



The Land Registry

The Government of the Hong Kong Special Administrative Region

Land Registry News



Service Updates







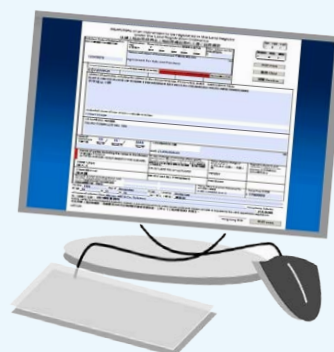
e-Memorial Form

Looking for ways to speed up the preparation of memorials for registration of instruments with the Land Registry? e-Memorial Form is a simple and helpful tool! [Download for free the two enhanced versions of e-Memorial Form](#) released on 26 March 2018 on our website now.





What's New

Enhanced e-Memorial Form with Auto-fill Function

-  Increase the maximum number of Property Reference Numbers (PRNs) of which the corresponding property particulars (address, lot information and undivided shares (*if applicable*)) can be retrieved from our IRIS Online Services and auto-filled (*Internet connection required*) in the e-Memorial Form from 20 to 100.
-  Display a progress bar to show the progress of retrieving the corresponding property particulars from IRIS Online Services.
-  Expand the selection lists on common description/categories of “Nature and object of instrument” and “Status of parties” (*applicable to the e-Memorial Form for lodging solicitors*).
-  Enhance the existing font type option "預設" in the form to support the proper display of more Chinese characters.



Enhanced e-Memorial Form (Data Import)

-  Add auto-fill function (*Internet connection required*) for retrieving the corresponding property particulars (address, lot information and share of the lot (*if applicable*)) from IRIS Online Services for reference in filling out the e-Memorial form.
-  Display a progress bar to show the progress of importing data from the Microsoft Excel file / retrieving the corresponding property particulars from IRIS Online Services.
-  Provide selection lists on common description/categories of "Nature and object of the instrument" and "Consideration".
-  Provide new font type option "預設" to support the proper display of more Chinese characters.

Want to know more about the e-Memorial Form? See the [Frequently Asked Questions](#) and [demonstration videos](#) on the Land Registry's website.

E-Notification Service for Return of Instruments



A new service "e-Notification Service for Return of Instruments" ("e-Notification" Service) was launched on 1 May 2018. Solicitors' firms and Government departments which have a lodgement account with us can subscribe to this Service. After subscription, they will receive a notification email in advance setting out the particulars of the instruments to be returned to them. The instruments concerned will be returned to them within 3 working days from the date of the notification email. This prior notice will facilitate the subscribers to counter check the instruments which will be returned to them for retention or clarification. This e-Notification Service is free of charge. If you have a lodgement account with us but have not yet subscribed to this Service, please do join the e-Notification Service and enjoy the benefits that it will bring to you. For subscription to this service or more information about this Service, please contact our Deeds Lodgement Unit at 3541 2200.

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 December 2017 and March 2018 respectively:

- add a drop-down suggestion list of lot numbers associated with the lot type inputted by customers for selection when customers entered the lot number information on the "Search Land Register" page;

The screenshot shows the "Search Land Register" interface. It includes sections for "Street Name Section", "Development Name Section", and "Lot Details Section". The "Lot Details Section" has input fields for "Block", "Floor", and "Flat/No.". Below these, there is a "Find Lot Type" button and a "Lot No." input field. A dropdown menu is open, displaying a list of lot numbers: 1, 10, 100, 1000, 1001, 1002, 1003, 1004, 1005, and 1006. The dropdown is titled "Section / Sub-Section:" and "Misc. Item:". A "close" button is visible at the bottom right of the dropdown.

