



## Circular

Circular No. 99-13(CR)

22 October 1999

### Practice Regulation Enquiry Hotline

In view of the implementation of the *Estate Agents Practice (General Duties and Hong Kong Residential Properties) Regulation* (the "Practice Regulation"), the Authority has established an enquiry hotline (2111 3870) with multiple telephone lines and staff would be placed on duty to answer enquires concerning the Practice Regulation and the use of standard forms. Service hours of the hotline are as follow:

Monday to Friday	:	9:00 am - 12:45 pm 1:45 pm - 7:00 pm
Saturdays and Sundays	:	9:00 am - 12:00 noon 1:00 pm - 5:00 pm

For enquires made outside the above service hours, callers may leave their names and telephone numbers on the voicemail and EAA staff will return their calls in sequence.

For enquires concerning licence renewal, practitioners may call the licensing hotline at 2111 3883.

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