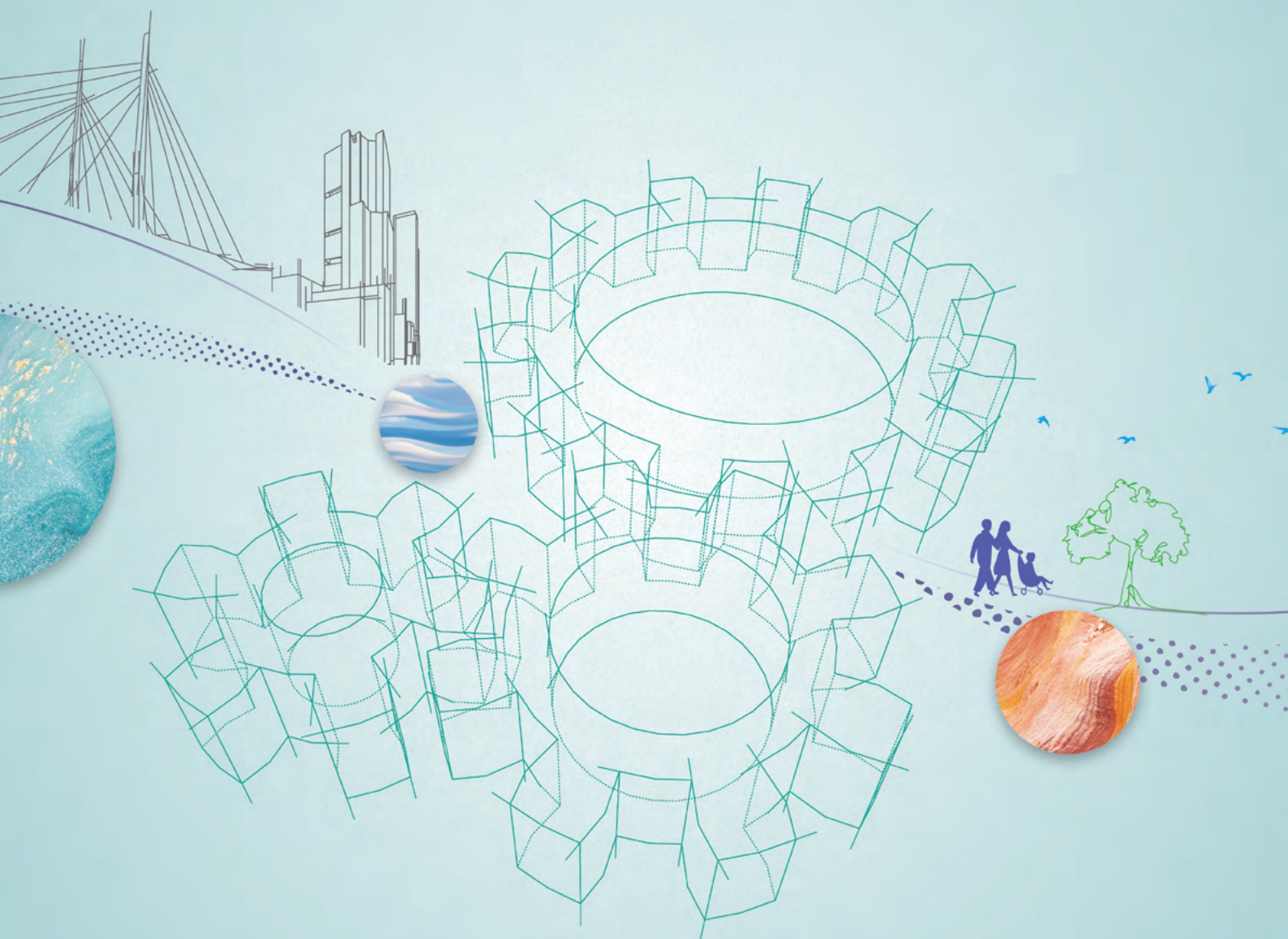


SERVICES And OPERATIONS

服务及运作



办理土地文件注册

影响土地的文件均送交本处位于金钟道政府合署的客户服务中心办理注册。

在2018/19年度，送交注册的土地文件共503,511份，较2017/18年度减少4.8%。

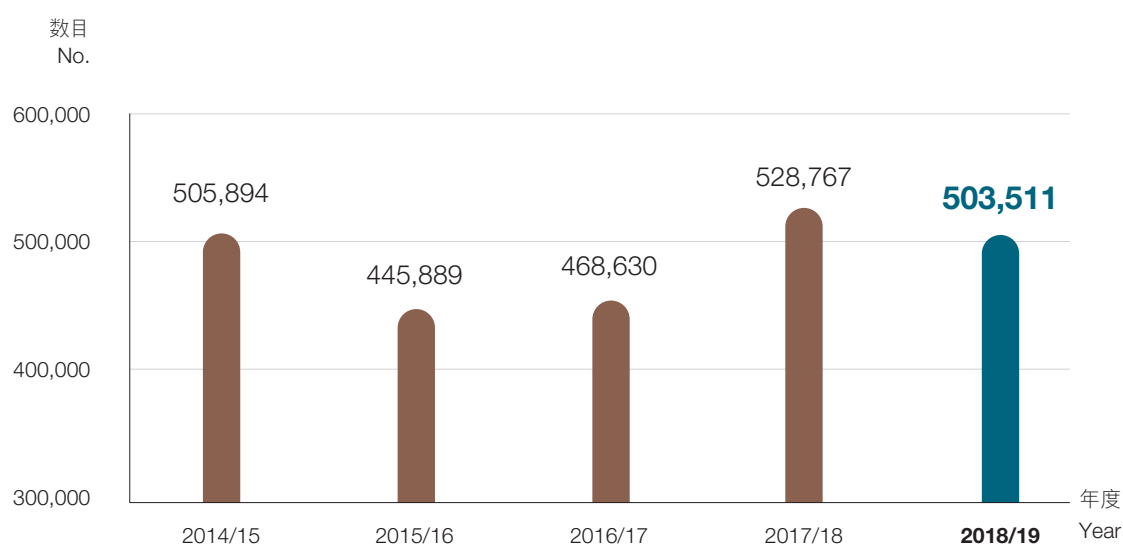
Registration of Land Documents

Documents affecting land are delivered to our Customer Centre at Queensway Government Offices for registration.