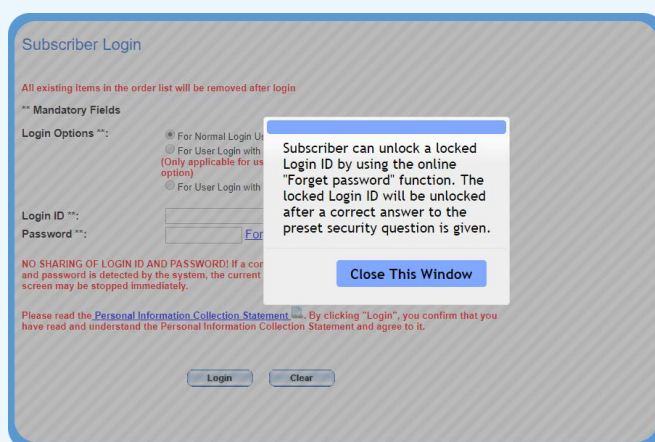
- provide a reminder "Copies of plan(s) ordered will be delivered in multiple pages. For enquiries, please contact our Customer Service Hotline: 3105 0000." on the "Order Land Document" page when customers ordered plain copies of pre-IRIS imaged land documents with oversized black-and-white plan(s);

The screenshot shows the "Order Land Document" form. It displays the "Type of Document" as "Memorial" and the "Memorial No." as "ub1001684". Below this is a table with columns: "Section", "Colouring", "Maximum Plan Size", "No. of Colour Plans", "No. of Plans", "No. of Pages", and "Estimated File Size (Kbytes)". The table has three rows: "Full Document" (B/W, A4, --, 1, 21, 498), "Memorial Form" (Colour, A3, --, --, --, --), and "Plan" (B/W, A4, --, --, --, --). Below the table, there are "Nature" (Plain, Certified) and "No. of Copies" (1) fields. A reminder message overlay is present: "Copies of plan(s) ordered will be delivered in multiple pages. For enquiries, please contact our Customer Service Hotline: 3105 0000." with an "OK" button.

Section	Colouring	Maximum Plan Size	No. of Colour Plans	No. of Plans	No. of Pages	Estimated File Size (Kbytes)
Full Document	<input type="radio"/> B/W	A4	--	1	21	498
	<input type="radio"/> Colour	A3				
Memorial Form	<input type="radio"/> --	--				
Plan	<input checked="" type="radio"/> B/W	A4				
	<input type="radio"/> Colour	A3				

Only full set of color plans can be ordered via the IRIS Online Services. For ordering individual color plan, please place order at the Land Registry's Customer Centre or New Territories Search Offices.

- provide a reminder 'Subscriber can unlock a locked Login ID by using the online "Forget password" function. The locked Login ID will be unlocked after a correct answer to the preset security question is given.' when subscribers tried to log in to the IRIS Online Services with a locked Login ID; and



- change the file format of the attachment from "arj" to "zip" for Memorial Day Book (MDB) subscribers; include the date in the filename for MDB and Monthly Memorial Information on Mortgage Transactions (MMIM) for easy reference; and change the senders of the emails to "mdb_no_reply@landreg.gov.hk" and "mmim_no_reply@landreg.gov.hk" for MDB and MMIM subscribers respectively.

Sale of Street Index (50th edition) and New Territories Lot / Address Cross Reference Table (19th edition)

If you wish to correlate property addresses, building names or lot numbers for conducting land searches, the new Street Index (SI) and the New Territories Lot / Address Cross Reference Table (CRT) are here to help.

In the new SI, 553 amendments with 21 new streets and 65 new lots/sections/subsections have been added. For the new CRT, 1,937 amendments have been made and 17 new streets and 1,121 new lots/sections/subsections have been updated.

The cost of the new editions of the SI and CRT compact discs is HK\$370 each. The respective license fees are HK\$2,960 for a computer network linked to less than 50 terminals and HK\$5,920 if linked to 50 terminals or more. The order forms can be downloaded [here](#).

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



Performance Pledges 2018/19

The Land Registry achieved all the performance pledges set for 2017/18.

