



The Land Registry

The Government of the Hong Kong Special Administrative Region

Land Registry News

Service Updates

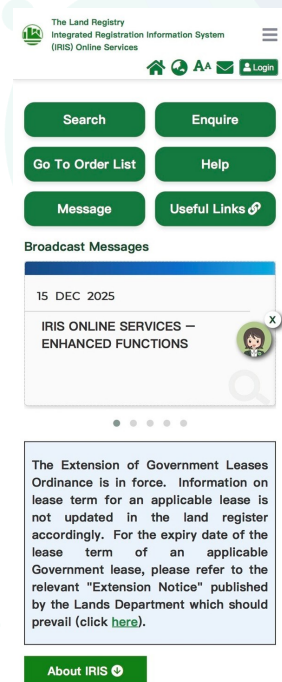
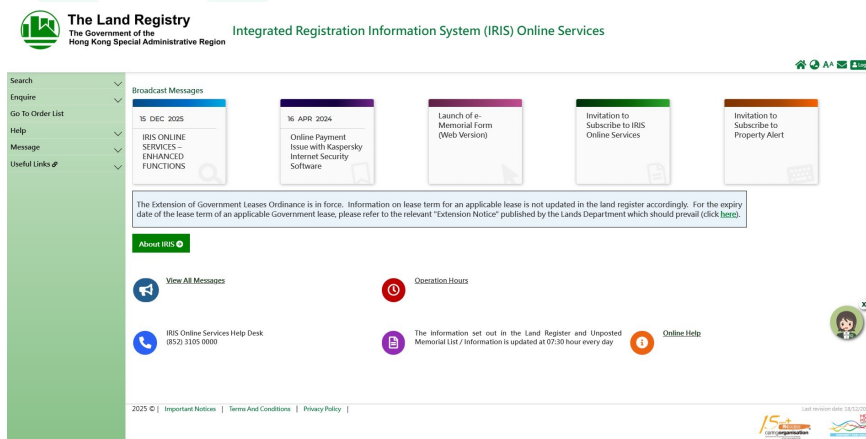
Integrated Registration Information System (IRIS) Enhancements

The Land Registry (LR) implemented the following major enhancements to the IRIS Online Services in September and December 2025:



◆ Responsive Web Design

The IRIS Online Services website adopted a new responsive web design to present web pages that are fit for different devices (From left to right images: Desktop computer and mobile device) so as to provide better browsing experience for users.



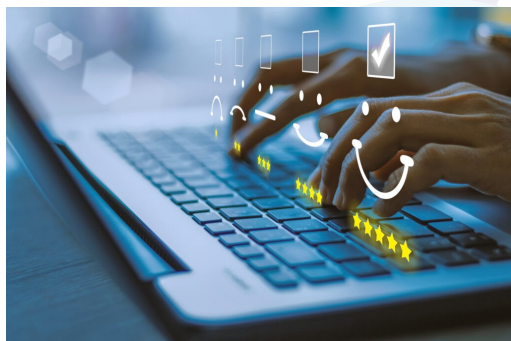
◆ Search Land Register (Whole Building)

A new “Search Land Register (Whole Building)” function for searching all the Sub-Division Registers (SDRs) of a building by street name, development name or lot details was introduced to make retrieving bulk property information more efficient.

Figure 1: Search all units of a whole building

Figure 2: Search units of multiple floors

Customer Satisfaction Survey



We commissioned an external consultant to conduct a survey from March to June 2025 to gauge the level of customer satisfaction with our services. Through a comprehensive survey comprising telephone interview, exit interview and self-completion survey either by post or online, about 1,100 responses were collected.

We are delighted to see that our services provided by the Customer Centre/New Territories Search Offices, together with the IRIS Online Services and Customer Service Hotline, achieved an impressive overall satisfaction level of 91.3%. More results of the survey can be viewed at the [LR's website](#). We will follow up on the valuable feedback received as part of our ongoing commitment to enhancing the overall customer experience.