In 2018/19, 503,511 land documents were delivered for registration, representing a decrease of 4.8% when compared with 2017/18.

送交注册的土地文件数目

No. of Land Documents Delivered for Registration



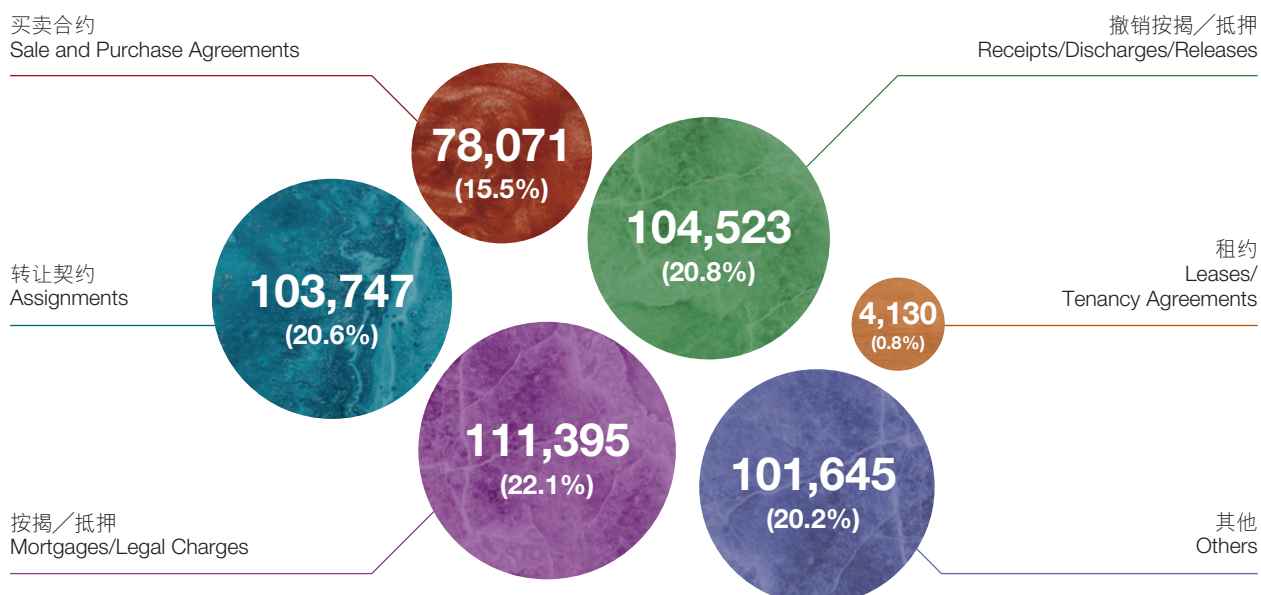
年内收到的主要文件类别包括楼宇买卖合同、转让契约、按揭／抵押及撤销按揭／抵押，占全年收到文件总数的79%。

Major types of documents received include sale and purchase agreements (SPAs), assignments, mortgages/legal charges and receipts/discharges/releases which collectively accounted for 79% of all documents received during the year.



2018/19年度送交注册的土地文件类别

Distribution of Land Documents Lodged for Registration in 2018/19

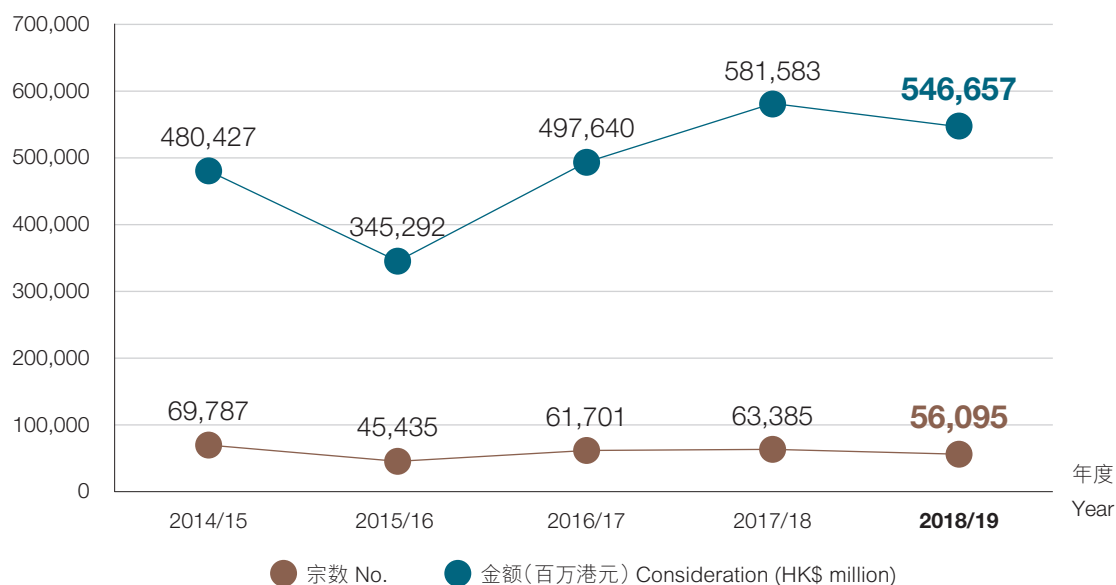


在2018/19年度送交注册的所有楼宇买卖合同中，住宅楼宇买卖合约的宗数和总值分别是56,095份(较去年减少11.5%)及5,466.57亿元(较去年减少6.0%)。一般而言，这类合约的数量是反映物业市场交投情况的重要指标。

Among the SPAs of all building units delivered for registration in 2018/19, the number of SPAs of residential units and its total consideration were 56,095 (-11.5% from last year) and \$546,657 million (-6.0% from last year) respectively. The number of these agreements is generally regarded as a key indicator of the level of activity in the property market.

