



The Land Registry

The Government of the Hong Kong Special Administrative Region

Land Registry News



Service Updates



Property A!ert - A Wise Choice for All Property Owners

Property A!ert (the Service) helps you stay vigilant of your valuable property. It enables early detection of any unexpected or suspicious instruments delivered for registration against your property so that you can take appropriate and prompt actions.

The Land Registry (LR) has continued to publicise the Service through prominently displaying posters and promotional video at various Government venues and facilities so that more property owners can learn about this useful service and subscribe to it.





Easy and Simple Application by Post or in Person

Simply download the [application form](#) from the LR website and return the completed form to us. If you are residing/working overseas or not able to submit the application in person, you can send it in conveniently by post.



Subscription Options

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

If you want to do away with the hassle of applying for service renewal, the one-off subscription with a one-time payment is your best choice as you can enjoy the benefits of the Service so long as the property is held under your name.

Want to know more about the Service? You can view the [information leaflet](#) or visit the [LR website](#). For any enquiries on the Service, please contact our Customer Service Hotline at 3105 0000.

Act Now! Be a Subscriber of Property A!ert!

e-Alert Service for Authorized Institutions



The e-Alert Service for Authorized Institutions (AIs) under the Banking Ordinance (Cap. 155) facilitates AIs to enhance their credit risks management in mortgage lending business.

Following the launch of the e-Channel (Phase 1) on 14 January 2019 for subscriber AIs to submit their applications for subscription of service orders through the e-Channel website (www.ealert-ai.landreg.gov.hk) with a longer service hours (i.e. 8 a.m. to 8 p.m. on weekdays and 8 a.m. to 12 noon on Saturdays), the LR successfully rolled out Phase 2 of the e-Channel on 20 July 2020 which has further enhanced users' experience of the online service. AIs can now submit also other service applications (e.g. transfer of service orders from one branch account to another, change of account/service order particulars, terminate of service order, etc.) through the Internet. Besides, more user functions (e.g. maintenance and enquiry of account information, payment by e-Cheque, etc.) are available online offering subscriber AIs greater convenience and flexibility. The usage of the e-Channel has been increasing steadily and over 85% of the subscription of service orders are submitted via the e-Channel as of November 2020.

To move toward full utilisation of the e-Channel and enhance efficiency, subscriber AIs can only submit their service applications online starting from February 2021 and manual submission of applications by subscriber AIs' authorized representatives or by postal/courier service will no longer be accepted.

Integrated Registration Information System (IRIS) Enhancements

With improving customer experience and user-friendliness in mind, we launched the following enhancements to IRIS in August and December 2020 respectively:

- providing a new feature “Reprint Acknowledgement Page” on the “Enquire Order Status” page for customers to reprint the Acknowledgement Page;

Enquire Order Status

Enquiry Date/Time: 21/08/2020 09:59

Transaction Details

Order Creation Date/Time: 21/08/2020 09:28
 Transaction No.: TS2008210015004
 Total Service Fee (HK\$): 10.00
 Total Service Fee after Adjustment(HK\$): 10.00

Customer Information:

Account No.: 000436-01-ELS Login ID: ELO20788
 Account Name: XXPARTMENT XX JUSTICE
 XX LINE 2
 XX LINE 3
 XX LINE 4
 a
 a
 Searcher Name: a
 Contact Person Name: a
 Contact Person Phone No.: 00673500
 Mailing Address: 19/F, QUEENSWAY GOVERNMENT OFFICES,
 66 QUEENSWAY,
 HONG KONG.

Note:

- Service will end after 17 hrs 30 mins.
- If you select browsing or downloading as the delivery method, the records ordered will be maintained up to 22/08/2020 3:30AM.
- PDF Viewer plugin is required for viewing PDF document.

Search Land Register

Order No.	PRN	Address/Lot	Type of Enquiry	Nature	No. of Copies	Total Fee (HK\$)	Total Fee After Adjustment (HK\$)	Order Status	Delivery Method
ESS200821000005	A4444444	FLAT 9 ON 14TH FLOOR OF BLOCK A HIU LAI COURT NO.21 HIU KWONG STREET KOWLOON 中文地址不詳	Current	Plain	1	10.00	--	Completed	Click here for viewing (HTML) Click here for printing (HTML)
Total:					1	10.00	10.00		

Total No. of Orders for Land Register: 1

Important: Please click [here](#) to print this Acknowledgement Page for future reference and correspondence with Land Registry. For orders collected at counter, you must bring along this Acknowledgement Page.

