

Services

Performance Pledges 2015/16

The Land Registry achieved all the performance pledges set for 2014/15.

The same performance pledges would be maintained for 2015/16, effective from 1 April 2015. You can view them [here](#) or obtain the information leaflet at our Customer Centre or New Territories Search Offices.



Customer Service Survey

A customer service survey was started in March 2015 to gauge the level of customer satisfaction with the Land Registry's services and to identify areas for enhancing the services. About 470 completed survey forms had been received. Results for the major service areas will be released in due course.

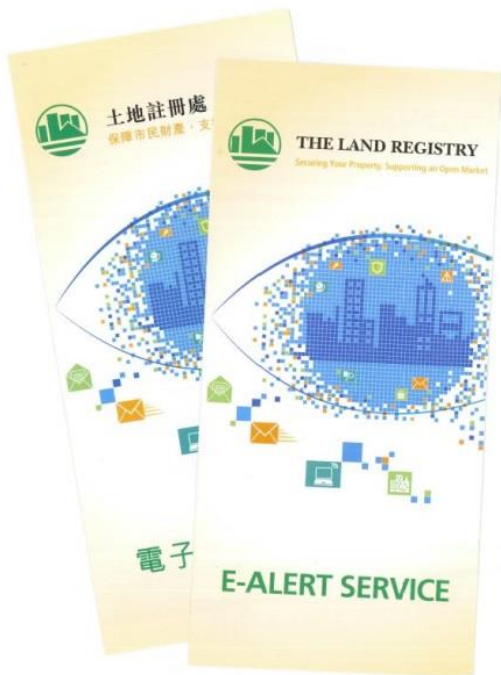
Launch of e-Alert Service

To facilitate property owners to monitor the land registers of their own properties, the Land Registry has introduced a notification service for subscription by property owners, namely the e-Alert Service. During the subscription period, when an instrument is lodged for registration against a property, an email notification will be sent to the owner if he/she has subscribed to the service for that property. The e-Alert Service serves as a convenient and useful tool for owners to monitor if any instrument affecting their properties has been lodged for registration.

The following subscription fee is charged for each land register selected for the e-Alert Service:

Subscription Period	1 Month	3 Months	12 Months	24 Months
New Application	HK\$160	HK\$165	HK\$185	HK\$200
Renewal of Service (for current subscriber only)	HK\$100	HK\$105	HK\$120	HK\$140

More information about the e-Alert Service is available [here](#).



Sale of Street Index (47th edition) and New Territories Lot/Address Cross Reference Table (16th edition)

The 47th edition of the Street Index and the 16th edition of the New Territories Lot/Address Cross Reference Table (CRT) are available for sale. The order forms can be downloaded [here](#).

The new edition of the Street Index features over 700 amendments with three new streets and 71 new lots/sections/subsections added. In the new CRT, over 2,000 amendments have been made and 6 new streets and 1,534 new lots/sections/subsections have been added.

The cost of the new editions of the Street Index and CRT compact discs is HK\$250 each. The respective license fees are HK\$2,000 for a computer network linked to less than 50 terminals and HK\$4,000 if linked to 50 terminals or more.

Online versions of the new editions of the Street Index and CRT for free browsing are available [here](#). These versions are also available through a [hyperlink](#) on the IRIS website.