送交注册的住宅楼宇买卖合同宗数和金额

No. and Consideration of Sale and Purchase Agreements of Residential Units Delivered for Registration



注：上述统计数字并不包括居者有其屋、私人机构参建居屋及租者置其屋计划下的住宅买卖，除非有关单位转售限制期届满并已补偿差价。

Note: The statistics do not include sales of units under the Home Ownership Scheme, the Private Sector Participation Scheme and the Tenants Purchase Scheme unless the premium of the unit concerned has been paid after the sale restriction period.

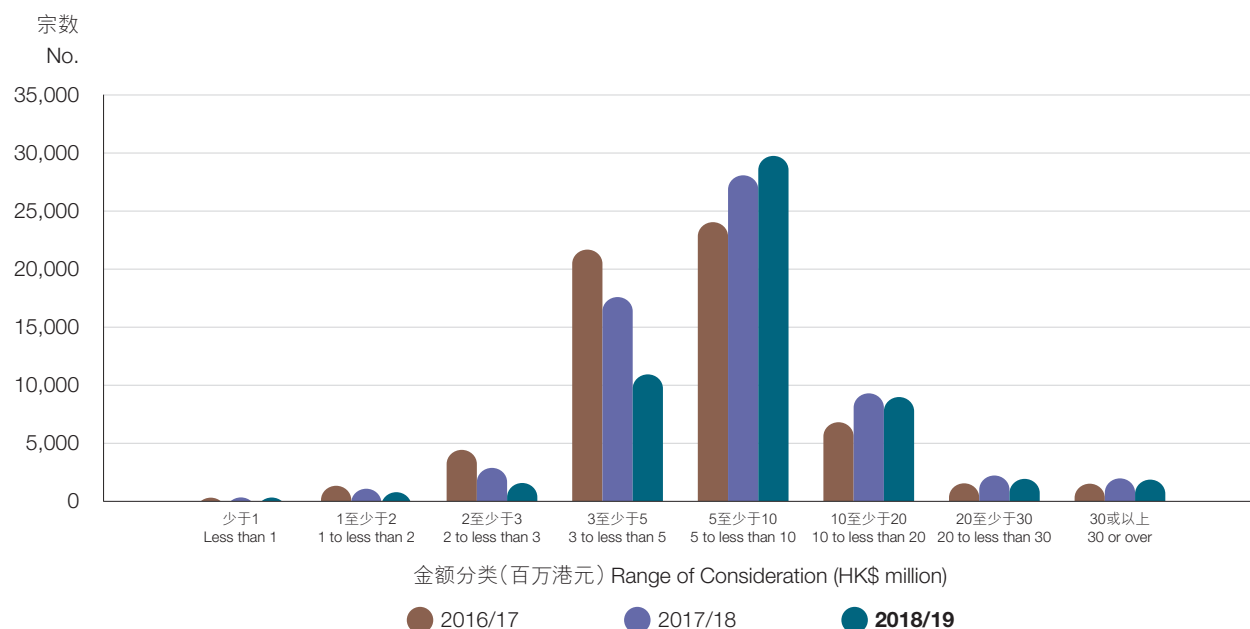
在2018/19年度，大多数住宅楼宇的交易金额是介乎500万至1,000万港元之间。年内交易金额超过500万港元的住宅楼宇交易则显著增加。

The majority of the transactions in residential units in 2018/19 were within the consideration range of five to ten million Hong Kong dollars. There was a notable increase in transactions in 2018/19 with consideration of more than five million Hong Kong dollars.



按金额分类的住宅楼宇买卖合同宗数

No. of Sale & Purchase Agreements of Residential Units by Range of Consideration



金额分类		2016/17		2017/18		2018/19	
Range of Consideration							
(百万港元)							
(HK\$ million)		宗数No.	%	宗数No.	%	宗数No.	%
少于1	Less than 1	279	0.5	282	0.4	249	0.4
1至少于2	1 to less than 2	1,356	2.2	1,075	1.7	784	1.4
2至少于3	2 to less than 3	4,451	7.2	2,882	4.5	1,582	2.8
3至少于5	3 to less than 5	21,682	35.1	17,595	27.8	10,936	19.5
5至少于10	5 to less than 10	24,046	39.0	28,081	44.3	29,753	53.0
10至少于20	10 to less than 20	6,814	11.0	9,302	14.7	8,984	16.0
20至少于30	20 to less than 30	1,552	2.5	2,190	3.5	1,936	3.5
30或以上	30 or over	1,521	2.5	1,978	3.1	1,871	3.3
总数	Total	61,701	100.0	63,385	100.0	56,095	100.0

注：由于「四舍五入」关系，个别项目的百分率数字总和可能不等于100%。

Note: Figures in percentage for individual items may not add up to 100% due to rounding.

查阅土地纪录服务

土地注册处备存土地纪录，旨在提供一个关于物业拥有权的资讯平台，以方便物业交易。

在2018/19年度，查阅土地登记册的宗数，以及提供土地纪录的影像处理副本和影印本的总数分别为5,612,225宗(较去年减少0.6%)及827,943份(较去年减少1.3%)。