- accepting mobile payments, i.e. Apple Pay and Google Pay as additional payment channels for the mobile version of IRIS Online Services; and

Integrated Registration Information System Online Services - Mobile Version The Land Registry	Integrated Registration Information System Online Services - Mobile Version The Land Registry
Transaction Reference No.: HN2011050015003	Transaction Reference No.: HN2011050015004
Payment Amount: HK\$ 10.00	Payment Amount: HK\$ 10.00
Transaction Date: 05/11/2020	Transaction Date: 05/11/2020

- increasing the file size limit for land record orders delivered by “Email”, “View by Browser” and “By Download”.

Delivery Method	Orders of Land Record
	File Size Limit
Email	4 MB → 6 MB
View by Browser By Download	20 MB → 30 MB

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 in November 2020 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.

Relocation of the Central Imaging Centre

Imaging of documents was originally processed in the Central Imaging Centre (CIC) in Shatin which was separated from other registration work processes conducted in the Queensway Government Offices (QGO). With the relocation of the CIC to 17/F QGO on 27 October 2020, the whole registration work process is now conducted under one roof which enhances efficiency, security and cost-effectiveness in service delivery.



The CIC is equipped with modern facilities to provide quality and efficient document imaging services which can offer our customers the benefits of fast and convenient document retrieval and delivery services.



Title Registration

Having obtained support from the key stakeholders, we continue to pursue the proposal of implementing title registration system on newly granted land first (the “new land first” proposal). On issuance of title certificates, having considered the majority of key stakeholders’ views and with reference to overseas experience, we have no objection to adopting mandatory issuance of title certificates to property owners under the “new land first” proposal.

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 Land Titles Ordinance (LTO).



Events and Activities

47th Registrars of Title Conference 2020

The 47th Registrars of Title Conference 2020 featuring the theme of “Safeguarding Property Rights in a COVID World” was held through an online video platform on 16, 18 and 20 November 2020. Co-hosted by the Property Registration Authority of Ireland and the Land & Property Services of Northern Ireland, the virtual event brought together delegates from various jurisdictions including Australia, Canada, England and Wales, Northern Ireland, Scotland, Hong Kong, Ireland, New Zealand and Singapore. Hong Kong Land Registry was represented by Ms Doris CHEUNG, Land Registrar, Mrs Amy FONG, Registry Manager, Mr Joseph HUI, Deputy Principal Solicitor and Miss Cynthia TANG, Assistant Registry Manager.



The Conference provided an effective forum for the participating jurisdictions to network with the overseas counterparts as well as to exchange views and share experiences of the initiatives, best practices and latest development of land registration in face of the COVID-19 pandemic.

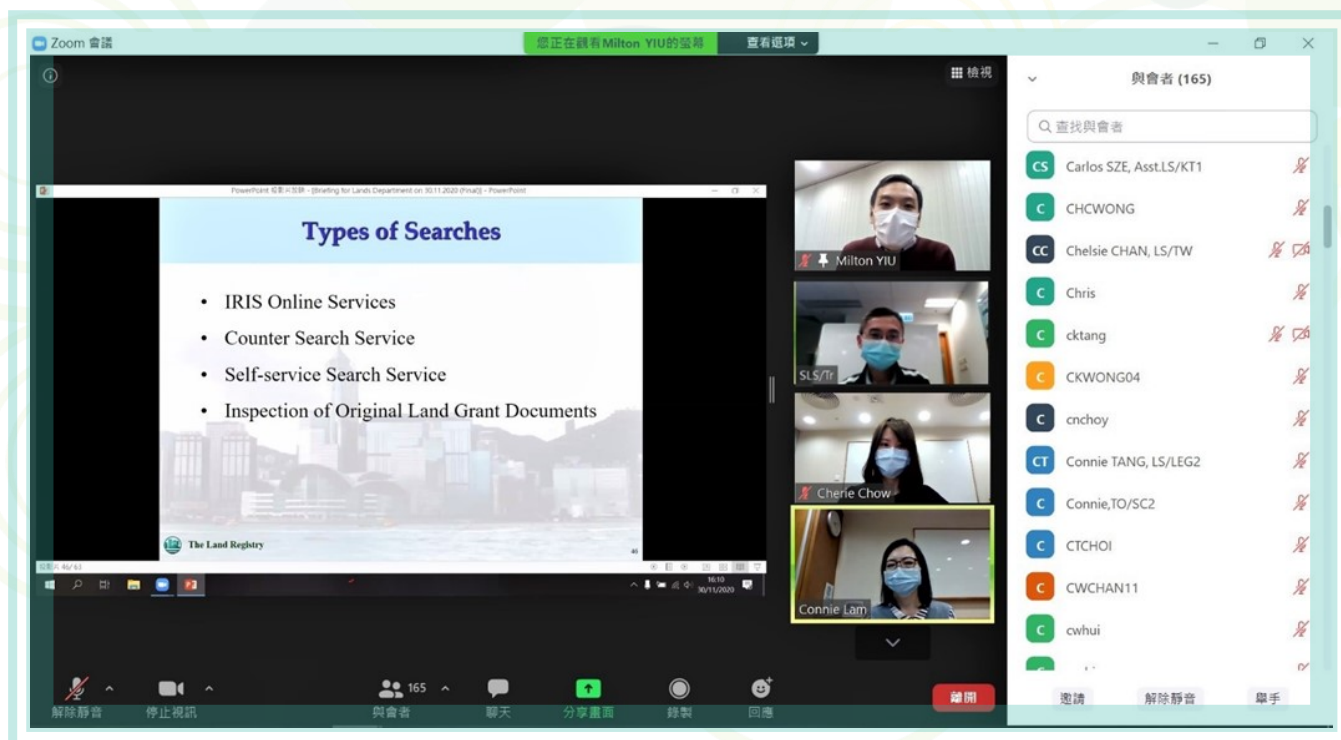
Video Conference with Land Title and Survey Authority (LTSA) of British Columbia, Canada

