

監管局回顧2022年工作 及簡介2023年工作重點

The EAA reviews its work in 2022 and introduces its initiatives for 2023

監管局於2023年1月30日舉行新聞發布會，由主席蕭澤宇先生BBS, JP及行政總裁韓婉萍女士回顧監管局在2022年的工作，並簡介2023年的工作重點。

蕭主席指出在物業市場淡靜之下，2022年只有9,087人次應考資格考試，比2021年減少了39%。個人牌照、公司牌照和地產代理商舖數字，按年亦同樣錄得跌幅。

監管局於2022年共開立273宗投訴個案，與前一年減少了18%。在最常見的投訴性質當中，「發出違規廣告」一類佔最多，也比2021年減少了45%。有關境外物業的投訴方面，2022年共有62宗，主要指稱涉及就保證租金回報作出失實陳述。

另外，2022年監管局亦有進行各樣巡查，其中抽查網上物業廣告合共1,393次，比2021年增加31%。

踏入2023年，監管局會因應法例及市況變化，適時向業界更新及發出指引。局方亦會繼續就各項主題作消費者教育，並會進一步向公眾推廣「5A代理」的概念。

The EAA held a press conference on 30 January 2023 at which its Chairman, Mr Simon SIU Chak-yu, BBS, JP, and Chief Executive Officer, Ms Ruby HON, reviewed the EAA's work in 2022 and introduced its initiatives for 2023.

Mr Siu pointed out that under the stagnant property market, the number of candidates attending qualifying examinations dropped to 9,087 in 2022, representing a decrease of 39% compared to 2021. The number of individual licences, company licences and estate agency shops also recorded a year-on-year decrease.

In 2022, 273 complaint cases were opened, 18% less than the previous year. The most common category of complaints was about "issuance of non-compliant advertisements", which also recorded a 45% decrease compared to 2021. Regarding complaints about non-local properties, 62 cases were opened in 2022 of which major allegations were about providing misleading information on guaranteed rental return.

On the other hand, the EAA also conducted numerous inspection checks in 2022, of which there were 1,393 spot checks on online property advertisements, representing an increase of 31% compared to 2021.

In 2023, the EAA will update/issue guidelines to the estate agency trade on matters arising from any changes in law or market situation. Consumer education on various topics will also continue to be enhanced, and the concept of the "5A agent" will be further promoted to the public.



監管局主席蕭澤宇先生BBS, JP (右) 及行政總裁韓婉萍女士 (左) 主持新聞發布會。

The EAA Chairman Mr Simon SIU Chak-yu, BBS, JP (right) and CEO Ms Ruby HON (left) host the press conference.