



物業管理業監管局

PROPERTY MANAGEMENT
SERVICES AUTHORITY

2022-23

周年報告 Annual Report

邁向物管新里程
Countdown to New Milestone for
Property Management

1.8.2023

抱擁物管新世代 3年過渡期完結
A New Era of Property Management
3-year Transitional Period Ends

1.8.2020

物業管理發牌制度實施 3年過渡期開展
Property Management Licensing Regime Rolled Out
3-year Transitional Period Commences



發牌監管倡專業 提升服務保質素

Licensing Regime for Professionalism and Quality Service

願景 Vision

致力提升香港物業管理業的專業和質素，使市民安居樂業。

To promote the professionalism and quality of the property management industry to make Hong Kong a better place for living.

使命 Mission

規管物業管理服務；就行業的誠信、能力及專業水平制訂準則；並鼓勵從業員進修和推動各持份者協作，以促進專業持續發展。

To regulate property management services; set standards for integrity, competence and professionalism of the industry; encourage a culture of learning; and promote synergy among stakeholders for the continuous development of the profession.

目錄 CONTENTS

2 ◀◀ 年度概覽 Highlights of the Year

策略重點
Strategic Priorities

重要里程碑
Major Milestones

8 ◀◀ 主席的話 Chairperson's Message

14 ◀◀ 行政總裁報告 Chief Executive Officer's Report

20 ◀◀ 機構管治 Corporate Governance

監管局職能
PMSA's Functions

監管局成員
Members of the PMSA

委員會
Committees

行政辦事處
Executive Office

44 ◀◀ 年度回顧 Review of the Year

發牌規管
Regulating by Licensing

制定專業標準
Setting Professional Standard

鼓勵持續進修
Encouraging Continuing Professional Development

提供抗疫支援
Providing Anti-epidemic Support

財務狀況
Financial Highlights

72 ◀◀ 積極溝通聯繫 Active Communication

積極與持分者溝通
Active Communication with Stakeholders

活動紀要
Events and Activities

84 ◀◀ 財務報表 Financial Statements

簡寫列表 List of Abbreviations

物管支援計劃	物業管理業界(環境衛生和保安人員)抗疫支援計劃
「持續專業發展計劃」	監管局「持續專業發展計劃」
公契經理人	—
民政總署	民政事務總署
廉政公署	—
《徵款規例》	《物業管理服務(徵款)規例》
業主組織	業主組織
物管	物業管理
物管公司	物業管理公司
物管人	物業管理人
監管局	物業管理業監管局
《物管條例》	《物業管理服務條例》
認可專業團體	監管局認可專業團體
Anti-epidemic Support Scheme	Anti-epidemic Support Scheme for Environmental Hygiene and Security Staff in Property Management Sector
CPD	Continuing Professional Development
DMC Manager	Deed of Mutual Covenant Manager
HAD	Home Affairs Department
ICAC	Independent Commission Against Corruption
Levy Regulation	The Property Management Services (Levy) Regulation
OO	Owners' Organisations
PM	Property Management
PMC	Property Management Company
PMP	Property Management Practitioner
PMSA	Property Management Services Authority
PMSO	Property Management Services Ordinance
RPB	PMSA Recognised Professional Bodies



年度概覽 Highlights of the Year

策略重點 Strategic Priorities

過去一年，物業管理業監管局繼續肩負起牽頭和帶動物管業發展的重任，透過「發牌規管」、「制定專業標準」和「鼓勵持續進修」三管齊下，與各政府部門、公營機構及業界團體協作，凝聚各方力量，致力提升香港物管業的地位及專業水平。

In the last year, the Property Management Services Authority continued to serve as the industry advocate and adopt a three-pronged approach of “regulating by licensing”, “setting professional standard” and “encouraging continuing professional development” through collaboration with different Government departments, public bodies and industry associations to galvanise efforts in enhancing the status and professionalism of the PM industry.

發牌規管 Regulating by Licensing

物管業發牌制度已正式實施

32 個月
months since the
implementation of the PM
industry licensing regime

發牌制度三年過渡期餘下

約 **120** 天
Around **120** days remain in the 3-year
transitional period of the
licensing regime

自物管業發牌制度實施以來 Since the implementation of the PM industry licensing regime :



物管人牌照 PMP licence :

發出超過 **11,800** 個牌照
Issued over **11,800** PMP licences

68%

正式牌照
Formal licences

32%

臨時牌照
Provisional licences



物管公司牌照 PMC licence :

接獲超過 **600** 宗申請
Received over **600** applications

發出超過 **430** 個牌照
Issued over **430** PMC licences

制定專業標準 Setting Professional Standard

發出 **4** 份操守守則及良好作業指南
Issued **4** Codes of Conduct and Best Practice Guides

處理 **736** 宗投訴
Handled **736** complaints

683 宗
cases
屬監管局職權範圍內
were within PMSA's
jurisdiction

328 宗
cases
與持牌人相關
involved licensees



鼓勵持續進修 Encouraging Continuing Professional Development

「持續專業發展計劃」以自願參與性質開展 CPD Scheme implemented on a voluntary basis

2022

舉辦 4 次持續專業發展講座
Organised 4 CPD seminars

認可 85 個監管局「認可專業團體」活動／課程
Recognised 85 RPB activities/courses

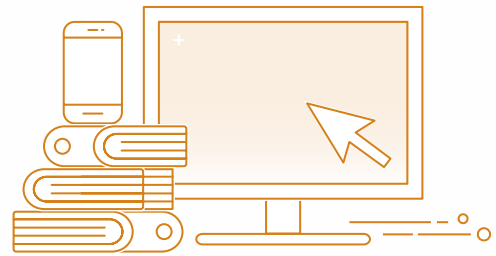
推出「持續專業發展計劃」電子紀錄系統
Launched CPD Scheme e-Recording System

逾 450 名持牌物管人符合計劃時數要求
Over 450 licensed PMPs fulfilled the Scheme's CPD hour requirement

2023

舉辦 1 次持續專業發展講座
Organised 1 CPD seminar

認可 35 個監管局「認可專業團體」活動／課程
Recognised 35 RPB activities/courses



提供抗疫支援 Providing Anti-epidemic Support

此外，監管局亦完成執行政府在第六輪「防疫抗疫基金」下的「物管支援計劃」，向在私人住宅、綜合用途樓宇、工業及商業大廈從事與環境衛生或保安有關工作的前線物管人員提供財政支援。

In addition, the PMSA completed the implementation of the Anti-epidemic Support Scheme under the sixth round of the Government's Anti-epidemic Fund and provided financial support to frontline PM workers performing duties related to environmental hygiene or security in private residential, composite, industrial and commercial buildings.

處理逾 18,100 宗申請
Handled over 18,100 applications

批出近 18 億元津貼
Granted nearly 18 hundred million in subsidies

惠及差不多 190,000 名於約 4 萬幢樓宇提供服務的前線物管人員
Benefiting almost 190,000 frontline PM workers serving in around 40,000 buildings



重要里程碑 Major Milestones

4.2022

刊憲發出《代客戶進行採購服務及防止圍標》操守守則。

Gazetted and issued the Code of Conduct entitled “Carrying out Procurement for Clients and Prevention of Bid-rigging”.



舉辦有關調解技巧及創新科技的持續專業發展講座。

Organised CPD seminar on mediation techniques and innovative technology.

7.2022

推出電視電台宣傳短片／聲帶，提醒市民留意其聘用的物管公司有否領牌。

Launched TV and Radio Announcements in the Public Interest to remind the public to pay attention as to whether the PMC they have engaged are licensed.



刊憲發出《處理緊急事故》及《處理棚架工作》操守守則。

Gazetted and issued the Codes of Conduct entitled “Handling Emergencies” and “Handling Scaffolding Works”.

8.2022

於第二屆「國際物業管理及採購博覽」設置展位。

Set up exhibition booth at the 2nd International Property Management and Procurement Expo.



嘉許逾百間率先領牌的物管公司為「物管先鋒」。

Awarded over 100 PMCs which took the lead to be licensed as “PM Pioneers”.



傳染病專家及香港大學微生物學系講座教授袁國勇為「持續專業發展計劃」就物管如何令物業更衛生安全，預防病毒傳播作專題演講。

Specialist in infectious diseases and Chair of Infectious Diseases of the Department of Microbiology of the University of Hong Kong Professor YUEN Kwok-yung delivered a keynote speech at the CPD seminar on how PM may make properties safer and more hygienic, thus preventing virus from spreading.

9.2022

推出「持續專業發展計劃」電子紀錄系統。

Launched the CPD Scheme e-Recording System.



推出「PMSA」手機應用程式。

Launched the “PMSA” mobile app.

10.2022

舉辦有關誠信防貪及保安服務新發展的持續專業發展講座。

Organised CPD seminar on anti-corruption and the latest development of security services.



刊憲發出《處理吊船工作》操守守則。

Gazetted and issued the Code of Conduct entitled "Handling Suspended Working Platform Works".

11.2022

兩名員工獲頒發「申訴專員嘉許獎 2022 — 公職人員獎」。

Two staff members were awarded the Ombudsman's Awards 2022 for Officers of Public Organisations.



發出第一萬個物管人牌照。

Issued the 10,000th PMP licence.



完成執行「物管支援計劃」，發出近 18 億元津貼，惠及差不多 19 萬名前線物管員工。

Completed the implementation of the Anti-Epidemic Support Scheme, granted nearly \$1.8 billion in subsidies, and benefiting almost 190,000 frontline PM workers.



12.2022

新一屆監管局主席及成員任命。

New Chairperson and members of the PMSA appointed.



舉辦有關樓宇維修及棚架工程安全的持續專業發展講座。

Organised CPD seminar on building maintenance and scaffolding work safety.

3.2023

舉辦有關節能減碳及樹木種植保育持續專業發展講座。

Organised CPD seminar on energy conservation and carbon reduction as well as tree planting and preservation.





主席的話 Chairperson's Message



監管局將一如既往，繼續竭盡所能，與物業管理各持分者攜手合作，就「發牌規管」、「制定專業標準」及「鼓勵業界持續進修」各方面共同努力，提升香港物業管理專業地位及服務水平，為業界締造更美好的未來，一同擁護物業管理新世代。

The PMSA will, as it has always been, continue to strive and collaborate with various stakeholders of the PM industry to raise the professional status and service standard of the industry in Hong Kong and build a brighter future for the industry through “Regulating by Licensing”, “Setting Professional Standard” and “Encouraging Continuing Professional Development”.

黃江天博士，銅紫荊星章，太平紳士
主席

Dr James WONG Kong-tin, BBS, JP
Chairperson

邁向物管新里程

本人非常感恩及榮幸能夠加入新一屆物業管理業監管局（監管局），並以主席的身份代表監管局全體成員提交2022-23年度的周年報告，概述監管局由2022年4月1日至2023年3月31日期間的主要工作及未來發展計劃。

首先，我衷心感謝監管局首任主席謝偉銓議員及過去兩屆成員在任期內竭誠服務，克盡厥職，為監管局工作奠定堅實基礎，並對推動物業管理（物管）業發展作出重大貢獻。在首任主席的帶領、監管局成員和民政事務總署致力推動，以及監管局行政辦事處員工團隊同心協力工作下，物業發牌制度於2020年8月落實推行，並獲得業界正面迴響及支持。

新一屆監管局成員任命由2022年12月1日起生效，任期三年，除了獲再度委任的成員外，並有獲新任命的成員。今屆成員來自物管業界、不同專業範疇及社會各服務層面，對香港物管業、社會及經濟各方面發展有深切的認識和理解，並具備豐富的知識及經驗，相信必定能繼續推動監管局履行其法定職能，令業界健康持續向前發展。

截至2023年3月31日，監管局已發出逾11,800個物管人牌照，以及430多個物管公司牌照。此外，一系列發牌制度的配套措施亦已順利推行，當中包括就不同物管範疇制定了共14份操守守則及良好作業指南，為業界提供切合所需的實務指引；以及推出「持續專業發展計劃」，為持牌物管人參與持續進修釐定了準則和要求，並透過舉辦不同持續進修講座和活動，鼓勵持牌物管人學習新的知識和技能，提升專業水平，與時並進。

Counting Down to New Milestone for Property Management

I am deeply grateful and honoured to join the new term of the PMSA, and to present as the Chairperson on behalf of all Members of the PMSA the 2022-23 Annual Report which sets out our accomplishments from 1 April 2022 to 31 March 2023 and outlines our future plans.

First and foremost, I wish to express my heartfelt gratitude to the founding Chairperson of the PMSA Hon Tony TSE and Members of the past two terms for their dedicated services during their term which laid a solid foundation for the work of the PMSA and contributed significantly to the development of the property management (PM) industry. Under the leadership of the founding Chairperson and through the driving work of the PMSA Members and the HAD, as well as the concerted efforts of all staff members of the PMSA Executive Office, the PM industry licensing regime has been implemented since August 2020 and it has received positive feedback and support from the industry.

The new term of the PMSA took effect on 1 December 2022 for a period of three years. In addition to Members re-appointed, there were also new appointment in this term with Members drawn from the PM industry, different professional areas and community service levels who possess in-depth knowledge and understanding of the PM industry as well as the social and economic development of Hong Kong. I am sure their wealth of expertise and experience will continue to drive the PMSA to embark on its statutory duties for promoting healthy and sustainable development of the industry.

As of 31 March 2023, the PMSA had issued more than 11,800 PMP licences and over 430 PMC licences. In addition, a series of complementary measures related to the PM industry licensing regime had been successfully implemented. These include formulating a total of 14 Codes of Conduct and Best Practice Guides in respect of various areas to provide appropriate and practical guidance for the industry to carry out PM work; and launching the CPD Scheme which set criteria and requirement for licensed PMPs' participation in CPD activities, encouraging them to acquire new knowledge and skills through the organisation of various CPD seminars and activities so that the PM profession could raise its standard and advance with times.



