

## **Video Script on Property Alert**

### **Characters**

Miss Chan – Customer

Mr Li – Land Registry’s Staff

### **Subtitles**

Miss Chan: Good morning, Mr Li. It is me again.

Mr Li: Good morning, Miss Chan. I have seen you in the early morning in these weeks.

Miss Chan: I am so busy and will have a meeting later. Would you please help me conduct land searches on these three properties?

Mr Li: Sure. Why do you often conduct land searches on these properties?

Miss Chan: Have you ever heard of property fraud? I might become the next victim if I do not keep an eye on it. Not to mention a case of deception, I have a friend who forgot to pay management fees and thus got an incumbrance registered against her property. She only knew about that when she was going to sell her property and it had cost her a lot of time and money to remove the registered incumbrance with so many formalities. My parents are staying outside Hong Kong and they have two properties. One has been let out and the other is vacant. If I do not keep a close eye on these properties, who knows what might have happened.

Mr Li: I see. Actually if you want to stay vigilant of your properties, you do not need to keep conducting search of the land registers. Our department offers a “Property Alert” service. As a property owner, once you have subscribed for this service, we will notify you by email when instruments affecting your properties are lodged for registration. It will help you to detect any unexpected or suspicious instruments delivered for registration against your property as soon as possible so that you can take appropriate and prompt actions. The service is

very convenient and particularly suitable for your parents who are staying outside Hong Kong. You can therefore do away with the hassle of conducting frequent land search of the properties.

Miss Chan: That sounds great. What information will be provided in the notification email?

Mr Li: The notification email will provide relevant particulars of the instrument including the date, nature, date of delivery for registration and memorial number.

Miss Chan: Is it expensive? How long is the subscription valid for?

Mr Li: If you choose our one-off subscription option, it will only cost you \$380 and the service will remain valid until change of property ownership. You can do away with the hassle of service renewal.

Miss Chan: It is really simple and convenient. I would like to apply for the service for my parents too. But they are not in Hong Kong, what can I do?

Mr Li: They can download the application form from the Land Registry website and return the completed forms together with copies of their identification documents and a cheque to us by post. It is very convenient.

Miss Chan: Would you please help to apply for the service for me now? I will later ask my parents to make the application as soon as possible. Then, I do not need to worry about our three properties any more.

Mr Li: Sure. You can now complete this application form first. After that, you can stay vigilant of the properties of your family members with ease.