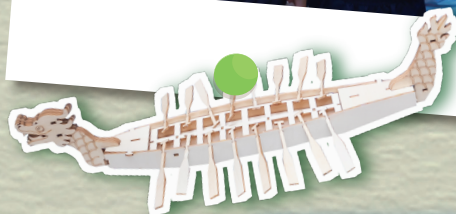


監管局與地產代理義工 端午節共展關懷

Estate Agents Authority and
volunteers from the trade
join hands to show care at
Dragon Boat Festival



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監管局與地產代理義工 端午節共展關懷

Estate Agents Authority and volunteers from the trade
join hands to show care at Dragon Boat Festival



一個專業行業的社會評價，除了來自從業員的日常工作表現外，其對社會的關懷與承擔亦同樣重要。地產代理監管局（「監管局」）一直積極推動地產代理業界履行社會責任，舉辦不同的公益服務，凝聚地產代理業界的義工力量，一同走進社區，為有需要的人士送上關懷和溫暖。

過去多年，監管局曾舉辦多個不同類型的企業社會責任活動，邀請地產代理義工參加，例如「家在香港—地產代理清潔海岸日」、推動節能減碳的「節能有『理』嘉許計劃」、關懷舊區長者的「關懷有『理』—地產代理服務長者日」、以及關顧基層兒童的「童『理』歡樂嘉年華—地產代理兒童服務日」等。多年來，一直與業界共同延續關愛精神。

The public perception of a professional sector is shaped not only by the practitioners' day-to-day performance, but also by the extent of the sector's care for and commitment to the community. The Estate Agents Authority ("EAA") has long been proactive in encouraging the estate agency trade to discharge its social responsibilities by organising various charitable and community initiatives, to harness the volunteers together from across the estate agency sector to reach out to the community and extend care and warmth to those in need.

Over the years, the EAA has launched a range of corporate social responsibility ("CSR") activities and invited estate agency volunteers to participate. The activities include "My Home Hong Kong – Estate Agents Coastal Cleanup Day", "Estate Agents Energy Saving Award Scheme" promoting energy saving and carbon reduction, "Estate Agents' Elderly Service Day" supporting elderly residents in old districts, and "Estate Agents' Children Service Day" for underprivileged children. Together with the trade, the EAA has continued to foster a spirit of care over many years.

近年，監管局多次與不同地區的社區客廳合作，為居於分間單位的基層家庭送上關懷及節日祝福。繼去年中秋節於高山道社區客廳舉辦活動後，監管局今年6月再與另一社區客廳、旺角社區客廳合作舉辦端午節企業社會責任活動。

是次活動共有14位來自地產代理業界的義工參與，活動當日，旺角社區客廳氣氛熱鬧，義工們與16位來自分間單位家庭的兒童一同參與「迷你龍舟工作坊」，在導師及義工的指導下，小朋友化身「小工匠」，製作別出心裁的迷你龍舟。既可提升小朋友的專注力和創造力，透過與義工們的合作，亦可讓業界義工盡展關懷。

In recent years, the EAA has also collaborated on multiple occasions with "Community Living Rooms" in different districts to deliver care and festive blessings to grassroots families living in subdivided units ("SDUs"). Following an event held at the Ko Shan Road Community Living Room during Mid-Autumn Festival last year, the EAA partnered with another Community Living Room – the Mong Kok Community Living Room – to organise a Dragon Boat Festival CSR activity this June.

A total of 14 volunteers from the estate agency sector took part in the event. On the day, the Mong Kok Community Living Room was filled with a lively atmosphere as the volunteers joined 16 children from SDU families in a "Mini Dragon Boat Workshop". Under the guidance of the instructor and volunteers, the children became "little artisan" and crafted a special mini dragon boat. The activity not only helped enhance the children's concentration and creativity, but also provided a meaningful opportunity for estate agency volunteers to show their care through interaction and collaboration.





監管局服務及專業發展總監王頌恩先生代表監管局出席是次活動，並感謝旺角社區客廳協助籌辦，以及各位來自地產代理業界的義工踴躍支持與參與，為一眾小朋友帶來愉快而有意義的下午。

此外，地產代理義工當日亦協助包裝由監管局捐贈的一百份端午節福袋，除即場派發予當日參加活動的家庭外，亦透過旺角社區客廳轉贈予其他居於分間單位的家庭。福袋內包括端午糉禮券、食物及日常用品等，為基層家庭送上實際支援與心意。

展望未來，監管局會繼續推動不同的企業社會責任活動，凝聚業界力量關懷弱勢社群，與社會各界攜手回饋社會。

Mr Ivan WONG, Director of Services and Professional Development of the EAA, attended the event on behalf of the EAA. He expressed his gratitude to the Mong Kok Community Living Room for its assistance in organising the event, and to the estate agency volunteers for their enthusiastic support and participation in bringing an enjoyable and meaningful afternoon to the children.

In addition, estate agency volunteers helped pack 100 Dragon Boat Festival gift packs donated by the EAA. The packs were distributed on site to families participating in the event and, through the Mong Kok Community Living Room, further shared with other SDU families. Each gift pack contained rice dumpling vouchers, food items and daily necessities, providing both practical support and heartfelt care to grassroots families.

Looking ahead, the EAA will continue to promote a variety of CSR activities, rallying the strength of the trade to care for underprivileged groups and working hand in hand with different sectors of the community to give back to society.

由民政及青年事務局與義務工作發展局合辦，以「行義無界限 Volunteer Beyond Boundaries」為年度主題的「香港義工獎2026」已開始接受報名，監管局鼓勵業界積極參與，詳情請參閱：
<https://hkv-award.hk/procedure-guideline>

The "Hong Kong Volunteer Award 2026", which is co-organised by the Home and Youth Affairs Bureau and the Agency for Volunteer Service, with the annual theme "Volunteer Beyond Boundaries", is now open for application. The EAA encourages the trade to participate. For details, please visit:
<https://hkv-award.hk/en/procedure-guideline/>



銷售一手物業時必須謹慎

Be prudent when promoting first-hand properties

鑒於近期本地一手物業市場活躍，監管局提醒各持牌人，務必確保買家了解所有重要物業資訊。

近期市場上有住宅及非住宅的一手物業發售，監管局早前發出新聞稿提醒公眾，一手住宅物業的銷售受《一手住宅物業銷售條例》規管。在該條例下，賣方須披露指定資訊，包括提供售樓說明書、價單、載有銷售安排的文件及成交紀錄冊等，以確保銷售的透明度。

另一方面，一手非住宅物業（如商業或工業大廈）的銷售則不受《一手住宅物業銷售條例》所規管。因此，針對住宅單位的披露規定並不適用於這些物業。

當持牌人於銷售一手物業向客戶提供協助及資訊時，應令買家了解物業的法定用途、樓面面積（住宅物業為實用面積）及所提供面積的計算基準、物業是否受《一手住宅物業銷售條例》所規管、並根據適用的監管制度，以書面形式提供所有資訊及文件。

In light of the recent surge in sales activities in the local first-hand property market, the EAA would like to remind licensees of the importance of ensuring the purchaser understands the critical property information.

