



The Land Registry

The Government of the Hong Kong Special Administrative Region

Land Registry News



Service Updates



Property A!ert – An affordable smart tool for all owners to stay vigilant of their properties at ease

The Property A!ert (the Service) has been well received since the introduction of service enhancements in January 2019 as well as the adoption of an "out-reaching" approach to publicise the Service.

Convenient and Value-for-Money Service

The new one-off subscription option at \$580, which will remain valid until a change of property ownership, is most popular among the new subscribers. The additional channel of submitting applications by post apart from in person has attracted more and more usage including some overseas applicants. The following statistics speak for the positive customers' response:

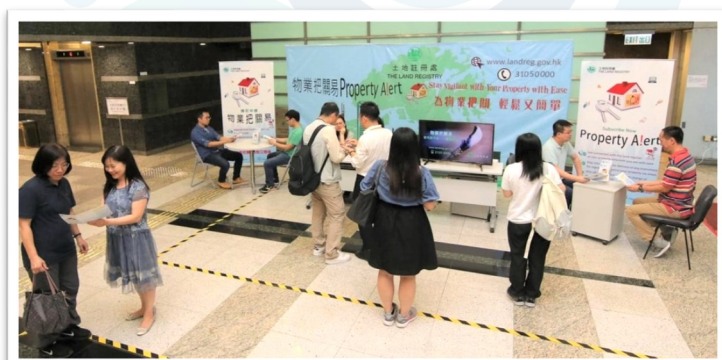


- ✓ Over **90%** of the new orders were for the one-off subscription period
- ✓ **50%** of the subscribers of the previous e-Alert Service for property owners switched their orders to the one-off subscription period
- ✓ Over **30%** of the subscribers used the postal application channel

Out-reaching Publicity Programme



To raise awareness of the Service among a wider public, a [Television Announcement in Public Interest](#) (TV API) on the Service has been launched on various TV channels since 19 July 2019. The TV API is also being disseminated via other channels including Government departments' websites and facilities, video walls in public parks, etc. An ongoing publicity programme for reaching out direct to potential customer groups has also been kicked-off:




setting up of promotional booths at Government buildings – roadshows were held at the Queensway Government Offices and Cheung Sha Wan Government Offices in July and September 2019 respectively;




promotion through owners' corporations / owners' committees of private property developments - a briefing session was conducted in September 2019 for a property development;





 publicity through major stakeholders –

 a briefing was delivered to around 70 committee members at the 5th Executive Committee Meeting under the 35th Term of the Heung Yee Kuk in October 2019;



 a briefing on Property Alert and search services was delivered to around 50 members of the Hong Kong Real Estate Agencies General Association in December 2019;





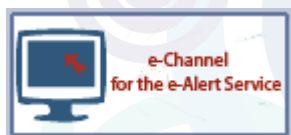
collaboration with other Government departments to promote Property Alert at joint events – a briefing was delivered to about 80 participants of the Building Safety Advanced Certificate Course offered for owners/owners' corporations by the Buildings Department in December 2019; and



promotion to customers visiting the Land Registry offices for our services such as those using owners' corporation services.

e-Alert Service for Authorized Institutions

The e-Alert Service for Authorized Institutions (AIs) is tailor-made for the AIs under the Banking Ordinance (Cap. 155) in a bid to detect unauthorised further mortgages, hence help AIs better manage credit risks in mortgage lending. The Service has been well received by AIs ever since its launch in February 2017. Among all the new mortgages registered in the Land Registry in 2018/19, 98% of the mortgaged properties are monitored under the e-Alert Service for AIs.



In line with the global trend towards electronic business and for greater operational efficiency, an e-Channel for the e-Alert Service for AIs was launched on 14 January 2019. This service initiative is most welcome by subscriber AIs who can now enjoy the secure and convenient online platform to submit their applications for subscription of service orders and check related application records. As of December 2019, over 60% of the subscription of service orders are submitted via the e-Channel.

With our commitment to continuous service enhancements, additional facilities for online submission of other service applications such as transfer and/or termination of service orders; and more user functions including maintenance and enquiry of account information will be added to the e-Channel around mid-2020. The relevant development work is now underway.



Integrated Registration Information System (IRIS) Enhancements

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



providing a filtering option to hide closed land registers on the search result page of the “Search Land Register” function;

Search Land Register

Lot: (EX) IL 127
Development Name:
House No.:
Block:

Street Name:
Floor:

Flat:

Register of the input lot NOT found but related lot registers are listed.
There is/are 10 land register(s) found.
Please select the required register(s) and add to your order list.

