



## Service Updates

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### E-Alert Service

As a property owner, do you wish to know with ease anytime and anywhere if any instrument has been lodged for registration against your property? The e-Alert Service offered by the Land Registry can help.



#### What is e-Alert Service?

The e-Alert Service is a notification service offered to property owners on a subscription basis to monitor if any instrument affecting their properties has been delivered for registration.







#### What can the e-Alert Service give you as a property owner?

You will receive an email alert of the delivery of any instrument for registration against your property, normally on the day following the date on which the instrument is delivered to the Land Registry for registration. You will also be informed of the completion of or withdrawal from registration of the instrument.



#### What information is provided in an e-Alert notification?

An e-Alert notification provides the following particulars of the instrument lodged for registration:

-  Date of instrument
-  Memorial number of instrument
-  Date of delivery of instrument for registration
-  Nature of instrument

By using the memorial number provided in the notification, you may order (with payment of the prescribed fee of HK\$100) a copy of the instrument after registration for reference.







### How is the e-Alert Service useful for you?

The Service saves you time and money as well as provides an easy and convenient means for you to keep track of instruments delivered for registration against your property, whether or not you have prior knowledge of the instruments. It helps protect your interest by facilitating you to take appropriate and prompt action on unexpected instruments submitted for registration against your property.



### For whom is the e-Alert Service particularly useful?

The Service is useful to every property owner, in particular under the following circumstances:

-  Your property is vacant or is not occupied by you.
-  You are staying overseas for extended periods of time, whether or not your property has been rented out.
-  You do not have the title deeds of the property or you have lost them.
-  You want to be alerted as soon as your property is subjected to or may be affected by potential or actual disputes (e.g. registration of bankruptcy order against the co-owner's share, repair notices or orders issued by the Building Authority, etc.).



### Who is eligible for subscription of the e-Alert Service?

The current owner(s) shown on the land register of the property concerned is/are eligible for subscription of the Service. If the property is held by more than one owner, any one of the co-owners of the property may apply for subscription of the Service solely.



### How to apply for subscription of the e-Alert Service?

Application is simple. You can download the application form [here](#), submit the completed application form in person at our [Customer Centre](#) or any of our three [New Territories Search Offices](#) and pay the subscription fee in cash, by cheque, EPS or credit card. If the application is submitted by your representative, a duly completed authorisation form should be produced.



### Want to know more about the e-Alert Service?

Please click [here](#) or call our Customer Service Hotline at 3105 0000.

The subscription fee is just HK\$225 for 12 months or HK\$250 for 24 months.

**SUBSCRIBE NOW** to enjoy the benefits of our e-Alert Service.

# Integrated Registration Information System (IRIS) Enhancements

With improving customer experience and user-friendliness in mind, we launched the following enhancements to the IRIS Online Services in May 2017 and September 2017 respectively:

- add a “GeoInfo Map” hyperlink under the “Search Land Register” function of the IRIS Online Services to direct users to the matched lot information page on the “GeoInfo Map” of the Lands Department. In addition, a new “Go to IRIS Online Services” hyperlink was added on the “GeoInfo Map” to facilitate users to search land register of the matched lot;



- provide a new option for choosing “Current” or “Full” search for all selected registers by clicking the “Set All Type of Enquiry” link;
- enable subscribers to retrieve the preceding order list when they re-login to the IRIS Online Services for adding/removing orders and completing the order list within the same business day; and
- enlarge the font size of the Memorial Number shown on document/plan section barcode labels to enhance clarity.

## Annual Validation of Customer Records

As an annual exercise for updating the information in our customer management system to facilitate effective communication with customers, invitations were sent out in October 2017 to all subscribers of the IRIS Online Services and customers using the deeds lodgement services for providing up-to-date customer data by completing a Customer Data Form. Customers may also download the [Change of Account Particulars Form](#) to update their records whenever necessary.