Noting that recently there are both residential and non-residential first-hand properties available for sale in the market, the EAA had issued a press release earlier to remind the public that the sale of first-hand residential properties is regulated under the Residential Properties (First-hand Sales) Ordinance ("RPFSSO"), under which vendors need to disclose specified information, including the provision of sales brochures, price lists, documents containing sales arrangements and registers of transactions, etc. to ensure transparency.

On the other hand, the sale of first-hand non-residential properties (such as commercial or industrial spaces) is not regulated under the RPFSSO. Consequently, the disclosure requirements mandated for residential units do not apply.

When licensees provide purchasers with assistance and information when promoting first-hand properties, they should ensure the purchaser understands the permitted usage of the property; the floor area (saleable area for residential properties) and the basis of the measurement provided; whether the property is covered by the RPFSSO and provide all information and documents in writing according to the applicable regulatory regime.



監管局推出新消費者教育網站

The EAA launched a new consumer education website

監管局於2026年7月推出革新版的消費者教育網站(<https://smart.eaa.org.hk>)，為公眾提供有關在香港買賣或租賃住宅物業的清晰實用貼士。

物業交易通常涉及巨額資金、長期承諾及繁複程序。但許多消費者在交易過程中只全盤倚賴地產代理協助，卻未必完全了解自身的權利與責任。因此，新網站透過每步流程、清單要點及易明貼士，來為公眾闡釋重要概念。

市民亦可透過網站了解如何核實地產代理的牌照，以及代理在執業時必須遵守的規例。網站同時支援流動裝置及備有簡潔介面，方便瀏覽。這網站有助消費者保障自身權益，並推動地產代理行業的專業發展。

The EAA launched a newly revamped consumer education website (<https://smart.eaa.org.hk>) in July 2026 to offer clear, practical tips for the public on renting, purchasing, leasing and selling residential properties in Hong Kong.

Property transactions involve large sums, long-term commitments and complicated procedures. Many consumers only entirely rely on the assistance from estate agents yet they may not fully understand their own rights and responsibilities. Therefore, this new website explains to the public the key concepts with step-by-step procedures, checklists and easy-to-follow tips.

The public can also learn how to verify an estate agent's licence and the regulations that agents must comply with. Mobile-friendly and easy to navigate, this website helps consumers protect their interests and facilitate the professional development of the estate agency trade.



新網站同時支援流動裝置，透過每步流程為公眾提供清晰的指引。

The new website is mobile-friendly and provides step-by-step guidance for the public.



革新後的消費者教育網站的首頁。
Homepage of the consumer education website after revamp.

監管局提醒非本地人士於香港租屋時應提高警覺

EAA reminds non-locals to exercise caution in renting property in Hong Kong

隨着新學年臨近，監管局於2026年5月發佈新聞稿提醒非本地學生及其家長於香港租屋時應提高警覺。

監管局建議他們在香港物色租住物業時，最好委託持牌地產代理。監管局可調查針對持牌地產代理專業不當的投訴，並在需要時採取紀律處分，因此能為消費者提供更佳保障。

監管局鼓勵非本地學生及其家長，以及不熟悉香港物業租賃情況的非本地人士，詳閱《非本地學生在香港租屋指南》。該指南可於監管局網站瀏覽：

www.eaa.org.hk/Portals/0/Sections/CC/TenancyGuideForNonLocalStudentsInHongKong.pdf

另一方面，監管局執行總監陳汝儼先生於2026年6月18日參與主講由香港人才服務辦公室舉辦的網上講座「《安居錦囊》香港生活安全課：掌握香港住宅市場和僱用外籍家庭傭工注意事項」。此講座主要為新來港的非本地人士而設，陳總監向觀眾講解委託香港持牌地產代理及物業交易的注意事項，例如合規的物業廣告細節、如何核實地產代理是否持有由監管局發出的牌照，並提醒觀眾不要輕易相信社交媒體上未經核實的廣告。

請按此觀看該網上講座：

<https://www.youtube.com/watch?v=ZhEhy7OS17Y>

Since the new academic year is approaching, the EAA issued a press release in May 2026 to remind non-local students and their parents to exercise caution in renting accommodation in Hong Kong.

The EAA advises them that it is better to appoint licensed estate agents when searching for rental accommodation in Hong Kong, as the EAA investigates complaints of improper professional conduct of licensed estate agents and takes disciplinary actions if required, thus providing better protection to consumers.

The EAA encourages non-local students and their parents, as well as other persons who are not familiar with renting properties in Hong Kong, to peruse the booklet "Tenancy Guide for Non-local Students in Hong Kong", which is available on the EAA's website at:

www.eaa.org.hk/Portals/0/Sections/CC/TenancyGuideForNonLocalStudentsInHongKong.pdf

On the other hand, Mr CHAN U-keng, Director of Operations of the EAA, spoke at a webinar entitled "<Accommodation> Home Safe Series: Hong Kong Residential Property Market & Foreign Domestic Helper Hiring Essentials" organised by the Hong Kong Talent Engage on 18 June 2026. The webinar targeted non-local newcomers to Hong Kong and Mr CHAN shared with the audience the points-to-note when appointing estate agents in Hong Kong and tips on property transaction, such as the details of a compliant property advertisement, how to verify whether the agent is licensed by the EAA, and also reminded the audience not to easily believe unverified advertisements on social media.

Please click here to watch the seminar:

https://www.youtube.com/watch?v=T_Dqo-mh8Nk

《安居錦囊》香港生活安全課：掌握香港住宅市場和僱用外籍家庭傭工注意事項

<Accommodation> Home Safe Series: Hong Kong Residential Property Market & Foreign Domestic Helper Hiring Essentials

HKTE
HONG KONG
TALENT ENGAGE
香港人才服務辦公室

租房(住宅单位/分间单位)流程



EAA 地產代理監管局
ESTATE AGENTS AUTHORITY



監管局執行總監陳汝儼先生參與主講由香港人才服務辦公室舉辦的網上講座。

Mr CHAN U Keng, Director of Operations of the EAA, speaks at the webinar held by the Hong Kong Talent Engage.

監管局就香港五年計劃提供意見

EAA provides feedback on the Hong Kong's Five-Year Plan

為對接國家「十五五」規劃，政府已就首份香港五年計劃展開公眾諮詢。監管局於6月出席了諮詢會，分享了成員的意見。

To align with the National 15th Five-Year Plan, the Government has launched a public consultation on the first Hong Kong's Five-Year Plan. In June, the EAA attended a consultation meeting to share the opinions of its members.

有關五年計劃的公眾諮詢將持續至2026年8月14日。有興趣的持牌人可瀏覽專題網站(www.HK5YPlan.gov.hk)查閱諮詢文件，並透過電郵(hk5yplan@cmab.gov.hk)向政府提交意見。

The public consultation of the Five-Year Plan will last until 14 August 2026. Interested licensees may visit the thematic website (www.HK5YPlan.gov.hk) to read the consultation document and submit their views by email (hk5yplan@cmab.gov.hk) to the Government.