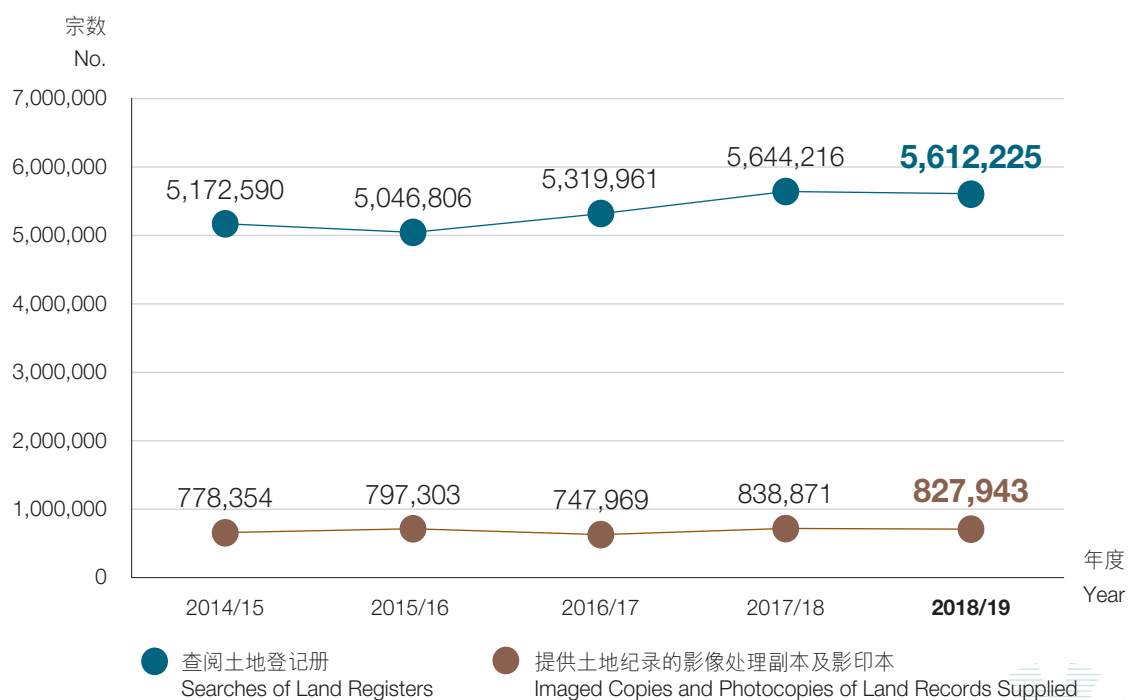
Search Services

Land records are kept by the Land Registry for the purpose of providing an information platform on property ownership to facilitate property transactions.

In 2018/19, the total number of searches of land registers and supply of imaged copies and photocopies of land records were 5,612,225 (-0.6% from previous year) and 827,943 (-1.3% from previous year) respectively.

查阅土地登记册宗数和提供土地纪录的影像处理副本及影印本份数

No. of Searches of Land Registers & Imaged Copies and Photocopies of Land Records Supplied



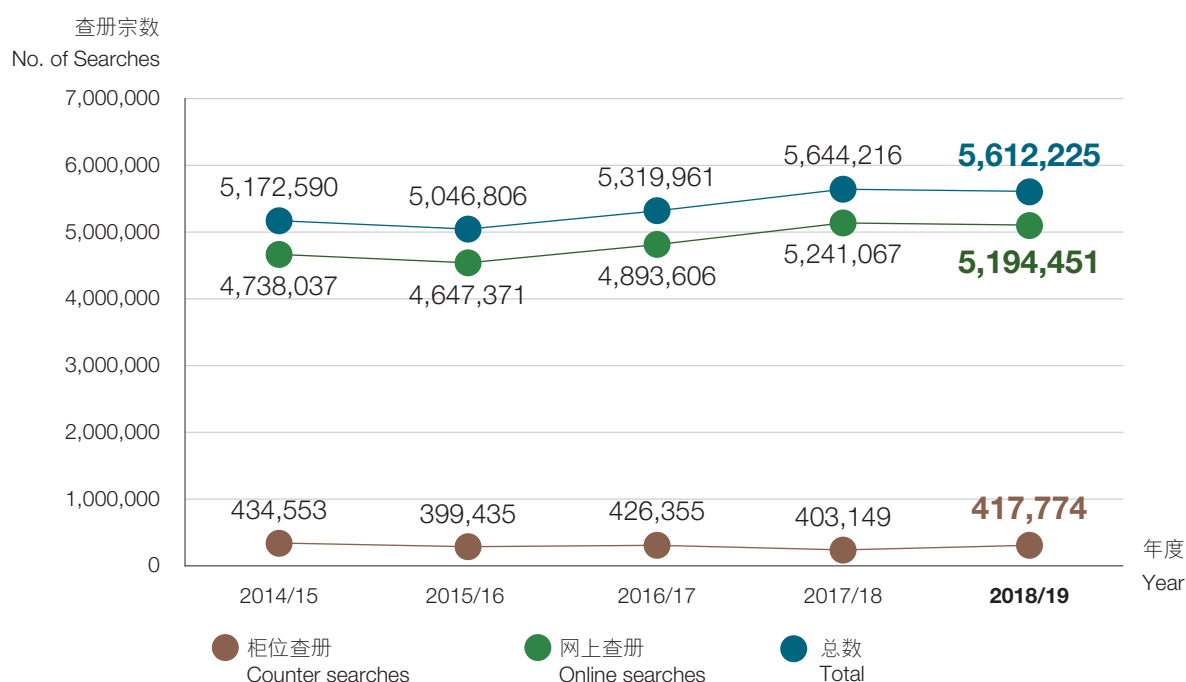
服务及运作 SERVICES AND OPERATIONS

土地注册处透过互联网上的「综合注册资讯系统」(www.iris.gov.hk)提供每星期七天、每天20小时(由上午7时30分至翌日上午3时30分)的查册服务。公众人士可以非经常用户或登记用户身分进行查册。在2018/19年度，登记用户的数目增加了36个(上升2.7%)，总数达1,384个。现时网上查册约占总查册量的93%，其余约7%是在本处设于金钟道政府合署的客户服务中心，以及位于大埔、元朗和荃湾的新界查册中心透过柜位查册服务进行。

The Land Registry is providing search services over the internet via our IRIS Online Services at www.iris.gov.hk seven days a week for 20 hours a day (from 7:30 a.m. to 3:30 a.m. the next day). The public can conduct searches on either an ad hoc or a subscription basis. The number of subscribers increased by 36 (+2.7%) and reached 1,384 during 2018/19. Currently, searches conducted online constituted about 93% of the total search volume. The remaining 7% were conducted over the counter. Counter search service is available at our Customer Centre in Queensway Government Offices and the New Territories Search Offices (NTSOs) in Tai Po, Yuen Long and Tsuen Wan.

