The common complaint categories included mishandling the provisional agreement for sale and purchase (or provisional tenancy agreement), providing inaccurate or misleading property information, failing to enter into an estate agency agreement with clients or to explain the agreement to clients, and failing to honour the promise of offering rebate.

Stepping into 2019, the EAA will spare no effort in enhancing the image of the trade and its corporate social responsibility. In addition, the EAA will launch a new pilot scheme of computerised qualifying examinations for salespersons in the second half of 2019 and details will be announced in due course.

For more details of the press conference, please read the related press release at the EAA's website.



監管局主席梁永祥教授 SBS 太平紳士及行政總裁韓婉萍女士於新聞發布會上回顧局方在 2018 年的工作及簡介 2019 年的工作重點。

EAA Chairman Prof. William Leung Wing-cheung, SBS, JP and Chief Executive Officer Ms Ruby Hon Yuen-ping review the EAA's work in 2018 and introduce its initiatives for 2019 at the press conference.