香港在2022年持續受到2019冠狀病毒病第五波疫情的影響，執行各項防疫抗疫工作令前線物管人員承受不少健康風險，工作壓力大幅增加。監管局於2022年2月再次接受民政事務總署委託，負責執行政府在第六輪「防疫抗疫基金」下的「物管支援計劃」，向合資格物業內從事保安或與環境衛生有關工作的前線物管人員提供財政資助。監管局最終於計劃下批出近18億元津貼，惠及差不多19萬名前線物管人員，支援其積極參與防疫抗疫工作。我在此深切感謝各物管公司及業主組織踴躍為其物管員工及物業內處所其他前線物管人員申請資助，並大力表揚前線物管人員在疫情期間堅守崗位，致力提供各項服務，為社會防疫抗疫工作作出重要貢獻。

Hong Kong was under the continuing threat of the fifth wave of the COVID-19 epidemic in 2022. Frontline PM workers implementing various anti-epidemic work were put under significant health risk and had to cope with overwhelming work pressure. The PMSA was commissioned again in February 2022 by the HAD to implement the Anti-epidemic Support Scheme under the Government's sixth round of the Anti-epidemic Fund, providing financial support to frontline PM workers performing security and environmental hygiene related duties in eligible properties. The PMSA had ultimately granted nearly \$1.8 billion in subsidies under the Scheme, benefitting almost 190,000 frontline PM workers in recognition of their active participation in anti-epidemic work. I wish to express our deep appreciation to all the PMCs and OOs which actively applied for subsidy for their PM workers and other frontline PM workers employed by premises within their properties, and to all frontline PM workers who remained steadfast and were fully committed to their duties during the epidemic and made significant contribution to the anti-epidemic work for the community.

主席的話 Chairperson's Message

擁擁物管新世代

不經不覺，物業管理發牌制度的三年過渡期已餘下不足半年時間（至2023年7月31日完結）。香港物業管理業距離踏進物業管理公司及相關從業員均須持牌的全新世代愈來愈近，令人熱切期待未來物業管理公司和一眾從業員致力提供更優質、更專業的物業管理服務，達致市民安居樂業的最終目標。事實證明，發牌制度對推動業界發展已產生積極作用，社會各界亦已逐步加強認識及響應發牌制度。現時不少機構組織均以持有監管局發出的物業管理公司和物業管理人牌照作為考慮聘用提供服務或專業認證的依據。

Embracing the New Era for Property Management

Time flies. Less than half a year remain for the three-year transitional period under the PM industry licensing regime (up to 31 July 2023). The PM industry of Hong Kong is moving closer towards the new era whereby PMCs and relevant PMPs are all required to be licensed. We look forward to PMCs and PMPs dedicated to providing PM services of enhanced quality and professionalism in future and achieving the ultimate goal to create a better place to live and work for members of the public. The PM licensing regime has an active role to play in promoting the development of the PM industry, and the community has come to recognise and support the PM licensing regime gradually. Many organisations have now stipulated PMCs and PMPs holding licence issued by the PMSA as requirement for consideration of engagement or professional recognition.



展望未來，監管局在過渡期完結前會繼續致力推動物管公司及相關從業員積極領牌，以及加緊處理發牌工作，令物業運作可順利過渡。另一方面，由於首批發出有效期為三年的物管牌照將會於2023年8月起陸續屆滿，監管局亦會開始著手準備及處理持牌物管公司及物管人的續牌事宜。此外，監管局亦會繼續為不同物管範疇制定操守守則，推動物業業行事持正，以及鼓勵持牌物管人在「持續專業發展計劃」下參與由監管局舉辦或認可的持續進修活動／課程，以提升專業能力和水平。隨著過渡期完結，監管局亦會加強宣傳推廣物業專業的服務指標，以加深公眾對行業的認識和了解，提升行業的專業地位及形象。

「道雖邇，不行不至」。監管局作為物業的法定監管機構，未來工作任重道遠。「行而不輟，未來可期」，監管局將一如既往，繼續竭盡所能，與物業業各持分者攜手合作，就「發牌規管」、「制定專業標準」及「鼓勵業界持續進修」各方面共同努力，提升香港物業專業地位及服務水平，為業界締造更美好的未來，一同擁擁物業新世代，為市民大眾提供更優質專業的物業服務，讓大家安居樂業。

黃江天博士，銅紫荊星章，太平紳士
主席

Looking ahead, the PMSA will continue to drive PMCs and relevant PMPs to apply for licence before the end of the transitional period and work in full swing to process the licence applications so as to ensure a smooth transition of the operation of the PM industry. On the other hand, as the first batch of PM licences issued with validity period of three years will expire from August 2023 onwards, the PMSA will also start to prepare and process licence renewal for PMCs and PMPs. Furthermore, the PMSA will continue to formulate Codes of Conduct in respect of various PM functions to promote integrity in the PM industry, and will encourage PMP licensees to participate in CPD activities/courses organised or recognised by the PMSA under the CPD Scheme to raise their professional capabilities and standard. Upon the ending of the transitional period, the PMSA will strengthen promotion about the service indicators of the PM profession in order to enhance the public's awareness and understanding of the industry, thereby raising the professional status and image of the industry.

“Even if a destination is near, if you do not go you will not get there”. As the statutory regulatory body of the PM industry, our work is an important and arduous mission for the future. “Keep going and a bright future waits”. The PMSA will, as it has always been, continue to strive and collaborate with various stakeholders of the PM industry to raise the professional status and service standard of the industry in Hong Kong and build a brighter future for the industry through “Regulating by Licensing”, “Setting Professional Standard” and “Encouraging Continuing Professional Development”. Let’s embrace together the coming new era for PM whereby members of the public would receive PM services of enhanced quality and professionalism, and we enjoy living and working in our places.

Dr James WONG, BBS, JP
Chairperson



行政總裁報告 Chief Executive Officer's Report



監管局於年內繼續致力推動落實發牌制度，透過「發牌規管」、「制定專業標準」及「鼓勵持續進修」三管齊下，與各政府部門、公營機構及業界團體協作，凝聚各方力量，提升香港物業管理專業地位及服務水平，為未來業界可持續發展奠下穩固基礎。

The PMSA continued during the year to strive to implement the licensing regime through the three-pronged approach of “Regulating by Licensing”, “Setting Professional Standard” and “Encouraging Continuing Professional Development”, and collaborating with different Government departments, public bodies and industry organisations in order to galvanise efforts in enhancing the professional status and service standard of the PM industry in Hong Kong and laying a solid foundation for the sustainable development of the industry in the coming future.

蕭如彬

行政總裁

Alan SIU Yu-bun

Chief Executive Officer

物業發牌制度於2020年8月實施後已步入第二個年頭。在2022-23年內，監管局繼續致力推動落實發牌制度，透過「發牌規管」、「制定專業標準」及「鼓勵持續進修」三管齊下，與各政府部門、公營機構及業界團體協作，凝聚各方力量，提升香港物業專業地位及服務水平，為未來業界可持續發展奠定穩固基礎。

發牌規管

物業發牌制度過渡期已進入倒數階段。為協助物管公司於過渡期內盡早申領牌照，以免於過渡期後因未能符合法例要求持牌而未能繼續提供物業服務，監管局繼於去年委派專屬牌照主任，為個別物管公司提供切合所需的領牌服務後，本年度再推出「預約領牌計劃」，讓物管公司可透過「物業公司牌照申領熱線」預約提交牌照申請，有序分流領牌。

監管局亦成立了專責隊伍為已提交牌照申請的物管公司提供到位的領牌服務，並主動到訪個別物管公司，協助準備申領牌照所需的文件及資料，以推動物管公司盡快完成領牌手續，成功取得牌照。

此外，為協助已完成監管局「指明課程」的臨時牌照持有人可早日申領正式物業人牌照，監管局再進一步簡化申請手續，接受畢業證書以外其他能證明申請人已成功修畢「指明課程」的資料。臨時牌照持有人完成「指明課程」後，可毋須等待院校正式頒發畢業證書，只要提交其他能證明已成功修畢課程的資料，便可馬上作出正式牌照的申請。

The PM industry licensing regime has entered into its second year since its implementation from August 2020. During the year of 2022-23, the PMSA continued to strive to implement the licensing regime through the three-pronged approach of “Regulating by Licensing”, “Setting Professional Standard” and “Encouraging Continuing Professional Development”, and collaborating with different Government departments, public bodies and industry organisations in order to galvanise efforts in enhancing the professional status and service standard of the PM industry in Hong Kong and laying a solid foundation for the sustainable development of the industry in the coming future.

Regulating by Licensing

The transitional period of the PM industry licensing regime has entered the countdown phase. To assist PMCs to apply for licence soonest possible within the transitional period so as to obviate such PMCs from not being able to continue to provide PM services after the transitional period in accordance with the law, the PMSA had launched within the year the Licence Application Appointment Booking Scheme for PMCs to make appointment to submit licence application orderly through the PMC licence application hotline, in addition to the deployment of dedicated licensing officers since last year to provide individual PMCs with tailor-made licensing services.

The PMSA had also formed a task force to provide dedicated licensing services to PMCs which had already submitted licence applications. The task force proactively visited individual PMCs and helped them on site to prepare the documents and information required for their licence application so that the licensing process could be completed soonest possible and the PMCs concerned could obtain licence successfully.

In addition, in order to facilitate provisional licence holders to apply for formal PMP licence soonest possible upon their completion of the PMSA Specified Course, the PMSA had further streamlined the application process by accepting other proof of completion of Specified Course in addition to the graduation certificate. In other words, once provisional PMP licence holders have completed the Specified Course, they do not need to wait for the graduation certificate to be issued by the educational institute concerned and can apply for formal licence immediately by submitting other course completion proof.

經過積極進行一連串策略性的宣傳及推廣工作，包括於電視台及電台播放針對物管服務用家及業主而製作，以推動物管公司盡早領牌的宣傳短片／聲帶，截至2023年3月31日，已有超過600間物管公司向監管局提交牌照申請，而其中430多間已順利領牌。監管局亦已發出超過11,800個物管人牌照，其中正式牌照佔68%，臨時牌照佔32%。

制定專業標準

為配合實施發牌制度，監管局於本年度繼續根據《物業管理服務條例》(第626章)(《物管條例》)，就不同範疇的物管工作為業界制定操守守則及相關良好作業指南，就提供物管服務訂立一套客觀的專業標準。監管局於年內共刊憲發出4份操守守則及相關良好作業指南，包括《代客戶進行採購服務及防止圍標》、《處理緊急事故》、《處理棚架工作》及《處理吊船工作》，並就香港個人資料私隱專員公署發出更新的《保障個人資料私隱－物業管理界別指引》檢視及修訂了監管局早前已發出的《保障個人資料》良好作業指南。

A series of strategic publicity and promotional work had been carried out, including the broadcasting on local television and radio stations of the announcement in the public interest with appeal to PM service users and property owners for encouraging PMCs serving their properties to apply for licence soonest possible. As of 31 March 2023, over 600 PMCs had submitted licence application to the PMSA, of which over 430 had successfully been licensed. The PMSA had also issued over 11,800 PMP licences whereby formal licences account for 68% and provisional licences account for 32%.

Setting Professional Standard

To tie in with the implementation of the licensing regime, the PMSA had continued this year to formulate Codes of Conduct and relevant Best Practice Guides in accordance with the Property Management Services Ordinance (Cap. 626) (PMSO) on various aspects of PM work in order to establish an objective set of professional standard for the provision of PM services. The PMSA had gazetted a total of four Codes of Conduct and published relevant Best Practice Guides within the year, including “Carrying out Procurement for Clients and Prevention of Bid-rigging”, “Handling Emergencies”, “Handling Scaffolding Works” and “Handling Suspended Working Platform Works”. The Best Practice Guide on “Protection of Personal Data” issued by the PMSA earlier had also been reviewed and revised in response to the new edition of “Protection of Personal Data Privacy – Guidance for Property Management Sector” issued by the Office of the Privacy Commissioner for Personal Data, Hong Kong.



鼓勵持續進修

自於2022年初推出物管業界人士自願參與的「持續專業發展計劃」後，過去一年，監管局夥拍不同政府部門、公營機構及行業團體，舉辦了共5次持續專業發展講座，累計有約2,000名物管業界人士參與。此外，監管局亦將有關講座過程拍攝製作成短片，向所有物管公司及持牌物管人分發，並將短片提供予各舉辦物管課程的學術機構，作為其教學資源之用。監管局在年內亦推出了「持續專業發展計劃」電子紀錄系統，以方便物管人牌照持有人隨時查閱和管理自己參與持續專業發展活動／課程的紀錄。

「持續專業發展計劃」推行首年，有510多名持牌物管人已符合年度建議的持續進修參與時數要求，獲監管局頒發證書以作嘉許。

提供抗疫支援

監管局於2022年再度獲民政事務總署委託執行在第六輪「防疫抗疫基金」下的「物管支援計劃」後，隨即成立專責隊伍處理審批申請工作。

「物管支援計劃」於2022年2月28日正式推出並開始接受申請，其後於4月29日推出優化計劃，而申請期經兩度延長後最終於2022年6月30日結束。

監管局在計劃下完成處理逾18,100宗申請，而成功獲批的申請涉及資助金額近18億元，惠及差不多19萬名於約4萬幢樓宇內從事保安或與環境衛生有關工作的前線物管人員。

Encouraging Continuing Professional Development

Since the roll-out of the CPD Scheme in early 2022 for the PM industry to participate on voluntary basis, the PMSA organised five CPD seminars last year which were attended by around 2,000 members of the PM industry in total in collaboration with various Government departments, public bodies and industry organisations. In addition, the PMSA produced short video based on the seminar recordings for distribution to all PMCs and licensed PMPs as well as educational institutions providing PM courses for use as teaching resources. The PMSA also launched the CPD Scheme e-Recording System during the year to facilitate licensees to access and manage their CPD activity/course participation record.

