

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.