



The Land Registry

The Government of the Hong Kong Special Administrative Region

Land Registry News



Service Updates

Enhancement of Property A!ert



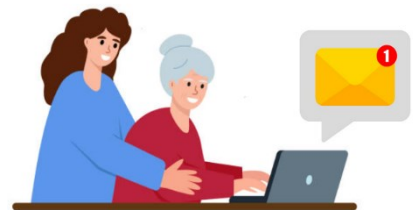
Property A!ert (the Service) is a useful tool for property owners to stay vigilant of their

valuable properties with ease. The Service provides email notifications to property owners when there are any instruments lodged with the Land Registry for registration against their properties. It helps property owners detect unexpected or suspicious instruments at an early stage and take prompt and appropriate follow-up actions to safeguard their properties.

From 2 July 2022, the following two value-added service options have been introduced:

Supplementary Email Address for Receiving Copy of Property Alert Notifications

Subscribers may provide an additional email address for their authorised recipient to receive copy of Property Alert notifications issued. This option adds more convenience to the subscribers for watching out of their properties.



SMS Reminder upon Issuance of the Property Alert Notification



To enjoy an additional means of alert, subscribers are now able to choose to provide a Hong Kong mobile phone number for receiving SMS reminder when a Property Alert notification is issued to their designated email address.

Interested to know more about the Service? Please visit the [Land Registry website](#) or call our Customer Service Hotline at 3105 0000 for more details.



Provision of Additional Payment Methods at Service Counters and Self-service Search Terminals

To provide customers more convenient options in service payment, additional payment methods by Octopus and Faster Payment System were introduced at our service counters and self-service search terminals in April and June 2022 respectively.



Customer Satisfaction Survey



With a view to gauging the level of customer satisfaction with the Land Registry's services, we commissioned an external consultant to conduct a comprehensive customer satisfaction survey from May to August 2022. The survey comprised telephone interview, field survey and postal/online questionnaires. About 1,260 completed questionnaires were returned.

The overall satisfaction level of our services, including the services of the Customer Centre/New Territories Search Offices, Integrated Registration Information System (IRIS) Online Services and Customer Service Hotline, is 90.8%. We are pleased to note the satisfactory result and will follow up on the feedback received from our customers for continuous service improvements.

Annual Validation of Customer Records

As an annual exercise for updating information in our customer management system to facilitate effective communication with customers, invitations were sent out in November 2022 to all subscribers of the IRIS Online Services and customers using our deeds lodgement services for providing up-to-date information by completing a Customer Data Form. Besides, customers are always welcome to make use of the [Change of Account Particulars Form](#) which can be downloaded from or submitted online through our website for updating their records whenever necessary.



Title Registration

A briefing to the Panel on Development of the Legislative Council (LegCo) was held on 19 December 2022, during which we consulted the LegCo members on the legislative proposals for the implementation of the Land Titles Ordinance (LTO) on newly granted land first.

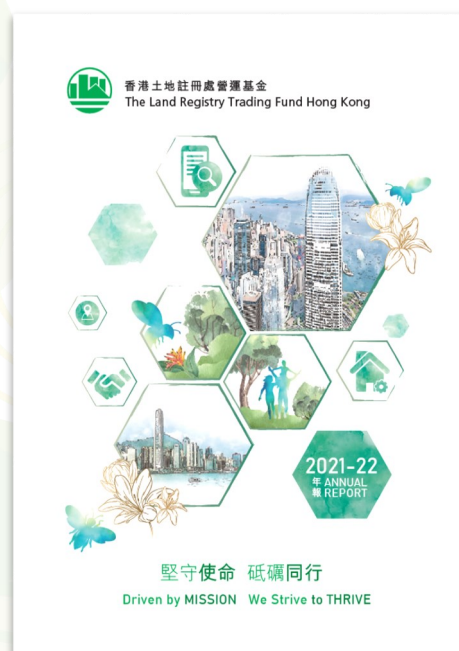


Events and Activities

Land Registry Trading Fund (LRTF) Annual Report 2021/22

Despite the COVID-19 epidemic causing significant impacts on the local economic activities and the operation of the Land Registry, we remained committed to enhancing our services and exploring new initiatives for our customers.

The **LRTF Annual Report 2021/22** was released on 26 October 2022. The report earmarks our various activities and business performance in the past financial year. It also contains an audited financial statement with full account of the financial position of the LRTF.



Corporate Citizenship

Together, We Fight the Virus!

Our colleagues continued to work with dedication to support the Government's anti-epidemic work.