☐ Show links to GeoInfo Map? [Note](#)

Set All Type of Enquiry to: ☐ Current ☐ Full

Hide Closed Land Register(s) ☐

Flat	PRN	Address/Lot	Type of Enquiry	Nature / No. of Copies
<input type="checkbox"/>	C4305541	INLAND LOT NO. 127 (IL 127)	<input type="radio"/> Current <input type="radio"/> Full	<input type="radio"/> Plain - No. of Copies: 1 <input type="radio"/> Certified - No. of Copies: 1
<input type="checkbox"/>	C4305559 (Closed)	THE REMAINING PORTION OF INLAND LOT NO. 127 (IL 127 (RP))	<input type="radio"/> Current <input type="radio"/> Full	<input type="radio"/> Plain - No. of Copies: 1 <input type="radio"/> Certified - No. of Copies: 1
<input type="checkbox"/>	C4305557 (Closed)	SECTION A OF INLAND LOT NO. 127 (IL 127 S. A)	<input type="radio"/> Current <input type="radio"/> Full	<input type="radio"/> Plain - No. of Copies: 1 <input type="radio"/> Certified - No. of Copies: 1
<input type="checkbox"/>	C4305575	SECTION B OF INLAND LOT NO. 127 (IL 127 S. B)	<input type="radio"/> Current <input type="radio"/> Full	<input type="radio"/> Plain - No. of Copies: 1 <input type="radio"/> Certified - No. of Copies: 1
<input type="checkbox"/>	C4305581 (Closed)	THE REMAINING PORTION OF SECTION B OF INLAND LOT NO. 127 (IL 127 S. B (RP))	<input type="radio"/> Current <input type="radio"/> Full	<input type="radio"/> Plain - No. of Copies: 1 <input type="radio"/> Certified - No. of Copies: 1
<input type="checkbox"/>	C4305598 (Closed)	SUB-SECTION 1 OF SECTION B OF INLAND LOT NO. 127 (IL 127 S. B SS. 1)	<input type="radio"/> Current <input type="radio"/> Full	<input type="radio"/> Plain - No. of Copies: 1 <input type="radio"/> Certified - No. of Copies: 1
<input type="checkbox"/>	C4305606	SECTION C OF INLAND LOT NO. 127 (IL 127 S. C)	<input type="radio"/> Current <input type="radio"/> Full	<input type="radio"/> Plain - No. of Copies: 1 <input type="radio"/> Certified - No. of Copies: 1
<input type="checkbox"/>	C4768531	SECTION D OF INLAND LOT NO. 127 (IL 127 S. D)	<input type="radio"/> Current <input type="radio"/> Full	<input type="radio"/> Plain - No. of Copies: 1 <input type="radio"/> Certified - No. of Copies: 1
<input type="checkbox"/>	C5184876	SECTION E OF INLAND LOT NO. 127 (IL 127 S. E)	<input type="radio"/> Current <input type="radio"/> Full	<input type="radio"/> Plain - No. of Copies: 1 <input type="radio"/> Certified - No. of Copies: 1
<input type="checkbox"/>	C6528477	SECTION F OF INLAND LOT NO. 127 (IL 127 S. F)	<input type="radio"/> Current <input type="radio"/> Full	<input type="radio"/> Plain - No. of Copies: 1 <input type="radio"/> Certified - No. of Copies: 1

[Select All](#) [Deselect All](#)
[Back to Search Land Register](#)

Search Land Register

Lot: (EX) IL 127
Development Name:
House No.:
Block:

Street Name:
Floor:

Flat:

Register of the input lot NOT found but related lot registers are listed.
There is/are 10 land register(s) found.
Please select the required register(s) and add to your order list.