查阅土地登记册宗数

No. of Searches of Land Registers



本处每年均会推出新版的《街道索引》及《新界地段／地址对照表》（《对照表》），方便公众以本港的物业地址或楼宇名称查阅相关的地段编号。为配合网上查册服务，公众可在本处网站或透过「综合注册资讯系统」网上服务的超连结，免费浏览《街道索引》及《对照表》的网上版本。截至2019年3月31日，在2018年4月30日推出的《街道索引》及《对照表》网上版本已录得超过113,000浏览人次。

The Land Registry publishes new editions of the Street Index (SI) and the New Territories Lot/Address Cross Reference Table (CRT) annually to help the public correlate property addresses and building names with lot numbers in the territory. To facilitate online search services, online versions of the SI and the CRT are made available for free browsing on the Land Registry website or through the hyperlink on the IRIS Online Services. Up to 31 March 2019, over 113,000 visits to the online versions of the SI and the CRT released on 30 April 2018 were recorded.



业主立案法团服务

根据《建筑物管理条例》，土地注册处负责办理业主立案法团的注册事宜，并就业主立案法团的纪录提供存档和查阅服务。在2018/19年度，新注册的业主立案法团共有228个，全港的业主立案法团总数增至10,939个。

Owners' Corporation Services

The Land Registry is responsible for registration of owners' corporations and provision of filing and search service for owners' corporation records under the BMO. In 2018/19, 228 new owners' corporations were registered. The total number of owners' corporations in the territory reached 10,939.

客户服务

本处的管理及客户服务部专责策划及统筹客户服务，以促进卓越服务，满足客户对服务质素的殷切期望。我们善用各种渠道与客户联络和沟通，以提升部门服务。

Customer Services

The Management and Customer Services Division of the Land Registry is dedicated to the planning and coordination of customer services for promoting service excellence to meet rising public aspirations. We make use of various channels to liaise and communicate with our customers for improving our services.



联络客户

土地注册处联合常务委员会

土地注册处联合常务委员会的成员包括土地注册处处长、其下的高级管理团队，以及香港律师会的代表。委员会定期举行会议，就土地注册事宜、本处向法律界人士所提供的服务，以及拟备推行业权注册制度等进行商讨和交流意见。委员会成员名单见附件II (a)。

Liaison with Customers

Land Registry Joint Standing Committee

The Land Registry Joint Standing Committee, comprising the Land Registrar, her senior management team and representatives of the Law Society of Hong Kong, meets regularly to discuss and exchange views on land registration matters, the Land Registry's services provided to legal practitioners and preparation for implementation of the TRS. The membership of the Committee is at Annex II (a).

客户联络小组

本处透过两个客户联络小组(私营机构和公营机构)与客户保持联络,让客户了解本处的最新计划、服务和工作程序,在业务运作和服务提供事宜上促进意见交流,以及就客户的意见作出回应。

Customer Liaison Groups

The Land Registry maintains regular liaison with customers through two Customer Liaison Groups (private and public sectors) to update customers on the department's latest initiatives, services and procedures, to facilitate exchange of views on operational and service delivery issues, and to respond to customers' feedback.



客户联络小组(私营机构)
Customer Liaison Group (Private Sector)

私营机构客户联络小组的成员来自法律界、专业机构及工商团体;公营机构客户联络小组的成员则来自政府部门及公营机构。两个小组的成员名单分别见附件II (b)及(c)。

The private sector group comprises representatives from the legal community, professional bodies and trade associations while the public sector group comprises representatives from Government departments and public bodies. The lists of membership of the private sector and the public sector groups are at Annexes II (b) and (c) respectively.



客户联络小组(公营机构)
Customer Liaison Group (Public Sector)



服务及运作 SERVICES AND OPERATIONS

访问

土地注册处与海外的相关机构保持紧密联系，土地注册处处长及代表于2018年10月31至11月2日出席在澳洲坎培拉举行的第45届「业权注册处长会议」暨2018年「土地注册处处长发展事务人员会议」。

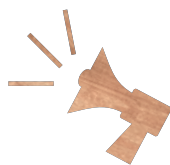
Visits

The Land Registry maintains close relationship with its overseas associates. The Land Registrar and representatives of the Land Registry attended the 45th Registrars of Title Conference cum Land Registry Development Officers Conference 2018 held in Canberra, Australia from 31 October to 2 November 2018.



此外，安大略省业权注册处处长林振强先生于2019年1月到访本处。是次访问为大家提供了良机，以便了解土地注册的最新发展，并就其运作上交流见解和经验。

In addition, Mr Jeffrey Lem, Director of Titles for the Province of Ontario visited the Land Registry in January 2019. The visit provided an invaluable opportunity for keeping abreast of the latest developments regarding land registration as well as exchanging insights and experience on the operation of land registries.



「中止为文书注册的一般原因」客户交流会

我们在2018年12月为226名来自不同律师事务所及政府部门的人士举办了四场交流会，让参与者更了解和明白中止为文书注册的一般原因。我们亦在会上推广电子注册摘要表格的使用和「物业把关易」服务。交流会的反应良好，提供了一个有效的平台，让我们与客户就使用我们的服务分享经验和意见。

“Meet the Clients” Sessions on “Common Reasons for Withholding Instruments from Registration”

Four sharing sessions, with a total of 226 participants from solicitors' firms and a government department, were held in December 2018 for enhancing participants' knowledge and understanding of the common reasons for withholding instruments from registration and for promoting the use of the e-Memorial Form and the Property Alert service. The sessions were well received and provided an effective platform for sharing of experience and views with our customers on using our services.



沟通渠道

土地注册处通函

在2018/19年度，我们发出了两份通函，让法律界人士和客户知悉本处推出的新产品／服务。

《土地注册处通讯》

本处分别在2018年6月及12月发布了两期的《土地注册处通讯》电子版，向客户介绍部门的新猷、服务和活动。

Communication Channels

Land Registry Circular Memoranda

In 2018/19, we issued two Land Registry Circular Memoranda to update legal practitioners and customers on our new product/services.