In the first rollout year of the CPD Scheme, over 510 PMP licensees had met the CPD hour requirement recommended for the year and were awarded Certificates of Recognition by the PMSA.

Providing Anti-epidemic Support

In 2022, upon commissioning by the HAD once again to implement the Anti-epidemic Support Scheme under the sixth round of the Anti-epidemic Fund, the PMSA had immediately set up a dedicated team for vetting the applications.

The Anti-epidemic Support Scheme was launched and began accepting applications as from 28 February 2022. The enhanced arrangement was eventually rolled out on 29 April and after two extensions, the deadline for application was subsequently extended to 30 June 2022.

The PMSA processed over 18,100 applications under the Scheme and nearly \$1.8 billion in subsidies were granted to successful applicants benefitting almost 190,000 frontline PM workers who provided security or environmental hygiene related services in around 40,000 building blocks.

於計劃的優化安排下，監管局亦進行了不少協調工作，以鼓勵物管公司、公契經理人及業主組織為物業內處所自行聘用的物管員工，以及由清潔和保安承辦商或其分判商聘用的員工作出津貼申請。經監管局協調後，全部相關個案均已成功獲處理，包括牽涉超級市場、銀行、連鎖商店等處所的個案，或涉及更換物管公司，或相關員工屬已離職但曾於受資助期提供服務等情況，讓有關員工可順利申領津貼。

持續了三年的疫情對物管業帶來前所未有的挑戰。隨著疫情漸趨穩定，大部分防疫措施相繼放寬，香港亦與內地逐步通關，市民的生活陸續回復正常。我深信物管業界將會一如既往，在香港疫情穩定後的復常之路繼續作出積極貢獻，並在疫後新常态的環境下致力尋覓新機遇及迎接新挑戰，為大家提供更優質的物管服務。

最後，我衷心感謝監管局主席及成員、民政事務總署、監管局行政辦事處所有同事，以及業界各持份者對監管局工作的支持。我熱切期待香港物管業在發牌制度下順利過渡，並致力貫徹業界「服務優質」、「行事持正」及「與時並進」的核心價值，積極擁擁物管新世代，朝專業化優質化向前發展。

蕭如彬
行政總裁

Under the enhanced arrangement of the Scheme, the PMSA carried out coordination work to encourage PMCs, DMC managers and OOs to apply for subsidy on behalf of PM workers engaged by premises in their properties as well as those employed by cleansing and security contractors or their subcontractors. These cases covered premises such as supermarkets, banks, chain stores, etc., or those involving a change in PMC or termination of employment of eligible workers who had provided services during the subsidised period, and were successfully resolved by the PMSA, and the frontline workers concerned were able to successfully apply for subsidy.

The three-year epidemic has brought unprecedented challenges to the PM industry. As the epidemic situation has stabilised, anti-epidemic measures have been gradually relaxed and normal travel between Hong Kong and the Mainland would soon resume progressively, and people's livelihood would eventually return to normal. I have full confidence that the PM industry will, as it has always been, continue to contribute significantly as Hong Kong moves steadily forward along the path to normalcy, and will strive to seek new opportunities and take on new challenges for the provision of PM services of enhanced quality under the post-pandemic new normalcy.

Finally, I would wish to express my heartfelt appreciation to the PMSA Chairperson and all Members, the HAD, staff members of the PMSA Executive Office and all industry stakeholders for their support to the work of the PMSA. I look forward enthusiastically to a smooth transition of the Hong Kong PM industry under the licensing regime which will embrace the new era of PM and move towards enhanced quality and professionalism through encompassing the core values of the industry i.e. "Quality", "Integrity" and "Advancement".

Alan SIU
Chief Executive Officer



機構管治
Corporate
Governance

監管局職能

監管局是根據《物管條例》成立的法定機構，肩負規管在香港提供物管服務的公司及從業員和推動業界專業化發展的責任。作為物管業的法定監管機構，監管局透過制定及執行一套專為香港物管業而設的發牌規管制度及相應配套措施，鼓勵和協助物管業及其從業員朝着優質化專業化發展，為市民提供更高質素的物管服務。

就履行其職責而言，監管局恪守良好的機構管治標準，以求符合公眾及持份者的期望。《物管條例》對監管局的運作訂明規管條文，監管局均加以遵循，致力提升機構的管治成效，並採納適當原則，包括適用於一般公共機構的監控機制、行為守則及機構管治安排。

監管局履行以下於《物管條例》內所訂明的職能，監督轄下行政辦事處的工作，以及核准所有重大決定。

- 透過發牌予物管公司及物管人，就提供物管服務作出規管；
- 推動物管業行事持正，並提高其專業能力及水平；及
- 維持和提升物管業的專業地位。

PMSA's Functions

PMSA is the statutory body established under the PMSO, and is tasked to regulate the provision of PM services by companies and practitioners in Hong Kong, and to promote the professional development of the industry. As the statutory regulatory body for the industry, the PMSA encourages and assists the PM industry and its practitioners to strive for enhancement in quality and professionalism through formulating and implementing a licensing regime and other complementary measures which tie in with the situation in Hong Kong, with a view to providing quality PM services to the community.

The PMSA is committed to adopting a high standard of corporate governance in carrying out its work so as to meet the expectations of the public and its stakeholders. It works in accordance with the PMSO which sets out the regulatory provisions on its operation, and endeavours to enhance the effectiveness of its governance by adopting appropriate principles, including the adoption of various monitoring mechanisms, codes of conduct and corporate governance arrangements applicable to public bodies.

The PMSA executes the functions below as stipulated in the PMSO. It oversees the work of its Executive Office and approves all major decisions.

- To regulate and control the provision of PM services by the licensing of PMCs and PMPs;
- To promote the integrity, competence and professionalism of the profession of PM services; and
- To maintain and enhance the status of the profession of PM services.

監管局成員

監管局成員由香港特別行政區行政長官根據《物管條例》委任，第二屆成員任期已於2022年11月30日完結。第三屆成員任期由2022年12月1日起生效，為期三年。監管局現時共有20名成員，包括主席及副主席各一名。監管局成員按其界別分為以下三個類別：

- 第I類別

從事物管服務的個人。

- 第II類別

不屬第I類別的個人，並因具備物管、一般行政或消費者事務方面的經驗，而獲行政長官認為具備物管服務的知識。

- 第III類別

不屬第I類別或第II類別的個人，而獲行政長官認為適合獲委任為監管局成員。

監管局成員來自不同背景，各具專業知識及豐富的社會服務經驗，為監管局的工作提供客觀和多方面的意見。

Members of the PMSA

Members of the PMSA are appointed by the Chief Executive of the Hong Kong Special Administrative Region in accordance with the PMSO. The second term ended on 30 November 2022. The third term ran from 1 December 2022 for a period of three years. There are currently 20 members, including the Chairperson and the Vice-chairperson. Members of the PMSA, according to the sectors they belong to, are divided into the following three categories:

- Category I

Individuals who are engaged in property management services.

- Category II

Individuals, not being Category I persons, who, because of their experience in property management, general administration or consumer affairs, appear to the Chief Executive to have knowledge of property management services.

- Category III

Individuals, not being Category I or Category II persons, who appear to the Chief Executive to be suitable to be appointed as Members of the PMSA.

Members of the PMSA come from different backgrounds with diverse expertise and are experienced in community service. They have provided the PMSA with independent and objective advice on various aspects of its operation.

監管局成員名單 (2022年12月1日至2025年11月30日)

Membership of the PMSA (From 1 December 2022 to 30 November 2025)

主席

黃江天博士，銅紫荊星章，太平紳士

Chairperson

Dr James WONG Kong-tin, BBS, JP

副主席

許智文教授，榮譽勳章，太平紳士

Vice-chairperson

Professor Eddie HUI Chi-man, MH, JP

成員

歐楚筠女士，太平紳士

陳志球博士，銀紫荊星章，太平紳士

張天任資深大律師

左滙雄先生，榮譽勳章

周聯僑先生，榮譽勳章，太平紳士

何杏研女士

郭岳忠測量師，榮譽勳章

劉文杰先生

羅浩博先生

潘建良先生

譚國榮先生，榮譽勳章

黃巧欣女士

黃栢欣女士

楊子熙先生，銅紫荊星章，榮譽勳章

姚國威先生，榮譽勳章

楊哲安先生

房屋署署長或其代表

民政事務總署署長或其代表

Members

Ms Ann AU Chor-kwan, JP

Dr Johnnie CHAN Chi-kau, SBS, JP

Mr Jonathan CHANG Tien-yin, SC

Mr CHO Wui-hung, MH

Mr CHOW Luen-kiu, MH, JP

Miss Renee HO Hang-yin

Sr Dick KWOK Ngok-chung, MH

Mr Manley LAU Man-kit

Mr Spencer LAW

Mr Stephen POON Kin-leung

Mr Ivan TAM Kwok-wing, MH

Ms Careen WONG Hau-yan

Ms Annie WONG Pak-yan

Mr Benny YEUNG Tsz-hei, BBS, MH

Mr YIU Kwok-wai, MH

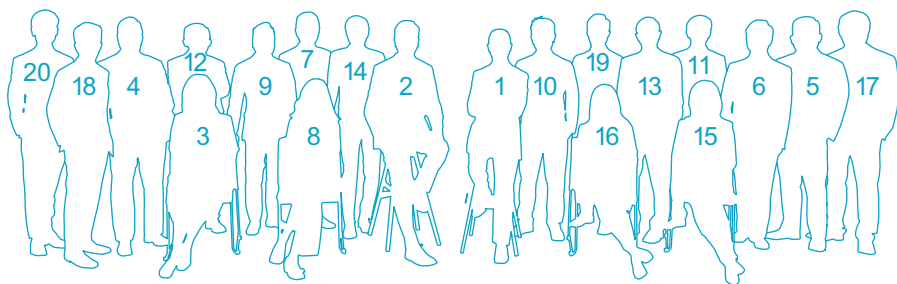
Mr Jeremy YOUNG Chit-on

Director of Housing or her representative

Director of Home Affairs or her representative

監管局成員名單 (2022 年 12 月 1 日至 2025 年 11 月 30 日)

Membership of the PMSA (From 1 December 2022 to 30 November 2025)



- 1 黃江天博士，銅紫荊星章，太平紳士
Dr James WONG Kong-tin, BBS, JP
- 2 許智文教授，榮譽勳章，太平紳士
Professor Eddie HUI Chi-man, MH, JP
- 3 歐楚筠女士，太平紳士
Ms Ann AU Chor-kwan, JP
- 4 陳志球博士，銀紫荊星章，太平紳士
Dr Johnnie CHAN Chi-kau, SBS, JP
- 5 張天任資深大律師
Mr Jonathan CHANG Tien-yin, SC
- 6 左滙雄先生，榮譽勳章
Mr CHO Wui-hung, MH



7 周聯僑先生，榮譽勳章，太平紳士
Mr CHOW Luen-kiu, MH, JP

8 何杏研女士
Miss Renee HO Hang-yin

9 郭岳忠測量師，榮譽勳章
Sr Dick KWOK Ngok-chung, MH

10 劉文杰先生
Mr Manley LAU Man-kit

11 羅浩博先生
Mr Spencer LAW

12 吳鴻輝先生，太平紳士
(民政事務總署署長代表)
Mr Chris NG Hung-fai, JP
(Representative of Director
of Home Affairs)

13 潘建良先生
Mr Stephen POON Kin-leung

14 譚國榮先生，榮譽勳章
Mr Ivan TAM Kwok-wing, MH

15 黃巧欣女士
Ms Careen WONG Hau-yan

16 黃栢欣女士
Ms Annie WONG Pak-yan

17 楊子熙先生，銅紫荊星章，榮譽勳章
Mr Benny YEUNG Tsz-hei, BBS, MH

18 姚國威先生，榮譽勳章
Mr YIU Kwok-wai, MH

19 楊哲安先生
Mr Jeremy YOUNG Chit-on

20 楊耀輝先生，太平紳士
(房屋署署長代表)
Mr Ricky YEUNG Yiu-fai, JP
(Representative of Director
of Housing)

監管局成員名單 (2022 年 12 月 1 日至 2025 年 11 月 30 日)
Membership of the PMSA (From 1 December 2022 to 30 November 2025)



主席 Chairperson

黃江天博士，銅紫荊星章，太平紳士
Dr James WONG Kong-tin, BBS, JP

法律顧問、仲裁員、調解員
Legal Counsel, Arbitrator, Mediator

- 香港酒牌局主席
- 廉政公署社區關係市民諮詢委員會委員
- 離職公務員就業申請諮詢委員會委員
- 懲教署投訴上訴委員會委員
- 香港律師會大中華法律事務委員會副主席
- 義務工作發展局董事
- Chairman, The Liquor Licensing Board
- Member, The Citizens Advisory Committee on Community Relations of the Independent Commission Against Corruption
- Member, The Advisory Committee on Post-service Employment of Civil Servants
- Member, The Correctional Services Department Complaints Appeal Board
- Vice-chairman, Greater China Legal Affairs Committee, The Law Society of Hong Kong
- Director, Agency for Volunteer Service



副主席 Vice-chairperson

許智文教授，榮譽勳章，太平紳士
Professor Eddie HUI Chi-man, MH, JP

香港理工大學建築及房地產學系教授
Professor, Department of Building and Real Estate,
The Hong Kong Polytechnic University