☐ Show links to GeoInfo Map? [Note](#)

Set All Type of Enquiry to: ☐ Current ☐ Full

Hide Closed Land Register(s) ☒

4 closed land register(s) not shown

0 closed land register(s) is/are selected

Flat	PRN	Address/Lot	Type of Enquiry	Nature / No. of Copies
<input type="checkbox"/>	C4305541	INLAND LOT NO. 127 (IL 127)	<input type="radio"/> Current <input type="radio"/> Full	<input type="radio"/> Plain - No. of Copies: 1 <input type="radio"/> Certified - No. of Copies: 1
<input type="checkbox"/>	C4305575 (Closed)	THE REMAINING PORTION OF INLAND LOT NO. 127 (IL 127 (RP))	<input type="radio"/> Current <input type="radio"/> Full	<input type="radio"/> Plain - No. of Copies: 1 <input type="radio"/> Certified - No. of Copies: 1
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[Select All](#) [Deselect All](#)
[Back to Search Land Register](#)

Current Enquiry = Retrieves current particulars of a property only
Full Enquiry = Retrieves historical & current particulars of a property

[Add To Order List and Make New Order](#)

[Add and Go To Order List](#)



providing a new “Search PRN” function for quick enquiry of the Property Reference Numbers (PRN) of the land registers of properties; and

Search PRN

Search PRN

(Please enter one of the following sections)
☐ I - Development Name Section
☒ II - Street Name Section
☐ III - Lot Details Section

Street Name (Eng / Chn): KING'S ROAD
Area Code: HONG KONG
House/Building No.: 99 (E.g. For No. 184A Nathan Road, please enter 184-A)

99
991
991-A
992
993
994
995
996
997
998
(Press PageUp / PageDown key for previous / next page) [close](#)

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date: 16/09/2019

Search PRN

Search PRN

Lot:
Development Name:
House No.: 997
Block:
Street Name: KING'S ROAD
Floor:

The following 8 land register(s) is/are found which is/are closely matched with your criteria.

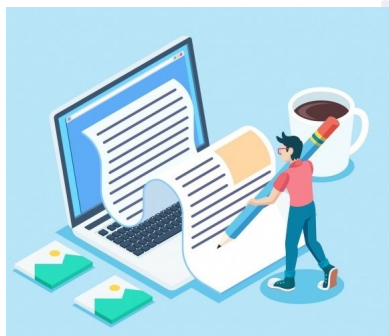
Flat	PRN	Address/Lot
MM001	B8909454	THE PORTION MARKED "OFFICE" IN THE 15TH FLOOR PLAN OF WAI LEE BUILDING NO 997 KING'S ROAD HONG KONG
MM001	A1326661 (Closed)	THE EXCLUSIVE RIGHT TO DISPLAY PAINT OR AFFIX SIGNS ON EXTERIOR WALLS PO LEE BUILDING & WAI LEE BUILDING NOS 995 & 997 KING'S RD HK
MM001	B8908527	EXTERIOR SIDE WALLS OF FLAT NO 1 & FLAT NO 6 FROM 1/F LEVEL TO ROOF OVER 23/F TAK LEE BUILDING NO 993 KING'S ROAD HONG KONG
MM002	A1326670 (Closed)	PORTION 8 OF THE BASEMENT PO LEE BUILDING & WAI LEE BUILDING NOS 995 & 997 KING'S ROAD HONG KONG
MM002	A1326077 (Closed)	THE MAIN ROOF WAI LEE BUILDING NO 997 KING'S ROAD HONG KONG
MM002	B8908539	MAIN ROOF OVER 18TH FLOOR TAK LEE BUILDING NO 993 KING'S ROAD HONG KONG
MM003	B6222769 (Closed)	PORTION 9 OF THE BASEMENT PO LEE BUILDING & WAI LEE BUILDING NOS 995 & 997 KING'S ROAD HONG KONG
MM003	A1322681	MAIN ROOF OVER 23RD FLOOR TAK LEE BUILDING NO 993 KING'S ROAD HONG KONG

[Back to Search PRN](#) [Back to Lot List](#) [Back to Block List](#) [Back to Floor List](#)



providing a bilingual information sheet annexed to the imaged copy of an instrument withheld from registration and imaged on or after 18 November 2019.

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 November 2019 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

We have continued to pursue the proposal of implementing title registration system on newly granted land first (“new land first” proposal). A Land Titles Ordinance (LTO) Steering Committee meeting was held in December 2019 at which we presented to the members the proposed indemnity arrangements under the LTO and reported the progress on some major issues in respect of the “new land first” proposal including issues which have been discussed at the LTO Review Committee meetings held in July, October and November 2019.



