

# 提醒分間單位業主客戶切勿濫收 公用設施及服務費用

## Reminder to landlord clients of subdivided units not to overcharge charges for utilities and services

**最**近，監管局與劏房居民關注組織代表會面，了解有關組織對地產代理在處理對分間單位（俗稱「劏房」）租賃時的意見。

監管局希望提醒持牌人在處理劏房租賃時，必須遵從監管局發出的相關指引。

其中，持牌人必須提醒客戶留意相關罪行及分攤款項，如業主要求租客繳付劏房的公用設施及服務款項，超過業主向租客提供的書面帳目中顯示經分攤的公用設施及服務款項，將屬違法。

監管局建議持牌人瀏覽監管局網站，閱讀有關執業通告（編號22-01 (CR)）（規管>執業通告）及相關宣傳單張，以進一步了解有關指引的重點。

此外，就有關分間單位的水費及水錶事宜，水務署已推出「分間單位安裝獨立水錶先導計劃」，以方便已為個別單位提供獨立供水系統的分間單位，安裝水務署的水錶。

為鼓勵更多分間單位業主參與上述計劃，水務署會豁免在該計劃下所安裝的每個獨立水錶的水費按金，亦會豁免提供水錶的費用。詳情請參閱水務署網站（[www.wsd.gov.hk/tc/redirect/pilotSchemeSDU](http://www.wsd.gov.hk/tc/redirect/pilotSchemeSDU)）。



The EAA recently met with representatives of a concerned group about the tenancies of subdivided flats to understand their concerns regarding the practice of estate agents when handling tenancies of subdivided units (“SDUs”).

As a reminder, the EAA would like to reiterate the importance of licensees following the relevant guidelines issued by the EAA.

Amongst which, licensees are required to draw the clients’ attention that it would constitute an offence under the Ordinance if the landlord requires the tenant to pay for utility and service charges for the SDUs at a sum exceeding the apportioned amount as shown in the account in writing provided by the landlord to the tenant.

Licensees are strongly advised to visit the EAA website to read the relevant Practice Circular (No. 22-01 (CR) (Compliance>Practice Circular) and the relevant educational leaflet to better understand the key points of the guidelines.

In addition, concerning the issue of water charges and water meter in respect of SDUs, the Water Service Department (“WSD”) has launched a Pilot Scheme for Installation of Separate Water Meter for Subdivided Units to facilitate installation of the WSD water meters for SDUs with separate plumbing systems for individual units.

To encourage SDU landlords’ participation in the above scheme, the WSD would waive the water fee deposit and the charge for providing a meter for each separate water meter installed under the scheme. For details, please refer to the WSD website ([www.wsd.gov.hk/en/redirect/pilotSchemeSDU](http://www.wsd.gov.hk/en/redirect/pilotSchemeSDU)).



# 提醒有關健康排水系統的重要性

## Reminder regarding the Importance of Healthy Drainage System

**屋**宇署建議持牌人提醒客戶有關健康排水系統的重要性。為保障公眾衛生及安全，屋宇署於2021年及2022年，委聘顧問公司進行一次性的特別計劃，為全港約二萬幢超過三層高的私人住宅或綜合用途樓宇視察外牆排水系統，並根據《建築物條例》對欠妥的外牆排水系統採取執法行動，向相關單位業主發出命令。常見的渠管問題包括未有妥善接駁反虹吸管及排水管滲漏/破損。屋宇署建議持牌人提醒準買家，為自身利益，在裝修單位時一併聘請合資格承建商糾正/修葺渠管問題，以遵從命令的要求。

為推廣樓宇安全及釐定及施行私人樓宇的安全、衛生和環境標準，屋宇署建議持牌人提醒業主客戶，(i) 不應擅自非法改動單位的排水系統；及(ii) 如想豎設、改動或拆除其單位的排水系統，可按「小型工程監管制度」的簡化規定，委任合適承建商進行，以確保單位的排水系統符合《建築物條例》及其相關規例的規定。

持牌人可瀏覽屋宇署網頁 ([www.bd.gov.hk](http://www.bd.gov.hk)) 了解更多相關資訊。

The Buildings Department ("BD") advises licensees to remind their clients of the importance of healthy drainage system. BD has engaged consultancy firms to undertake a one-off special scheme to inspect the external drainage systems of about 20,000 private residential or composite buildings exceeding three storeys in height to protect public health and safety and taken enforcement action against defective drainage system at external wall by issuing orders to relevant premises owners pursuant to the provisions of the Buildings Ordinance ("BO") in 2021 and 2022. Common drainage problems include non-provision of proper anti-siphonage pipe and leaking/defective drainage pipe. BD advises licensees to remind prospective buyers that it is in their own interest to appoint qualified contractor to rectify/repair the drainage defects while renovating the premises in order to comply with the order.