監管局主席蕭澤宇教授BBS, JP (中)及行政總裁梁松泰先生(右一)出席諮詢會。

The EAA's Chairman Professor Simon SIU Chak-yu, BBS, JP (middle) and the Chief Executive Officer Mr Gordon LEUNG Chung-tai (first from right) attend the consultation meeting.

監管局推出全新優化的網上學習活動

The EAA launches newly revamped e-Learning programmes

為提升持牌人的學習體驗，並協助持牌人更有效掌握規管要求，監管局正逐步升級現有的網上學習活動課程。

To enhance the learning experience and facilitate licensees' understanding of regulatory requirements, the EAA is gradually upgrading its existing e-Learning programmes.

全新優化的課程採用煥然一新的版面設計，並新增多元化學習元素，包括小測驗及其他互動功能，協助持牌人更易於理解課程內容，進一步提升學習成效及整體學習體驗。

The revamped courses feature an improved visual design and a wider range of engaging learning elements, including mini quizzes and other interactive features, to help licensees grasp the course content while enhancing learning effectiveness and the overall learning experience.

首兩個全新優化的網上學習活動課程現已推出，詳情如下：

Two newly revamped e-Learning programmes have now been launched, details as follows:

課程名稱 Programme Title	課程內容 Content	課程長度 Course Duration	學分 CPD Point
執業通告[通告編號18-02(CR)] — 物業廣告 Practice Circular [Circular No. 18-02(CR)] – Property Advertisements	- 簡介監管局就物業廣告而發出的執業通告[通告編號18-02(CR)]的內容及規定 Contents and requirements of Practice Circular [Circular No. 18-02(CR)] – Property Advertisements - 有關物業廣告的執業通告 — 問與答 Practice Circular [Circular No. 18-02(CR)] – Questions & Answers	20分鐘 20 minutes	0.25
執業通告[通告編號17-02(CR)] — 非住宅物業的買賣或租賃 Practice Circular [Circular No. 17-02(CR)] – Questions & Answers	- 簡介監管局就非住宅物業的買賣或租賃而發出的執業通告[通告編號17-02(CR)]的內容及規定 Contents and requirements of Practice Circular [Circular No. 17-02(CR)] - 有關地產代理就非住宅物業的買賣或租賃的執業通告 — 問與答 Practice Circular [Circular No. 17-02(CR)] – Questions & Answers	30分鐘 30 minutes	0.5

歡迎持牌人登入電子服務平台參加上述的網上學習活動，體驗全新的互動學習模式。

Licensees are welcome to log in to e-Services platform and join the above e-Learning programmes to experience this fresh and dynamic approach to learning.

有關《電子交易條例》適用範圍的例外情況的提醒

Reminder on the exceptions to the Electronic Transactions Ordinance

監管局最近發出致持牌人函件，提醒各持牌人在處理物業交易時，必須遵守相關法例的要求，包括《電子交易條例》(第553章)下，涉及土地或物業交易的文件或文書(包括但不限於臨時協議、臨時租約或正式租約)(「排除文件」)不適用於以電子方式簽立的相關規定。

持牌人應注意，若持牌人安排、建議、協助或促使其客戶以電子方式簽署任何排除文件，可能會因違反《操守守則》而受到監管局的紀律處分，並可能面臨其客戶的民事索償。

請瀏覽以下網頁以閱讀相關致持牌人函件：
https://www.eaa.org.hk/Portals/0/Sections/CC/2026_Jun/20260612_Letter_to_Licensees_tc.pdf

The EAA has recently issued a Letter to Licensees to remind all licensees that they must comply with the relevant statutory requirements when handling property transactions, including the requirements under the Electronic Transactions Ordinance (Cap. 553) ("ETO"), that electronic execution is not applicable to documents set out in Schedule 1 to the ETO (e.g., documents or instruments concerning land or property transactions, including but not limited to the provisional agreements for sale and purchase, provisional tenancy agreements or tenancy agreements) ("Excluded Documents").

Licensees are kindly reminded that, if a licensee arranges, advises, assists or causes his/her client(s) to sign any Excluded Documents by electronic means, he/she may be liable to disciplinary action by the EAA for breach of the *Code of Ethics*, and may face civil claims from his/her client(s).

Please click the following link to read the relevant Letter to Licensees:
https://www.eaa.org.hk/Portals/0/Sections/CC/2026_Jun/20260612_Letter_to_Licensees_en.pdf

差餉物業估價署發出的提醒

Reminder from 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，估價署鼓勵市民使用「電子差餉地租單服務」，並提醒業主有關欠繳差餉及地租的後果。

持牌人可按此閱覽估價署發出的文件。如有任何相關查詢，請致電估價署查詢熱線2152 0111或瀏覽其網頁：<https://www.rvd.gov.hk/tc>

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

In addition, the RVD has also introduced the eRVD Bill service and warned of the consequences of not paying rates and Government rent.

Licensees may read the RVD's article here. For any further information or enquiries, please contact the RVD's hotline at 2152 0111 or visit its website: <https://www.rvd.gov.hk/en>



監管局加強巡查打擊無牌代理

EAA steps up inspection action against unlicensed estate agency work

時值暑假，不少畢業生及學生均會尋找工作機會。監管局希望提醒持牌地產代理公司切勿安排非持牌員工從事地產代理工作。

最近在一次打擊無牌人士從事地產代理工作的行動中，監管局發現一名男子涉嫌無牌進行地產代理工作，隨即已將個案轉交警方，警方亦已拘捕該名人士。

根據《地產代理條例》（「《條例》」），地產代理工作的定義廣泛，倘若在地產代理公司的工作涉及介紹樓盤資料、推銷樓盤，或陪同參觀樓盤等，均有機會被視為從事地產代理工作。

根據條例，除已訂明的豁免情況外，任何人士在未領有監管局發出的有效牌照而在香港從事地產代理工作，即屬違法；一經定罪，最高刑罰為罰款50萬元及監禁兩年。

此外，僱用或繼續僱用當其時並非地產代理或營業員牌照持有人的人士作為營業員，亦屬於刑事罪行；一經定罪，最高刑罰為罰款10萬元及監禁六個月。

地產代理公司須確保只有持有有效地產代理或營業員牌照的人士才可進行地產代理工作。如證實地產代理公司是在其董事或高級人員的同意或縱容下干犯僱用或繼續僱用無牌人士從事地產代理工作的罪行，則該董事或高級人員亦同屬犯罪。

Since the summer holiday has begun, many graduates and students are looking for employment. The EAA would like to remind all licensed estate agency companies not to arrange for their unlicensed staff to engage in estate agency work.

During a recent operation combatting unlicensed estate agency work, the EAA identified a man suspected of conducting estate agency work without a licence. The case was immediately referred to the Police who then arrested him.

According to the Estate Agents Ordinance (“EAO”), the definition of estate agency work has a wide meaning. If the work in an estate agency company involves circulating property information, promoting properties, or accompanying an inspection of properties, etc., such acts may be regarded as carrying out estate agency work.

Under the EAO, anyone carrying out estate agency work in Hong Kong without holding a valid licence issued by the EAA is committing an offence and is liable on conviction to a maximum penalty of a fine of \$500,000 and imprisonment for two years, except in prescribed exempted circumstances.