As part of our commitment to improving the quality of services, the Land Registry has enhanced the performance targets of amendment to registered data for 2018/19 as follows:

Service Type	Service Standard	Enhanced Performance Target (% meeting service standard)
Amendment of Registered Data		
(a) Simple Cases*	3 working days	93% to 94%
(b) Complicated Cases	10 working days	92% to 93%

* i.e. rectification of land registers based on Memorial information



The Performance Pledges for 2018/19 have come into effect from 1 April 2018. You can view [here](#) or obtain the information leaflet at the [offices of the Land Registry](#).

Customer Satisfaction Survey

With a view to gauging the customer satisfaction level of our services for continuous improvement and collecting views on new service initiatives, the Land Registry is conducting a customer satisfaction survey from June to August 2018. The survey comprises telephone interview, field survey and postal/online questionnaires to all segments of our customers including IRIS Online Services subscribers, Government departments, solicitors' firms and customers using our counter services. Results on the major service areas will be released in due course after completion of the survey.



Title Registration

The 12th Land Titles Ordinance (LTO) Steering Committee meeting was held for discussing and exchanging views on the “new land first” proposal and the outstanding issues concerning conversion under the proposed Two-Stage Conversion Mechanism. At the meeting, we have also shared with members our interim findings from the study of the latest developments regarding the title registration legislation and good practices adopted in some overseas common law jurisdictions.

Further, we have given briefings on the “new land first” proposal and the proposed Two-Stage Conversion Mechanism to stakeholders, including the Law Society of Hong Kong, the Hong Kong Associations of Banks, the Estate Agents Authority, the Consumer Council and the Hong Kong Conveyancing and Property Law Association Limited and exchanged views with them. We will continue to engage stakeholders in order to forge consensus on the “new land first” proposal for the early implementation of the title registration system in Hong Kong. Meanwhile, we are continuing with the review of the LTO and working on the proposed amendments to the LTO as well as the overseas jurisdictions study.

Events and Activities

Registrars of Title Conference 2017

The 44th Registrars of Title Conference (ROTC) was held in Edinburgh, Scotland from 24 to 27 October 2017. It was hosted by the Keeper of the Registers of Scotland (RoS) who also took the opportunity to celebrate the 400th anniversary of the General Register of Sasines, the oldest national land register in the world. Apart from those jurisdictions which usually send delegates to the ROTC such as Australia, Canada, Hong Kong, Ireland, New Zealand, Singapore and UK, there were also delegations from European countries including Denmark, Estonia, Isle of Man, Latvia, Netherlands, Spain and Sweden as well as other jurisdictions like Bermuda and Jamaica. Hong Kong Land Registry was represented by Ms Doris CHEUNG, Land Registrar, Mr Francis WAN, Deputy Registry Manager and Ms Teresa YAU, Senior Solicitor.

The conference covered presentations and discussions on a wide range of topics including electronic registration, automated registration process, blockchain technology, organisational changes and fraud prevention measures. A tour had been arranged at RoS which enabled the delegates to know more about its history and operation. The Land Registrar also made a presentation on the new e-Alert Service for Authorised Institutions to introduce the new service to the delegates and share with them our experience in developing and delivering this service.

ROTC has provided a valuable opportunity for the delegates from diverse jurisdictions to exchange experiences on the latest developments of practices and legislation relating to land registration. With the delegations from different continents, ROTC also allowed us to strengthen the network of counterparts abroad.

After the conference, Hong Kong delegates visited RoS; and met with members of the Law Society of Scotland and visited a local law firm in Scotland to exchange information and experience on current issues and practices on land registration.



Demonstration of Registers of Scotland's Digital Discharge Service

The Registers of Scotland (RoS) presented a demonstration of its Digital Discharge Service (DDS) to the Land Registry via a video conference held at Pinsent Masons' Hong Kong office on 17 April 2018. DDS is an online tool for discharging mortgage securities. It replaces the conventional paper-based process and centralises the activities of solicitors, lenders and RoS in RoS' online portal. Apart from demonstrating how DDS works, RoS also shared with us their experience in delivering the service, including stakeholder engagement and user training, as well as their plan for further development of the service. The video conference has offered an interactive platform for the Land Registry and RoS to share information on the latest development of electronic initiatives and to exchange ideas. It has provided valuable insights for enhancing our service delivery to customers.