As invited by LTSA of British Columbia, Canada, a video conference was held with Mr Carlos MacDonald, Director of Land Titles together with his colleagues on 16 June 2020 on the operation and service delivery of the land registries. The conference had provided a useful opportunity for sharing the experience on operation of the land registries during the COVID-19 pandemic as well as exchanging insights on the future development of land registration work.



Video Briefing on LR's Services for Lands Department

To facilitate the Survey and Mapping Office of the Lands Department in using the land records for their survey and mapping work, a video briefing for more than 160 of their colleagues was held on 30 November 2020. The briefing covered an overview of our search services including the IRIS Online Services. It was well received and had enabled the participants to have a better understanding of the land records.



Visits by Hong Kong Institute of Vocational Education (Sha Tin)

Presentations and guided tours to the LR's Customer Centre were arranged for students of the Hong Kong Institute of Vocational Education (Sha Tin) studying "Higher Diploma in Law and Administration" on 6 and 13 July 2020 respectively. The visits had enriched the students' understanding of the services provided by the LR.



The feedback from the visits was very positive and the students showed great interest in our work.



Visit by Administrative Officer (AO) Interns of Development Bureau

Five AO interns of the Development Bureau led by the Deputy Secretary for Development (Planning & Lands) 2 visited us on 3 September 2020.



During the visit, we briefed them on the latest developments regarding the proposal of implementing title registration on newly granted land first and introduced the functions, services and operation of the LR, dovetailing

it with a guided tour to our Customer Centre.

The interns commented that the visit had given them insights into the operations of a Government department as well as deepened their understanding of public administration.



Training Scheme in Common Law for Mainland Legal Officials 2019/20

Ms CAI Jie of the Department of Justice of Jiangxi Province was attached to the Legal Services Division of the LR from 25 to 29 May 2020 under the Training Scheme in Common Law for Mainland Legal Officials 2019/20 organised by the Department of Justice. During the attachment, Ms CAI was briefed on the proposed introduction of title registration system under the LTO and the post-enactment review of the LTO and had attended a guided tour to our Customer Centre for familiarisation of our registration, search and owners' corporation services. She considered the attachment a valuable learning experience about the LR's work.



Land Registry Trading Fund (LRTF) Annual Report 2019/20

Since the establishment of the LR as one of the first trading fund departments in Hong Kong, we have committed to improving our services and exploring new initiatives for the customers.

The [LRTF Annual Report 2019/20](#) gives an account of various activities and business performance of the LR in the past year. Together with the audited financial statements by the Director of Audit, the report was released on 28 October 2020.



Corporate Citizenship

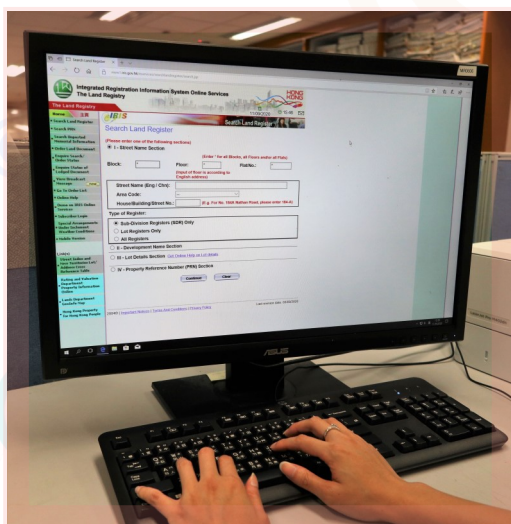
Together, We Fight the Virus!

To align with Government's social distancing measures, the LR implemented special work arrangement from 20 July to 11 September 2020. Following the announcement made by the Government on 10 September 2020 that public services would fully resume, the opening hours of all LR offices returned to normal on 15 September 2020.