Moreover, employing or continuing to employ a person who is not the holder of an estate agent’s licence or salesperson’s licence as a salesperson is also an offence; with a maximum penalty upon conviction being a fine of \$100,000 and imprisonment for six months.

Estate agency companies must ensure that they hire holders of a valid estate agent’s licence or a salesperson’s licence to carry out estate agency work. If it is proven that an estate agency company has committed the offence of employing or continuing to employ unlicensed persons to carry out estate agency work with the consent or connivance of a director or an officer, such director or officer shall be liable of the same offence.



持續專業進修活動－從衝突到雙贏：調解服務全攻略

CPD Activity: From Conflict to Mutual Benefit – A Comprehensive Guide to Mediation Services

為響應香港政府推動香港發展成全球調解中心，監管局於2026年6月18日舉辦題為「從衝突到雙贏：調解服務全攻略」的網絡研討會，邀請到香港調解資歷評審協會主席姚定國教授，MH、一邦國際網上仲調中心代表－副主席岑君毅律師，JP、聯合調解專線辦事處代表－主席蕭詠儀律師，JP，以及香港國際仲裁中心代表－案件經理魏重山先生擔任主講嘉賓，向業界介紹香港調解制度，並探討調解如何協助地產代理有效處理糾紛。

研討會由監管局服務及專業發展總監王頌恩先生致開場辭。首位嘉賓講者姚定國教授介紹香港調解資歷評審協會的職能，並講解調解的基本概念，分析調解與法院訴訟在程序、成本、時間及保密性等方面的分別，協助參加者了解調解作為替代爭議解決方案的優勢。

隨後，岑君毅律師、蕭詠儀律師及魏重山先生分別介紹其所屬機構所提供的專業調解服務，並分享相關實務案例，讓參加者進一步了解香港調解服務的運作模式及實際應用。

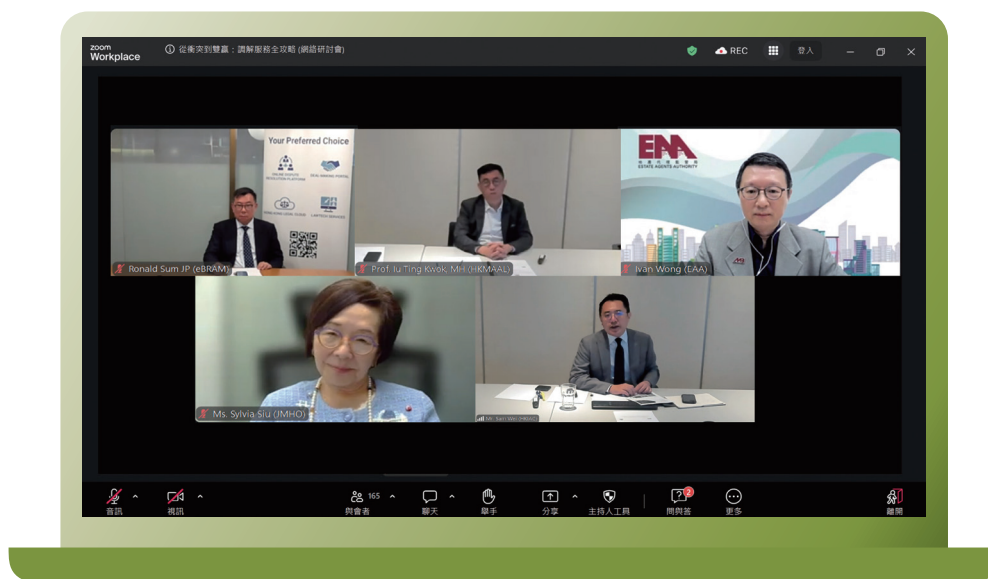
監管局期望透過是次研討會，提升業界對調解服務的專業認知，鼓勵地產代理在適當情況下善用調解機制處理糾紛，以協商方式化解爭議，促進各方有效溝通，達致互利共贏。

In support of the Hong Kong Government's initiative on promoting Hong Kong as a global mediation centre, the EAA organised a webinar titled "From Conflict to Mutual Benefit – A Comprehensive Guide to Mediation Services" on 18 June 2026 to promote to the trade the adoption of mediation services when dealing with disputes. The EAA invited Professor IU Ting-kwok, MH, Chairman of the Hong Kong Mediation Accreditation Association Limited; representative of eBRAM International Online Dispute Resolution Centre – Mr Ronald SUM, JP, Vice Chairman; representative of the Joint Mediation Helpline Office – Miss Sylvia SIU, JP, Chairlady; and representative of the Hong Kong International Arbitration Centre – Mr Sam WEI, Case Manager, as guest speakers to introduce Hong Kong's mediation system and discuss how mediation can effectively resolve disputes.

The webinar commenced with opening remarks by Mr Ivan WONG, Director of Services and Professional Development of the EAA. The first guest speaker, Professor IU introduced the role and functions of the Hong Kong Mediation Accreditation Association Limited and explained the concepts of mediation. He also compared mediation and court litigation in respect of procedures, costs, time, and confidentiality, enabling participants to better understand the advantages of adopting mediation as an alternative means to resolve disputes.

Mr Ronald SUM, Miss Sylvia SIU, and Mr Sam WEI then introduced the mediation services provided by their respective organisations and shared case examples, giving participants practical insights into the operation and application of Hong Kong's mediation framework.

The EAA hopes that the webinar will enhance the industry's understanding of mediation services and encourage practitioners to make appropriate use of mediation in resolving disputes. By facilitating settlement through negotiation, mediation helps promote effective communication between parties, supports the amicable resolution of conflicts, and achieves win-win outcomes.



上排左起：岑君毅律師，JP、姚定國教授，MH及王頌恩先生

下排左起：蕭詠儀律師，JP、魏重山先生

Top row, from left: Mr Ronald SUM, JP, Professor IU Ting-kwok, MH, and Mr Ivan WONG

Bottom row, from left: Miss Sylvia SIU, JP, Mr Sam WEI

在《專業天地》內，我們會分享近期常見的投訴個案或違規情況，作為對持牌人的提醒
In Horizons, we will share some recent common complaints or malpractice as a reminder to licensees.

