

## 監管局回顧2024年工作及簡介2025年工作重點

### The EAA reviews its work in 2024 and introduces its initiatives for 2025

監管局主席蕭澤宇先生BBS,JP（左）及行政總裁梁松泰先生（右）於新聞發布會上回顧監管局2024年的工作及簡介2025年的工作重點。

The EAA Chairman Mr Simon SIU Chak-yu, BBS, JP (left) and the Chief Executive Officer Mr Gordon LEUNG Chung-tai (right) review the EAA's work in 2024 and introduce its initiatives for 2025 at the press conference.



監管局於2025年1月23日舉行新聞發布會，由主席蕭澤宇先生BBS,JP及行政總裁梁松泰先生回顧監管局在2024年的工作，並簡介2025年的工作重點。

2024年應考資格考試的人次為6,262，較2023年輕微減少7%。截至2024年12月31日，個人牌照總數為38,482人，較2023年減少2.8%。與此同時，公司牌照和地產代理商舖的數目分別減少0.6%和4.6%。

監管局於2024年共開立162宗投訴個案，較2023年減少17%，當中涉及一手住宅物業的投訴有27宗，較2023年增加3宗，最常見的投訴性質為「不妥善地處理臨時買賣合約或臨時租約」。至於境外物業的投訴方面，2024年僅開立1宗投訴個案，較去年同期的14宗大幅下跌超過九成。

監管局在2024年對314名持牌人或前持牌人採取了紀律處分行動，包括暫時吊銷19個牌照及撤銷45個牌照。另外，2024年合共罰款約670萬元，罰款全部撥歸政府庫房。

展望未來，監管局將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。另外，監管局將密切留意「簡樸房」條例草案的立法進程，並與政府及地產代理業界保持緊密溝通，有需要時將適當地優化現行有關地產代理處理分間單位租賃的指引。

The EAA held a press conference on 23 January 2025 at which its Chairman, Mr Simon SIU Chak-yu, BBS, JP, and Chief Executive Officer, Mr Gordon LEUNG Chung-tai, reviewed the EAA's work in 2024 and introduced its initiatives for 2025.

The number of candidates attending qualifying examinations fell to 6,262 in 2024, representing a slight decrease of 7% compared to 2023. As at 31 December 2024, there were 38,482 individual licensees, a decrease of 2.8% when comparing to 2023. At the same time, the number of estate agency companies licences and estate agency shops decreased by 0.6% and 4.6% respectively.

In 2024, a total of 162 complaint cases were opened, 17% less than the previous year. Among the complaints, 27 cases were related to first-hand residential properties, representing an increase of 3 cases compared to year 2023. The most common category of complaints was "mishandling the provisional agreement for sale and purchase (or provisional tenancy agreement)". Regarding complaints on properties situated outside Hong Kong, there was only one case in 2024, a significant decrease of over 90% compared to 14 cases in the previous year.

The EAA took actions or imposed sanctions against 314 licensees or former licensees, including suspending 19 licences and revoking 45 licences in 2024. In addition, the total amount of imposed fines in 2024 was around \$6.7 Million, all of which went to the Government Treasury.

Looking forward, the EAA will continue to update or issue guidelines to the estate agency trade on matters arising from changes in law or other market situations, where necessary. On the other hand, the EAA will closely monitor the legislative progress of the Bill on the proposed regulatory regime for Basic Housing Unit, maintain a close communication with the Government and the estate agency trade, and appropriately revise the current guidelines for the handling of subdivided units leasing by estate agents when necessary.

