

監管局回顧2023年工作 及簡介2024年工作重點

The EAA reviews its work in 2023 and introduces its initiatives for 2024



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 the CEO Ms Ruby Hon (Left) review the EAA's work in 2023 and introduce its initiatives for 2024 at the press conference.

監管局於2024年1月31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2023年的工作，並簡介2024年的工作重點。

蕭主席指出，在物業交投淡靜之下，2023年合共只有6,732人次應考資格考試，比2022年減少26%。截至2023年12月31日，個人牌照總數為39,575人，比2022年同日減少3.7%，公司牌照則增加1.4%，但地產代理商舖數字則減少1.5%。

監管局在2023年共開立196宗投訴個案，比2022年減少28%，當中涉及一手住宅物業的投訴只有24宗，比2022年減少20%。在最常見的投訴性質當中，「發出違規廣告」一類佔最多，但宗數比2022年減少6%。有關境外物業的投訴方面，2023年監管局共開立14宗有關香港境外物業的投訴個案，比2022年的62宗大幅減少77%。

另外，2023年監管局亦有進行各樣巡查，共巡查一手樓盤銷售點826次、地產代理商舖

The EAA held a press conference on 31 January 2024 at which its Chairman, Mr Simon Siu Chak-yu, BBS, JP, and Chief Executive Officer, Ms Ruby Hon, reviewed the EAA's work in 2023 and introduced its initiatives for 2024.

Mr Siu pointed out that under the quiet property market conditions, the number of candidates attending qualifying examinations dropped to 6,732 in 2023, representing a decrease of 26% compared to 2022. As at 31 December 2023, there were 39,575 individual licensees, a decrease of 3.7% compared to the same day of 2022, while the number of estate agency companies increased by 1.4% but the number of estate agency shops decreased by 1.5%.

In 2023, 196 complaint cases were opened, 28% less than the previous year, of which only 24 cases were related to first-hand residential properties, a decrease of 20% compared to 2022. The most common category of complaints was about "issuance of non-compliant advertisements", which also recorded a 6% decrease compared to 2022. Regarding complaints on non-local properties, 14 cases were opened in 2023, a significant decrease of 77% compared to the 62 cases in 2022.

On the other hand, the EAA also conducted numerous inspection checks in 2023, including 826 checks at the sale-sites of first-hand residential properties, 849 visits to estate agency shops, 1,239 spot checks on matters

849次、就有關反洗錢/打擊恐怖分子資金籌集的指引進行1,239次抽查，並抽查網上物業廣告1,331次。

在2024年，監管局會繼續因應法例及其他市場情況在有需要的情况下更新或發出對業界的執業指引。有關代理佣金相關事宜，監管局正在籌備針對業界有效及良好的競爭行為的相關指引。

為了進一步提升行業專業水平及推動終身學習，監管局將於2025年首季，推出第一階段的強制性持續專業進修計劃。監管局亦會繼續舉辦一系列的企業社會責任活動及就各項主題作消費者教育。

relating to Anti-Money Laundering and Counter Terrorist Financing requirements and 1,331 spot checks on online property advertisements.

In 2024, the EAA will continue to update or issue guidelines to the estate agency trade on matters arising from any changes in law or market situation. Regarding the commission rate issue, the EAA is preparing relevant guidelines on effective and good competition behaviour for the trade.

To further enhance the professionalism of the estate agency trade and promote lifelong learning, the EAA will launch the first phase of the Mandatory Continuing Professional Development Scheme in the first quarter of 2025. The EAA will also continue to hold a series of corporate social responsibility activities and consumer education on various topics.

有關銷售香港境外的未建成物業的執業通告的「問與答」及「供持牌人參考的摘要清單」

New “Q&A” and “Summary Checklist for Licensees’ Reference” on the Practice Circular about the Sale of Uncompleted Properties Situated Outside Hong Kong

就監管局於2023年12月發出的有關銷售香港境外未建成物業的新執業通告（編號23-02(CR)），監管局已於2024年2月16日上載一套相關的「問與答」及「供持牌人參考的摘要清單」。

持牌人應留意，新執業通告將於2024年7月1日起生效，並取代2017年發出的相關舊通告（編號17-03(CR)）。

持牌人應仔細閱讀新執業通告及上述文件的內容，並對相關工作作出調整，以確保符合新執業通告的要求。

有關「問與答」及「供持牌人參考的摘要清單」的內容，可瀏覽監管局網頁（規管 > 執業通告）。

Regarding the new Practice Circular (No. 23-02 (CR)) on the sale of uncompleted properties situated outside Hong Kong (“UPOH”) issued by the EAA in December 2023, the EAA has uploaded a set of relevant “Q&A” and “Summary Checklist for Licensees’ Reference” at its website on 16 February 2024.

Licensees should note that the new Circular will supersede the relevant old Circular (No. 17-03 (CR)) issued in 2017 when it takes effect on 1 July 2024.

Licensees should read the contents of the new Circular and the aforementioned documents in detail and make adjustments to relevant work as soon as possible to ensure compliance with the requirements in the Circular.

Please read the relevant “Q&A” and “Summary Checklist for Licensees’ Reference” at the EAA’s website (Compliance > Practice circulars).