



The Land Registry

The Government of the Hong Kong Special Administrative Region

Land Registry News



Service Updates



Subscription to Property Alert streamlined

Are you looking for easy ways to stay vigilant of your valuable property with ease? **Property A!ert** (the Service) may be your best choice. To facilitate property owners to subscribe to the Service, the Land Registry has enabled easier and simpler application to Property A!ert.

With effect from 31 January 2020, the previous requirement for property owners to provide the Property Reference Number of the land register of the property concerned in the application form for subscription to Property A!ert was removed. With the removal of the requirement, you can simply provide the Land Registry with the **ADDRESS OF YOUR PROPERTY** to apply for the Service. Act now and subscribe to Property A!ert! You may send in your application by post or in person. For details, please refer to the updated [Application Form for Subscription to Property A!ert](#) and the [Frequently Asked Questions](#) on the Land Registry website.



How much is the subscription?

To better meet the needs of property owners, two subscription options are available for you to sign up for **Property Alert**:

- One-off subscription at HK\$580 per land register
- 24-month subscription at HK\$250 per land register

Since the launch of Property Alert in late-January 2019, over 90% of the Service subscribers have chosen the convenient **ONE-OFF SUBSCRIPTION** option which is valid as long as the ownership of the property concerned remains unchanged.

If you have any enquiries on the Service, please contact our Customer Service Hotline at 3105 0000 or email us at csa@landreg.gov.hk.

e-Alert Service for Authorized Institutions



The e-Alert Service introduced for the authorized institutions (AIs) under the Banking Ordinance (Cap. 155) (the e-Alert Service) in February 2017 is popular amongst the AIs as the service facilitates them to manage their credit risks in mortgage lending at ease.



Since the launch of the e-Channel (Phase 1) on 14 January 2019, subscriber AIs can enjoy greater convenience and security in submitting their applications for subscription of service orders through the e-Channel website (www.ealert-ai.landreg.gov.hk) which provides longer service hours online.

With a view to bringing more benefits to subscriber AIs, we are working vigorously for the delivery of Phase 2 of the e-Channel which will provide facility for online submission of other service applications (e.g. transfer of service orders from one branch account to another) and more user functions (e.g. maintenance and enquiry of account information). Implementation is targeted in around mid-2020.

To know more about the benefits of the e-Alert Service, you may visit the Blog of the Secretary for Development entitled “[Land Registry’s e-Alert Service – A 4-win service initiative](#)” released on 5 January 2020.

Sale of Street Index (52nd edition) and New Territories Lot / Address Cross Reference Table (21st edition)

Our latest editions of Street Index (SI) and the New Territories Lot / Address Cross Reference Table (CRT) released for sale on 29 April 2020 are best tools to help you correlate property addresses, building names or lot numbers for conducting land searches.



In the new edition of the SI, 444 amendments with 11 new streets and 30 new lots/ sections/ subsections have been added. For the new edition of the CRT, 1,522 amendments have been made and 10 new streets and 1,146 new lots/ sections/ subsections have been added.



The price of the SI and CRT on compact disc is HK\$370 each. The respective licence 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. You can obtain the order forms [here](#).

The SI and CRT are also available [online](#) on the Land Registry website for browsing only. Both publications are also accessible on our Integrated Registration Information System website through a [hyperlink](#).

Performance Pledges 2020/2021

As enshrined in our corporate values, the Land Registry is committed to striving for excellence in service quality. In 2019/2020, we launched new service standards and performance targets for owners' corporation services:

Service Type	Registration of Owners' Corporations [^]	Supply of Copies of Owners' Corporation Records
 Service Standard	30 working days	30 minutes
 Performance Targets (% meeting service targets)	90	90

[^] Excluding complicated cases and applications that require further supporting documents for processing

The performance pledges 2019/2020 are maintained for 2020/2021. You can read them [here](#) or obtain an information leaflet on performance pledges at the [offices of the Land Registry](#).

Title Registration

We have continued to pursue the proposal for implementing title registration system on newly granted land first (the "new land first" proposal). Since its last meeting held in December 2019, we have followed up with members of the Land Titles Ordinance (LTO) Steering Committee on the issuance of title certificates under the LTO. We also circulated a discussion paper on alteration of priority of registered charges under the LTO to members of the LTO Review Committee for comments in March 2020.



We will continue to engage the key stakeholders with a view to resolving the outstanding issues for implementing the "new land first" proposal and finalising the proposed amendments to the LTO.

Events and Activities

Briefing on Land Registry's Services for Planning Department

To facilitate more understanding of the Land Registry's role, functions and major services, a briefing session for the Planning Department was held on 15 January 2020. The briefing covered an overview of the land registration and land search services. It was well received by the participants.



Corporate Citizenship

Together, We Fight the Virus!

To reduce the risk of the spread of the COVID-19 virus, the Government announced on 28 January 2020 that except for staff of the departments providing emergency services and essential public services, all other employees of the Government would work from home after the Lunar New Year holidays. Hence, emergency closure of the Land Registry offices was arranged from 29 to 31 January 2020. Thereafter, the Land Registry has endeavoured and managed to provide full range of services, albeit on a limited scale, under the special work arrangement. Following the announcement made by the Government on 28 April 2020 that public services would resume under a phased approach, the opening hours of all Land Registry offices have returned to normal starting from 4 May 2020.

We have also implemented various precautionary measures including enhancing the cleansing of our offices, installing acrylic shielding screens at our service counters, providing alcohol hand sanitisers and sanitising mats.



Besides, customers are encouraged to conduct land searches through the Land Registry online search service (www.iris.gov.hk), use the Drop-in Box as much as possible and visit our offices only if they require services urgently.

The Secretary for Development visited our Customer Centre on 2 March 2020 and noted the implementation of targeted measures to reduce social contact and measures for infection control to protect the health and safety of our staff as well as members of the public.



Achievements

Award of 10 Years Plus Caring Organisation Logo



Demonstrating commitment to corporate social responsibility, the Land Registry has participated in the **Caring Company Scheme** organised by the Hong Kong Council of Social Service (HKCSS) for fourteen consecutive years. In recognition of our continuous efforts in caring for the community, the HKCSS awarded us the “10 Years Plus Caring Organisation Logo” again in January 2020.

Award for LRTF Annual Report 2018/19

The **LRTF Annual Report 2018/19** won the Honors in the **Mercury Excellence Awards 2019/20** under the category of “Annual Reports - Overall Presentation - Government Agencies & Offices”. The prize was awarded for the second consecutive years, which recognised our continuous efforts in producing timely, accurate, informative and well-presented annual reports.



Land Registry Best Frontline Staff Award



The Best Frontline Staff Award aims 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. Congratulations to the Search Services Section - Winner of the Team Award of the second half year of 2019.