- 香港房屋協會監事會委員及提名委員會委員
- 證券及期貨事務監察委員會房地產投資信託基金委員會委員
- 地產代理監管局和其策略發展及管理委員會成員
- 地產代理監管局執業及考試委員會主席
- 香港房屋委員會資助房屋小組委員會委員
- 土地共享先導計劃顧問小組成員
- 「劏房」租務管制研究工作小組成員
- Member, Supervisory Board and the Nominating Committee, Hong Kong Housing Society
- Member, Committee on Real Estate Investment Trusts, Securities and Futures Commission
- Member, Estate Agents Authority and its Strategic Development and Management Committee
- Chairman, Practice and Examination Committee, Estate Agents Authority
- Member, Subsidised Housing Committee, Hong Kong Housing Authority
- Member, Panel of Advisors, Land Sharing Pilot Scheme
- Member, Task Force for the Study on Tenancy Control of Subdivided Units



歐楚筠女士 · 太平紳士
Ms Ann AU Chor-kwan, JP

董事
Director

- 入境事務處青少年領袖團副總監
- 香港房屋委員會委員
- 監管釋囚委員會委員
- 社會工作者註冊局委員
- 輸入優秀人才及專才諮詢委員會諮詢委員
- 香港話劇團理事兼司庫
- Deputy Commissioner, IDYL Youth Corps, Immigration Department
- Member, Hong Kong Housing Authority
- Member, Post-Release Supervision Board
- Member, Social Workers Registration Board
- Member, Advisory Committee on Admission of Quality Migrants and Professionals
- Director and Treasurer, Hong Kong Repertory Theatre



陳志球博士 · 銀紫荊星章 · 太平紳士
Dr Johnnie CHAN Chi-kau, SBS, JP

行政總裁
Chief Executive Officer

- 選舉委員會當然委員 (建築、測量、都市規劃及園境界功能界別)
- 香港房屋委員會委員 / 建築小組委員會主席
- 香港吸煙與健康委員會副主席
- 安老事務委員會委員
- 職業安全健康局成員
- 懲教署投訴上訴委員會非官方成員
- Ex-officio member, Election Committee (Architectural, Surveying, Planning and Landscape Subsector)
- Member, Hong Kong Housing Authority and Chairman of its Building Committee
- Vice-chairman, Hong Kong Council on Smoking and Health
- Member, Elderly Commission
- Member, Occupation Safety and Health Council
- Non-official member, Hong Kong Correctional Services Department Complaints Appeal Board



張天任資深大律師
Mr Jonathan CHANG Tien-yin, SC

資深大律師
Senior Counsel

- 高等法院暫委法官
- 市政服務上訴委員會副主席
- 地產代理監管局成員
- Deputy High Court Judge
- Vice-chairman, Municipal Services Appeal Board
- Member, Estate Agents Authority



左滙雄先生，榮譽勳章
Mr CHO Wui-hung, MH

區議員／物業總監
District Councillor/Property Director

- 九龍城區議會議員
- 香港特區第六屆選舉委員會（第三界別基層社團）委員
- 政協佛山市順德區第十五屆委員會委員
- 經民聯九龍中支部主席
- 九龍城區撲滅罪行委員會委員
- 市區重建局第十一屆九龍城分區諮詢委員會委員
- 房屋署愛民邨屋邨諮詢管理委員會委員
- Member, Kowloon City District Council
- Member, The sixth Election Committee of the HKSAR (Grassroots associations)
- Member, The 15th Committee of Shunde District, Foshan City, CPPCC
- Chairman, The Kowloon Central Branch of the BPA
- Member, District Fight Crime Committee (Kowloon City District)
- Member, The 11th Kowloon City District Advisory Committee of the Urban Renewal Authority
- Member, Oi Man Estate Estate Advisory Management Committee, Housing Department



周聯僑先生，榮譽勳章，太平紳士
Mr CHOW Luen-kiu, MH, JP

新世界建築有限公司策略總監－主席辦公室（建築文化傳承）
Director-Chairman office (Construction Culture Implementation),
New World Construction Company Limited

- 職業安全健康局提升建造業及物業管理職安健督導委員會委員
- 建造業訓練委員會委員
- 建造業議會工藝測試小組委員會委員
- 強制性公積金計劃上訴委員會委員
- 香港工會聯合會職安健協會委員
- 樂群社會服務處董事
- 廣州市政協委員
- 香港建造業註冊專門工種職工會聯會理事長
- Member, Steering Committee on Enhancing OSH of Construction and Property Management Industries, Occupational Safety and Health Council
- Member, Construction Industry Training Board
- Member, Sub-committee on Trade Testing, Construction Industry Training Board
- Member, Mandatory Provident Fund Schemes Appeal Board
- Member, Hong Kong Federation of Trade Unions Occupational Safety and Health Association
- Director, Lok Kwan Social Service
- Member, Guangzhou Municipality Political Consultative Conference
- President, Hong Kong Construction Industry Registered Specialist Trade Union Federation



何杏研女士
Miss Renee HO Hang-yin

公共政策分析員
Public Policy Analyst

- 公務員培訓諮詢委員會委員
- 強制性能源效益標籤計劃上訴委員團成員
- Member, Civil Service Training Advisory Board
- Member, Mandatory Energy Efficiency Labelling Scheme Appeal Board Panel



郭岳忠測量師，榮譽勳章
Sr Dick KWOK Ngok-chung, MH

總監
Director

- 香港測量師學會前會長
- 華人永遠墳場管理委員會委員兼工程及發展小組主席
- 律師紀律審裁團委員
- 物業管理行業培訓諮詢委員會委員
- 香港房屋協會委員
- 民政事務總署大廈管理糾紛顧問小組召集人
- 香港高等教育科技學院(測量學榮譽理學士)校外評審委員
- Past President, The Hong Kong Institute of Surveyors
- Member, The Board of Management of the Chinese Permanent Cemeteries Cum Chairman, Works and Development Committee
- Lay Member, Solicitors Disciplinary Tribunal Panel of Judiciary
- Member, Property Management Industry Training Advisory Committee
- Member, Hong Kong Housing Society
- Convenor, Panel Advisors on Building Management Disputes, Home Affairs Department
- External Examiner, Bachelor of Science (Honours) in Surveying, Technological and Higher Education Institute of Hong Kong



劉文杰先生
Mr Manley LAU Man-kit

新民黨第五屆青年委員會主席
New People's Party Youth
Committee Chairman

- 大埔北分區委員會委員
- 廣州番禺政協委員
- 新民黨中央委員
- 大埔青年協會副會長
- 環境運動委員會委員
- 新時代青年協會主席
- 港新媒體專業協會執行副主席
- 湖北省青聯委員
- Member, Tai Po North Area Committee
- Member, CPPCC Guangzhou Panyu Committee
- Centre Committee Member, New People's Party
- Vice Chairman, Tai Po Youths Association
- Member, Environmental Campaign Committee
- Chairman, New Age Young Association
- Vice Chairman, Hong Kong New Media Professional Association
- Member, Hubei Youth Federation



羅浩博先生
Mr Spencer LAW

物業及資產管理
Property and Asset Management

- 工聯會職業發展服務處物業管理及保安服務業校外顧問
- 香港建造業總工會物業管理及保安服務業校外顧問
- 香港物業服務聯盟特邀理事
- 香港地產行政師學會會員
- External Consultant, Property Management and Security Services for FTU Employment Development Service
- External Consultant, Property Management and Security Services for Hong Kong Construction Industry Employees General Union
- Invited Member, Hong Kong Property Services Alliance
- Member, Hong Kong Institute of Real Estate Administrators



潘建良先生
Mr Stephen POON Kin-leung

物業管理
Property Management

- 環境及生態局惜食香港督導委員會委員
- 香港物業服務公司協會主席
- Member, Food Wise Hong Kong Steering Committee, Environment and Ecology Bureau
- Chairman, Hong Kong Association of Property Services Agents



譚國榮先生 · 榮譽勳章
Mr Ivan TAM Kwok-wing, MH

其士國際集團有限公司副董事總經理
Deputy Managing Director,
Chevalier International Holdings
Limited

- 香港保險業聯會的管治委員會成員及一般保險總會上任主席兼委員
- 選舉委員會委員
- 香港公司治理公會(前香港特許秘書公會)前會長
- 香港物業管理公司協會前會長及理事
- Member, Governing Committee, and Immediate Past Chairman and Councillor, General Insurance Council, The Hong Kong Federation of Insurers
- Member, Election Committee
- Past President, The Hong Kong Chartered Governance Institute (formerly known as The Hong Kong Institute of Chartered Secretaries)
- Past President and Council Member, The Hong Kong Association of Property Management Companies



黃巧欣女士
Ms Careen WONG Hau-yan

律師
Solicitor

- 香港律師會理事
- 香港律師會專業水準及發展常務委員會主席
- 香港律師彌償基金有限公司專業彌償計劃申索委員會委員
- 香港會計師公會專業操守委員會委員
- 香港醫務委員會業外審裁員
- Council Member, The Law Society of Hong Kong
- Chairperson, Standing Committee on Standards and Development, The Law Society of Hong Kong
- Member, PIS Claims Committee of the Hong Kong Solicitors Indemnity Fund Limited
- Member, Ethics Committee of The Hong Kong Institute of Certified Public Accountants
- Lay Assessor, The Medical Council of Hong Kong



黃栢欣女士
Ms Annie WONG Pak-yan

律師
Solicitor

- 交通審裁處輪值主席
- 香港律師會審查及紀律常務委員會成員
- 香港律師會審批委員會委員
- 中國委託公証人協會有限公司「紀律審裁團」成員
- 博彩及獎券事務委員會成員
- Chairman, Transport Tribunal (on rotation basis)
- Member, Standing Committee on Compliance, The Law Society of Hong Kong
- Member, Consents Committee, The Law Society of Hong Kong
- Member, Disciplinary Tribunal Panel, The Association of China-Appointed Attesting Officers Limited
- Member, Betting and Lotteries Commission



楊子熙先生，銅紫荊星章，榮譽勳章
Mr Benny YEUNG Tsz-hei, BBS, MH

油尖旺社區主任
Community Officer Yaumatei

- 油尖旺社團聯會會長
- 九龍社團聯會副理事長
- 民建聯油尖旺支部主席
- 香港東莞社團總會常務副主席
- 油麻地街坊會學校校監
- 民政事務總署促進種族和諧委員會委員
- President, Yau Tsim Mong Federation of Association
- Deputy Director General, Kowloon Federation of Association
- Chairperson, DAB Yau Tsim Mong Branch
- Executive Vice President, Hong Kong Federation of Dongguan Associations
- School Supervisor, Yaumati Kaifong Association School
- Member, The Committee on the Promotion of Racial Harmony, Home Affairs Department



姚國威先生，榮譽勳章
Mr YIU Kwok-wai, MH

社區及工會工作者
Community and Trade Union Worker

- 青年發展委員會委員
- 元朗區撲滅罪行委員會委員
- Member, Youth Development Commission
- Member, District Fight Crime Committee (Yuen Long District)



楊哲安先生
Mr Jeremy YOUNG Chit-on

區議員
District Councillor

- 中西區區議員
- 青年發展委員會非官方委員
- 中西區撲滅罪行委員會非官方委員
- 家庭議員非官方委員
- 的士服務質素委員會非官方委員
- 自由黨中央委員會委員
- Central and Western District District Councillor
- Non-official Member, Youth Development Commission
- Non-official Member, District Fight Crime Committee (Central and Western District)
- Non-official Member, Family Council
- Non-official Member, Committee on Taxi Service Quality
- Member, Liberal Party Central Committee



王天予女士 · 金紫荊星章 · 太平紳士
Miss WONG Tin-yu, Agnes, GBS, JP

房屋局常任秘書長／房屋署署長
Permanent Secretary for Housing / Director of
Housing



張趙凱渝女士 · 太平紳士
Mrs Alice CHEUNG CHIU Hoi-yue, JP

民政事務總署署長
Director of Home Affairs

監管局成員名單 (由 2019 年 12 月 1 日至 2022 年 11 月 30 日)

Membership of the PMSA (From 1 December 2019 to 30 November 2022)

主席

謝偉銓議員，銅紫荊星章，太平紳士

Chairperson

Hon Tony TSE Wai-chuen, BBS, JP

副主席

許智文教授，榮譽勳章，太平紳士

Vice-Chairperson

Professor Eddie HUI Chi-man, MH, JP

成員

陳恒鑌議員，銅紫荊星章，太平紳士

陳繼宇博士，榮譽勳章，太平紳士

周聯僑先生，榮譽勳章，太平紳士

郭岳忠測量師，榮譽勳章

梁文廣議員，榮譽勳章

吳光銘先生，榮譽勳章

吳韻宜女士

譚國榮先生，榮譽勳章

譚領律先生，榮譽勳章

黃輝成先生，榮譽勳章

黃栢欣女士

甄韋喬博士，榮譽勳章，太平紳士

易志明議員，金紫荊星章，太平紳士

葉興國先生，銅紫荊星章，榮譽勳章，太平紳士

房屋署署長或其代表

民政事務總署署長或其代表

Members

Hon CHAN Han-pan, BBS, JP

Dr Jason CHAN Kai-yue, MH, JP

Mr CHOW Luen-kiu, MH, JP

Sr Dick KWOK Ngok-chung, MH

Hon Scott LEUNG Man-kwong, MH

Mr Paul NG Kwong-ming, MH

Ms Wendy NG Wan-yee

Mr Ivan TAM Kwok-wing, MH

Mr Stanley Lanny TAM, MH

Mr Justin WONG Fai-sing, MH

Ms Annie WONG Pak-yan

Dr Mickey YAN Wai-kiu, MH, JP

Hon Frankie YICK Chi-ming, GBS, JP

Mr YIP Hing-kwok, BBS, MH, JP

Director of Housing or her representative

Director of Home Affairs or her representative

委員會

Committees

監管局設立了五個委員會，協助處理其繁重的工作和履行其職能。各委員會或另設工作小組，重點處理特定工作事宜，委員會主席及工作小組召集人由監管局成員出任。各委員會及其轄下的工作小組於年內召開會議，為監管局的職能擬定工作計劃，並按計劃開展各項工作。

The PMSA has established five Committees to assist in handling its heavy work schedule and discharging its functions. Each Committee may set up dedicated Working Group(s) to address specific issues. Chairpersons of Committees and Convenors of the Working Groups are Members of the PMSA. The Committees and their Working Groups conducted meetings during the year to draw up work plan for the functions of the PMSA, and to roll out various programmes in accordance with their scheduled work plan.