With an aim to promoting building safety and; setting and enforcing the safety, health and environmental standards for private buildings, BD also advises licensees to remind their clients who are building owners that (i) they should not carry out illegal alteration works to the drainage system in their premises; and (ii) if they wish to erect, alter or remove the drainage system in their premises, they may so pursue in accordance with the simplified requirements under the Minor Works Control System by appointing suitable contractor so as to ensure that the drainage system in their premises is in compliance with the provisions of the BO and the relevant regulations.

For further information, please visit BD's website at [www.bd.gov.hk](http://www.bd.gov.hk)

**糾正欠妥外牆排水系統簡易指南**

- 1 接獲有關業務的命令**  
• 細閱命令內容\*
- 2 聘請註冊承建商**  
• 釐定小型工程類別  
• 選擇所屬工程類別的註冊承建商  
• 索取及比較報價及服務範圍(包括安裝及採辦條款)  
• 外牆舊排水管反虹吸管監督費用資料, 可參考屋宇署網頁
- 3 工程完成**  
• 業主或其代表通知屋宇署  
• 業主須收妥拒絕信, 聯絡註冊承建商跟進
- 4 確認完成**  
• 屋宇署發信確認命令已遵從 / 逾期  
• 業主須收妥拒絕信, 聯絡註冊承建商跟進

\* 業主可徵詢合資格建築專業人士的意見。

English version of this guide can be downloaded from the Buildings Department's website or by scanning the QR-code on the left.



糾正欠妥外牆排水系統簡易指南  
Layman's Guide on Rectifying Defective Drainage System at External Wall



**Layman's Guide on Rectifying Defective Drainage System at External Wall**

- 1 Receive drainage order**  
• Read the order carefully\*
- 2 Appoint registered contractor (RC)**  
• Ascertain the category of minor works  
• Select RC of the respective category  
• Obtain and compare quotations and scope of services (including maintenance period and insurance terms)  
• Visit the Buildings Department (BD)'s website for cost information for re-provision of anti-siphonage pipe at external wall for watercloset
- 3 Complete works**  
• Owner or representative to notify BD  
• Owner to ask RC for a copy of the certificate of completion of works submitted to BD
- 4 Acknowledge completion**  
• BD to issue a letter acknowledging compliance/dischARGE of the order  
• Owner to contact the RC for follow-up action if a rejection letter is received

\* Owner may consult qualified building professionals for advice if necessary.

# 土地註冊處「物業把關易」——業主好幫手

## The Land Registry's Property Alert – A Smart tool for property owners



「物業把關易」是土地註冊處為業主提供的一項電子提示服務，有助保障業主的物業權益。就此，土地註冊處希望透過過監管局，誠邀持牌人向業主客戶推介「物業把關易」服務。

業主訂購「物業把關易」後，在訂購期內，每當有涉及相關物業的文件交到土地註冊處註冊，業主便會收到電郵通知書及手機提示短訊。該服務有助業主盡早發現任何在其預期之外或可疑的文件遞交註冊（例如在業主不知情下出售或抵押物業的文件），讓他們可盡快採取適當行動。

為鼓勵更多業主訂購「物業把關易」，由今年1月1日起，一次過訂購方式的服務費用已由\$580下調至\$380，便可享用服務直至物業轉手。讓業主以更相宜的服務費用，享受「物業把關易」為其物業帶來的保障。

此外，土地註冊處誠邀持牌人觀看有關「物業把關易」的電視節目：《港樓·講樓》-「為物業把關」。該節目提供了清晰的資訊，並建議業主使用「物業把關易」服務以助提防物業騙案。請瀏覽土地註冊處網站（[www.landreg.gov.hk](http://www.landreg.gov.hk)）以了解更多有關服務詳情。

The Property Alert launched by the Land Registry (“LR”) is an email notification service for property owners to protect their properties’ interest. Through the EAA, the LR would like to enlist the help from licensees to recommend the Property Alert service to property owner clients.

By subscribing to Property Alert, property owners will receive an email notification and Short Message Service (SMS) reminder when any instrument is lodged with the LR for registration against their properties. This service enables early detection of any unexpected or suspicious instruments delivered for registration (such as instruments purporting to sell or mortgage their property without their knowledge) so that they can take appropriate and prompt actions.

To encourage more property owners to subscribe to the service, the subscription fee for one-off subscription was revised from \$580 to \$380 with effect from 1 January 2023. Property owners can enjoy the benefit of the service until change of property ownership at a lower fee.

The LR would also like to share with licensees a TV programme titled “《港樓·講樓》-「為物業把關」” which conveys clear messages advising property owners to use the service to guard against property fraud. For more information about the service, please visit the LR’s website ([www.landreg.gov.hk](http://www.landreg.gov.hk)).