Land Registry News

Two electronic issues of the Land Registry News were released in June and December 2018 respectively to keep our customers updated on the Land Registry's initiatives, services and activities.

服务及运作 SERVICES AND OPERATIONS

资料单张

年内，我们更新了资料单张的内容，以提供本处服务的最新资讯。

Information Leaflets

During the year, we updated the information leaflets to provide latest information on our services.



新闻稿

我们不时发放新闻稿公布本处的最新服务资讯，以及提供土地注册及查册的定期统计数字。

Press Releases

We issue press releases from time to time to announce the Land Registry's latest service updates and provide regular statistics on land registration and search.

年度开放数据计划

鉴于行政长官的2017年施政报告及政府于2017年12月公布的「香港智慧城市蓝图」，本处在2018年12月首次发布年度开放数据计划。该计划列出将于未来三年，透过「资料一线通」网站发放供公众人士免费使用的注册和查册服务相关数据集，该等数据集可为科研及创新提供原料。

Annual Open Data Plan

Having regard to the Chief Executive's 2017 Policy Address and the Smart City Blueprint for Hong Kong announced in December 2017, we published our first annual open data plan in December 2018. The plan sets out datasets relating to registration and search services to be released via the Public Sector Information Portal in the following three years for free public use. The datasets provide raw materials for technology research and innovation.

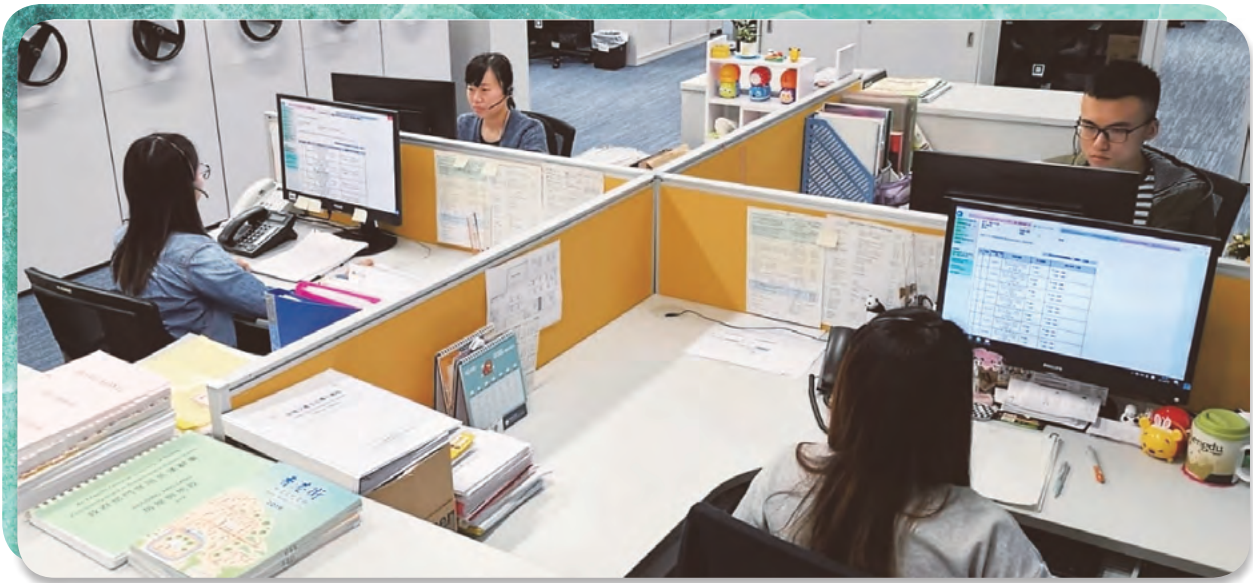


客户服务热线

本处的客户服务热线由互动语音系统支援，透过预录讯息和职员接听服务提供全面的资讯。当系统接驳至个别支援服务小组时，会提供轮候次序的服务。透过与效率促进办公室辖下的1823电话中心合作，本处提供每天24小时的热线查询服务。

Customer Service Hotline

Our Customer Service Hotline supported by an Interactive Voice Response System offers a whole range of information through recorded messages and manned operator service. A queuing service for specific service help desks is also available. Through collaboration with the Efficiency Office's 1823 Call Centre, our hotline enquiry service is provided 24 hours a day.



土地注册处网站

年内，共超逾940万人次浏览本处网站，当中有43%的人次浏览中文网页，57%的人次浏览英文网页。

Land Registry Website

During the year, there were 9.4 million visits (43% in the Chinese language and 57% in the English language) to the Land Registry website.

客户满意度意见调查

本处于2018年11月至12月委托顾问进行了客户满意度意见调查，以了解客户对本处服务的满意程度，并收集其意见以提升服务。是项调查分别透过电话访问、实地访问及网上／邮寄问卷方式进行，受访者的回应非常正面和令人鼓舞。他们对本处服务的整体满意度达89%。

Customer Satisfaction Survey

With a view to gauging the customer satisfaction level of the Land Registry's services and collecting feedback for service improvement, the Land Registry commissioned a consultant to conduct a customer satisfaction survey from November to December 2018. The survey included telephone interviews, field surveys and online/postal questionnaires. The feedback from the respondents was very positive and encouraging. The overall satisfaction rate for our services is 89%.

奖项

2018年「申诉专员嘉许奖」

本处的高级文书主任文淑仪女士及文书主任张德聪先生获颁发2018年「申诉专员嘉许奖 — 公职人员奖」，以表扬他们致力为客户提供优质及专业的服务。



Awards

The Ombudsman's Awards 2018

Congratulations to our Senior Clerical Officer, Ms MAN Shuk-yi, and Clerical Officer, Mr CHEUNG Tak-chung, who were awarded “The Ombudsman's Awards 2018 for Officers of Public Organisations” for their dedication in delivering high quality services and their professionalism in serving customers.