紀律委員會

主要職能：

此委員會主要負責處理《物管條例》下的紀律事宜。委員會可進行其認為合適的聆訊、行使其認為適當的權力及作出其認為適當的命令。委員會亦會制定指引及程序，確保處理紀律個案的一致性及公平性，並把有關作業方式不當的個案或投訴轉介其他委員會，以制定或修訂政策、操守守則或其他指引。

(2022年12月1日至2025年11月30日)

主席：黃栢欣女士

成員：陳志球博士，銀紫荊星章，太平紳士
張天任資深大律師
左滙雄先生，榮譽勳章
周聯僑先生，榮譽勳章，太平紳士
潘建良先生
譚國榮先生，榮譽勳章
黃巧欣女士
姚國威先生，榮譽勳章
楊哲安先生
民政事務總署署長或其代表

(任期至2022年11月30日止)

主席：黃栢欣女士

成員：梁文廣議員，榮譽勳章
吳光銘先生，榮譽勳章
吳韻宜女士
譚國榮先生，榮譽勳章
譚領律先生，榮譽勳章
甄韋喬博士，榮譽勳章，太平紳士
易志明議員，金紫荊星章，太平紳士
葉興國先生，銅紫荊星章，榮譽勳章，太平紳士
民政事務總署署長或其代表

Disciplinary Committee

Major Functions:

This Committee is primarily responsible for handling disciplinary matters referred to under the PMSO. It will conduct such hearings as it may think fit, exercise such powers and make such orders as it considers appropriate. It will also draw up guidelines and procedures to ensure consistency and fairness in handling disciplinary cases, and refer cases of malpractice or complaints to other committees for formulation or revision of policies, Codes of Conduct or other guidelines.

(From 1 December 2022 to 30 November 2025)

Chairperson: Ms Annie WONG Pak-yan

Members: Dr Johnnie CHAN Chi-kau, SBS, JP
Mr Jonathan CHANG Tien-yin
Mr CHO Wui-hung, MH
Mr CHOW Luen-kiu, MH, JP
Mr Stephen POON Kin-leung
Mr Ivan TAM Kwok-wing, MH
Ms Careen WONG Hau-yan
Mr YIU Kwok-wai, MH
Mr Jeremy YOUNG Chit-on
Director of Home Affairs or her representative

(Term of office ended on 30 November 2022)

Chairperson: Ms Annie WONG Pak-yan

Members: Hon Scott LEUNG Man-kwong, MH
Mr Paul NG Kwong-ming, MH
Ms Wendy NG Wan-yee
Mr Ivan TAM Kwok-wing, MH
Mr Stanley TAM Lanny, MH
Dr Mickey YAN Wai-kiu, MH, JP
Hon Frankie YICK Chi-ming, GBS, JP
Mr YIP Hing-kwok, BBS, MH, JP
Director of Home Affairs or her representative

財務及策略發展委員會

主要職能：

此委員會主要負責就具長遠影響的策略事宜以及財政預算事務，向監管局提出建議。委員會亦負責協助監管局監督人力資源管理，以及檢討和核准編制架構、重組事宜、人力策劃和人力資源政策及程序的制定事宜。

Finance and Strategic Development Committee

Major Functions:

This Committee is responsible for making recommendations to the PMSA on strategic issues of long term significance and budgetary matters. It is also responsible for assisting the PMSA to oversee human resources management and to review and approve establishment structure, re-organisation, manpower planning and development of human resources policies and procedures.

(2022年12月1日至2025年11月30日)

主席：黃江天博士，銅紫荊星章，太平紳士

成員：歐楚筠女士，太平紳士

陳志球博士，銀紫荊星章，太平紳士

張天任資深大律師

左滙雄先生，榮譽勳章

劉文杰先生

譚國榮先生，榮譽勳章

姚國威先生，榮譽勳章

楊哲安先生

民政事務總署署長或其代表

(From 1 December 2022 to 30 November 2025)

Chairperson: Dr James WONG Kong-tin, BBS, JP

Members: Ms Ann AU Chor-kwan, JP

Dr Johnnie CHAN Chi-kau, SBS, JP

Mr Jonathan CHANG Tien-yin

Mr CHO Wui-hung, MH

Mr Manley LAU Man-kit

Mr Ivan TAM Kwok-wing, MH

Mr YIU Kwok-wai, MH

Mr Jeremy YOUNG Chit-on

Director of Home Affairs or her representative

(任期至2022年11月30日止)

主席：謝偉銓議員，銅紫荊星章，太平紳士

成員：陳繼宇博士，榮譽勳章，太平紳士

周聯僑先生，榮譽勳章，太平紳士

郭岳忠測量師，榮譽勳章

吳韻宜女士

譚國榮先生，榮譽勳章

譚領律先生，榮譽勳章

易志明議員，金紫荊星章，太平紳士

葉興國先生，銅紫荊星章，榮譽勳章，太平紳士

民政事務總署署長或其代表

(Term of office ended on 30 November 2022)

Chairperson: Hon Tony TSE Wai-chuen, BBS, JP

Members: Dr Jason CHAN Kai-yue, MH, JP

Mr CHOW Luen-kiu, MH, JP

Sr Dick KWOK Ngok-chung, MH

Ms Wendy NG Wan-yee

Mr Ivan TAM Kwok-wing, MH

Mr Stanley TAM Lanny, MH

Hon Frankie YICK Chi-ming, GBS, JP

Mr YIP Hing-kwok, BBS, MH, JP

Director of Home Affairs or her representative

牌照委員會

主要職能：

此委員會負責行使及執行《物管條例》下物管公司及物管人領牌的條文所列出的監管局的職能和權力。委員會參與設計和檢討申領物管牌照的申請表、牌照、物管人證、持牌人登記冊及其他有關牌照文件等。此外，委員會亦會檢討持牌準則、申請費用和牌費，以及制定和檢討有關發牌事項的政策，並向監管局提出建議。

(2022年12月1日至2025年11月30日)

主席：許智文教授，榮譽勳章，太平紳士
成員：陳志球博士，銀紫荊星章，太平紳士
張天任資深大律師
左滙雄先生，榮譽勳章
周聯僑先生，榮譽勳章，太平紳士
劉文杰先生
潘建良先生
黃巧欣女士
楊子熙先生，銅紫荊星章，榮譽勳章
民政事務總署署長或其代表

(任期至2022年11月30日止)

主席：許智文教授，榮譽勳章，太平紳士
成員：陳恒鑌議員，銅紫荊星章，太平紳士
陳繼宇博士，榮譽勳章，太平紳士
周聯僑先生，榮譽勳章，太平紳士
吳光銘先生，榮譽勳章
黃輝成先生，榮譽勳章
甄韋喬博士，榮譽勳章，太平紳士
葉興國先生，銅紫荊星章，榮譽勳章，太平紳士
民政事務總署署長或其代表

Licensing Committee

Major Functions:

This Committee is tasked to exercise and execute functions and powers of the PMSA in respect of provisions on the licensing of PMCs and PMPs under the PMSO. It helps in designing and reviewing application forms, licences, PMP card, the register and other relevant licence documents. Furthermore, it will also review licensing criteria, application and licence fees, as well as formulate and review policies relevant to licensing matters, and make recommendations to the PMSA thereon.

(From 1 December 2022 to 30 November 2025)

Chairperson: Professor Eddie HUI Chi-man, MH, JP
Members: Dr Johnnie CHAN Chi-kau, SBS, JP
Mr Jonathan CHANG Tien-yin
Mr CHO Wui-hung, MH
Mr CHOW Luen-kiu, MH, JP
Mr Manley LAU Man-kit
Mr Stephen POON Kin-leung
Ms Careen WONG Hau-yan
Mr Benny YEUNG Tsz-hei, BBS, MH
Director of Home Affairs or her representative

(Term of office ended on 30 November 2022)

Chairperson: Professor Eddie HUI Chi-man, MH
Members: Hon CHAN Han-pan, BBS, JP
Dr Jason CHAN Kai-yue, MH, JP
Mr CHOW Luen-kiu, MH, JP
Mr Paul NG Kwong-ming, MH
Mr Justin WONG Fai-sing, MH
Dr Mickey YAN Wai-kiu, MH, JP
Mr YIP Hing-kwok, BBS, MH, JP
Director of Home Affairs or her representative

實務及審核委員會

主要職能：

此委員會負責協助監管局制定和檢討操守守則及良好作業指南，分別規管物管公司和物管從業員的專業操守及作業方式。如需進行資歷審核，委員會會協助監管局制定審核準則，以及執行審核工作。

(2022年12月1日至2025年11月30日)

主席：譚國榮先生，榮譽勳章

成員：許智文教授，榮譽勳章，太平紳士

何杏研女士

郭岳忠測量師，榮譽勳章

潘建良先生

黃巧欣女士

黃栢欣女士

楊子熙先生，銅紫荊星章，榮譽勳章

楊哲安先生

房屋署署長或其代表

民政事務總署署長或其代表

(任期至2022年11月30日止)

主席：譚國榮先生，榮譽勳章

成員：許智文教授，榮譽勳章，太平紳士

郭岳忠測量師，榮譽勳章

黃輝成先生，榮譽勳章

黃栢欣女士

甄韋喬博士，榮譽勳章，太平紳士

房屋署署長或其代表

民政事務總署署長或其代表

Practice and Assessment Committee

Major Functions:

This Committee is responsible for assisting the PMSA to draw up and review Codes of Conduct and Best Practice Guides governing the conduct and practice of PMCs and PMPs respectively. Where a qualifying assessment is required, the Committee will assist the PMSA to set the parameters of and administer the qualifying assessment.

(From 1 December 2022 to 30 November 2025)

Chairperson: Mr Ivan TAM Kwok-wing, MH

Members: Professor Eddie HUI Chi-man, MH, JP

Miss Renee HO Hang-yin

Sr Dick KWOK Ngok-chung, MH

Mr Stephen POON Kin-leung

Ms Careen WONG Hau-yan

Ms Annie WONG Pak-yan

Mr Benny YEUNG Tsz-hei, BBS, MH

Mr Jeremy YOUNG Chit-on

Director of Housing or her representative

Director of Home Affairs or her representative

(Term of office ended on 30 November 2022)

Chairperson: Mr Ivan TAM Kwok-wing, MH

Members: Professor Eddie HUI Chi-man, MH, JP

Sr Dick KWOK Ngok-chung, MH

Mr Justin WONG Fai-sing, MH

Ms Annie WONG Pak-yan

Dr Mickey YAN Wai-kiu, MH, JP

Director of Housing or her representative

Director of Home Affairs or her representative

專業發展委員會

主要職能：

為提升物管行業的專業水平，此委員會擔當與業界聯繫的重任，探討如何提升作業標準和服務質素。委員會亦會聯繫本地專上學院為從業員提供培訓，並負責推動持續專業發展的工作。

(2022年12月1日至2025年11月30日)
主席：許智文教授，榮譽勳章，太平紳士
成員：歐楚筠女士，太平紳士
周聯僑先生，榮譽勳章，太平紳士
何杏研女士
郭岳忠測量師，榮譽勳章
羅浩博先生
黃栢欣女士
楊子熙先生，銅紫荊星章，榮譽勳章
姚國威先生，榮譽勳章
房屋署署長或其代表
民政事務總署署長或其代表

(任期至2022年11月30日止)
主席：許智文教授，榮譽勳章，太平紳士
成員：陳恒鏞議員，銅紫荊星章，太平紳士
陳繼宇博士，榮譽勳章，太平紳士
郭岳忠測量師，榮譽勳章
梁文廣議員，榮譽勳章
吳光銘先生，榮譽勳章
黃輝成先生，榮譽勳章
黃栢欣女士
房屋署署長或其代表
民政事務總署署長或其代表

Professional Development Committee

Major Functions:

In order to enhance professionalism of the PM industry, this Committee plays an important role in liaising with the industry to explore ways to improve practice standard and service quality. It will also liaise with local tertiary institutions in providing training to practitioners and is responsible for driving continuing professional development work.