物業把關易



Property Alert



《港樓·講樓》- 為物業把關

## 差餉物業估價署發出的提醒 Reminder from the Rating and Valuation Department

**差**餉物業估價署（「估價署」）發文建議持牌人在處理物業轉易時，要提醒客戶有關繳納差餉及/或地租的責任，以及更新物業繳納人的資料，以保障買方的利益。

此外，估價署亦介紹「電子差餉地租單服務」，登記用戶可透過此服務查閱電子差餉地租單並安排付款，既方便又環保。

持牌人可瀏覽監管局網頁閱覽該文稿（持牌人專區 > 最新消息及提醒）。如有任何相關查詢，請致電估價署查詢熱線2152 0111。



The Rating and Valuation Department ("RVD") has issued an article to advise licensees to remind their clients of the liabilities in rates and/or Government rent and change the payer's particulars of the properties so as to protect the purchasers' interest while handling property conveyance.

In addition, the RVD also introduces the eRVD Bill service for registered users to retrieve the electronic demand which is convenient and environmentally friendly.

Licensees may read the RVD's article posted at the EAA's website (Licensees Corner > News and Reminders). For any enquiries, please contact the RVD's hotline at 2152 0111.



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## 監管局最新通訊方式的安排 Latest arrangement on means of communications by the EAA

**監**管局於2023年4月24日於本局網頁發出一則特別公布。監管局會在合適的情況下以電郵、手機短訊/多媒體訊息、或其他電子方式與持牌人及牌照申請人聯絡，以代替郵寄。

持牌人應留意，就某些與地產代理執業有關的資訊，本局只會透過網站發布，並以電子方式通知持牌人。持牌人應經常瀏覽監管局網站以取得該些資訊，並熟悉適用於他們的任何規定。

持牌人請於監管局網頁參閱有關特別公布（「資訊中心」>「特別公布」>「監管局最新通訊方式的安排」）了解詳情。

The EAA issued a special notice on the EAA website on 24 April 2023, regarding the communication arrangement with licensees and licence applicants via e-mail, mobile SMS/MMS or other electronic means in lieu of mailing where appropriate.

Licensees are reminded that certain information on matters concerning estate agency practice will only be published on the EAA website and drawn to the attention of licensees by electronic means. Licensees should visit the EAA website regularly to obtain such information and familiarise themselves with any requirement which is applicable to them.

Please read the special notice at the EAA website (Information Centre > Special Notice > Latest arrangement on means of communications by the EAA) for more information.



## 「5A代理」最新動畫短片 New animation videos on “5A agent”

為宣揚專業地產代理應具備的重要特質和提升地產代理的專業形象，監管局推出宣傳計劃，進一步向公眾推廣「5A代理」的概念。監管局最近製作並推出一系列動畫短片，教育消費者在委託地產代理時，應注重哪些重要特質。

一連五集的動畫短片以「識揀一定揀 識得『三言兩與』嘅5A地產代理」為主題，涵蓋地產代理為客戶提供專業服務時應具備的各項「5A」特質，包括「言出必行」（Adherence）、「言之有物」（Ability）、「言而有信」（Accountability）、「與時並進」（Advancement）及「與客同行」（Affinity）。

在這系列的動畫短片中，一位動畫化的「5A代理」會利用簡單而生動的圖像和標語，引導觀眾了解每種特質的基本特徵。每段短片長約一分鐘，內容雙語對照，讓消費者能快速明白「5A」特質。

全部五集動畫短片已上載至監管局的YouTube頻道([www.youtube.com/EstateAgentsAuthority](http://www.youtube.com/EstateAgentsAuthority))。歡迎持牌人與客戶分享短片，向他們介紹你也是一位「5A代理」。



To promote the important qualities that a professional estate agent should possess and enhance the professional image of estate agents, the EAA has launched a publicity campaign to further promote the concept of the “5A agent” to the public. A series of animation videos was recently produced and launched to educate consumers on the important “5A” qualities that they should focus on when appointing an estate agent.

Themed “Be a wise consumer, choose a 5A estate agent”, this series of animation videos consists of five episodes, covering each of the “5A” qualities that estate agents should possess in order to provide professional services to their clients. The “5A” qualities include “Adherence”, “Ability”, “Accountability”, “Advancement” and “Affinity”.

In these short animation videos, the animated “5A agent” will guide the audience through the essential traits of each quality with the aid of simple yet vivid graphics and headlines. Each video is about one-minute and bilingual in content so that consumers can understand the “5A” qualities in no time.

All five animation videos have been uploaded to the EAA’s YouTube channel ([www.youtube.com/EstateAgentsAuthority](http://www.youtube.com/EstateAgentsAuthority)). Licensees are welcome to share the videos with your clients to show that you are also a “5A agent”.



「識揀一定揀 識得『三言兩與』嘅5A地產代理」動畫短片介紹專業地產代理應具備的「5A」特質。 “Be a wise consumer, choose a 5A estate agent” animation video series introduce the important “5A” qualities that professional estate agents should possess.