隨着樓市日趨活躍，不少地產代理公司會積極擴充，吸納新血。監管局亦同時收到有懷疑無牌人士從事地產代理工作的投訴。

監管局一直打擊此等違法活動，持續加強巡查。於本年5月一次行動中，監管局發現一名男子涉嫌無牌進行地產代理工作，隨即已將個案轉交警方，警方亦已拘捕該名人士。

根據《地產代理條例》（「《條例》」），除已訂明的豁免情況外，任何人士未領有由監管局發出的有效牌照而在香港從事地產代理工作，即屬違法；一經定罪，最高刑罰為罰款50萬元及監禁兩年。此外，僱用或繼續僱用當其時並非持有有效地產代理或營業員牌照的人作為營業員，亦屬刑事罪行；一經定罪，最高刑罰為罰款10萬元及監禁六個月。如證實有關罪行是在該持牌地產代理公司的董事或與該公司管理有關的其他高級人員的同意或縱容下干犯，則該董事或高級人員亦同屬犯罪。而《條例》下有關地產代理工作的定義廣泛，倘若在地產代理公司的工作涉及介紹樓盤資料、推銷樓盤，或陪同參觀樓盤等，均有機會被視為從事地產代理工作。

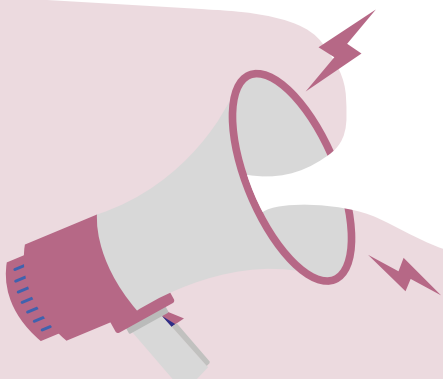
臨近暑假，不少應屆畢業生及學生均會尋找工作。監管局提醒地產代理公司須確保只有持有有效地產代理或營業員牌照的人士才可進行地產代理工作。如發現有違法行為，監管局定必嚴肅跟進，並會把相關個案轉交警方依法處理。

As the property market becomes increasingly active, many estate agency companies are actively expanding and hiring new recruits. At the same time, the EAA has received complaints regarding suspected unlicensed individuals engaging in estate agency work.

The EAA has been combating such illegal practices and strengthening its inspections. During an operation in May this year, the EAA identified a man suspected of conducting estate agency work without a licence. The case was immediately referred to the Police, and the Police arrested that person.

Under the Estate Agents Ordinance (“EAO”), anyone carrying out estate agency work in the course of business in Hong Kong without holding a valid licence issued by the EAA commits an offence and is liable on conviction to a maximum penalty of a fine of \$500,000 and imprisonment for two years, except in prescribed exempted circumstances. Moreover, employing or continuing to employ a person who for the time being is not the holder of a valid estate agent’s licence or salesperson’s licence as a salesperson is also an offence; with a maximum penalty upon conviction of a fine of \$100,000 and imprisonment for six months. If it is confirmed that the offence was committed with the consent or connivance of a director or other officer in the management of the licensed estate agency company, such director or officer shall also be liable of the same offence. The definition of estate agency work under the EAO has a wide meaning. If the work in an estate agency company involves introducing property information, promoting properties, or accompanying in inspection of properties, etc., such acts may be regarded as carrying out estate agency work.

With the school summer holidays approaching, many fresh graduates and students will be seeking employment. The EAA reminds estate agency companies that they must ensure that only holders of a valid estate agent’s licence or a salesperson’s licence may carry out estate agency work. The EAA will take firm actions and refer the relevant cases to the Police for handling in accordance with the law if any unlawful act is found.



紀律研訊個案 Disciplinary hearing case

安排租客租住暫准存在的寮屋

Arranging for a tenant to rent a tolerated squatter structure

引言

持牌人在安排客戶簽署臨時租約前，須進行土地查冊，並應建議客戶就承租物業的風險尋求法律意見，否則有機會被監管局紀律處分。

事件經過

在一宗住宅租賃交易中，一名準租客看到一則網上廣告並聯絡地產代理前往視察物業。在視察過程中，業主及地產代理均沒有提及該物業是否可以合法租出。其後，該租客決定租住該物業。然而，該地產代理並沒有在安排客戶簽署臨時租約前進行土地查冊。在搬入該物業後，該租客獲鄰居告知該物業處於未批租的政府土地上，是屬於已登記的「寮屋」，僅獲暫准存在，其業主沒有合法業權將其租出。由於租客不會獲得任何法律保障，若政府採取執法行動，租客有可能須承擔風險及法律責任，故該租客決定遷出該物業，並向監管局作出投訴。

結果

監管局經調查後將個案交由紀律委員會進行研訊。紀律委員會認為，該地產代理在安排租客簽署臨時租約及正式租約前，沒有向租客披露有關單位屬政府暫准存在的寮屋，以及沒有提醒租客應就承租該單位的風險尋求法律意見，令地產代理行業信譽及／或名聲受損，因而違反地產代理監管局發出的《操守守則》第3.7.2段。

考慮到個案的性質及該地產代理的違規紀錄，紀律委員會決定向該地產代理作出紀律處分，包括暫時吊銷其牌照14天、向其譴責、罰款港幣1,000元、以及在其牌照附加進修條件，要求她須於12個月內透過參加並完成監管局持續專業進修計劃下的「合規及有效管理」類別的講座或研討會，並取得地產代理監管局認可的12個學分。

Introduction

Licensees must conduct a land search prior to arranging for the client to sign a preliminary tenancy agreement ("PTA") and should advise the client to seek legal advice regarding the risk in renting the property, failure to do so may result in disciplinary action by the EAA.

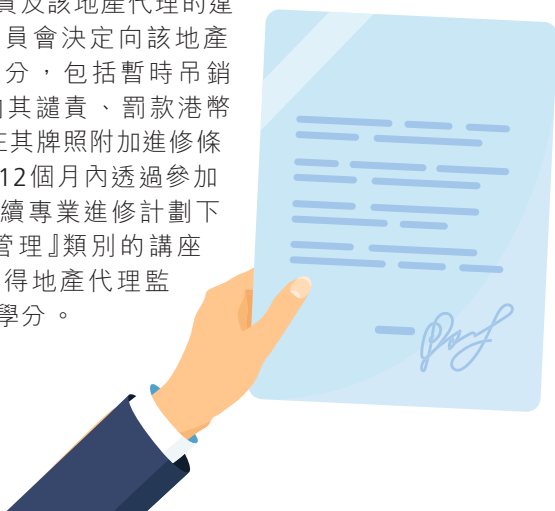
Incident

In a residential leasing transaction, a prospective tenant saw an online advertisement for a property and contacted the estate agent to visit the property. During the visit, neither the landlord nor the estate agent mentioned whether the property can be legally rented out. Later on, the tenant decided to rent it for residential purpose. However, the estate agent did not conduct a land search before arranging for the tenant to sign the PTA. After moving in, a neighbour told the tenant that the property is situated on unleased government land, which is a "surveyed squatter structure" that is tolerated on a temporary basis and the landlord does not have the legal right to rent out the premises. Since the tenant will not have any legal protection and may bear the risks and legal liabilities if the government takes any enforcement action, the tenant subsequently moved out of the property and lodged a complaint with the EAA.

Result

The case was referred to the Disciplinary Committee for an inquiry hearing after investigation. The Disciplinary Committee was of the view that the estate agent failed to disclose to the tenant that the property was a surveyed squatter structure that was temporarily tolerated by the government, and/or failed to advise the tenant to seek legal advice regarding the risk in renting the property, prior to arranging for the tenant to sign the PTA and formal tenancy agreement of the property concerned. Thus, her practice brought discredit and/or disrepute to the estate agency trade, and hence breached paragraph 3.7.2 of the *Code of Ethics* issued by the EAA.

Having considered the nature of the case and the disciplinary record of the estate agent, the Disciplinary Committee decided to impose disciplinary sanctions on the estate agent, including suspension of her licence for 14 days, a reprimand, a fine of \$1,000, and attached conditions to her licence, including the requirement to acquire 12 points under EAA's Continuing Professional Development Scheme within 12 months.