(From 1 December 2022 to 30 November 2025)
Chairperson: Professor Eddie HUI Chi-man, MH, JP
Members: Ms Ann AU Chor-kwan, JP
Mr CHOW Luen-kiu, MH, JP
Miss Renee HO Hang-yin
Sr Dick KWOK Ngok-chung, MH
Mr Spencer LAW
Ms Annie WONG Pak-yan
Mr Benny YEUNG Tsz-hei, BBS, MH
Mr YIU Kwok-wai, MH
Director of Housing or her representative
Director of Home Affairs or her representative

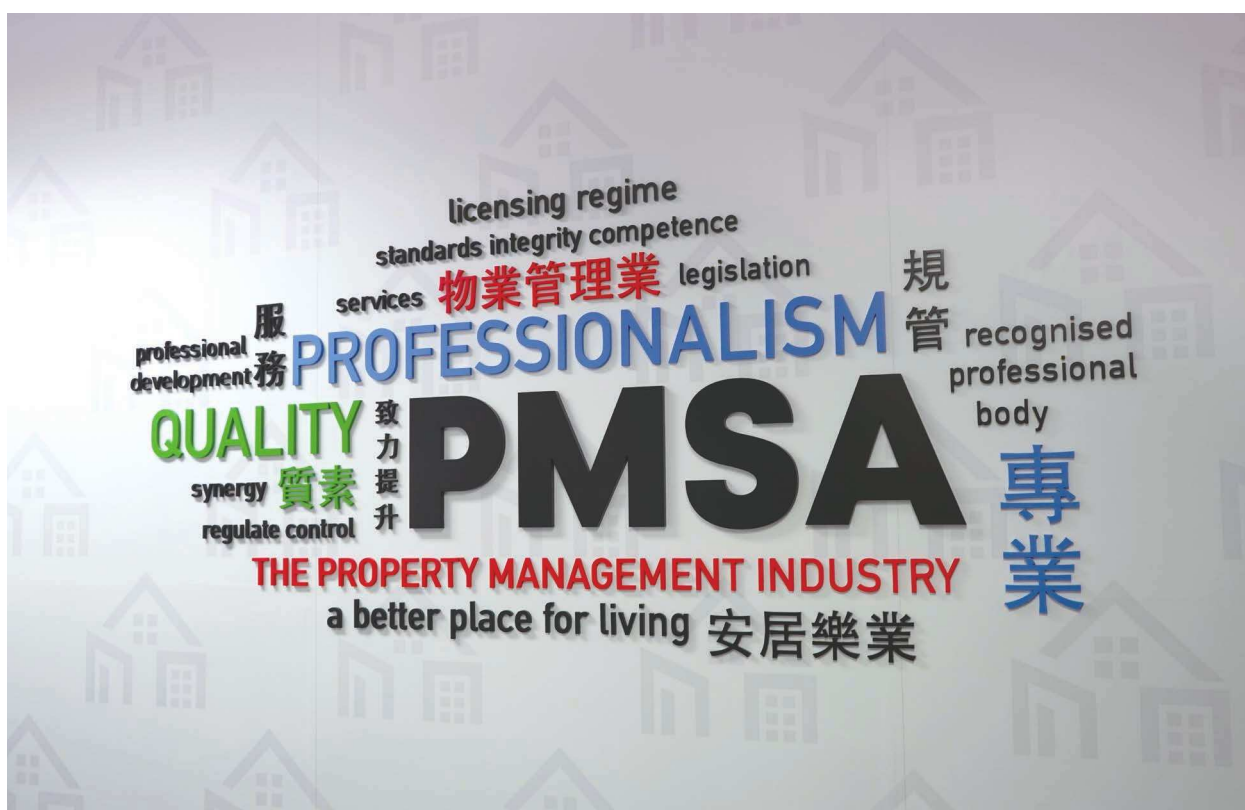
(Term of office ended on 30 November 2022)
Chairperson: Professor Eddie HUI Chi-man, MH, JP
Members: Hon CHAN Han-pan, BBS, JP
Dr Jason CHAN Kai-yue, MH, JP
Sr Dick KWOK Ngok-chung, MH
Hon Scott LEUNG Man-kwong, MH
Mr Paul NG Kwong-ming, MH
Mr Justin WONG Fai-sing, MH
Ms Annie WONG Pak-yan
Director of Housing or her representative
Director of Home Affairs or her representative

行政辦事處

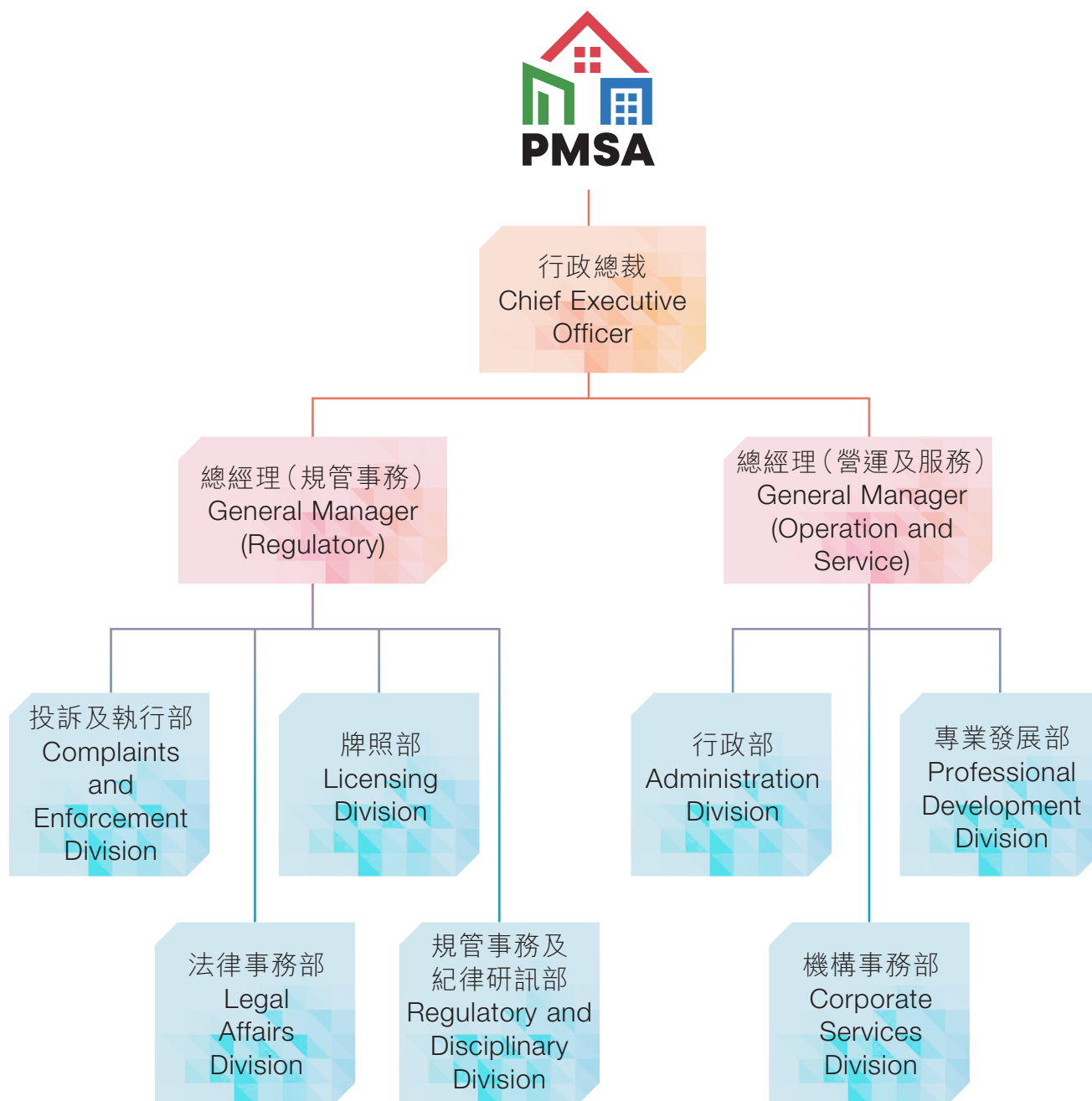
Executive Office

監管局的行政辦事處（行政辦）協助及支援監管局執行物管規管、宣傳業界優勢和推動行業專業化的工作，以及處理不同範疇的日常事務。行政辦由行政總裁領導，並由兩位總經理分別負責「規管事務」和「營運及服務」兩大方面的工作。「規管事務」分支下設有投訴及執行部、法律事務部、牌照部和規管事務及紀律研訊部；而「營運及服務」分支下則設有行政部（負責監管局秘書處、人力資源、財務及行政等工作）、機構事務部（負責機構傳訊和資訊科技工作）和專業發展部。行政辦於本年度的常額員工人數目為36名。

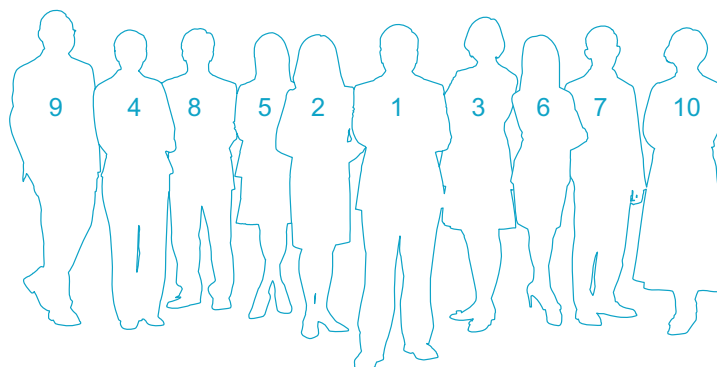
The PMSA Executive Office (EO) assists and supports the PMSA in discharging its PM regulatory duties, promoting industry edges, boosting the development of professionalism in the industry as well as performing day-to-day work of various aspects. It is led by the Chief Executive Officer, who is underpinned by two General Managers responsible for the “Regulatory” and “Operation and Service” branches respectively. The Complaints and Enforcement Division, Legal Affairs Division, Licensing Division, and Regulatory and Disciplinary Division are under the “Regulatory” branch; while the Administration Division (responsible for the PMSA Secretariat, Human Resources, Finance, and Administration functions), the Corporate Services Division (responsible for Corporate Communications and Information Technology functions), and the Professional Development Division are under the “Operation and Service” branch. The PMSA EO had 36 regular staff members during the year.



組織架構
Organisation Chart



管理層團隊 Management Team



1 蕭如彬先生 行政總裁
Mr Alan SIU Chief Executive Officer

2 彭慧深女士 總經理(規管事務)
Ms Diana PANG General Manager
(Regulatory)

3 葉嘉怡女士 總經理(營運及服務)
Ms Connie YIP General Manager
(Operation and Service)

4 劉淑葵女士 法律顧問
Ms Eva LAU Legal Counsel

5 劉鳳儀女士 高級經理(牌照)
Ms Winnie LAU Senior Manager
(Licensing)

6 李素心女士 高級經理(行政及資源管理)
Ms Susan LEE Senior Manager
(Administration and Resources
Management)

7 鄧少靈先生 高級經理(資訊科技)
Mr SL TANG Senior Manager
(Information Technology)

8 何世榮先生 經理(投訴及執行)
Mr Stephen HO Manager (Complaints
and Enforcement)

9 陸國豪先生 經理(牌照)
Mr Howard LUK Manager (Licensing)

10 鄧淑宜女士 經理(專業發展)
Ms Noel TANG Manager (Professional
Development)



年度回顧 Review of the Year

年度回顧

回顧2022-23年度，物業管理發牌制度已正式實施兩年，而三年過渡期亦進入了倒數階段（至2023年7月31日完結），標誌着香港物業管理快將邁向新里程，朝專業化、優質化健康發展。監管局透過「發牌規管」、「制定專業標準」和「鼓勵持續進修」三管齊下，與各政府部門、公營機構及業界團體協作，凝聚各方力量，提升物業管理的專業地位及服務水平。

Review of the Year

Looking back on 2022-23, the PM industry licensing regime has already been implemented for two years, and the three-year transitional period has entered into the countdown stage (ending on 31 July 2023), marking that the PM industry in Hong Kong is about to reach a new milestone and to move forward with enhancement in quality and professionalism. The PMSA adopts the “three-pronged approach” of regulating by licensing, setting professional standard and encouraging continuing professional development to enhance the status and professional level of the PM industry. The PMSA also collaborates with various Government departments, public bodies and industry organisations to drive the initiatives with concerted efforts.



發牌規管

Regulating by Licensing

自物業管理發牌制度於2020年8月1日實施至2023年3月31日，監管局累計接獲近14,000宗物業管理公司及物業管理公司牌照申請，及發出超過12,200個牌照。

Since the implementation of the PM industry licensing regime on 1 August 2020, as of 31 March 2023, the PMSA had cumulatively received nearly 14,000 PMP and PMC licence applications and issued over 12,200 licences.

牌照申請數目 (2020年8月1日至2023年3月31日)

Number of licence applications (1 August 2020 to 31 March 2023)

物業管理公司牌照申請：
PMP licence applications:
超過
Over **13,300**

物業管理公司牌照申請：
PMC licence applications:
超過
Over **600**

發出牌照數目 (2020年8月1日至2023年3月31日)

Number of licences issued (1 August 2020 to 31 March 2023)

發出物業管理公司牌照：
PMP licences issued:
超過
Over **11,800**

發出物業管理公司牌照：
PMC licences issued:
超過
Over **430**

- 正式牌照：近8,000個
- 臨時牌照：超過3,800
- formal licences: nearly 8,000
- provisional licences: over 3,800

為鼓勵及協助物業管理公司及相關物業管理從業員盡早申領牌照，監管局除不時因應實際情況適切完善相關領牌政策及申請流程外，亦繼續透過不同方式及渠道向持份者作出呼籲及講解領牌的急切性及重要性。

To encourage and support PMCs and related PMPs to apply for licence soonest possible, the PMSA had made appropriate optimisation to relevant licensing policies and application procedures in accordance with the practical situation. The PMSA had also continued to communicate with stakeholders through various means and channels to appeal and explain to them the urgency and importance of applying for licence.

完善政策與服務

物管人牌照

- 增加指明物管學歷

在物管業發牌制度下，從業員須符合持有物管人牌照的準則（包括物管工作經驗及具有認可學歷）。若擁有監管局指明物管學歷，則所需的物管工作經驗相對會較少。

資歷架構自2016年起推行物管業「職業資歷階梯」先導計劃，為業界訂定不同物管工作範疇的進階路徑，以及釐訂了當中主要崗位的能力要求，從而提升行業整體的培訓質素，促進人力資源發展。教育局於2021年就「職業資歷階梯」先導計劃進行了檢討及修訂工作，對物管工作範疇及崗位作出了修訂，而物管經理及主任須具備的能力標準亦有所更新。監管局根據有關修訂更新了其指明學歷的評審準則，從而令開辦指明物管學歷課程的院校有所依循。

監管局於本年度繼續按照指明學歷的評審準則，認可符合準則的學歷，包括1個適用於物管人牌照（第1級）的學歷，以及2個適用於物管人牌照（第2級）的學歷，令監管局指明的物管學歷增加至共61個，令更多符合相關學歷準則的從業員可申領監管局物管人牌照。

Optimising Policies and Services

PMP licence

- Adding specified academic qualification in PM

Under the PM industry licensing regime, practitioners have to meet the criteria for holding a PMP licence (including PM work experience and having recognised academic qualification). The PM work experience required would be less for those who possess specified academic qualification recognised by the PMSA.