Visits by the Malaysian Delegates

A delegation led by the Deputy Chief Minister and Second Minister of Ministry of Urban Development and Natural Resources and comprising representatives from his Ministry, the Ministry of Local Government and Housing, the State Attorney General's Chambers, and the Land and Survey Department of Sarawak, Malaysia visited us on 20 March 2018. We briefed them on the existing deeds registration system under the Land Registration Ordinance (Cap. 128) and the future title registration system under the Land Titles Ordinance (Cap. 585), the current operation of deeds registration, as well as the registration of owners' corporation under the Building Management Ordinance (Cap. 344). We also arranged a sharing session to learn about Sarawak's practices and experiences in title registration system. The visit ended with a guided tour for them to our Customer Centre.



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

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 to the Land Registry was arranged for the Legal Studies students of the Hong Kong Institute of Vocational Education (Tuen Mun) on 30 May 2018. Positive comments and feedback had been received from the students. They all gained a better understanding of the services provided by the Land Registry and the land registration system in Hong Kong.



Visit to the Legislative Council

The Land Registry has interaction with the Legislative Council (LegCo) and LegCo Secretariat from time to time. Twenty-five senior staff of the department paid a visit to the LegCo on 13 February 2018 to deepen their understanding of the work of the LegCo and the Secretariat. They attended a detailed briefing given by the Secretariat and took a guided tour of the LegCo Complex including the Chamber. The visit was informative and fruitful.



Corporate Citizenship

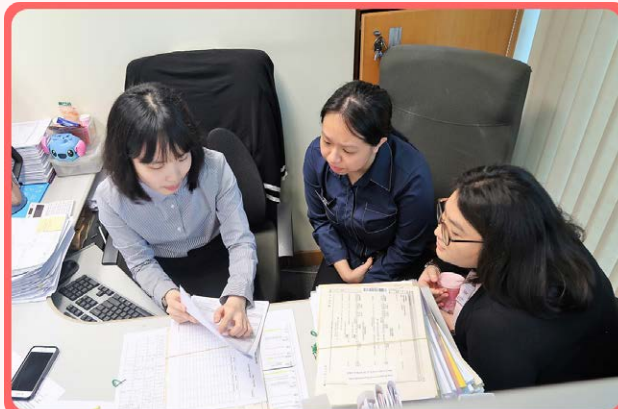
Standard Chartered Hong Kong Marathon 2018

The Standard Chartered Hong Kong Marathon is a renowned international sports event, which aims at raising funds for "Seeing is Believing" - Orbis, the Hong Kong Paralympic Committee and Sports Association for the Physically Disabled and the Hong Kong Anti-Cancer Society. As a caring organisation committed to social responsibility, the Land Registry has been participating in the event since 2002. This year, a total of twelve colleagues joined the Half Marathon or 10 km Race on 21 January 2018 and raised an encouraging sum for charity. We had organised a cheering team to show support to our participants in the event.



Job Shadow Day 2018

This is the eleventh 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 10 May 2018 for 15 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 challenge of the department as well as the skills required for the work.



Achievements

Award of 10 Years Plus Caring Organisation Logo

The Land Registry has participated in the Caring Company Scheme organised by the Hong Kong Council of Social Service (HKCSS) for twelve consecutive years. In recognition of our continuous efforts and contributions in promoting a caring community over the past years, the HKCSS awarded us the "10 Years Plus Caring Organisation Logo" again on 16 March 2018. Launched by HKCSS in 2002, the Caring Company Scheme aims at cultivating good corporate citizenship.



Land Registry Best Frontline Staff Award

The objective of the Best Frontline Staff Award is to recognise the exemplary performance of our frontline staff. Individual staff members and teams receiving the highest number of commendations from our customers in each half-year period are awarded. The Team Award for the second half year of 2017 has been awarded to the Search Services Section.