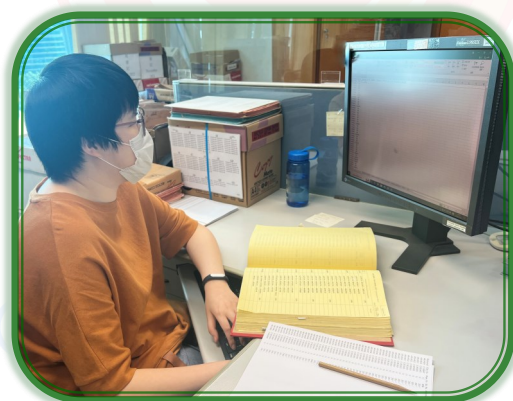
In addition to those who were previously deployed to the Contact Tracing Office and Call Operation Centre, colleagues from different offices and grades have teamed up to support the restriction-testing declaration operations and enforcement operations on compulsory testing notice on ad hoc basis.



Up to December 2022, they have taken part in a total of 13 operations. Despite the great challenge encountered in the operations, our colleagues demonstrated their great determination and commitment to the combat against the epidemic.

Students Internship Schemes

As a caring organisation of promoting equal opportunities for employees and eliminating discrimination in the workplace, we participated in the 2022 Internship Scheme for Students with Disabilities organised by the Civil Service Bureau. We also offered internship placements under the Post-Secondary Student Summer Internship Programme with a view to helping students to gain work experience.



A total of seven undergraduates joined our Legal Services Division, Search and Departmental Services Division and General Support Services Division during their summer vacation from June to August 2022. They

were arranged to work in a real office setting and assigned a wide range of tasks to broaden their horizon and enrich their practical skills.

When asked about their takeaway during the internship, they all agreed that the scheme had offered them valuable hands-on work experience and job-related skills, which were useful for building up their self-confidence and further developing good vision for a brighter future.



Land Registry Volunteer Work

The Land Registry Volunteer Team has been actively participating in a variety of voluntary services since its establishment in July 2022. The team members from various divisions of the Land Registry are dedicated to building a caring and inclusive community.

Badminton Training Exercise, Cupcake Baking Workshop and Ice-breaking Games for Youngsters



In collaboration with the Buildings Department Volunteer Team, we organised three weekend activities of badminton training exercise, cupcake baking workshop and ice-breaking games for the youngsters residing in the Society of Boys' Centres Chak Yan Centre School

on 30 July 2022, 13 August 2022 and 8 October 2022 respectively. Through these three activities, the youngsters not only built up trust and friendship with our volunteers but also enhanced their social and emotional skills to interact positively with others.



Mid-Autumn Festival Elderly Care Programme 2022



On 27 August 2022, the Land Registrar together with 15 volunteers participated in the “Mid-Autumn Festival Elderly Care Programme 2022” organised by the Choi Hung Community Centre for Senior Citizens of Yang Memorial Methodist Social Service.

Our volunteer team visited the elderly households at Choi Wan Estate and Choi Fung Court, bringing along gift bags to extend our care and share the festive joy of Mid-Autumn Festival. The elderly were very delighted to chat with our volunteers and enjoyed our visits.



Preparation of Meal Boxes for People in Need of Food Assistance

On 5 November 2022, our volunteer team members gathered at Harvest Mill of Food Angel to prepare meal boxes for the people in need. A total of 24 volunteers participated and about 7,800 nutritious meal boxes were prepared in the event to advocate the virtue of cherishing food and caring for the community.



Achievements

The Ombudsman's Awards 2022 for Officers of Public Organisations

Congratulations to our Senior Land Registration Officer, Ms LAU Siu-man, Eva and our Clerical Officer, Ms YIP Yee-yin who were awarded "The Ombudsman's Awards 2022 for Officers of Public Organisations".

Ms LAU's and Ms YIP's dedication in providing high quality services and their professionalism in serving customers have set a role model in the public service. They received the award at the presentation ceremony held on 16 November 2022.



The Secretary for the Civil Service's Commendation Award Scheme 2022



Congratulations to our Assistant Clerical Officer, Ms CHANG Siu-fun, Katie, who was selected under the Secretary for the Civil Service's Commendation Award Scheme 2022 in recognition of her consistent exemplary performance and devotion to providing quality services. The award presentation ceremony was held on 8 November 2022.

Awards for Land Registry Trading Fund (LRTF) Annual Report 2020/21



The **LRTF Annual Report 2020/21** won a total of five awards in different international competitions, including two Gold Awards and a Bronze Award of the International Annual Report Competition (ARC) Awards 2022, the Gold Award of the League of American Communications Professionals (LACP) 2021 Vision Awards and the Bronze Award of the 2022 Australasian Reporting Awards (ARA).

These awards recognise our unfailing efforts in pursuit of service excellence and encourage our continuous quality production of annual reports.

Competition	Award	Category
2022 ARC Awards	Gold Award	Non-Profit Organisation (Print A.R.) - Government Agencies & Offices
	Gold Award	Cover Photo/Design – Government Agencies & Offices
	Bronze Award	Interior Design – Government Agencies & Offices
LACP 2021 Vision Awards	Gold Award	Print-Based Annual Reports – Government – City/State/National
2022 ARA Awards	Bronze Award	General Award