## Title Registration

With the majority of key stakeholders indicating preference for the “new land first” proposal for early start of title registration in Hong Kong and early enjoyment of the benefits by the public, we have prepared a discussion paper on the “new land first” proposal in consultation with the Lands Department and the Department of Justice and are seeking key stakeholders' views on the proposal. Meanwhile, we continue to engage our stakeholders over the outstanding issues concerning conversion under the proposed Two-Stage Conversion Mechanism and to conduct the study of the latest developments regarding title registration legislation and good practices being adopted in several overseas common law jurisdictions.

# Events and Activities

## Land Registrars Development Officers' Conference 2017



Two of our colleagues, Ms. Queenie KIU, Senior Solicitor and Ms. Winnie CHEUNG, Assistant Registry Manager attended the Land Registrars Development Officers' Conference 2017 held in Perth, Australia from 18 to 21 July. The Conference was hosted by the Western Australian Land Information Authority with 25 delegates coming from different states of Australia, New Zealand, Scotland, Singapore and Hong Kong. The theme of the Conference was "If disruption is the order of the day, how are land registries responding to this?". The presentations were enlightening and covered a wide range of topics, including

electronic registration and digital services, identity check, spatial data, industry engagement and new business opportunities generated by the emerging new technology.

The Conference provided an interactive platform for the delegates to exchange views and share experiences of the latest development of land registration services and new electronic initiatives in service delivery in their respective jurisdictions. It also strengthened our network with the overseas counterparts.

## Briefing Sessions for Planning Department and Private Columbaria Affairs Office, Food and Environmental Hygiene Department

To facilitate government departments in using the Land Registry's information as required in their work, two briefing sessions for the Planning Department and the Private Columbaria Affairs Office of the Food and Environmental Hygiene Department with a total of about 70 participants were held in March and July 2017 respectively. The briefing sessions were well received by the participants.



Briefing for Planning Department



Briefing for Private Columbaria Affairs Office

## Visits by Tertiary and Secondary Students

The Land Registry has continued efforts to introduce the department's services and the land registration system in Hong Kong to the school community as part of our public education activities. A visit was arranged for the Legal Studies students of the Hong Kong Institute of Vocational Education (Tuen Mun) on 1 June 2017. Another visit was arranged for the students of The Church of Christ in China Fong Yun Wah Secondary School on 4 July 2017 under the School Promotion Programme – “Know More about Government Service”, which is jointly organised by the Civil Service Bureau and the Education Bureau for the school year of 2016/2017. Both visits enhanced the students' understanding of the services provided by the Land Registry. The students also showed great interest in our land records.



Visit by Hong Kong Institute of Vocational Education (Tuen Mun)



Visit by The Church of Christ in China Fong Yun Wah Secondary School

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

With continued commitment to providing quality service and exploring new services for the customers, the LRTF achieved a solid business performance in the financial year of 2016/17. Please see the [LRTF Annual Report 2016/17](#), which was released on 25 October 2017 for more information. The report also contains an audited financial statement with full account of the financial position of the LRTF.



# Corporate Citizenship

## Controlling Officer's Environmental Report 2016

We strive to ensure that our business and daily operations are environmentally responsible. Our [Controlling Officer's Environmental Report 2016](#) was released in July 2017. It provides details on our environmental policy, objectives and measures, as well as our environmental performance in 2016 and environmental targets for 2017.



## Sunnyway Programme

As a caring organisation advocating equal opportunities for employees and eliminating discrimination in workplace, the Land Registry has joined the Sunnyway Programme for the tenth year. The Programme is organised by the Social Welfare Department with an aim of enhancing the employment of young persons with disabilities or early signs of mental illness. Through mentorship of our colleagues, the trainees could acquire job-related skills, build up confidence and develop good work habits for enhancing employability in the future.