Since the Qualifications Framework launched the pilot project on development of Vocational Qualifications Pathway (VQP) for the PM industry in 2016, the progression pathway for various aspects of PM work had been charted and the competency requirement of specific job roles had been defined to enhance the training standard of the industry and facilitate manpower development. The work aspects and job roles of PM had been revised in the review of the VQP pilot project conducted by the Education Bureau in 2021 and the competency requirement of PM manager and supervisor had also been updated. The PMSA had revised the assessment criteria for its specified academic qualification in accordance with the revision of the VQP and provided reference to educational institutions offering specified academic qualification courses on PM.

The PMSA continued to recognise academic qualifications during the year according to the adopted assessment criteria, including one academic qualification applicable to PMP (Tier 1) licence and two academic qualifications applicable to PMP (Tier 2) licence. This had increased the number of PMSA specified academic qualifications relating to PM to a total of 61, enabling more PM practitioners who meet the relevant academic qualification criteria to apply for PMP licence.

年度回顧 Review of the Year

- 優化臨時物管人牌照持牌準則

為協助一直從事物管工作並已累積相當物管工作經驗的從業員順利取得牌照，監管局於2022年9月優化了臨時物管人牌照的持牌準則。除如由2020年8月1日開始計算申請人所累積的物管工作經驗年期是否符合要求外，亦接納申請人由提交牌照申請日期當日開始計算已累積的工作經驗年期，令更多物管從業員可取得臨時牌照，從而繼續為公眾提供物管服務，令業界寶貴的人力資源得以保留。

- 簡化臨時牌照持有人申領正式牌照程序

為協助臨時牌照持有人盡早取得正式物管人牌照，監管局於本年度進一步簡化有關申請程序。由2023年2月起，臨時牌照持有人在修畢監管局指明課程後，毋須等待有關院校正式頒發畢業證書，只須提供其他能證明申請人已成功修畢指明課程的資料，便可馬上申領正式牌照。

- Optimising criteria for holding provisional PMP licence

To facilitate PM practitioners who have been working in the industry and have gained considerable years of work experience to be licensed smoothly, the PMSA optimised the criteria for holding provisional PMP licence in September 2022. In addition to counting the specified PM work experience up to 1 August 2020 to meet the requirement, it is also acceptable to count the specified PM work experience up to the date of application submission so that more PM practitioners can obtain provisional licence and continue to provide PM services to the public, and the valuable human asset of the industry can be retained.

- Streamlining formal licence application procedures for provisional PMP licence holders

To facilitate holders of provisional licence to obtain formal PMP licence soonest possible, the PMSA had simplified the application arrangements further during the year. From February 2023 onwards, provisional licence holders do not need to wait for the graduation certificate to be awarded by the relevant educational institution upon their completion of the Specified Course but can immediately apply for formal licence by providing other proof of successful course completion.





物管公司牌照

申領物管公司牌照的審批程序一般而言較詳細，監管局須根據有關物業公契核實物管公司每個管理物業的單位數目，確定物管公司聘用足夠的持牌物管人以符合發牌制度下最低人手比例等相關發牌準則，故需要較長時間以進行相關核實工作。另外，假如有大量物管公司選擇於臨近過渡期完結前短時間內才作出領牌申請，由於有關工作量龐大，監管局有可能未能於過渡期完結前處理所有申請，因此監管局積極呼籲須領牌的物管公司於過渡期內盡早領牌。

PMC licence

The vetting procedures of PMC licence application are generally more detailed. The PMSA has to verify the number of flats in each property managed by the PMC in accordance with the relevant deed of mutual covenant and confirm that sufficient PMP licence holders are engaged in order to meet the minimum manning ratio licensing criteria, and hence will need a longer period of time to complete the verification work required. In case a large number of PMCs choose to submit licence applications within a short time frame before the end of the transitional period, the PMSA might not be able to deal with all the applications before the end of the transitional period due to the heavy workload. Therefore, the PMSA had actively appealed to PMCs required to be licensed for making licence applications soonest possible within the transitional period.

年度回顧 Review of the Year

- 推出物管公司「預約領牌計劃」

為確保物管公司牌照申請及相關發牌工作可有序地進行，監管局於2022年8月推出「預約領牌計劃」，並設立物管公司牌照申領專線，讓物管公司可預約2022年9月至2023年5月期間的合適時段提交牌照申請，促使物管公司於過渡期完結前盡早符合法例規定獲發牌照，可無縫於過渡期後繼續提供物管服務。

- 成立專責隊伍到訪物管公司協助領牌

與此同時，為確保已提交牌照申請的物管公司於過渡期完結前如符合各準則可順利盡快獲發牌照，監管局於2023年2月成立專責隊伍主動到訪相關物管公司，協助其準備申領牌照所需的文件及資料，以盡快完成領牌手續，成功取得牌照。截至2023年3月31日，專責隊伍共出勤60多次，主動拜訪了近70間物管公司。

- Rolling out the PMC Licence Application Appointment Booking Scheme

To ensure that PMC licence applications and related licensing work could be orderly staggered for processing, the PMSA launched in August 2022 the Licence Application Appointment Booking Scheme and set up the PMC licence application hotline for PMCs to reserve suitable timeslot within the period of September 2022 to May 2023 for submitting licence application so that PMCs would be able to comply with the law and be licensed before the end of the transitional period and continue to provide PM services seamlessly afterwards.

- Forming a Task Force to Visit PMCs and Provide Assistance in Licence Application

Furthermore, to ensure PMCs which have already submitted licence application and have met all criteria could be licensed smoothly soonest possible before the end of the transitional period, the PMSA had formed a task force in February 2023 to proactively visit these PMCs and assist them in preparing the documents and information required for their licence application so that the licensing process would be completed soonest possible and the PMCs concerned could successfully obtain licences. As of 31 March 2023, the task force had made over 60 trips and proactively visited nearly 70 PMCs.





推動盡早領牌

- 加強與持份者的溝通

監管局於本年度共進行了35場有關物業發牌制度的簡介會，因應不同持份者包括物業界、業主組織、公營機構及政府部門就發牌制度所關注的範疇作出針對性的介紹及解釋。監管局亦積極與民政事務總署及各區民政事務處聯絡，向各區大廈管理聯絡小組聯絡主任、社區幹事及業主組織代表介紹發牌制度及解答有關問題。

監管局於年內亦為多個物業界專業團體安排共10場集體領牌活動，使監管局可更有效率地處理相關申請。

Promoting Early Application for Licence

- Strengthening communication with stakeholders

Over the year, the PMSA held 35 briefing sessions on the PM industry licensing regime and provided tailor-made introduction and explanation to address the interests of different stakeholders including the PM industry, OOs, public bodies and Government departments. The PMSA also proactively collaborated with the HAD and its district offices to introduce the licensing regime to Liaison Officers of the District Building Management Liaison Teams, Community Organisers and representatives of OOs and addressed their enquiries.

The PMSA also arranged 10 licence application events in the year for several PM industry professional bodies to submit licence applications collectively so that the PMSA could deal with the applications more efficiently.

物業管理業發牌制度

迎接物管新一頁
監管有道更專業

規管制度
透過發牌將物業管理公司及相關物業管理員提供物業服務。

物業發牌制度過渡期快將完結
發牌制度已於2020年6月1日起正式實施，首3年為過渡期(即至2023年7月31日為止)。由2023年8月1日起，獲持牌的物業公司及物業管理員必須持有有效物業公司/物業人員牌照，才可提供《物業條例》規定繼續提供物業服務。

物業公司牌照
根據《物業條例》規定，物業公司須在香港為公眾利益委任至少一名合規的註冊物業管理員，在過渡期內必須持牌。

物業人員牌照
在持牌物業公司或獲委任物業管理員或管理員的物業管理員(註冊樓宇主任或物業人員)亦必須申請牌照。即物業人員(第1級)或物業人員(第2級)牌照。

業主組織須注意事項

- 獲准本身物業所採用的物業公司(如須持牌)應早申請牌照，以確保於過渡期過期時可繼續提供物業服務。如物業管理合約的屆滿或過期，宜要求有關物業公司落實領牌時限表及立即展開牌照申請程序。
- 進行招標採購物業管理，加入投標者必須持有獲當局發出的物業公司牌照作為先決或優先考慮條件的條件。
- 如計劃自聘持牌員但尚未獲牌的物業公司，應於過渡期內委任持牌員及立即行動，並於過渡期內委任獲牌物業公司為優先考慮的優先條件。

物業公司牌照申請專線
3696 1157

查詢
香港灣仔皇后大道中2號
太古金融中心606-608室
☎ 3696 1111
☎ 3696 1100
🌐 enquiry@pmsa.org.hk

年度回顧 Review of the Year

- 舉行「物管先鋒」嘉許典禮

為表揚全港100多間物管公司率先成功領取牌照，成為香港物管業界的「物管先鋒」，以及推動尚未領牌的物管公司加快開展申領牌照手續，監管局於2022年8月底第二屆國際物業管理及採購博覽期間舉行「物管先鋒」嘉許典禮，對這些率先領牌的物管公司表示嘉許，並邀請其參與宣傳短片拍攝工作，以訪談形式分享其領牌後在物管業發牌制度下的業務發展優勢及對香港物管業未來發展的願景，以加深公眾對物管服務的認識及提升物管行業的專業地位。

- Holding PM Pioneer Awards Ceremony

To commend over 100 PMCs in Hong Kong for taking the lead to be licensed and became the “PM Pioneers” of the industry, and to encourage PMCs which had yet to be licensed to apply for licence soonest possible, the PMSA held the PM Pioneer Awards Ceremony at the 2nd International Property Management & Procurement Expo in late August 2022 to present awards to these “PM Pioneers”. To strengthen public understanding of PM services and raise the professional status of the PM industry, the PMSA also invited the “PM Pioneers” to participate in the production of a promotional video whereby they gave interview on how obtaining licence under the PM industry licensing regime could be a business edge for them, and their vision for the future development of the PM industry in Hong Kong.



- 針對物管服務用家／業主組織的宣傳工作

另外，監管局除了主動向全港業主組織發信，呼籲盡快核實其聘用／打算聘用的物管公司是否已經領有牌照，以免物管服務於過渡期後受影響外，亦於2022年7月推出主題為「迎接物管新一頁 監管有道更專業」的電視宣傳短片及電台宣傳聲帶，提醒市民為其物業提供物管服務的物管公司必須於2023年8月1日起按法例持有有效牌照，才可繼續於物業業發牌制度過渡期後無間斷提供物管服務。

- Publicity Initiatives Targeting PM Service Users/OOs

In addition to making appeal through direct mailing to OOs in Hong Kong, advising that they should verify soonest possible as to whether the PMCs engaged/to be engaged are licensed in order to avoid PM services from being affected after the transitional period, the PMSA also launched a series of television and radio announcements themed “A New Milestone for Property Management – Regulation Breeds Professionalism” in July 2022 to remind members of the public that PMCs providing PM services to their properties must hold valid licence in accordance with the law from 1 August 2023 onwards in order to continue to provide PM services seamlessly after the transitional period of the PM industry licensing regime.



由2023年8月1日起，全港物業管理公司必須按法例持有有效牌照才可繼續提供物業服務。



由2023年8月1日起，全港物業管理公司必須按法例持有有效牌照才可繼續提供物業服務。



由2023年8月1日起，全港物業管理公司必須按法例持有有效牌照才可繼續提供物業服務。



由2023年8月1日起，全港物業管理公司必須按法例持有有效牌照才可繼續提供物業服務。



制定專業標準 Setting Professional Standard

制定操守守則

監管局於年內共發出了四份操守守則及相關良好作業指南，包括《代客戶進行採購服務及防止圍標》、《處理緊急事故》、《處理棚架工作》、《處理吊船工作》，並就香港個人資料私隱專員公署發出更新的《保障個人資料私隱－物業管理界別指引》而修訂了監管局早前發出的《保障個人資料》良好作業指南。有關守則指南的電子版已上載至監管局網站，以供公眾參閱。

根據《物管條例》規定，持牌人雖然不會因違反監管局發出的操守守則內的條文而招致法律責任，但在法律程序(包括紀律聆訊)中，如相關條文與程序中受爭議的事宜的裁斷攸關，則該等操守守則可獲接納為證據，而關於持牌人是否有違反操守守則條文的證明，可作為有助確立或否定受爭議事宜的依據。

Formulating Codes of Conduct

The PMSA had issued during the year four Codes of Conduct and relevant Best Practice Guides, including “Carrying out Procurement for Clients and Prevention of Bid-rigging”, “Handling Emergencies”, “Handling Scaffolding Works”, and “Handling Suspended Working Platform Works”. The relevant Best Practice Guide of the “Protection of Personal Data” Code of Conduct issued by the PMSA earlier had also been updated in response to the new edition of “Protection of Personal Data Privacy – Guidance for Property Management Sector” issued by the Office of the Privacy Commissioner for Personal Data, Hong Kong. The electronic version of the above Codes and Guides had been uploaded to the PMSA website for public viewing.

