

# **Land Registry Corporate Video Script**

## **Introduction**

We provide a solid foundation of a vibrant and open economy of Hong Kong.

We provide a stable and secure land registration system for the society.

We provide a reliable and transparent record of land and properties.

We are the Land Registry of Hong Kong.

## **Our Values to Hong Kong**

The land registration system of Hong Kong allows easy tracing of dealings relating to land and helps to prevent secret and fraudulent property transactions.

The system gives confidence to investments in properties and supports the economic development of Hong Kong. Hundreds of billions of Hong Kong dollars are loaned by banks and financial institutions against the security of registered properties.

Many government departments and agencies rely on the Land Registry's information for different purposes. They range from urban planning studies to law enforcement activities.

We keep historical land records dating back to 1844 in the Land Registry Archive. They constitute valuable resources for the study of the economic and social history of Hong Kong.

## **Land Registry Trading Fund**

In 1993, the Land Registry was established as a trading fund department. It was one of the first Trading Fund departments in Hong Kong. Under the trading fund model, the Land Registry remains as a government department but is responsible for its own finances. It has to meet its expenditure from the income derived from its provision of services.

The trading fund status gives the Land Registry flexibility to improve services and respond to customers' needs promptly.

The Land Registry is committed to effective corporate governance. We uphold the principles of accountability, integrity and transparency. We have developed a service culture striving for continuous improvements to meet customer needs.

## **Land Registry Services**

### **Registration of Land Documents**

Hong Kong has a deeds registration system under the Land Registration Ordinance. The Land Registry maintains land registers to record documents affecting land.

Registration of a document gives it priority over unregistered documents. Once registered, the interest in a property is put on notice. Persons dealing with the property, for example,

purchaser or mortgagee bank, may obtain relevant essential information by searching the land registers.

Registration of land documents in the Land Registry involves the following steps:

First, the lodging party delivers the document and the related memorial to our Customer Centre with the prescribed registration fees.

We then:

- check and receive the document, memorial and payment;
- assign a unique number to the memorial through the Integrated Registration Information System (IRIS) and print a receipt;
- input the information in the memorial into IRIS;
- scrutinise the document and memorial to ensure compliance with the requirements of the Land Registration Ordinance;
- update the land records;
- certify completion of registration electronically;
- record the registered document by electronic imaging method; and
- return the registered document to the lodging party.

### **Search Services**

Land records are maintained by the Land Registry to provide a publicly accessible database on property ownership and incumbrances to facilitate property transactions.

Types of land records available for search by the public include:

- Land Register;
- Memorial;
- Memorial Day Book; and
- Land Grant Documents such as Government Lease and Block Government Lease.

Our Customer Centre at Queensway and Search Offices in the New Territories provide both one-stop counter search and self-service search services for the public.

To search the land records of a property, customers only need to provide brief particulars of the property such as House No. and Street Name/ Development Name/ Lot Details/ Property Reference Number.

Through our IRIS Online Services, all land records are available for search online for 20 hours a day, 7 days a week. Most of the land records can be downloaded and viewed instantly. Customers also have the options to get documents by fax or email. Currently, about 90% of searches are conducted online.

The IRIS Online Services have adopted a high resilience system design, and are operating independently from two data centres to provide stable and reliable services.

### **Owners' Corporation Services**

Under the Building Management Ordinance, the Land Registry is responsible for processing and approving applications for registration of owners as a corporation, issuing certificates of

registration and maintaining a register of corporations and other records about individual owners' corporations for public search.

An application for incorporation must be submitted to the Land Registrar within 28 days of the appointment of the management committee of an owners' corporation. Related declarations can be made before a Commissioner for Oaths at the Land Registry. A certificate of registration will be issued upon approval of the application.

Members of the public may conduct searches and obtain copies of records of owners' corporations at the Land Registry office upon payment of the prescribed fees.

### **Customer Services**

The Land Registry is committed to providing quality customer services. It promotes service excellence to meet customers' expectations.

We use various channels to communicate with our customers and collect their feedbacks on our services.

We issue newsletters, the "LR News", periodically to inform customers about the latest developments in our services. We publish monthly statistics on land registration and land searches.

We meet representatives from our customer groups regularly through Customer Liaison Group Meetings.

We operate a 24-hour customer service hotline, provide customer suggestion boxes and invite feedbacks through comment cards and our website.

We gauge the level of customer satisfaction with our services through regular customer service surveys.

Over the past years, our performance and achievements have been recognized through the receipt of a number of awards.

We maintain liaison with our counterparts in other jurisdictions, receive delegations from them, arrange seminars from time to time and attend overseas conferences to exchange experience and keep in touch with the latest development in land registration practices.

"Searching land records through the Internet is very convenient," estate agent said.

"The information from the Land Registry is very useful," IRIS subscriber said.

### **Corporate Social Responsibility**

The Land Registry attaches great importance to corporate social responsibility.

We participate in voluntary services, promote equal opportunities, advocate a green, environmentally friendly and safe working environment and support public education initiatives.

"The land registration system helps safeguard property ownership and promotes long term economic development of Hong Kong," Liberal Studies teacher said.

"The work of the Land Registry plays an important role in our daily lives indeed," Liberal Studies student said.

### **Introduce Title Registration System**

To simplify property transaction procedures and to enhance title certainty, we have been working towards introducing a title registration system in Hong Kong. We are consulting stakeholders on the proposed arrangements and will continue to pursue this task diligently.

### **Epilogue**

We shall continue to provide a high standard of land registration and land search services to the public.

We will keep on meeting the changing needs of our customers and the society.

We are committed to be the best in all that we do.

We are "The Hong Kong Land Registry".