Due to the recent development of COVID-19, the LR implemented flexible work arrangements of staff and further social distancing measures, and adjusted the number of counters providing the public services with effect from 23 November 2020. In view of the severity of the local epidemic situation, the Government announced on 30 November 2020 about implementing special work arrangement again to stop the virus from spreading in the community. In pursuance, the LR has adjusted the opening hours of its offices starting from 2 December 2020. Under the special work arrangement, we endeavor to provide full range of services, albeit on a limited scale.

Customers are encouraged to conduct land searches through the LR's online search service (www.iris.gov.hk), use the Drop-in Box to deposit documents to be delivered to the LR (excluding instruments to be delivered for registration) as much as possible and visit our offices only if they require services urgently.

Sustaining our efforts to fight against the novel coronavirus, we continue to take various precautionary measures, including arranging staggered work/lunch hours for staff, enhancing the cleansing of our offices, installing acrylic shielding screens at our service counters, providing alcohol hand sanitisers and sanitising mats, and acquiring sufficient and suitable personal protective equipment items for our staff to protect them and our customers.



Students Internship Schemes 2020

As a caring organisation committed to providing equal opportunities for employees and eliminating discrimination in the workplace, the LR has participated in the 2020 Internship Scheme for Students with Disabilities organised by the Civil Service Bureau. We have also joined the Post-Secondary Student Summer Internship Programme and Internship Programme for Non-ethnic Chinese Students 2020.



A total of seven undergraduate interns were placed in our Legal Services Division, Search and Departmental Services Division, General Support Services Division and Information Technology Management Division during the summer vacation from June to August 2020.



To enhance the interns' understanding of the work and operation of the LR, a visit to our operation units including the Customer Centre in Admiralty, Central Imaging Centre in Shatin and Report-on-Title Office in Kowloon Bay was arranged for them on 10 July 2020.



During the day, the interns also had very fruitful exchanges with the senior officers of the LR as well as their mentors in the LR. They also shared the experience gained during the internship periods. They all concluded that, with the guidance of their mentors, they had acquired useful hands

-on working experience and job-related skills in a real office setting, which were useful for building up their self-confidence and developing good work skills for the future.

Controlling Officer's Environmental Report 2019



In June 2020, we released our Controlling Officer's Environmental Report 2019 in the LR's website. It states our environmental policy, objectives and measures, as well as our environmental performance in 2019 and environmental targets for 2020.

Achievements

The Ombudsman's Awards 2020 for Officers of Public Organisations



Congratulations to our Land Registration Officer I, Miss WONG Ho-kei and our Clerical Officer, Mrs CHIU CHAN Yin-yi, Jessica who have been awarded “The Ombudsman’s Awards 2020 for Officers of Public Organisations”.

Miss WONG's and Mrs CHIU's dedication in providing high quality customer services and their professionalism in serving customers have set a role model in the public service. The

award presentation ceremony was held on 6 November 2020.

The Secretary for the Civil Service's Commendation Award Scheme 2020

Congratulations to our Senior Land Registration Officer, Ms LAU Siu-man, Eva who has been selected under the Secretary for the Civil Service's Commendation Award Scheme 2020 in recognition of her exemplary performance and devotion to providing quality services.





2020年公務員事務局局長嘉許狀頒發典禮

The Secretary for the Civil Service's Commendation Award Presentation Ceremony 2020



Ms LAU was awarded a certificate and a gold pin at the presentation ceremony held on 17 November 2020.

Silver Award of the Hong Kong Smoke-free Leading Company Awards 2019



The Hong Kong Smoke-free Leading Company Awards 2019 organised by the Hong Kong Council on Smoking and Health aims to encourage businesses and government departments to promote smoke-free messages to their stakeholders including employees, customers and the general public on a continuous basis. The LR was first awarded the Silver Award for 2016. In recognition of our sustained efforts and commitment to promoting a smoke-free lifestyle among our staff members, we were awarded the Silver Award again for 2019.

Awards for LRTF Annual Report 2018/19

The **LRTF Annual Report 2018/19** won a total of four international and local awards. These awards reinforce our pursuit for quality production of our annual reports.



In addition to an Honors Award in the Mercury Excellence Awards 2019/20 under the category of “Annual Reports – Overall Presentation – Government Agencies & Offices” mentioned in the **LR News No. 49**, we achieved the highest level of Platinum Award of the League of American Communications Professionals (LACP) 2019 Vision Awards, under the

category of “Print-Based Annual Report – Government – City/State/National”, for the second consecutive year.

We also won the Honors Award in the International Annual Report Competition (ARC) Awards 2020 under the category of “Non-Profit



Organisations – Print Annual Reports – Government Agencies & Offices” as well as the Honourable Mention in the category of “Non-profit making and charitable organisations” of the Hong Kong Management Association (HKMA) Best Annual Reports Awards 2020.

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 2020 has been awarded to the Search Services Section.