## Job Shadow Day 2017

This is the tenth year that the Land Registry has partnered with the Junior Achievement Hong Kong to organise the Job Shadow Day for secondary school students. The programme was conducted on 17 May 2017 for 17 students from the Holy Family Canossian College. The students were guided by our workplace mentors to work in different units of our office. The activities enabled them to gain a better understanding of the real life working environment, and to give thoughts to their career aspirations. The students shared that the work attachment was a very good experience to them. They had more understanding of the work nature and work challenges of the department as well as the skills required for the work.



## Life Buddies Mentoring Scheme

The Land Registry has participated in the “Life Buddies Mentoring Scheme – Job Tasting Programmes” since it was launched by the Policy and Project Co-ordination Unit of the Chief Secretary for Administration’s Private Office to support upward mobility of youth. On 6 July 2017, students from the True Light Girls’ College visited various work units of the Land Registry and were guided by the mentors to work in different workplaces. Through the one-day work attachment programme, the students experienced real-life work and obtained career information, which helped broadening their exposure and career planning.



# Achievements

## The Secretary for the Civil Service's Commendation Award Scheme 2017

Congratulations to Mrs CHIU CHAN Yin-yi, Jessica, Clerical Officer of our Tai Po Search Office, who received the Secretary for the Civil Service's Commendation on 2 November 2017 for her long-standing meritorious performance over the years.

The Secretary for the Civil Service's Commendation Award Scheme, first introduced in 2004, gives recognition to selected civil servants on a service-wide basis for consistent exemplary performance. A total of 100 civil service colleagues received awards under the Scheme in 2017.



## The Ombudsman's Awards 2017

October 11th was a big day to Mr CHAN Man-chung, Benson, one of our Land Registration Officers II, who received "The Ombudsman's Awards 2017 for Officers of Public Organizations". Benson's dedication to deliver high quality service and his professionalism in dealing with customers were duly recognised.

The Ombudsman's Awards recognise public officers who display a commendable degree of fairness, impartiality and efficiency in the discharge of their duties. We shared the joy and honour of Benson in receiving this Award.



## ERB Manpower Developer Award

The Employees Retraining Board (ERB) launched the “ERB Manpower Developer Award Scheme” (the Scheme) in December 2009 to recognise organisations which demonstrate outstanding achievements in manpower training and development as Manpower Developers. The Land Registry participated in the Scheme in 2012 and was accredited “Manpower Developer” for 2013-15 and 2015-17. In June 2017, we obtained ERB’s accreditation as “Manpower Developer” for 2017-19.



## Awards for Land Registry Trading Fund (LRTF) Annual Report 2015/16

The LRTF Annual Report 2015/16 won three international and one local awards including the Silver Award of the League of American Communications Professionals (LACP) 2016 Vision Awards under the category of "Print-Based Annual Reports – Government – City/State/National", the Bronze Award in the International Astrid Awards 2017 under the category of "Annual Reports – Not-For-Profit Organisations" and the Bronze Award in the International Annual Report Competition (ARC) Awards 2017 under the category of "Illustrations – Government Agencies and Offices". The report has also been honoured with "Citation for Environmental, Social and Governance Disclosure" Award under the Hong Kong Management Association (HKMA) Best Annual Reports Competition. These awards reinforce our pursuit for quality production of our annual report.

LACP is an authoritative international institution for professional awards. Its 2016 Vision Awards Annual Report Competition drew nearly 1,000 submissions from a broad range of countries and industries as well as organisations of various scales. Both the International Astrid and ARC Awards are organised by the MerComm, Inc in the United States. The Astrid Awards, now in its twenty-seventh year, honours outstanding achievements in design communication. For thirty years, the ARC Awards is the world's largest international competition honouring excellence in annual reports. Organised by the HKMA since 1973 and co-organised with the South China Morning Post since 2007, the Best Annual Reports Awards is an annual competition to encourage the publication of timely, accurate, informative and well presented annual reports.



## Land Registry Best Frontline Staff Award

The objective of the Best Frontline Staff Award is to recognise the exemplary performance of our frontline staff. The Team Award for the first half year of 2017 has been awarded to the Search Services Section.

