



The Land Registry

The Government of the Hong Kong Special Administrative Region

Land Registry News



Service Updates



Property Owner A owns a mortgage-free property and is living in it. He is worried that his property might have been fraudulently mortgaged or sold without his knowledge. However, it is too troublesome and not cost effective to conduct frequent land searches to check if any unexpected mortgage or transaction related documents have been lodged for registration against his property.



Property Owner B is residing overseas but owns a number of properties in Hong Kong, some have been rented out and some are vacant. He always wants to keep an eye on his properties and hopes that he can be alerted in case there are any changes to the land registers of his properties.



Property Owner C and his wife are planning to move and have appointed an estate agent to sell their flat. Before signing the provisional sale and purchase agreement with the prospective purchaser Mr. X, the estate agent informed the couple that Mr. X had withheld to proceed with the transaction as he noted from the relevant land register that a charge has been registered against the flat by the property management company a week ago for arrears of management fee. The couple has no idea about the charge and they wonder if there is any means that they can learn about the charge earlier so that their plan will not be disrupted.

Property A!ert (the Service), launched by the Land Registry on 28 January 2019, **is the solution for the above property owners**. Upon their subscription to **Property A!ert**, the Land Registry will send an email alert to them whenever any instruments affecting their properties have been lodged for registration and when the instruments have been registered. The Service aims to help property owners, no matter they are living in Hong Kong or overseas, early detect unexpected or suspicious instruments delivered for registration against their properties, thus enabling them to take prompt follow-up actions and/or seek legal advice.

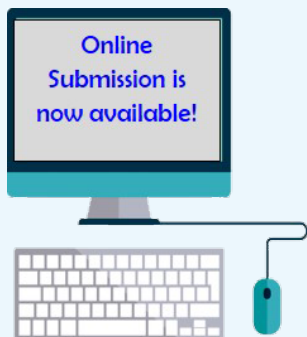
Want a hassle-free subscription service? The Land Registry offers a one-off subscription option for **Property A!ert**. With a one-time payment of HK\$580 per land register, you can enjoy the convenience and benefits of **Property A!ert** as long as the property is held under your name and you do not have to bother about renewing the subscription anymore.

Interested to know more? Details of [Property A!ert](#) as well as the [information leaflet](#) and [application form](#) are available for downloading at the Land Registry's website.

Be a smart property owner! **Subscribe to Property A!ert** to stay vigilant of your property with ease!



e-Alert Service for Authorized Institutions



The e-Alert Service introduced for the authorized institutions under the Banking Ordinance (Cap.155) (the AIs) since February 2017 has been a useful tool for AIs to manage their credit risks in mortgage lending. In line with the global trend towards electronic business and to provide greater security and convenience to users, we have **launched Phase 1 of the e-Channel** for the e-Alert Service for AIs on 14 January 2019. The initiative is welcomed by AIs.

Subscriber AIs can now enjoy the convenience of submitting their applications for subscription of service orders online through the e-Channel website at www.ealert-ai.landreg.gov.hk which provides the following longer service hours to online submit their applications:

- Monday – Friday : 8 a.m. to 8 p.m.
- Saturday : 8 a.m. to 12 noon.

To ensure safe and secure online transactions, only registered users of subscriber AIs are allowed to access the e-Channel. While we will continue to accept applications for subscription of service orders delivered to us manually for the time being, we highly recommend subscriber AIs to switch to the e-Channel.

For continuous improvement, the Land Registry will add a facility for online submission of other service applications as well as more user functions, including maintenance of account information, under Phase 2 of the e-Channel which is tentatively scheduled to be launched in mid-2020.

