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韓婉萍

行政總裁

**Ruby Hon Yuen-ping**

*Chief Executive Officer*

“

疫情之下，筆者勸勉業界繼續保持正面積極的精神，趁這段時間多加進修，疫情過後會有更好一天。

I would like to encourage the trade to continue to maintain a positive spirit under the pandemic, take advantage of this time to study more, and there will be a better day after the pandemic.

”

# 疫情過後會有更好一天

## There will be a better day after the pandemic

**在**過去這兩個月，大家都受到第五波新冠疫情的打擊。各行各業和日常生活都大大受到影響，監管局和地產代理一樣，必須作出緊急應變。

首先，監管局員工雖然繼續以特別安排工作，但灣仔和柴灣的辦事處已於二月中開始暫停對外開放。此外，原定在三月舉行的各場資格考試，均需要全部取消。

雖然如此，監管局亦有員工不幸地感染新冠肺炎，辦事處也曾需要關閉進行消毒。因此，局方在發牌、巡查、處理投訴以至舉行研訊等各方面的工作均受到一定影響。局方會採取靈活措施，務求將疫情對我們工作上的影響減至最低，希望市民和持牌人明白和諒解。

另外，視乎疫情的發展，未來舉行的資格考試也可能有機會要取消。監管局會密切留意事態發展，在可行情況下儘早恢復舉辦考試。

至於局方的其他工作，例如持續專業進修計劃的活動、新聞發布會和公開講座等等，都已採取網上形式進行以盡量減少受疫情所影響。

筆者留意到地產代理亦已作出靈活應變，加強網上業務推廣及推動網上睇樓等。筆者希望提醒各從業員，網上發出廣告較快捷方便，但同時也容易產生出錯情況。其次，在沒有親身會面之下處理物業交易，代理必須份外小心，避免日後與客戶產生任何糾紛。

疫情之下，筆者勸勉業界繼續保持正面積極的精神，趁這段時間多加進修，疫情過後會有更好一天。最後，筆者在此祝願各位保持身心健康，並呼籲尚未接種疫苗的人士趕快行動，保障自己和身邊家人。

In the past two months, everyone has been impacted by the fifth wave of the COVID-19 pandemic. All businesses and our daily lives are greatly affected. The EAA, like estate agents, must act responsively and swiftly.

First, although all EAA staff continue to work under special arrangements, the EAA offices in Wanchai and Chai Wan have been closed to the public since mid-February. In addition, all qualifying examinations originally scheduled to be held in March were cancelled.

Notwithstanding, some EAA staff were unfortunately infected with COVID-19 and our office had to be closed for disinfection. As a result, the work of the EAA, such as licensing, inspections, complaints handling, and inquiry hearings are inevitably affected to some extent and the EAA will take flexible measures to minimise the impact of the pandemic on our work. We hope that the public and licensees will understand.

In addition, depending on the development of the pandemic, the qualifying examinations scheduled in the future may also have to be cancelled. The EAA will closely monitor the situation and resume the examinations as soon as practicable.

The EAA's other work, such as the activities of the Continuing Professional Development Scheme, press conferences and public seminars, etc., is mostly carried out online and so will be least affected.

I have noticed that estate agents have also made flexible adaptation by strengthening their online business promotion and actively promoting online property inspections. I would like to remind practitioners that although it is quicker and more convenient to issue online advertisements, they are prone to errors and inaccuracies. Besides, estate agents must be extra careful when handling property transactions without meeting clients in person, to avoid any disputes with clients in the future.

I would like to encourage the trade to continue to maintain a positive spirit under the pandemic, take advantage of this time to study more, and there will be a better day after the pandemic. Finally, I would like to wish you all good physical and mental health and appeal to those who have not yet been vaccinated to act quickly to protect themselves and their families.