



# 正面積極齊抗疫 Let's fight against the pandemic with positivity

2019 冠狀病毒病在香港所錄得的確診數字不斷上升，為減低受傳染的機會，市民都減少外出社交活動，以至各行各業生意均大受打擊，尤其是服務行業。地產代理業作為服務行業之一，難免也受到影響。在逆境下，監管局希望鼓勵從業員保持正面積極的心態，同時保持強健體魄，並把握時間持續進修提升個人實力，寄望待疫情過後樓市復甦，業務重上軌道。

The number of confirmed cases of Coronavirus disease 2019 (COVID-19) in Hong Kong has been gradually increasing. The business among different industries, especially the service industry, are seriously affected as people avoid going out in order to minimise the risk of being infected. The estate agency industry, being one of the service sectors, is inevitably affected. Under this adverse situation, the EAA would like to encourage practitioners to stay positive and healthy. Hoping that the property market will soon recover and everything gets back on track after the pandemic, the EAA also encourages practitioners to equip themselves at this moment through continuous learning.

## 注意店舖及個人衛生 Maintain good hygiene and keep shops clean

為減低感染的風險，大家必須時刻保持個人、店舖及辦公室的衛生。店舖是從業員與客戶接觸的主要地點，除保持日常清潔外，須不時以 1:99 稀釋的漂白水消毒，尤其要留意門柄、桌面、電腦、文具等雙手經常接觸的地方。另外，員工之間應保持足夠的距離，盡量減少聚會及共膳，並善用網上資源進行會議等等。

To avoid coronavirus infection, we must always maintain good hygiene for ourselves as well as keeping our shops and offices clean, as estate agency shops are where practitioners usually meet their clients. In addition to regular cleaning, we should also frequently sterilise the shop with 1:99 diluted bleach. The most touched surfaces, such as doorknobs, desktops, computers and stationery need more frequent attention. In addition, staff should keep sufficient distance between themselves and minimise gatherings or having meals together. They may also utilise online resources to conduct video conferences among colleagues.

個人方面，除要做足戴口罩、勤洗手、避免揉眼及口鼻等基本預防措施外，回家後應立即更換衣物及徹底清潔雙手，並以消毒噴霧清潔鞋底、背包、手錶及手機等。此外，要養成均衡飲食、早睡早起的生活習慣，保持心境開朗。如果出現焦慮不安的情緒，不妨在家中做一些帶氧運動，有助減壓，保持身心健康。



As for personal hygiene, as well as the basic precautionary measures such as wearing face masks, handwashing frequently, avoiding rubbing eyes and mouth, we should also immediately change our clothes and wash our hands thoroughly, use spray steriliser to clean our shoes and personal belongings, such as bags, watches and mobile phones after returning home. In addition,

maintaining a balanced diet, developing a regular sleeping habit and staying optimistic are also good for health. You could try doing some cardio exercises at home if you feel anxious as it will help reduce stress and keep you healthy physically and mentally.

## 分享資源及提供資助 Sharing resources and providing subsidy

一些地產代理公司，會在店內提供消毒用品予客戶使用，另一方面，也有地產代理公司透過慈善團體或自行向市民捐出口罩。業界能於這時候向他們的社區及弱勢社群伸出援手，他們的行善精神，確實令人敬佩及值得學習。

Some estate agency companies have provided sterilising products for clients while some have donated masks to the public through charities or by themselves. It is good to see that the trade is offering a helping hand to their neighbourhoods and those in need under such a critical situation. They set an admirable role model with their kindness.

而監管局明白業界經營困難，在經過與各大商會代表詳細討論並獲支持、以及在董事局的批准後，局方早前已宣布會給予持牌人一筆過500元的專業資助，藉此希望持牌人能在逆市中提高專業或改善服務，令行業更健康發展。

At the same time, the EAA understands the difficulties the trade encounters. The EAA had earlier announced that after detailed discussion with and support by major trade representatives and approved by the Board, the EAA is going to provide a one-off professional development subsidy of \$500 to licensees. The subsidy is aimed at a healthy development of the industry by assisting licensees to enhance their professional standard or to improve their service under the current economic trough.