# 監管局與地產代理業界出席「簡樸房」規管制度諮詢會

## The EAA and the estate agency trade attended briefing sessions on “Basic Housing Units” regulatory regime

監管局及地產代理業界代表分別於2025年1月14日及2月21日出席由房屋局舉辦、有關「簡樸房」規管制度建議方案的持份者諮詢會。

在兩場會議中，房屋局局長何永賢女士JP率領其他房屋局官員向監管局及業界代表簡介了有關政府就「簡樸房」規管制度的建議方案，並聆聽了監管局及業界代表的意見。

政府現建議以立法方式制訂「簡樸房」的規管制度，規定日後分間單位須滿足相關的最低標準，並獲認證為「簡樸房」方可合法租賃，而相關人士亦會受新條例監管。地產代理業界於諮詢會後亦向房屋局表達意見。

監管局主席蕭澤宇先生表示，局方十分支持政府長遠徹底解決劣質「劏房」問題。監管局將會密切留意「簡樸房」條例草案的立法進程，並會與政府及地產代理業界保持緊密溝通，有需要時會適當地優化現行有關地產代理處理分間單位租賃的指引。

監管局再次呼籲業界緊記要遵守監管局指引，切勿協助分間單位業主作出違反租住權保障的要求，及切勿協助業主濫收公用設施及服務的費用。

The EAA and estate agency trade representatives attended two stakeholder consultation sessions on the proposed regulatory regime for Basic Housing Unit (“BHU”), hosted by the Housing Bureau (“HB”), on 14 January and 21 February 2025 respectively.

In both sessions, the Secretary for Housing Ms Winnie HO Wing-yin, JP, led other senior HB officials to brief the EAA and estate agency trade representatives on the Government’s proposal on the BHU regulatory regime, and listened to the opinions of the EAA and trade representatives.

The Government has now proposed to formulate a BHU regulatory regime through legislation. In the future, substandard subdivided units (“SDUs”) are required to meet the stipulated minimum standards and be certified as BHUs before they can be legally rentable, and the concerned parties will be subject to regulations. The estate agency trade representatives also provided feedbacks to the HB after the sessions.

The EAA’s Chairman Mr Simon SIU Chak-yu said that the EAA fully supports the Government’s efforts to find a long-term solution to the problem of SDUs. The EAA will pay close attention to the legislative process of the Bill on BHUs, maintain close communication with the Government and the estate agency trade, and update the guidelines on estate agent’s handling of subdivided unit leasing if necessary.

The EAA once again called on the trade to comply with the guidelines and not to provide assistance to landlords to contravene the security of tenure requirements or overcharging public utilities and services.



監管局及地產代理業界代表出席房屋局就「簡樸房」規管制度建議方案舉辦的諮詢會。

Representatives of the EAA and the estate agency trade attend the consultation session on the proposed regulatory regime for Basic Housing Unit hosted by the Housing Bureau.

# 查閱屋宇署發出命令的遵從狀況

## Checking the Compliance Status of Orders issued by the Buildings Department

**持**牌人在從事地產代理工作時，經常需要查閱土地註冊處的物業記錄，包括屋宇署是否有就物業發出法定命令。地產代理監管局得知屋宇署網站提供搜尋捷徑，供市民免費查閱法定命令/通知/指示的發出及遵從狀況\*。市民只須輸入簡單資料，如命令/通知/指示編號、街道名稱及/或樓宇名稱，便可輕鬆查閱法定命令/通知/指示的發出及遵從狀況。

由於屋宇署會對未有遵從命令的業主採取執法行動，持牌人應提醒賣方履行責任，盡快遵從命令，進行所需的清拆/糾正/修葺工程，亦應提醒準買方物業有未獲遵從命令的後果。

如欲了解更多相關資訊，請瀏覽屋宇署網站 ([www.bd.gov.hk](http://www.bd.gov.hk))。

\* 屋宇署會根據《建築物條例》(第123章)、《消防安全(商業處所)條例》(第502章)、《消防安全(建築物)條例》(第572章)及《消防安全(工業建築物)條例》(第636章)，就樓宇的個別單位、公用部分、招牌及分間單位(包括工業樓宇內非法住用用途)發出法定命令/通知/指示。搜尋範圍涵蓋屋宇署根據《建築物條例》第24條發出的清拆令、第25條發出的中止更改用途命令、第26條發出的樓宇修葺令、第26A條發出的樓宇勘測令、第27C條發出的地下管道勘測令、第28條發出的渠務修葺令/勘測令、第30B條發出的強制驗樓計劃通知、第30C條發出的強制驗窗計劃通知，以及根據《消防安全(商業處所)條例》、《消防安全(建築物)條例》及《消防安全(工業建築物)條例》發出的消防安全指示/改善消防安全指示/符合消防安全令/禁止令。就2021年前發出的法定命令，以2024年12月13日前根據第502章及第572章發出的消防安全指示/改善消防安全指示/符合消防安全令/禁止令，搜尋結果只會顯示「未獲遵從」命令/指示的相關資料。