Performance Pledges 2025/26

For continuous improvement, the LR has enhanced the service standards and performance targets for the following services in 2025/26:



Service Type	2024/25		2025/26	
	Service Standard (working days)	Performance Target (% meeting service standard)	Service Standard (working days)	Performance Target (% meeting service standard)
1. Registration of owners' corporations (<i>excluding complicated cases and applications that require further supporting documents for processing</i>)	25	95	20	97
2. Amendment of registered data - complicated cases	10	93	10	95

The Performance Pledges for 2025/26 have come into effect on 1 April 2025. Please visit the [LR's website](#) for details.

Annual Validation of Customer Records



In November 2025, we conducted an annual exercise to invite customers using our deeds lodgement services to provide their up-to-date information by returning the Customer Data Form.

For subscribers of the IRIS Online Services, here is an easy way – use the “Change Account Particulars” function under “Account Management” from the navigation menu after login to update the account particulars anytime. Customers can also use the Change of Account Particulars Form, which can be [downloaded](#) or [submitted online](#) through our website for updating their records whenever necessary.

Title Registration

Transforming Hong Kong's Land Registration System

The Legislative Council (LegCo) passed the Registration of Titles and Land (Miscellaneous Amendments) Bill 2025 (Amendment Bill) on 25 September 2025, signifying a major leap forward in Hong Kong's land registration system. The Amendment Bill seeks to amend the Land Titles Ordinance, Land Registration Ordinance and over 70 other enactments, to gradually migrate from the nearly two-century-old deeds registration system to a title registration system (TRS), starting from newly granted land (new land).



We will table the relevant subsidiary legislation at the LegCo and launch publicity and educational activities in 2026. Subject to the progress, the TRS is expected to be implemented on new land in the first half of 2027.

In parallel, to prepare for extending the TRS to existing land progressively, we have kick-started an internal research to assess the scope and types of problematic land registers in the existing 2.9 million land registers. Based on the data gathered, we plan to explore feasible conversion arrangements in 2026 and discuss with stakeholders.



We continued to engage key stakeholders and industry practitioners following the passage of the Amendment Bill. A briefing was given to the Law Society of Hong Kong on 28 October 2025 on the draft forms to be used under the new system. A luncheon meeting of the Land Titles Ordinance Steering Committee was held on 30 October 2025 to update key stakeholders on the latest developments and outline the key preparatory work required to be undertaken for implementing the TRS on new land.

Events and Activities

2025 Registrars of Title Conference (ROTC)

The LR's delegation attended the ROTC held in London, United Kingdom, from 16 to 19 September 2025. Before the conference, the delegation paid a visit to the Head Office of HM Land Registry, where they demonstrated their operational systems and shared with us valuable insights into their registry business.



At the conference, representatives from different jurisdictions discussed the challenges and opportunities of today, covering topics such as “fraud, indemnity and legal professional responsibilities”, “geospatial enablement”, “customer service experience” and “digitising and developing services”.

We gave a presentation on the legislative work to introduce title registration in Hong Kong. The audience showed great interest in this milestone in the development of Hong Kong's land registration system, spoke up enthusiastically and offered us numerous valuable insights.



The conference provided a meaningful platform for land registrars from various jurisdictions to exchange ideas and good practices, and explore innovative ways to enhance services.

Land Registry Trading Fund (LRTF) Annual Report 2024/25

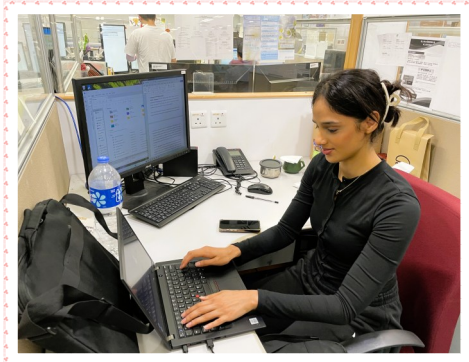
The **LRTF Annual Report 2024/25** was released on 22 October 2025. It features our significant milestone in reforming Hong Kong's land registration system to title registration system for new land. It also highlights our commitment to driving innovative services and supporting digital governance.



In addition, the report presents our various activities and business performance in the past financial year, together with an audited financial statement and full account of the financial position of the LRTF.