合資格獲取資助的持牌人包括：

- 於2020年3月31日仍持有有效個人牌照（即地產代理（個人）牌照或營業員牌照）的人士
- 於2020年3月31日或之前遞交個人牌照（即地產代理（個人）牌照或營業員牌照）申請並最遲於2021年3月31日獲批給牌照的人士

Eligible recipients of the subsidy are:

- Individual licensees holding a valid licence (i.e. estate agent's (individual) or salesperson's) as at 31 March 2020;
- Individuals who have submitted an application for a licence (i.e. estate agent's (individual) or salesperson's) on or before 31 March 2020 and whose licence is approved latest by 31 March 2021.

## 專題報道

### Cover Story

持牌人請注意，該筆資助毋須申請，有關資助將會按其牌照號碼的先後順序，以本票形式分批郵寄至合資格的個人持牌人登記冊上的註冊地址。局方預計，首批合資格持牌人將於 2020 年 4 月 30 日或之前收到該筆資助，而最後一批將於 2020 年 7 月 31 日前收到。而為減低發放本票時的郵誤風險，持牌人應於 2020 年 3 月 31 日前透過監管局的電子服務更新其「登記地址」，以確保其郵寄地址正確無誤。

Licensees should note that there is no need to apply for the subsidy. The subsidy will be released to eligible individual licensees by cashier's order to their registered addresses as shown on the Register through ordinary mail by batches according to the numerical order (ascending) of their licence numbers. The first batch of eligible licensees is expected to receive the Subsidy on or before 30 April 2020 while the last batch of applicants will receive the Subsidy on or before 31 July 2020. To reduce the risk of mail loss, licensees are advised to update their "Registered Address" via the EAA's e-Services by 31 March 2020 if necessary to ensure that the mailing address is accurate.

## 因應疫情之特別安排

### Special arrangements under the pandemic

另外，為減低 2019 冠狀病毒在社區擴散的風險，監管局辦事處採取了一系列應變措施，包括建議牌照申請人以郵寄方式遞交其申請，及在辦公時間內僅處理已預約之牌照申請服務。牌照申請人可透過局方的網上預約系統登記，並於指定的預約時段內前往辦事處辦理其牌照申請手續並請在辦事處範圍內帶上口罩。至於付款方法亦作出調整，只接受支票或易辦事繳付牌照費，現金恕不接受。

In order to reduce the risk of the spread of COVID-19 in the community, the EAA office has implemented a series of measures, including advising licence applicants to submit their applications by post and the office will only handle licence applications with prior appointment during normal office hours. Licence applicants should make their appointment through the EAA online booking system and then come to the EAA office at the booked timeslots on time. They will be requested to wear mask in the EAA's office. Also, there has been an adjustment on the payment method as we will only accept cheques or EPS for licence fee payment. Cash will not be accepted.

持牌人敬請留意，上述安排會因應疫情發展而隨時作出更改，以監管局網頁的最新公布為準。

Licensees should note that the aforementioned arrangements will be further adjusted depending on the development of the pandemic. The latest announcement on the EAA website shall prevail.

受疫情所影響，原定於 2020 年 2 月份及 3 月份舉行的資格考試均已取消，相關的延期安排會作另行通知。

In light of the pandemic, all qualifying examinations scheduled for February and March have been cancelled. Individual candidates have been informed of the arrangements of examination postponement.

同時，近期舉行的持續專業進修講座時間已作修改，持牌人請留意監管局網站持續專業進修計劃欄目公布的最新消息。

Meanwhile, the schedule of recent Continuing Professional Development ("CPD") seminars have been adjusted. Licensees are advised to pay attention to the latest news announced under the CPD Scheme on the EAA's website.

以上安排或會對持牌人及考生造成不便，希望大家理解及體諒。所有特別安排將視乎疫情發展而有所更改，局方會盡快向公眾公布，大家請多加留意局方網頁上的最新消息。

The above arrangements may cause inconvenience to licensees and candidates and we appreciate your kind understanding. Depending on the development of the pandemic, the special arrangements may be adjusted and the EAA will continue to keep a close watch and will announce to the public any further changes to its services. Please stay tuned to the latest announcements on the EAA's website.

人生有起有落，過去香港社會亦曾面對大大小小的逆境，每次都能安然渡過。只要懷著信心、保持正面積極的心態，定能克服逆境，迎接美好的明天！

There are ups and downs in life. Hong Kong has experienced some hard times in the past but we were able to overcome them. Stay positive and remain confident, we shall get through the adversities and welcome a bright future!