Integrated Registration Information System (IRIS) Enhancements

With improving customer experience and user-friendliness in mind, we launched the following enhancements to IRIS in January and March 2019 respectively:

- provide a new online credit card payment platform supporting payment by JCB and UnionPay cards in addition to VISA and Mastercard; and

The screenshot shows the 'Online Payment Service' page. On the left, there is a 'Help' section with contact information: Customer Service Hotline 3105 0000 and Email csa@landreg.gov.hk. The main content area is titled 'Please select the payment method:' and displays transaction details: Type of Service (Integrated Registration Information System), Merchant Name (Land Registry), Transaction Date (04-03-2019), Transaction Reference Number (TN1903040009321), and Total Amount (HK\$ 10.00). Below these details are five payment method icons: JCB, UnionPay, Mastercard, VISA, and PPS. At the bottom right of the payment selection area are 'Cancel Payment' and 'Pay' buttons. A detailed list of terms and conditions is provided below the payment options, including instructions on how to use the service and what to do in case of a problem. The Hong Kong Land Registry logo is visible in the bottom right corner.

- provide a new function for the public to enquire the current status of a lodged document in the registration process.

The screenshot shows the 'Enquire Status of Lodged Document' page on the Integrated Registration Information System Online Services. The page header includes the Land Registry logo and the text 'Integrated Registration Information System Online Services The Land Registry'. The date and time are displayed as 15/04/2019 09:50. A navigation menu on the left lists various services, with 'Enquire Status of Lodged Document' highlighted. The main content area is titled 'Enquire Status of Lodged Document' and features a section for 'Mandatory Fields' with a text input field for 'Memorial No. **' containing the value '1903290*****13'. Below the input field are 'Enquire' and 'Clear' buttons. The 'Registration Status' section indicates that the document Memorial No. 1903290*****13 has been withheld from registration pending clarification from the lodging party. The footer contains copyright information (2004©) and links to 'Important Notices', 'Terms And Conditions', and 'Privacy Policy', along with the last revision date of 07/03/2019.

Revision of Remark for Withheld Instruments shown on the Land Register

With effect from 23 March 2019, when an instrument is withheld from registration under the Land Registration Regulations, Cap. 128A (LRR), the remark for the withheld instrument shown in the "Deeds Pending Registration" section of the land register concerned has been revised from "(暫緩註冊Registration Withheld)" to "(中止註冊Registration Withheld)" to follow the wording used in the LRR. A [Land Registry Circular Memorandum \(LRCM\) No. 1/19](#) on this revision was issued on 15 March 2019.

Sale of Street Index (51st edition) and New Territories Lot / Address Cross Reference Table (20th edition)

Our new Street Index (SI) and the New Territories Lot / Address Cross Reference Table (CRT) released for sale from 30 April 2019 are your best tools when you want to correlate property addresses, building names or lot numbers for conducting land searches.

In the new SI, 411 amendments with 25 new streets and 55 new lots/ sections/ subsections have been added. For the new CRT, 1,846 amendments have been made and 14 new streets and 1,485 new lots/sections/subsections have been added.

The price of compact discs of the SI and CRT 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](#).

The SI and CRT are also available [online](#). These free versions are for browsing only. Both publications are also accessible on the IRIS website through this [hyperlink](#).



Performance Pledges 2019/20



The Land Registry is committed to providing quality services to customers. We have achieved all performance targets set for 2018/19 and launched the following service standards and performance targets for owners' corporation services in 2019/20:

Service Type	Service Standard	Target Performance (% meeting service standard)
(a) Registration of Owners' Corporations*	30 working days	90
(b) Supply of copies of owners' corporation records	30 minutes	90

* Excluding complicated cases and applications that require further supporting documents for processing

The Performance Pledges for 2019/20 have come into effect from 1 April 2019. 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 level of customer satisfaction with the Land Registry's services, the Land Registry commissioned an external consultant to conduct a comprehensive customer satisfaction survey during November to December last year. The survey comprised telephone interview, field survey and postal/online questionnaires. About 1,290 completed questionnaires were obtained.

The overall satisfaction level of our services, including the services of the Customer Centre/New Territories Search Offices, IRIS Online Services and Customer Service Hotline, is 89.4%. As compared with the last survey conducted in 2014/15, the satisfaction rate increased by 16.1%. We are pleased to note the result and will follow up on the feedback received from the customers for continuous service improvements.