業界意見 Comment from the trade



汪敦敬博士，MH

香港專業地產顧問商會會長

Dr Lawrence WONG, MH

President, Hong Kong Chamber of Professional Property Consultants

地產代理在接受業主出租委託時，有責任採取合理步驟確認該物業是否能合法出租。當中包括於訂明來源取得該物業資料，以核實包括擁有權及產權負擔詳情等重要資訊。如業主並沒有該土地的合法業權，除非有業權人的妥善授權，否則無權以業主身份出租該物業。

同時，由於寮屋一般不可違規擴建、改變用途或轉讓，若地產代理協助放租寮屋，可能令客戶面臨極大的法律及實際風險。因此，在此個案中，地產代理的正確做法應是拒絕接受委託，並如實告知各方潛在的法律風險，絕不能為促成交易而抱着僥倖心態。

When being appointed by a landlord to lease a property, estate agents have the responsibility to take reasonable steps to confirm whether the property can be legally leased out. This includes obtaining property information from prescribed sources to verify important details such as ownership and the details of encumbrances. If the landlord does not hold the legal title of the land, he/she has no right to lease the property unless he/she has the proper authorisation from the title holder.

Furthermore, squatter properties generally cannot be lawfully extended, converted, or transferred. If an estate agent assists in leasing out a squatter property, it may lead to the client being exposed to significant legal and actual risks. Therefore, in this case, the correct approach for the estate agent is to decline the appointment and inform all parties of the potential risks honestly, rather than banking on luck just to seal the deal.

紀律研訊個案 Disciplinary hearing case

安排未取得「購買資格證明書」的準買家簽訂協議書 Arranging for a prospective purchaser to enter into an agreement before the purchaser obtained the Certificate of Eligibility to Purchase

引言

持牌人須確保擬購買房屋委員會居屋第二市場計劃單位的準買家在簽約前持有有效的購買資格證明書。否則，持牌人可能會被監管局採取紀律處分。

事件經過

一名地產代理安排一名準買家視察一個房委會居屋第二市場計劃下的單位。由於該名準買家當時尚未取得購買資格證明書，因而無法簽訂臨時買賣合約。儘管如此，該地產代理仍然誘使該準買家先簽訂另一份協議書以表明購買意向，並向賣方支付一筆誠意金。

Introduction

Licensees shall ensure that a prospective purchaser holds a valid Certificate of Eligibility to Purchase before entering into any agreement to purchase a flat under the Home Ownership Scheme Secondary Market Scheme of the Housing Authority. Otherwise, they may be subject to disciplinary action by the EAA.

Incident

An estate agent arranged for a prospective purchaser to inspect a property under the Home Ownership Scheme Secondary Market Scheme of the Housing Authority. However, as the prospective purchaser had not yet obtained the Certificate of Eligibility to Purchase, she lacked the capacity to enter into a provisional agreement for sale and purchase. Yet, the estate agent induced her to sign another agreement to express her intention to purchase ("Agreement") and pay earnest money to the vendor.

其後，該準買家在該協議書有效期內決定不繼續進行交易。該準買家認為，根據《房屋條例》，在取得「購買資格證明書」前簽署的任何形式的協議均屬無效，因此她要求撤回該協議並取回該筆誠意金。然而，該地產代理並未回應其要求，該準買家遂向監管局投訴。

結果

監管局經調查後將個案交由紀律委員會進行研訊。紀律委員會認為，該地產代理違反了監管局發出的《操守守則》第3.4.1段，即「作為代理或受委託為代理的地產代理和營業員，應保障和促進客戶的利益、按照地產代理協議執行客戶的指示，並對交易各方公平公正。」。

考慮到個案的性質及該地產代理的違規紀錄，紀律委員會決定向該地產代理作出紀律處分，包括暫時吊銷牌照1個月、譴責、罰款港幣2,000元、及在其牌照附加進修條件，須於12個月內透過參加並完成監管局持續專業進修計劃下的「合規及有效管理」類別的講座或研討會，並取得地產代理監管局認可的12個學分。

Later, the prospective purchaser decided not to proceed with her purchase within the validity period of the Agreement. The prospective purchaser was aware that pursuant to the Housing Ordinance, any kind of agreement signed before obtaining the Certificate of Eligibility to Purchase is invalid and hence she sought to cancel the Agreement and reclaim the earnest money. However, the estate agent did not respond to her request and therefore the prospective purchaser lodged a complaint with the EAA.

Result

The case was referred to the Disciplinary Committee for an inquiry hearing after investigation. The Disciplinary Committee was of the view that the estate agent had breached paragraph 3.4.1 of the *Code of Ethics* issued by the EAA which states that "Estate agents and salespersons, in engaging and accepting an appointment as an agent, should protect and promote the interests of their clients, carry out the instructions of their clients in accordance with the estate agency agreement and act in an impartial and just manner to all parties involved in the transaction."

Having considered the nature of the case and the disciplinary record of the estate agent, the Disciplinary Committee decided to impose disciplinary sanctions on him, including a suspension of his licence for one month, a reprimand, a fine of \$2,000, and attached conditions to his licence, requiring him to obtain 12 points by attending seminars or workshops in the "Compliance and Effective Management" category of the Continuing Professional Development Scheme within 12 months.

業界意見 Comment from the trade



何潔芝女士

地產代理人協會主席

Ms Rosanna HO

Chairman, Property Agents Association

作為專業的地產代理，理應知道居屋第二市場買賣受《房屋條例》嚴格監管。準買家必須持有有效的購買資格證明書，確認身分及資格後方可簽訂買賣協議。儘管現時地產代理行業競爭劇烈，要成功開單絕對不易；但亦不可以為求目的，不擇手段，試圖走法律罅，誘使客戶簽署無效的買賣協議。有關行為會損害客戶利益。希望業界同行能多加注意，免受紀律處分，甚至承擔法律責任。

A professional estate agent should know that the transactions of the flats of Home Ownership Scheme secondary market are strictly regulated by the Housing Ordinance. Prospective purchasers must hold a valid Certificate of Eligibility to Purchase and their identity and eligibility must be verified, before entering into a sale and purchase agreement.

Although competition in the estate agency industry is fierce nowadays and closing a deal is not easy, estate agents should never resort to unscrupulous means to achieve their goals — such as attempting to exploit legal loopholes and inducing clients to sign invalid sale and purchase agreements. Such action will harm the clients' interests. I hope that our fellow estate agents will pay closer attention to this, so as to avoid disciplinary action or even legal liability.

為加深持牌人對反洗錢及反恐怖分子資金籌集(「反洗錢」)議題的認知，我們會在《專業天地》這個「反洗錢專區」為大家提供有關反洗錢的有用資訊及最新消息。

To enhance licensees' knowledge on the subject of anti-money laundering ("AML") and counter-terrorist financing, we will provide useful information and updates about AML in the "AML Corner".



