

# 監管局舉辦半年回顧新聞發布會

## The EAA held a half-year review press conference

地產代理監管局（「監管局」）於2021年7月28日舉行網上直播新聞發布會，由監管局主席廖玉玲太平紳士及行政總裁韓婉萍女士回顧2021年上半年監管局的工作概況，並簡介下半年的工作重點。

由於去年多場資格考試受疫情影響而取消，監管局今年上半年致力加開更多場的資格考試，以致考生人數較去年同期大幅增加2.5倍。另外，截至2021年6月30日，個人牌照數目為40,987個，較去年同日增加3%。

The Estate Agents Authority ("EAA") held an online press conference on 28 July 2021 at which its Chairman, Ms Elaine Liu, JP and Chief Executive Officer, Ms Ruby Hon, reviewed the EAA's work in the first half of 2021 and introduced its initiatives for the second half.

Since a number of qualifying examinations were cancelled last year due to the pandemic, the EAA stepped up its efforts in the first half of 2021 and held more qualifying examinations. This led to a sharp increase in the number of candidates by more than 2.5 times compared to the same period of last year. On the other hand, the number of individual licences as of 30 June 2021 was 40,987, which is an increase of 3% when compared to the same date of last year.



監管局主席廖玉玲太平紳士（左）及行政總裁韓婉萍女士（右）於新聞發布會上回顧局方在2021年上半年的工作，並簡介下半年的工作重點。

EAA Chairman Ms Elaine Liu, JP (left) and Chief Executive Officer Ms Ruby Hon (right) review the EAA's work in the first half of 2021 and introduce its initiatives for the second half in the press conference.



監管局於2021年上半年共開立192宗投訴個案，較去年同期增加30%。最常見的投訴類別為「發出違規廣告」，由去年同期的41宗增至69宗，當中有60宗涉及網上物業廣告。

其他常見的投訴類別包括：「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「就租金回報作出錯誤或具誤導性的陳述」。另外，有關香港境外物業的投訴則有16宗，比去年同期的27宗有所減少。

因應業界的新執業模式，監管局進一步加強網上巡查，包括抽查網上物業廣告564次及網上物業平台306次，按年分別增加40%及35%。

踏入2021年下半年，監管局將密切留意政府的最新政策，例如就有關劊房租務管制可能涉及地產代理需遵循的新要求而作出相關準備工作。

此外，監管局將繼續加強抽查物業廣告（尤其是網上廣告），並進行相關教育工作。

In the first half of 2021, the EAA opened 192 complaint cases, an increase of 30% when compared to the same period of last year. The most common category of complaints was “issuing non-compliant advertisements”, which recorded a year-on-year increase from 41 cases to 69 cases, of which 60 cases were about online property advertisements.

Other common categories of complaints included “mishandling the provisional agreement for sale and purchase (or provisional tenancy agreement)”, “providing inaccurate or misleading property information” and “providing false or misleading statements on rental returns”. Meanwhile, the number of complaints about properties situated outside Hong Kong recorded a decrease to 16 cases from 27 cases for the same period of last year.

Due to the new practice model of the trade, the EAA further strengthened its online inspections. The EAA has conducted 564 spot checks on online property advertisements and 306 spot checks on online portals, representing a year-on-year increase of 40% and 35% respectively.

Stepping into the second half of 2021, the EAA will keep abreast of new government policies, such as the tenancy control of subdivided units, and work on the possible new requirements to be complied with by estate agents under the proposed new regulation.

In addition, the EAA will continue to strengthen inspections and increase its educational efforts on the issuance of property advertisements, especially the online ones.



# 有關購買境外物業的新宣傳片

## New API about purchasing non-local properties

為教育及提醒公眾在決定購買香港境外物業時要加倍小心，監管局剛於八月尾推出新的宣傳短片及聲帶，於各大免費及收費電視台及電台頻道中播出。同時，局方亦於YouTube頻道及Google和Yahoo的廣告網絡中作出相關宣傳。

該電視宣傳片已上載至監管局的網站、局方的消費者教育網站(<http://smart.eaa.org.hk>)及局方的YouTube頻道([www.youtube.com/estateagentsauthority](http://www.youtube.com/estateagentsauthority))，你亦可透過掃描以下二維碼收看短片。



另外，監管局提醒持牌人，證券及期貨事務監察委員會（「證監會」）最近新推出的「非認可投資計劃警示」，就疑似集體投資計劃的安排向公眾發出警示。

監管局建議持牌人（尤其是有參予銷售香港境外物業的持牌人）查閱證監會所發出的警示：[www.sfc.hk/TC/Suspected-Unauthorised-CIS-Alert-List](http://www.sfc.hk/TC/Suspected-Unauthorised-CIS-Alert-List)

In order to educate and remind the public to be more careful when making decisions on purchasing properties situated outside Hong Kong, the EAA has recently launched a new announcement in the public interest ("API") in late August. The API is now broadcasting on major free and paid TV and radio channels. The API has also been promoted on YouTube and the display advertising networks of Google and Yahoo.