Title Registration

We have continued to pursue the proposal to implement title registration system on new land first (“new land first” proposal). The 8th and 9th Land Titles Ordinance (LTO) Review Committee meetings were held on 27 February and 28 May 2019 respectively to discuss and exchange views with members on the proposed amendments to the LTO for implementing the “new land first” proposal regarding issues including the definition of new land, cautions and title certificates.



Besides, a briefing to the Law Society of Hong Kong and a seminar for the Hong Kong Conveyancing and Property Law Association Limited on the proposal of implementation of e-lodgement under the LTO were conducted on 3 and 21 May 2019 respectively.

We will continue to engage the key stakeholders with a view to resolving the outstanding issues and finalizing the proposed amendments to the LTO.

Events and Activities

Land Registrars Development Officers Conference 2019

The Land Registrars Development Officers Conference 2019 was held in Melbourne, Australia from 15 to 17 May 2019. It was hosted by the Department of Environment, Land, Water and Planning of Victoria with 25 delegates from different states of Australia, Hong Kong and New Zealand. The Hong Kong Land Registry was represented by Mrs Cindy Lam, Deputy Registry Manager and Ms Shirley Lee, Senior Solicitor.



The theme of this year's Conference was "Supporting stakeholders in an increasingly digital environment". The presentations and discussions covered a wide range of topics including system enhancement programme, cybersecurity, commercialisation, change management and approaches to training in the digital age. The Conference provided an interactive platform for the delegates to share best practices in land registration services and exchange views on current issues and future developments. It also fostered communication and strengthened our network with overseas land registries.

"Meet the Clients" Sessions on "Common Reasons for Withholding Instruments from Registration"

To facilitate customers to better understand the common reasons for withholding instruments from registration, four "Meet the Clients" sessions were held in December 2018. 226 participants from solicitors' firms and government department attended the sessions.



The sessions highlighted the key points for avoiding common errors in preparing instruments and memorials for registration and included an experience sharing on instruments not acceptable for registration. A briefing on the enhanced versions of the e-Memorial Form and an update on the features and benefits of Property Alert were also provided.



The sessions were well received and provided a valuable platform for exchange of views and sharing of experience with our customers.

Visit by the Department of Natural Resources of Jiangxi Province

A delegation from the Department of Natural Resources of Jiangxi Province led by Inspector Mr Deng YouLin visited us on 14 June 2019. We briefed them on the roles and functions of the Land Registry and had a useful discussion with them on land registration matters. A guided tour to the Customer Centre on our deeds lodgement and search services was also arranged.



Visit by Director of Titles for the Province of Ontario

Mr Jeffrey Lem, Director of Titles for the Province of Ontario, visited the Land Registry on 18 January 2019. We briefed him on our land registration and search services, ending with a guided tour to our Customer Centre.



Visit to the T-Park

The Land Registry is committed to advocating green policies and promoting green management. A group of our colleagues, including the Environment and Safety Executives of the department, paid a visit to the T-Park on 21 February 2019 to gain exposure to the successful model of implementing "waste-to-energy" in Hong Kong.



The visit comprised a video introduction of the concept of "waste-to-energy" and guided tour showing the processes and facilities of sludge incineration, power generation and wastewater treatment, etc. Colleagues were inspired by the advanced technologies in sewage treatment and the green infrastructures in the Park. The visit was an invaluable experience for enriching colleagues' knowledge of green management in Hong Kong.



Corporate Citizenship

Standard Chartered Hong Kong Marathon 2019

Standard Chartered Hong Kong Marathon is a renowned international sporting event, which aims at promoting healthy lifestyle and 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 serving the community, the Land Registry has been participating in the event since 2002. This year, we had a total of eighteen colleagues joined the Half Marathon or 10 km Race on 17 February and raised an encouraging sum for charity. A cheering team was also organised to show support to our participants in the event.