監管局已於2026年5月22日就有關遵守反洗錢及反恐怖分子資金籌集規定的執業通告(編號23-01(CR))，更新了一套詳細的問與答，以下是其中一條新增的問與答以供參考：

問：

如持牌人的客戶是一間在香港註冊成立的無股本擔保有限公司，持牌人是否須識別及核實其客戶實益擁有人的身分？

答：

是。

就法團而言，實益擁有者是直接或間接擁有或控制超過25%已發行股本或投票權的個人，或對法團的管理行使最終控制權的個人或如該法團是代表另一人行事，指該另一人。

即使某香港註冊成立的擔保有限公司並無股本，持牌人仍須識別，並採取合理措施核實其實益擁有人／對該公司的管理有最終控制權的人士的身分。

在判斷何謂合理措施以核實該公司的實益擁有人／對該公司的管理有最終控制權的人士的身分時，持牌人應考慮該公司的洗錢／恐怖分子資金籌集風險，並考慮向該公司取得其根據《公司條例》(第622章)備存的重要控制人登記冊，或要求該公司提供從可靠及獨立來源取得的有關其實益擁有人／對其管理有最終控制權的人士身分的文件或資料(例如：由律師／會計師發出的書面確認)。

The EAA has updated a set of detailed questions and answers related to the Practice Circular (No. 23-01) on Guidelines on Compliance of Anti-Money Laundering and Counter-Terrorist Financing Requirements for the Estate Agency Sector on 22 May 2026. Below is one of the newly added questions and answers for licensees' reference:

Question:

Does a licensee have to identify and verify the identity of the customer's beneficial owner if the customer is a Hong Kong incorporated company limited by guarantee, which has no share capital?

Answer:

Yes.

A beneficial owner in relation to a corporation is an individual who owns or controls, directly or indirectly, more than 25% of the issued share capital or voting rights, or who exercises ultimate control over the management of the corporation, or if the corporation is acting on behalf of another person, means the other person.

Even though a Hong Kong incorporated company limited by guarantee has no share capital, licensees are still required to identify and take reasonable measures to verify the identity of the beneficial owner(s)/person(s) who has(ve) ultimate control over the management of the company.

In determining what constitutes reasonable measures to verify the identity of the beneficial owner(s)/person(s) having ultimate control over the management of the company, licensees should take into account the money laundering/terrorist financing risks posed by that company, and consider obtaining from it the significant controllers register maintained in accordance with the Companies Ordinance (Cap. 622), or request it to provide documents or information in relation to the identity of its beneficial owner(s)/the person(s) having ultimate control over its management obtained from a reliable and independent source (e.g. written confirmation issued by a solicitor/accountant).

閱讀完整的問與答內容，請瀏覽：

https://www.eaa.org.hk/Portals/0/Sections/LGA/Circular/23-01_CRC_QAs_20260522.pdf

For the full set of the Questions and Answers, please visit

https://www.eaa.org.hk/Portals/0/Sections/LGA/Circular/23-01_CRE_QAs_20260522.pdf

在《專業天地》內， 我們會解答持牌人的一些常見提問。 In Horizons, we will answer questions commonly asked by licensees.

問：在甚麼情況下出租分間單位會受《簡樸房條例》(「《條例》」)規管？

Q: Under what situation will the letting of Subdivided Units (“SDUs”) be regulated under the Basic Housing Units Ordinance (“Ordinance”)?

答：一般而言，若某住宅單位的布局曾被改動而令其布局與參照建築圖則上所顯示的布局有所不同及該住宅單位內有兩個或以上的房間，透過兩個或以上的住宅租賃(不論是書面或口頭協議)出租該些房間便會受《條例》規管。

A: Generally speaking, if the layout of a residential flat has been changed as compared to the reference building plan of the building and there are two or more rooms in that residential flat, the letting of these rooms under two or more domestic tenancies (either written or oral) will be regulated under the Ordinance.

換言之，若在參照建築圖則中的住宅單位的布局沒有被改動，簡樸房規管制度不會涵蓋出租該住宅單位內的房間。

In other words, the Basic Housing Units regulatory regime will not cover the letting of rooms in a residential flat if the layout of that flat in the reference building plan has not been altered.

為免生疑問，若相關住宅單位在取得佔用許可證(俗稱「入伙紙」)後並在《條例》刊憲日(即2025年10月3日)之前，有已獲屋宇署確認完工的建築工程以改動單位的布局，則該相關獲准建築圖則會被視為「參照建築圖則」*。

For the avoidance of doubt, if the relevant residential flat has any building works certified as completed by the Buildings Department to change the layout of the flat after obtaining the Occupation Permit and before the gazettal date of the Ordinance (i.e. 3 October 2025), the relevant approved building plan will be regarded as the “reference building plan”.

*就私人住宅單位而言，「參照建築圖則」一般是指獲屋宇署發出佔用許可證(俗稱「入伙紙」)的相關獲准建築圖則；如相關住宅單位在取得入伙紙後並在《條例》刊憲日(即2025年10月3日)之前，有已獲屋宇署確認完工的建築工程以改動單位的布局，則該相關獲准建築圖則會被視為「參照建築圖則」，以較新者為準。

*In respect of private residential flats, “reference building plan” generally refers to the relevant approved building plan for issuance of the Occupation Permit (“OP”) by the Buildings Department (“BD”); and if the relevant residential flat has any building works certified as completed by the BD to change the layout of the flat after obtaining the OP and before the gazettal date of the Ordinance (i.e. 3 October 2025), the relevant approved building plan will be regarded as the “reference building plan”, whichever is later.



監管局即將推出的計劃活動

Upcoming CPD activities offered by EAA

網絡研討會 / Webinar

日期 (日/月/年) Date (Date/Month/Year)	課程名稱 Course title	學分 CPD Points	語言 Language	類別 Category
13/8/2026	打擊清洗黑錢及恐怖分子資金籌集講座 (指定非金融企業及行業)	1.75	廣東話	合規及有效管理
15/9/2026	Racial Equality and Estate Agency Work	2	English	Compliance and Effective Management
22/9/2026	Learn about the Latest Trend of Green Building in Hong Kong and How to Interpret Green Building Information on Sale Brochures of First-hand Residential Properties	2	English	Compliance and Effective Management

講座 / Seminar

日期 (日/月/年) Date (Date/Month/Year)	課程名稱 Course title	學分 CPD Points	語言 Language	類別 Category
4/8/2026	認識綠色建築與理解售樓書上的強制性綠建資訊	2	廣東話	合規及有效管理
18/8/2026	設施管理科技的新發展趨勢	2	廣東話	全面提升發展
21/8/2026	電力及氣體安全與分間單位獨立電錶實務講座	2	廣東話	全面提升發展

詳情請瀏覽《持續專業進修計劃》的網頁：

Please visit the webpage of the CPD Scheme for details:



其他活動 / Other activities

個人資料私隱專員公署主辦活動 Activities organised by the Office of the Privacy Commissioner for Personal Data			
《個人資料(私隱)條例》網上講座 Personal Data (Privacy) Ordinance Online Seminar			
日期 Date	時間 Time	語言 Language	課程費用 Course Fee
20/8/2026	15:00-16:30	廣東話	免費
17/9/2026	15:00-16:30	廣東話	免費

請瀏覽個人資料私隱專員公署網頁了解詳情及登記。

Please visit the website of the Office of the Privacy Commissioner for Personal Data for details and registration.