**W**hen practising estate agency work, licensees often need to check the property records of the Land Registry, including whether a property has been issued with a statutory order by the Buildings Department (BD). The Estate Agents Authority has learnt that BD's website offers a search engine shortcut for checking the issuance/compliance status of statutory orders/notices/directions\* free of charge. Upon input of basic information, such as order/notice/direction number, street address and/or building name, one can easily check the issuance/compliance status of statutory orders/notices/directions.

As BD will take enforcement actions against owners for non-compliance with orders, licensees should remind vendors of their responsibility to comply with the orders by carrying out necessary removal/rectification/repair works as soon as possible, and prospective purchasers of the consequences arising from non-compliant orders.

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

\* Statutory orders/notices/directions are issued by BD under the Buildings Ordinance (Cap. 123) (BO), the Fire Safety (Commercial Premises) Ordinance (Cap. 502) (FS(CP)O), the Fire Safety (Buildings) Ordinance (Cap. 572) (FS(B)O) and the Fire Safety (Industrial Buildings) Ordinance (Cap. 636) (FS(IB)O) in respect of individual units, common parts, signboards and sub-divided flats (including those for illegal domestic use in industrial buildings) of buildings. The scope of search covers Removal Orders under Section 24, Orders for Terminating Unauthorised Change of Use under Section 25, Building Repair Orders under Section 26, Building Investigation Orders under Section 26A, Buried Services Investigation Orders under Section 27C, Drainage Repair/Investigation Orders under Section 28, Mandatory Building Inspection Scheme Notices under Section 30B and Mandatory Window Inspection Scheme Notices under Section 30C of the BO, as well as Fire Safety Directions (FSDns)/Fire Safety Improvement Directions (FSIDns)/Fire Safety Compliance Orders (FSCOs)/Prohibition Orders (POs) under FS(CP)O, FS(B)O and FS(IB)O. For statutory orders issued before 2021 and FSDns/FSIDns/FSCOs/POs issued under Cap. 502 and Cap. 572 before 13 December 2024, only information of "Outstanding" orders/directions is available in the search results.



法定命令的發出及遵從狀況



Issuance/Compliance status of statutory orders

## 監管局及業界代表出席有關《建築物條例》修訂建議的諮詢會

The EAA and trade representatives attended a consultation session on the proposed amendments to the Buildings Ordinance

**監**管局及地產代理業界代表於2025年2月21日出席由發展局及建築署主持有關《建築物條例》修訂建議的諮詢會。

會議上，政府高層官員向監管局及地產代理業界的代表簡介了《建築物條例》的修訂建議，並聆聽了監管局及業界代表的意見。

**T**he EAA and estate agency trade representatives attended a consultation session on the proposed amendments to the Buildings Ordinance, hosted by the Development Bureau and Buildings Department, on 21 February 2025.

In the session, senior Government officials briefed the EAA and estate agency trade representatives on the proposed amendments to the Buildings Ordinance, and listened to the opinions of the EAA and trade representatives.

## 監管局電子服務作出更新以配合強制性持續專業進修計劃

Updates on the EAA's e-Services to Support the Mandatory Continuing Professional Development Scheme

**為**配合新推出的強制性持續專業進修計劃，監管局的網站電子服務（e-Services）已進行了更新。在「我的活動」部分，持牌人不僅可以查看於監管局修讀的持續專業進修活動，還會顯示由持牌人或由培訓機構遞交的認可學分。此更新旨在使持牌人能夠更方便地管理自己的進修記錄，只需透過電子服務輕鬆登錄便能查看學分累積情況，確保所獲得的學分符合強制性計劃的要求。監管局將持續更新電子服務並添加更多功能，協助持牌人提升專業知識和技能。