Corporate Citizenship

Student Internship Schemes



As an organisation committed to promoting equal opportunities and eliminating workplace discrimination, we participated in the 2025 Internship Scheme for Students with Disabilities organised by the Civil Service Bureau. We offered internship placements under the Post-Secondary Student Summer Internship Programme 2025 and Internship Programme for Non-ethnic Chinese Students 2025 to assist students in acquiring work experience.

From June to August 2025, five undergraduates joined various divisions, working in an office setting and engaging in diverse tasks designed to broaden their perspectives and enhance their understanding of registry operations. The internship provided them with valuable, hands-on experience, boosting their confidence and preparing them for successful careers.



Land Registry Volunteer Work

During the second half of 2025, the LR Volunteer Team actively participated in various volunteer activities to reach out to those in need in the community:

19 July
2025



Participating in the “Toy Reborn Engineer” programme organised by the YMCA of Hong Kong to help sort, repair and clean second-hand toys before donating them to children from low-income families;



Visiting ethnic minority families and distributing daily necessities to them in the Yau Tsim Mong district in collaboration with New Home Association and Ethnic Minority Care Team;

30 August
2025



27 September
2025



Paying home visit to the elderly residing in Choi Wan Estate to deliver heartfelt Mid-Autumn Festival blessings in advance, with the support of Yang Memorial Methodist Social Service;



- ◇ Taking part in the “Box of Hope” gift donation event organised by the Hong Kong Box of Hope charity to provide educational and fun gifts for children in need throughout Asia;



**Late October
to early
November
2025**

**13, 14 and 17
November
2025**

- ◇ Joining the “Hong Kong Volunteer Programme” to support the 15th National Games. Stationing at The Hong Kong Velodrome in Tseung Kwan O, our volunteers assisted in the logistics and supported event coordination to ensure the smooth operation of the track cycling competitions; and



- ◇ Participating in an orientation game organised by Yang Memorial Methodist Social Service to raise public awareness of the needs of elderly residents amid the redevelopment of Choi Hung Estate, and providing assistance to elderly participants throughout the activity.

**22 November
2025**



Achievements

The Ombudsman's Awards 2025 for Officers of Public Organisations

Congratulations to Ms CHAN Ying-tung, Land Registration Officer I, and Mr LAM Chun-wai, Assistant Clerical Officer, who were awarded “The Ombudsman’s Awards 2025 for Officers of Public Organisations” in the presentation ceremony held on 18 November 2025. The dedication of Ms CHAN and Mr LAM in providing high quality services and their professionalism in serving customers have set a role model in the public service.



Awards for Land Registry Trading Fund (LRTF) Annual Report 2023/24

In addition to the [League of American Communications Professionals award](#) won in the first half of 2025, the [LRTF Annual Report 2023/24](#) also received two awards in the International Annual Report Competition (ARC) Awards 2025:

<i>Competition</i>	<i>Award</i>	<i>Category</i>
ARC Award 2025	Gold Award	Non-Profit Organization (Online A.R.) - Anniversary/Special Edition
	Bronze Award	Specialized Annual Report - Anniversary/Special Edition

The three international awards recognised our unwavering commitment to producing precise, dynamic and well-presented annual reports.

Let's GOAL! Biz-Green Outfits Social Media Challenge

In support of the Hong Kong Green Building Week 2025, the LR participated in Biz-Green Dress Day on 3 September 2025 and took part in the “Let's GOAL! Biz-Green Outfits Social Media Challenge”, where we proudly won the Bronze Biz-Green Style Award.



Our team embraced Biz-Green outfits in four designated colors—Red, Blue, Green and Yellow, featuring fewer layers, breathable fabrics and no ties. This approach enhanced our well-being and reduced the energy impact of air conditioning while maintaining a professional and stylish appearance.



Land Registry Best Frontline Staff Award

The Best Frontline Staff Award is to recognise the outstanding performance of our frontline staff in customer service. For the first half of 2025, the Reports-on-Title & Owners Incorporation Section received a Team Award (left photo) while Mr LAM Chun-wai, Assistant Clerical Officer/Document Processing Section, received a certificate for the Individual Award (right photo).