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

Events and Activities

46th Registrars of Titles Conference (ROTC)

The 46th ROTC hosted by the New South Wales Office of the Registrar General was held in Sydney, Australia from 25 to 27 September 2019. The conference brought together international Registrars and their delegates from various jurisdictions including Australia, Canada, Cayman Islands, England and Wales, Hong Kong, Ireland, New Zealand and Singapore. Hong Kong Land Registry was represented by Ms Doris CHEUNG, Land Registrar, Ms Alice LEUNG, Deputy Registry Manager and Ms Eva LAU, Assistant Registry Manager.



The theme of this year's Conference was "Enhancing Customer Experience in the Land Titles System". The conference provided a fruitful opportunity for the jurisdictions to exchange knowledge, initiatives and best practices in service delivery as well as the latest developments in title registration. The experience and information sharing provided valuable insights for enhancing our customer services and future development of title registration.



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

As part of our public education activities, the Land Registry has continued to introduce the department's services and the land registration system in Hong Kong to the school community. A visit to the Land Registry was arranged for the Law and Administration students of the Hong Kong Institute of Vocational Education (Tuen Mun) on 5 July 2019. 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.



Briefing on Land Registry's Services for Lands Department

To facilitate the Survey and Mapping Office of the Lands Department in using the Land Registry's information in connection with their land boundary survey work, a briefing session with around 100 participants was held on 22 November 2019. The briefing gave an overview of our search services including the IRIS Online Services. It was well received and enabled the participants to have a better understanding of the land records.



Land Registry Trading Fund (LRTF) Annual Report 2018/19



The Land Registry released its [LRTF Annual Report 2018/19](#) on 30 October 2019.

The report recounts various activities and results of the Land Registry in the past year. It also includes an audited financial statement with full account of the financial position of the LRTF.

Our commitment to making continuous service improvement is a critical factor for the success of LRTF business.

Corporate Citizenship

"Be a Government Official for a Day" Programme 2019 – Heads of Departments Edition

The Land Registry had participated in the "Be a Government Official for a Day" Programme 2019 – Heads of Departments Edition under the Life Buddies Mentoring Scheme, which was coordinated by the Commission on Poverty. The programme offered an opportunity for selected students to shadow a senior government official on the job for a day to gain hands-on experience of the official's work and a better understanding of the Government's operation.

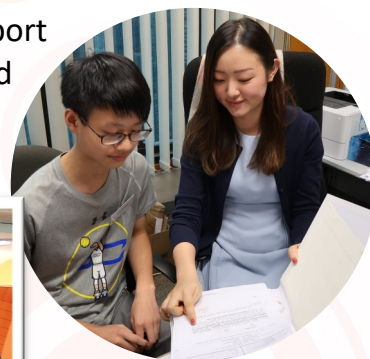


A student from Po Leung Kuk Wu Chung College and another student from Christian and Missionary Alliance Sun Kei Secondary School were matched to shadow the Land Registrar (LR) on 18 July 2019. The students showed great interest in LR's work and our services. A sharing session was also held on 23 August 2019 to serve as the conclusion of the programme for participants to share their takeaways and reflections.



Life Buddies Mentoring Scheme – Job Tasting Programme

The Land Registry has continued to participate in the “Life Buddies Mentoring Scheme – Job Tasting Programme” this year to support nurturing of youth for upward mobility. The Scheme is launched by the Human Resources Planning and Poverty Co-ordination Unit of the Chief Secretary for Administration’s Private Office.



On 10 and 11 July 2019, students from SKH Lam Woo Memorial Secondary School, having visited various work units of the Land Registry, were guided by the mentors to work in

different workplaces. The students had undertaken real-life work and obtained career information of the Land Registry through the two-day job tasting programme, which helped broaden their exposure and career planning. They expressed that the programme was very fruitful and they gained valuable insights regarding the real work environment. The students also appreciated the support and guidance of their mentors during the programme.



Post-Secondary Student Summer Internship Programme 2019

To enhance students' understanding of our work, the Land Registry has participated in the Post-Secondary Student Summer Internship Programme 2019 by offering internship places to two undergraduate interns respectively in the Search and Departmental Services Division (SDSD) and Legal Services Division during the summer vacation. By giving them an opportunity to work in their field of studies and interests, the interns had gained valuable work experience in the Land Registry and knowledge about the work of the Government, which helped broadening their exposure and development of their future career.