請瀏覽監管局的網站以獲取最新的指引和資訊：[www.eaa.org.hk/zh-hk/](http://www.eaa.org.hk/zh-hk/)

**T**o align with the newly launched Mandatory Continuing Professional Development Scheme, the EAA's website e-Services has been updated. In the "My Events" section, licensees can not only view the continuing professional development activities conducted by the EAA but also see recognized CPD points submitted by the licensees or training organizations. This update aims to enable licensees to manage their training records more conveniently. They can easily log in through the e-Services to check their CPD point accumulation and ensure that the CPD points earned meet the requirements of the mandatory scheme. The EAA will continue to update the e-Services and add more features to assist licensees in enhancing their professional knowledge and skills.

Please visit the EAA's website for the latest guidelines and information: [www.eaa.org.hk/en-us/](http://www.eaa.org.hk/en-us/)



## 監管局舉辦新春傳媒午宴

### The EAA held a Chinese New Year media luncheon

監管局於2025年2月14日舉辦新春傳媒午宴，向傳媒分享監管局的最新動向及發展。監管局的管理層均有出席，包括主席、行政總裁以及三位總監。

午宴期間，監管局主席蕭澤宇先生BBS, JP亦向傳媒表達謝意，感謝他們一直以來的支持，以提升公眾對監管局工作的認識。是次午宴共有14位來自不同機構的記者參與，並獲得傳媒的廣泛正面報道。



(左起) 服務及專業發展總監王頌恩先生、規管及法律總監梁德麗女士、主席蕭澤宇先生BBS, JP、行政總裁梁松泰先生及執行總監陳汝傲先生。

From left to right: Director of Services and Professional Development Mr Ivan WONG, Director of Regulatory Affairs and General Counsel Ms Juliet LEUNG, Chairman Mr Simon SIU, BBS, JP, Chief Executive Officer Mr Gordon LEUNG, Director of Operations Mr CHAN U Keng.

The EAA held a Chinese New Year media luncheon on 14 February 2025, to share the updates on the EAA's latest initiatives and developments with the media. The senior management of the EAA, including the Chairman, Chief Executive Officer and three Directors attended the luncheon.

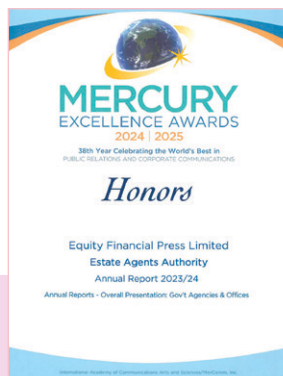
During the luncheon, the EAA Chairman Mr Simon SIU, BBS, JP, expressed gratitude to the media for their continuous support in raising public awareness of the EAA's work. A total of 14 reporters from different media attended the luncheon which received wide and positive media coverage.

## 監管局年報榮獲國際獎項

### EAA's Annual Report receives an international award

監管局2023/24年度年報榮獲國際獎項。

The EAA's Annual Report 2023/24 received an international award.



監管局2023/24年度的年報在享譽國際的設計獎項Mercury Excellence Awards 2024/2025中的「年報-整體風格：政府機構及辦公室」獲得榮譽獎項。

Mercury Excellence Awards為獨立頒獎機構，旨在表揚在不同傳訊領域的卓越成就。監管局很榮幸能夠在全球頂尖的傳訊專家中脫穎而出。監管局日後將繼續提升年報的質素，以便有效地向公眾傳達監管局的信念、使命和工作。

The EAA's Annual Report 2023/24 was recognised with the Mercury Excellence Awards 2024/2025, a renowned international design award, under the Category of "Annual Reports – Overall Presentation: Government Agencies & Offices" (Honors).

The Mercury Excellence Awards is an independent awards organisation to promote excellence in various fields of communications. The EAA is honoured to receive the award among the world's professional communications specialists. The EAA will continue to enhance the quality of its future annual reports in order to convey the EAA's beliefs, mission and work to the public more effectively.