2018/19 Share-To-Care Volunteer Campaign

The Land Registry has all along been encouraging and supporting staff members to participate in volunteer activities during their spare time. In support of the International Volunteer Day, we had a total of 11 colleagues participated in the 2018/19 Share-to-Care Volunteer Campaign on 20 January 2019, which was organised by the Agency for Volunteer Service. While our volunteers visited around 10 elderly households in Sham Shui Po District and distributed caring packs to the elderlies to express their care and concern, they had enjoyed exchanges with the elderly in the voluntary service.



Job Shadow Day 2019

This is the twelfth 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 8 May 2019 for 16 students from the Sing Yin Secondary School. 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 in the Land Registry. The students shared that the work attachment was a very good experience to them. They had more understanding about the work nature and challenges of the department as well as the skills required for the work.



Achievements

Award of 10 Years Plus Caring Organisation Logo and Inclusion in the List of Barrier-free Companies/Organisations 2018/19

The Land Registry has participated in the Caring Company Scheme organised by the Hong Kong Council of Social Service (HKCSS) for thirteenth consecutive years. In recognition of our continuous commitment in caring for the community, the HKCSS awarded us the "10 Years Plus Caring Organisation Logo" again in January 2019. In addition, given the Land Registry's dedicated efforts to provide barrier-free facilities for members of the public with disabilities, the HKCSS included our Customer Centre, which is located on 19/F, Queensway Government Offices, in the List of Barrier-free Companies/Organisations 2018/19 in March 2019. The presentation ceremony was held on 20 May 2019.



Award for Breastfeeding Support under the 2017/18 Family-Friendly Employers Awards Scheme



As a caring employer and in support of the Government's breastfeeding friendly workplace policy, the Land Registry is committed to providing a breastfeeding friendly environment for female staff members who wish to continue breastfeeding after returning to work.

In recognition of our dedicated effort in this regard, we were granted the Award for Breastfeeding Support under the 2017/18 Family-Friendly Employers Award Scheme launched by the Family Council in December 2018.

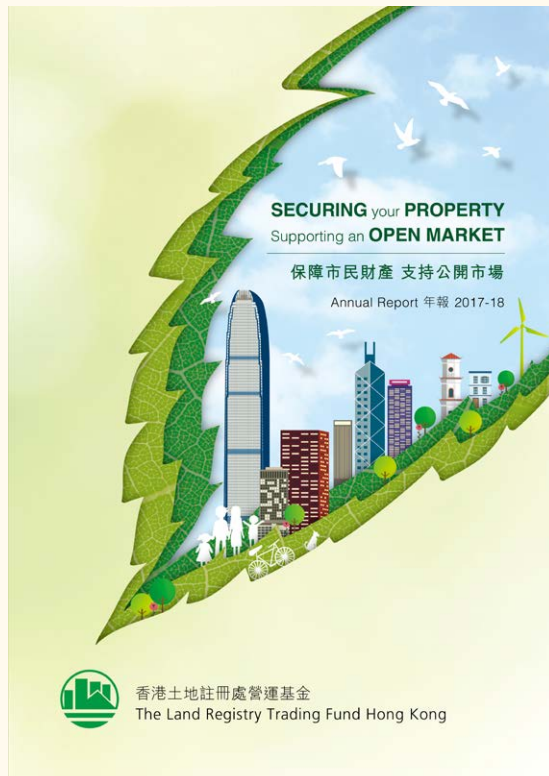
ERB Manpower Developer Award 2019-21

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 has been accredited “Manpower Developer” since its participation in the Scheme in 2012. In April 2019, we once again obtained the accreditation for 2019-2021.



Awards for Land Registry Trading Fund (LRTF) Annual Report 2017/18

The [LRTF Annual Report 2017/18](#) won an Honors Award in the Mercury Excellence Awards 2018/19 under the category of "Annual Reports - Overall Presentation- Gov't Agencies & Offices". The award gives honor and recognition to our pursuit for quality production of annual reports. The Mercury Awards, organised by MerComm, Inc., are regarded as the most highly respected and prestigious awards by industry peers for promoting excellence in the various fields of communications.



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 2018 was awarded to the Search Services Section.