2019 Internship Scheme for Students with Disabilities and Sunnyway - On the Job Training Programme for Young People with Disabilities

As a caring organisation committed to providing equal opportunities for employees and eliminating discrimination in the workplace, the Land Registry has participated in the 2019 Internship Scheme for Students with Disabilities, which is organised by the Civil Service Bureau. We have also joined the Sunnyway Programme, which is organised by the Social Welfare Department, for the twelfth year.

For the 2019 Internship Scheme for Students with Disabilities, we offered internship places to two undergraduate interns respectively in the SDSD and the General Support Services Division during the summer vacation. Another intern assisted in the work relating to the owners' corporation services in the SDSD from October to December. We also offered a training placement to a trainee in our Central Imaging Centre from August to November under the Sunnyway Programme.



Through working in a real life work environment, with the support and guidance from our experienced colleagues, the interns and trainee had acquired useful hands-on work experience and job-related skills in real office setting, which were useful for building up their self-confidence and developing good work habits and employment skills for enhancing their employability in the future.

Controlling Officer's Environmental Report 2018

In July 2019, we released our [Controlling Officer's Environmental Report 2018](#) in the Land Registry's website. It states our environmental policy, objectives and measures, as well as our environmental performance in 2018 and environmental targets for 2019. You are welcome to give your comments or suggestions by email at ds@landreg.gov.hk.



Achievements

The Ombudsman's Awards 2019 for Officers of Public Organisations

Congratulations to our Land Registration Officer I, Ms WONG Ka-man, Carmen and our Senior Clerical Officer, Ms CHAN Kuen-kuen, Meibo who have been awarded "The Ombudsman's Awards 2019 for Officers of Public Organisations".



Ms WONG's and Ms CHAN's dedication in delivering high quality service and their professionalism in serving customers have set a role model in the public service. The award presentation ceremony was held on 8 November 2019.



The Ombudsman's Awards gives recognition to public officers who display a commendable degree of fairness, impartiality and efficiency in providing customer service over a continuous period of time. We are proud of Ms WONG's and Ms CHAN's exemplary performance and share their joy in receiving the Awards.

The Secretary for the Civil Service's Commendation Award 2019



Congratulations to our Clerical Officer, Mr CHEUNG Tak-chung, Jacky who has been selected under the Secretary for the Civil Service's Commendation Award Scheme 2019 in recognition of his exemplary performance and dedication to providing quality services. Mr CHEUNG was awarded a certificate and a gold pin at the presentation ceremony held on 5 November 2019.

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 2019.



The Civil Service Outstanding Service Award 2019

We presented the “e-Alert Service for AIs” for participating in the Civil Service Outstanding Service Award Scheme 2019 organised by the Civil Service Bureau and were honoured with the Silver Prize of the Departmental Service Enhancement Award (Small Department Category) of the Scheme. Our commitment to promoting a culture of quality service and pursuing continuous service improvement has once again won recognition. The Award Presentation Ceremony was held on 10 December 2019.



Since 1999, the Civil Service Bureau has been organising the Civil Service Outstanding Service Award Scheme on a biennial basis. The objectives of the Scheme are to recognise the efforts of departments and teams which provide excellent service, to promote a customer-focused culture in the civil service, and to inspire departments and teams for continuous improvement in the delivery of public services.



Awards for LRTF Annual Report 2017/18



2018 VISION AWARDS ANNUAL REPORT COMPETITION

The Land Registry Trading Fund Hong Kong
Solomon Financial Press Limited

is presented with the

Platinum Award

for excellence within its industry on the development of
the organization's annual report for the past fiscal year.

Tyson Heyn
Principal

Christine Kennedy
Competition Director



30278

In addition to an Honors Award in the [Mercury Excellence Awards 2018/19](#) under the category of "Annual Reports - Overall Presentation- Government Agencies & Offices" mentioned in the LR News No. 47, the [LRTF Annual Report 2017/18](#) achieved the Platinum Award of the League of American Communications Professionals (LACP) 2018 Vision Awards under the category of "Print-Based Annual Reports – Government – City/State/ National". This highest level of award gives

recognition to the Land Registry for the quality production of its annual report.

LACP is a renowned international institution for professional awards. Its 2018 Vision Awards Annual Report Competition drew nearly 1,000 submissions from organisations with a wide range of industries and organisational sizes.

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. Winners of the award for the first half year of 2019 are as follows:



Winner of the Team Award
is Search Services Section



Mr LI Ka-hei, Contract Clerk / Yuen Long Search Office, received a
certificate for the Individual Award