「ERB人才企业嘉许计划」

雇员再培训局于2009年推出「ERB人才企业嘉许计划」，表扬在人才培训及发展工作有卓越表现的机构，并授予「人才企业」的尊称。本处自2012年参与该计划以来，一直获嘉许为「人才企业」。而由2017年4月1日至2019年3月31日，本处获授予该两年期的「人才企业」嘉许。



ERB Manpower Developer Award

The Employees Retraining Board (ERB) launched the “ERB Manpower Developer Award Scheme” (the Scheme) in 2009 to recognise organisations which demonstrate outstanding achievements in manpower training and development as Manpower Developers.



The Land Registry has been accredited “Manpower Developer” since its participation in the Scheme in 2012. We were accredited “Manpower Developer” for two consecutive years from 1 April 2017 to 31 March 2019.

《土地注册处营运基金2016/17年报》奖项

《土地注册处营运基金2016/17年报》荣获三个国际／本地奖项，包括美国传媒专业联盟(LACP)就「印刷本年报 — 市／州／国家政府组别」颁发的「2017 Vision Awards」银奖、「2018国际年报比赛奖项」就「非牟利机构(印刷年报) — 政府机构及办事处组别」颁发的铜奖，以及「2018年香港管理专业协会最佳年报比赛」就「非牟利及慈善机构」组别颁发的优异奖。这些奖项对我们在制作优质年报方面的努力给予荣誉和肯定。

Awards for Land Registry Trading Fund (LRTF) Annual Report 2016/17

The LRTF Annual Report 2016/17 won three international and local awards i.e. the Silver Award of the League of American Communications Professionals (LACP) 2017 Vision Awards under the category of “Print-Based Annual Reports — Government — City/State/National”, the Bronze Award in the International Annual Report Competition (ARC) Awards 2018 under the category of “Non-Profit Organization (Print A.R.) — Government Agencies and Offices” and an Honourable Mention in the category of “Non-profit making and Charitable Organisations” of the Hong Kong Management Association (HKMA) Best Annual Reports Competition 2018. These awards give honor and recognition to our pursuit for quality production of our annual reports.



项目发展与新服务

电子注册摘要表格

电子注册摘要表格是土地注册处为方便用户更有效率拟备注册摘要而提供的电子范本，可在本处网站免费下载。电子注册摘要表格备有基本版和具资料汇入功能两个版本。两者均有内置自动填写功能，让用户在填写注册摘要表格时，可从「综合注册资讯系统」以物业参考编号检索所属的物业资料作参考，有助用户加快注册摘要的拟备工作。若用户须以同一套基本资料处理一连串交易或物业项目，具备资料汇入功能的电子注册摘要表格可更方便将下载于电脑试算表的相关资料，同时汇入并制备多份注册摘要表格。

自从本处于2018年3月推出加强版电子注册摘要表格后，其使用率正稳步上升。于2018/19年度，在所有连同文书一并递交注册的注册摘要中，电子注册摘要表格的使用率已超逾70%。本处会继续留意用户的回应，以期进一步改善服务。

Development Projects and New Services

e-Memorial Form

The e-Memorial Form is an electronic template of the memorial form provided by the Land Registry for free downloading from our homepage to facilitate users to complete the memorials in a more efficient way. Two versions of the e-Memorial Form are available i.e. a basic version and one with data import function. Both versions have an auto-fill function enabling users to retrieve property particulars by Property Reference Numbers from the IRIS for reference when they are filling in the memorial form. This can help users speed up the preparation of memorials. For users handling a series of transactions or property projects with the same set of basic information, the version with data import function would be even more convenient as it enables the transfer of relevant information from a computer spreadsheet to multiple memorial forms simultaneously.

The usage of e-Memorial Form has been increasing steadily since the enhancements were released in March 2018 and has accounted for over 70% of the total number of memorials delivered with the instruments for registration in 2018/19. The Land Registry will continue to monitor users' feedback to identify room for further improvement.

**MEMORIAL of an instrument to be registered in the Land Registry
under the Land Registration Ordinance**
依據土地註冊條例在土地註冊處註冊的文書之註冊摘要

Solicitors Code of lodging firm 交付文書律師行的律師代號	Registration Fee 註冊費用					Other (please specify) 其他(請註明)
	<input type="checkbox"/> \$210 <input type="checkbox"/> \$230 <input checked="" type="checkbox"/> \$450 <input type="checkbox"/> \$1000 <input type="checkbox"/> \$2000					
	Nature and object of the instrument 文書的性質及目的					
12345678	Agreement For Sale and Purchase					
Property Reference Number (if any) 物業參考編號(如有的話) Get Address/Share/Lot 檢索地址/份數/地段 By text 輸入文字						
+ -	D3940657	D3940664	D3940670	D3940686	D3940693	
+ -	D3940703	D3940759	D3940807	D3940850	D3940957	
+ -	D3941023	A8093024	A7537189	B4319582	B3138502	
+ -	C1328872	B3293288	B3291078	B3103312	B3133960	
+ -	B7000647	A7537175	B7704535	B5014185	B3106173	
+ -	C0060082	C0680866	B0559105	A9874929	A9812691	
+ -	B4601905	B7723606	A9815014	A9815308	B4387756	
+ -	A7537006	A7537292	B3135713	C0380668	B5984429	

最多可检索多达100个物业参考编号的地址、地段号码及所占的不可分割份数，并自动填入电子注册摘要表格。
The address, lot number(s) and undivided shares of up to 100 PRNs can be retrieved and auto-filled in the e-Memorial Form.

电子提示服务

物业把关易

本处于2019年1月28日把为业主提供的「电子提示服务」易名为「物业把关易」，并进一步优化服务。「物业把关易」是业主的好帮手，有助他们以相宜的费用和简易的方式掌握其物业状况，及早发现涉及其物业但属预期之外或可疑的文书交付本处注册，以便他们迅速采取跟进行动及／或征询法律意见。

e-Alert Service

Property Alert

The Land Registry's e-Alert Service for property owners has been renamed as "Property Alert" service with the introduction of service enhancements since 28 January 2019. Property Alert is an affordable smart tool for all property owners to stay vigilant of their properties at ease. It helps property owners detect unexpected or suspicious instruments delivered for registration against their properties early to allow prompt follow-up actions and/or seek legal advice.



