



Circular

Circular No. 01-15 (CR)

The Enhanced Info-Hotline Service

At the Authority's request, the Rating and Valuation Department has undertaken to enhance its Info-Hotline Service by incorporating information on user restrictions on the Occupation Permits. The enhancement work is near completion and the new service is expected to be in operation before the end of November. Practitioners may then use the Info-Hotline Service to separately search for saleable area and property age as well as user restrictions.

The search for user restriction is similar to that for area and property age. A user should first obtain the Account Enquiry Number of the relevant residential property (the 12-digit figure printed on the top left-hand corner of the Demand for Rates and/or Government Rent) and call 2805 6616 to ascertain whether the property is in the Info-Hotline System (this call is free of charge). Then the user should use a tone telephone with registered "IDD Infoline Category A Service" to call 900 6053 8888 and input the Account Enquiry Number and his fax and telephone numbers to receive the requested information through his fax machine. The fee per search is estimated to be about \$12, a fraction of the \$45 presently required for obtaining a copy of the Occupation Permit from the Buildings Department. The Authority will continue to supply the CD-ROM on Account Enquiry Numbers to enable estate agency companies to access the Info-Hotline Service.

Once the Rating and Valuation Department has decided on a launch date, the Authority will bring it to the attention of the Trade. Practitioners are advised to watch out for announcement at the Authority's website.

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This Circular should be made available for the information of all staff engaged in estate agency work