The TV API is also available at the EAA's website, consumer education website (<http://smart.eaa.org.hk>) and YouTube channel ([www.youtube.com/estateagentsauthority](http://www.youtube.com/estateagentsauthority)). You may also scan the QR code below to watch it.



In addition, the EAA would like to bring to the licensees' attention that the Securities and Futures Commission ("SFC") has recently launched a new "Suspected Unauthorised CIS Alert List" to alert the public about suspected collective investment schemes ("CIS"). Licensees, particularly those participating in the sale of properties situated outside Hong Kong, are advised to check the alert list issued by the SFC at [www.sfc.hk/en/Suspected-Unauthorised-CIS-Alert-List](http://www.sfc.hk/en/Suspected-Unauthorised-CIS-Alert-List)







## 監管局辦事處搬遷通知 Relocation of the EAA's office

監管局繼2018年在柴灣購入首個自置辦公室後，今年5月再購入該座大廈的另一層辦公室。今年9月，大部分員工已遷往柴灣的新辦公室，而監管局亦同時在灣仔合和中心26樓設立一個小型辦事處，為公眾及持牌人提供前線服務。

Since the purchase of its first self-owned office in Chai Wan in 2018, the EAA purchased another office in the same building in May 2021. Most of the EAA staff have moved to the new Chai Wan office in this September while a small office in 26/F of Hopewell Centre at Wanchai has been set up to provide frontline services to the public and licensees.

請所有持牌人留意，如欲處理有關牌照事宜，請前往以下地址：

All licensees should go to the following address for licensing matters:

**香港灣仔皇后大道東183號合和中心26樓2601室**

**Room 2601, 26/F, Hopewell Centre, 183 Queen's Road East, Wanchai, Hong Kong**

監管局的熱線電話（2111 2777）及辦公時間（星期一至五上午8時45分至下午5時45分、公眾假期除外）均保持不變。

The EAA hotline will remain the same (2111 2777) and the opening hours of this office is also unchanged: from 8:45am to 5:45pm Monday to Friday (except public holidays).

# 對已參與節能有「理」嘉許計劃的地產代理商舖的提醒

## Reminder for the participating estate agency shops of the "Estate Agents Energy Saving Award Scheme"

屋宇管理委員會於2021年4月推出節能有「理」嘉許計劃（「計劃」），旨在鼓勵地產代理透過節省地產代理商戶用電量回饋地球，已有超過900間地產代理商戶報名參與此計劃。

已登記的地產代理商舖需於2021年6月至10月期間減少用電量，並與2020年的同期月份作出比較。由2021年11月開始，參與商戶可透過計劃網頁提交有關月份的用電量（<http://csr2021.eaa.org.hk>）。此外，局方並提醒參與商戶需收集及保存2020年及2021年有關月份的電費單至2021年11月。



The EAA introduced the "Estate Agents Energy Saving Award Scheme" ("Scheme") in April 2021 which aims to encourage estate agents to contribute to the planet by reducing the electricity usage of estate agency shops. Over 900 estate agency shops have enrolled in the Scheme.

The enrolled estate agency shops will need to reduce their electricity usage from June to October 2021 and compare their monthly electricity usage with the same months in 2020. Starting from November 2021, participating shops can start submitting their monthly electricity consumption on the Scheme's website (<http://csr2021.eaa.org.hk>). Meanwhile, participating shops are reminded to retrieve their electricity bills of the relevant months in 2020 and keep the bills in 2021 before November 2021.

### 節能貼士

- 💡 每晚營業時間過後，關掉櫥窗廣告燈箱的電源
- 💡 調校店內空調室溫並維持於攝氏24至26度
- 💡 關掉所有不需要的用電設備（例如影印機）

### Energy saving tips

- 💡 Switch off the advertising light boxes after business hours every night
- 💡 Set and maintain the shop's air-conditioned room temperature between 24°C and 26°C
- 💡 Switch off any electronic appliance (e.g. copier) that is not in use