是项服务的优化措施包括可让客户选择一次过订购方式，服务有效期至物业转手为止，可免却业主为服务申请续期。业主除可亲临本处各办事处办理申请手续外，亦可采用邮递方式递交申请。这些优化服务便利了各业主，尤其是长期居于香港境外的人士。

Major service enhancements include the introduction of a new one-off subscription option which remains valid until a change of property ownership. This subscription option will obviate the need for property owners to renew subscription. Apart from submitting applications for the Property Alert service in person at the Land Registry's offices, property owners may also send in their applications by post. These service enhancements can benefit all property owners, in particular those staying outside Hong Kong for extended periods of time.

服务及运作 SERVICES AND OPERATIONS

自服务推出后，本处已安排一连串宣传活动，包括推出电台宣传声带；在发展局局长的网志放上贴文及一段介绍「物业把关易」服务的三分钟短片 (https://www.devb.gov.hk/en/home/my_blog/index_id_324.html)；以及向主要持份者、专业团体和其他组织发出宣传信件和电邮。本处亦透过香港经济贸易办事处和环球香港商业协会联盟的会员协会，向居于海外的香港物业业主宣传该服务。

Since service launch, a series of promotional activities have been conducted including the broadcast of a Radio Announcement in the Public Interest (API), release of a Blog post of the Secretary for Development together with a three-minute publicity video (https://www.devb.gov.hk/en/home/my_blog/index_id_324.html) and the issue of promotional letters and emails to major stakeholders, professional bodies and other organisations. Assistance from the Hong Kong Economic and Trade Offices and member associations of the Federation of Hong Kong Business Associations Worldwide has also been solicited to publicize the service to owners of Hong Kong properties staying overseas.



土地注册处处长及两位年青的土地注册主任粉墨登场，拍摄三分种的短片宣传「物业把关易」服务，向观众介绍服务的优点。
A three-minute video, starred by the Land Registrar and two young Land Registration Officers, was produced to publicize the “Property Alert” and introduce its benefits to the audience.



部门的制作团队及演员皆全情投入拍摄短片，充分发挥团队精神。
The in-house production crew and the cast showed passion and excellent team work in making the video.

为认可机构提供的电子提示服务

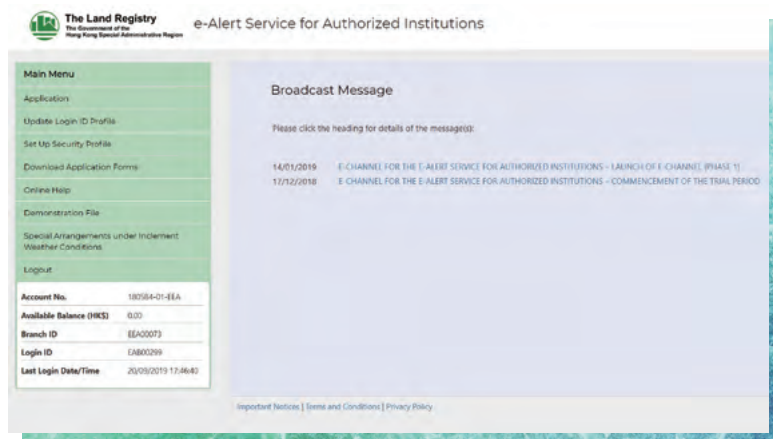
本处在2017年2月1日推出了供《银行业条例》(第155章)下的认可机构(即持牌银行、有限牌照银行及接受存款公司)订购的电子提示服务,以助认可机构更有效管理按揭贷款的信贷风险。该等认可机构在相关业主的同意下订购这项服务后,每当已承按的物业有再按揭记/按揭文件交付本处办理注册时,便会收到本处发出的电子提示讯息。

为令认可机构更可靠和方便地递交电子提示服务的申请,以及提升运作效率,本处分两阶段为认可机构提供的电子提示服务开设电子渠道。第一阶段已于2019年1月14日实施,认可机构可于电子渠道网页(www.ealert-ai.landreg.gov.hk)提交网上服务订单的申请。认可机构对此新猷表示欢迎。现时大部份的服务订单申请均经由电子渠道提交。

e-Alert Service for Authorized Institutions

The Land Registry launched the e-Alert Service for Authorised Institutions (AIs) under the Banking Ordinance (Cap. 155) (i.e. licensed banks, restricted licence banks and deposit-taking companies) on 1 February 2017 to help them better manage credit risks in mortgage lending. The AIs, with consent from the property owners concerned for subscribing to our Service, will receive electronic notifications from the Land Registry when further charge/mortgage documents in respect of the properties mortgaged to the AIs are lodged for registration with the Land Registry.

To provide greater security and convenience to the AIs for submission of service applications for the e-Alert Service as well as to increase operational efficiency, the Land Registry has been developing an e-Channel for the e-Alert Service for AIs under a two-phase approach. The e-Channel (Phase one) was launched on 14 January 2019 for online submission of applications for subscription of service orders through the e-Channel website at www.ealert-ai.landreg.gov.hk. The initiative is welcomed by the AIs. Majority of the service orders are now submitted through the e-Channel.



未来计划

电子提示服务

本处会继续致力向香港物业的业主宣传「物业把关」服务。至于为认可机构提供的电子提示服务,我们预计于2020年中旬推出第二阶段的电子渠道项目,把网上提交申请的设施扩展至其他服务申请,并会引入更多用户功能,例如管理和查询帐户资料。

Future Plan

e-Alert Service

We will continue the efforts in publicising and promoting Property Alert to owners of Hong Kong properties. Regarding the e-Alert Service for AIs, we will develop the e-Channel (Phase two) which is scheduled for launch tentatively in mid-2020 to provide a facility for online submission of other service applications and introduce more user functions e.g. maintenance and enquiry of account information.