電郵 email : academy@pcpd.org.hk

電話 Tel : 2877 7130(林小姐)(Ms LAM)



16/6/2026



監管局主席蕭澤宇教授BBS, JP(上圖)及行政總裁梁松泰先生(下圖, 中)出席由香港地產代理商總會舉辦的就職典禮。

The EAA's Chairman Professor Simon SIU Chak-yu, BBS, JP (upper photo) and the Chief Executive Officer Mr Gordon LEUNG Chung-tai (lower photo, middle) attend the inauguration ceremony organised by the Hong Kong Real Estate Agencies General Association.

29/5/2026



監管局行政總裁梁松泰先生同日出席兩場由商會舉辦有關簡樸房的講座。

The EAA Chief Executive Officer Mr Gordon LEUNG Chung-tai attends two seminars regarding the Basic Housing Units organised by the estate agency trade on the same day.

19/5/2026



監管局行政總裁梁松泰先生(右二)及服務及專業發展總監王頌恩先生(右一)參觀房屋局設置的「簡樸房」樣板房。

The EAA's Chief Executive Officer Mr Gordon LEUNG Chung-tai (second from right), and Director of Services and Professional Development Mr Ivan WONG (first from right) visit the Basic Housing Units show flat set up by the Housing Bureau.

8/4/2026



監管局主席蕭澤宇教授BBS, JP (右二)出席香港律師會新會址開幕禮及成立119周年慶祝酒會。

The EAA's Chairman Professor Simon SIU Chak-yu, BBS, JP (second from right) attends the New Office Grand Opening Ceremony and the 119th Anniversary Cocktail Reception of The Law Society of Hong Kong.

9/2023

監管局推動地產代理業界簽署《地產代理良好處理劏房租賃約章》。

The EAA encourages the estate agency trade to sign the Charter on Good Practice of Estate Agents in Handling Subdivided Unit Tenancy.



3/2018



監管局舉辦有關境外置業的公開講座。

The EAA organises a public seminar regarding purchasing non-local properties.

8/2008

監管局與個人資料私隱專員公署合作舉辦地產代理業保障私隱活動。

The EAA and the Office of the Privacy Commissioner for Personal Data jointly organises the Personal Data Privacy Campaign for Estate Agency Trade.



考試 Examinations



營業員資格考試（電腦應考模式）
Salespersons Qualifying Examination (Computer-based)

參加人數 No. of candidates 合格率 Pass rate

考試及考試日期 Examination and date 4/2026

176

42.0%

營業員資格考試（筆試應考模式）
Salespersons Qualifying Examination (Paper-based)

參加人數 No. of candidates 合格率 Pass rate

考試及考試日期 Examination and date 5/2026

1,215

24.7%

地產代理資格考試（筆試應考模式）
Estate Agents Qualifying Examination (Paper-based)

參加人數 No. of candidates 合格率 Pass rate

考試及考試日期 Examination and date 6/2026

1,187

26.8%

牌照數目 (截至2026年6月30日)

Number of licences (as at 30/6/2026)

營業員牌照
Salesperson's Licence

20,644

地產代理（個人）牌照
Estate Agent's Licence
(Individual)

17,508

個人牌照總和
Total no. of individual
licences

38,152

地產代理（公司）牌照
Estate Agent's Licence
(Company)

3,987

營業詳情說明書 (截至2026年6月30日)

Number of statements
of particulars of business (as at 30/6/2026)

合夥經營
Partnerships

150

獨資經營
Sole proprietorships

1,320

有限公司
Limited companies

5,119

總數
Total

6,589

活躍持牌人

Active Licensees:

63.8%



截至2026年5月，活躍持牌人¹的百分比約為 – 63.8%
The estimated percentage of licensees who are active¹ as at end of May 2026 – 63.8%.

¹ 活躍持牌人指於過去12個月內的任何時間 (1)曾從事地產代理工作但非受僱於任何物業發展公司或物業管理公司，及(2)同時沒有參與其他行業業務的個人牌照持有人。
An individual licensee is considered active if at any time during the past 12 months: (1) has practised estate agency work but not employed by any property development companies or property management companies; and (2) is not engaged in the business of any other industries concurrently.

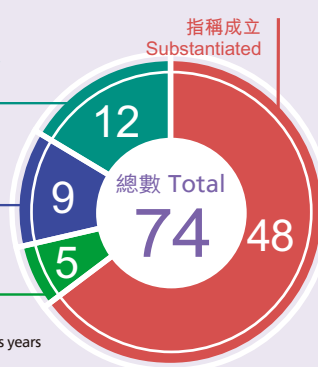
已處理的投訴個案結果* (2026年1月至6月)

Results of completed complaint
cases* (January to June 2026)

其他（例如投訴人撤回投訴或
因其他原因而終止調查）
Others (include cases withdrawn or
closed because of other reasons)

資料不足
Insufficient information
to pursue

指稱不成立
Unsubstantiated

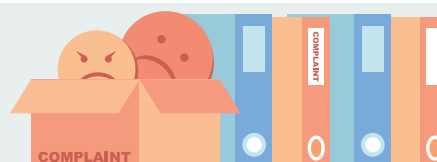


* 部分是往年接獲的個案
some cases were carried over from previous years

開立的投訴 (2026年1月至6月)

Number of complaint cases opened
(January to June 2026)

114



巡查次數 (2026年1月至6月)

Number of compliance inspections

(January to June 2026)



巡查發現主動調查的個案 (2026年1月至6月)

Number of cases arising from self-initiated investigations

(January to June 2026)

主動調查的個案

Cases arising from self-initiated investigations

72

主動調查而指稱成立的個案*

Cases completed from self-initiated investigations and were substantiated*

37

* 部分是往年展開調查的個案
some cases were carried over from previous years

向持牌人或前持牌人採取的行動* (2026年1月至6月)

Actions taken against licensees or ex-licensees* (January to June 2026)

有關的持牌人或前持牌人人數
No of licensees or ex-licensees

189



行動

Actions taken

訓誡／譴責
Admonishment/
reprimand

123

罰款
Fine

99

於牌照附加／更改條件
Attachment/alteration of
conditions to licence

86

暫時吊銷牌照
Suspension

5

撤銷牌照
Revocation

18#

* 以上行動是根據《地產代理條例》所賦予的權力而採取的。當中部份行動屬紀律性質，其他則是由牌照委員會裁定的，包括在批出牌照時在牌照上附加條件。部分是往年接獲的個案。

These actions were taken pursuant to powers under the Estate Agents Ordinance. Some actions were disciplinary in nature whereas others were decided by the Licensing Committee which actions included the attachment of conditions to licences upon issuance. Some cases were carried over from previous years.

這些個案由牌照委員會裁定。理由是持牌人不再符合相關發牌條件。

These cases were decided by the Licensing Committee on the ground that the licensees concerned no longer met the relevant licensing requirements.



EAA 地產代理監管局
ESTATE AGENTS AUTHORITY