Under the PMSO, a licensee does not incur legal liability only because of contravening a provision of the Code of Conduct. However, if the concerned provision of the Code of Conduct is relevant to determining a matter that is an issue in legal proceeding (including disciplinary hearing), the said Code of Conduct is admissible in evidence in the proceedings, and proof that the relevant licensee contravened or did not contravene the relevant provision of the Code of Conduct may be relied on as tending to establish or negate that matter.



監管局就個別操守守則發出良好作業指南，旨在讓持牌人更有效及專業地依循載列於操守守則的指引行事。未能遵從良好作業指南不會被視為《物管條例》下所指的違紀行為，但監管局鼓勵持牌人盡力依循良好作業指南行事。

監管局制定的守則及指南除規管業界外，亦為公眾就要求提供優質物管服務訂立一套經廣泛諮詢而達成的客觀標準，可教育公眾合理要求提供適切有效的物管服務，以增強了解合作，達至業戶與物管業界雙贏。監管局會繼續就物管業的不同範疇發出操守守則及良好作業指南，以提升物管公司及物管人的專業水平和鼓勵業界為公眾提供更優質的物管服務。

投訴及查詢處理

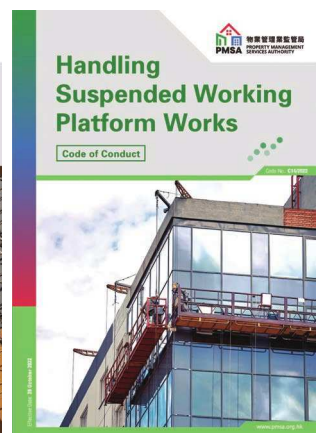
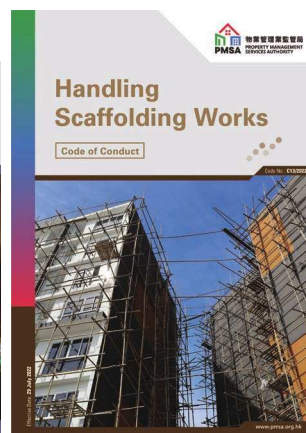
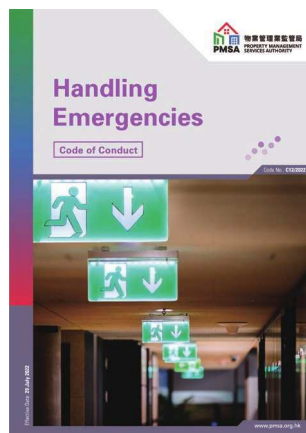
監管局一直透過不同的渠道，包括會面、電話及電郵等，與公眾及持份者保持溝通，期望能更有效及適切地處理有關物管服務的意見、查詢及投訴。

The purpose of the PMSA to prepare Best Practice Guide with respect to each Code of Conduct, is to enable licensees to comply more effectively and professionally with the guidelines set out in the Code of Conduct when carrying out their duties. Failure to comply with the Best Practice Guide will not be regarded as a disciplinary offence referred to in the PMSO, but licensees are encouraged to use their best endeavours to follow the guide.

In addition to regulating the industry, the Codes and Guides formulated by the PMSA also offer members of the public who demand for quality PM services a set of objective standard drawn up based on extensive consultation, and the public could be educated on what constitute reasonable and quality PM services and the interaction with them would be enhanced, achieving a win-win situation for both property users and the PM industry. The PMSA will continue to issue Codes of Conduct and Best Practice Guides in respect of different areas of PM so as to enhance the professionalism of PMCs and PMPs, and encourage the industry to provide quality PM services to the community.

Handling Complaints and Enquiries

The PMSA has all along communicated with stakeholders and the public through different means, including meeting, telephone call and email, aiming to deal with opinion, enquiries and complaints received in respect of PM services more effectively.



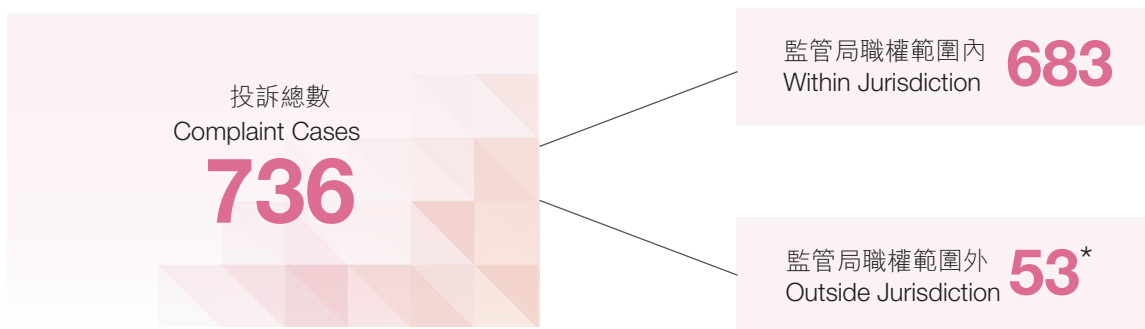
年度回顧 Review of the Year

監管局會對持牌人涉嫌干犯違紀行為的投訴根據《物管條例》進行調查。雖然監管局未能根據《物管條例》向非持牌人作出調查，但監管局會就有關個案盡力向投訴人提供協助，包括向有關物管公司或物管人作出查詢及轉達關注，鼓勵其對有關事宜作出跟進及加強與其客戶的溝通，以釋除疑慮或謀求達成共識，解決投訴事宜。

監管局於2022-23年內共接獲及處理736宗投訴，其中與持牌人相關的個案共328宗。投訴人主要是物業業主，其物業種類以住宅為主，而投訴內容主要涉及管理其物業的物管公司未有妥善處理投訴、未有按時張貼會議紀錄、沒有適當處理噪音滋擾或漏水事宜、離任時沒有妥善交接、沒有妥善管理清潔或保安服務、未有或延誤跟進物業公用部分的維修及保養工作，以及拒絕或拖延提供有關財務文件及紀錄等。

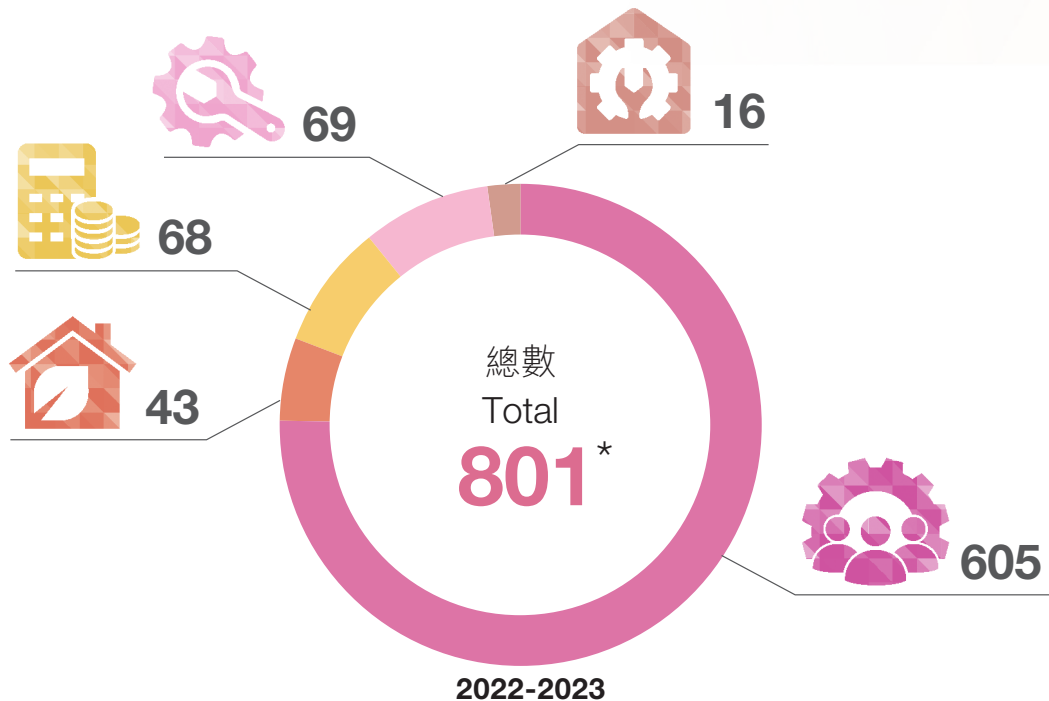
The PMSA will conduct investigation into complaints against licensees alleged to have committed disciplinary offences under the PMSO. If the subject of complaint is not a licensee, while the PMSA may not conduct investigation under the PMSO, it will strive to provide assistance to the complainant concerning the case, including making enquiries with the relevant PMC or PMP, relaying the concern to them and encouraging them to follow up on the relevant matters and enhance communication with their clients in order to address concern or reach consensus so as to resolve the complaint.

The PMSA received and dealt with 736 complaints in the year 2022-23, and 328 of which involved licensees. The complaints came mainly from property owners of residential properties. They complained against the PMCs responsible for managing their properties for not dealing with their complaints properly, failure to post meeting minutes timely, inappropriate handling of noise nuisance or water leakage, failure to handover properly at the end of service appointment, mismanagement of cleansing or security services, failure or delay in taking follow-up actions about repair and maintenance works of common facilities, as well as refusal or delay in providing relevant financial records or documents, etc.



- * 投訴事項包括：投訴的物業沒有大廈公契、業主組織向業戶採取法律行動以及有關物管公司與其僱員的勞資糾紛和涉及公契條文的爭議等。
- * Relevant complaints include: property concerned does not have a deed of mutual covenant, OO taking legal action against tenants, labour disputes between PMCs and its employees and disputes relating to terms in deeds of mutual covenant, etc.

監管局職權範圍內的投訴分類
Classification of complaints within jurisdiction of the PMSA



關乎物業的一般管理服務（例如沒有妥善跟進業戶的投訴、沒有妥善處理噪音滋擾、沒有妥善處理業戶佔用公用地方、沒有妥善處理違例建築物、沒有協助或安排舉行業主會議、物管公司離任時沒有妥善處理交接事宜等）

General management services (e.g. failure to follow up properly in respect of complaints made by owners, failure to handle noise nuisance properly, failure to handle occupation of common areas, failure to deal with unauthorised building works, failure to assist in convening or arranging owners' meetings, failure to handover properly at the end of service appointment, etc.)



物業所處環境的管理（例如沒有按時清理垃圾、公用設施清潔不足、沒有保安員當值、保安員沒有按時巡邏物業公用地方等）

Management of property environment (e.g. failure to collect refuse on schedule, insufficient cleaning of common area, no security guard on duty, security guards' failure to patrol common areas of property according to schedule, etc.)



物業的維修、保養及改善（例如沒有或延誤維修／更換已老化／損毀的喉管／外牆等）

Repair, maintenance and improvement (e.g. failure/delay in carrying out repair or replacement of old/defective water pipes or external wall, etc.)



關乎物業的財務及資產管理（例如財政預算和賬目錯誤、不清晰及拒絕／拖延處理查閱財務紀錄的要求等）

Finance and asset management (e.g. budgeting and accounts not correct or not clear enough, refusal or delay in dealing with request for inspection of financial records, etc.)



關乎物業的設施管理（例如佔用物業公用地方及停車場的公用部份等）

Facility management (e.g. occupation of common area of carpark or property, etc.)

* 由於每宗投訴個案可能涉及超過一個分類項目，因此分類項目個案的數目並不等於投訴個案總數量。

* Since a single complaint case may involve more than one category of complaint, the total number of complaints in different categories is not equal to the total number of complaint cases.



紀律聆訊

監管局成立以來的第一宗紀律聆訊於2023年3月應答辯人根據《物管條例》第25(4)條的要求以非公開形式進行，參與聆訊的監管局紀律委員會成員包括主席黃栢欣女士、成員陳志球博士及張天任資深大律師。答辯人缺席聆訊，而監管局在聆訊前收到其信函表示同意監管局對其作出的指稱及個案相關撮要。紀律委員會經考慮及商議後一致裁定有關指稱成立，並決定根據《物管條例》規定，命令撤銷答辯人相關的牌照。

Disciplinary Hearing

The first disciplinary hearing of the PMSA was held in private as requested by the respondent according to Section 25(4) of the PMSO in March 2023. The hearing was conducted by Disciplinary Committee Members including Ms Annie WONG Pak-yan (Chairperson), Dr Johnnie CHAN Chi-kau and Mr Jonathan CHANG Tien-yin, SC. The respondent did not attend the hearing, and the PMSA received before the hearing a letter from the respondent admitting to the allegations and brief facts as put forth by the PMSA. Having discussed the case and after deliberation, the Disciplinary Committee unanimously ruled that the allegations made were substantiated, and in accordance with the PMSO, ordered that the respondent's relevant licences be revoked.

與廉政公署協作提升業界誠信

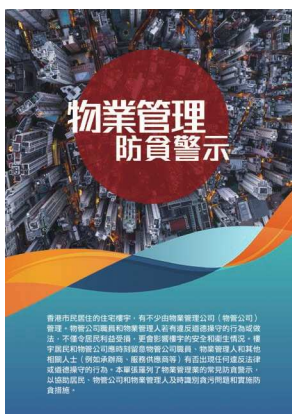
物管公司及物管從業員於日常工作中經常需要處理客戶的事務，如收取管理費用、代客戶採購物品及服務、向供應商繳付各項費用等；因此，物管公司及物管從業員具備良好操守和高度誠信非常重要。

為提升物管業界的防貪能力和警覺性，以及建立誠信文化，監管局與廉政公署進行了多項聯合防貪工作，包括發出為物管業界制定的《防止貪污事宜》操守守則及相關良好作業指南、出版針對物業用家／業主的《物業管理防貪警示》單張，並以「物管服務之道－專業及誠信」為題合辦持續專業發展講座，以提升物管業的專業水平。

Collaboration with the ICAC to Raise Industry's Integrity Standard

PMCs and PMPs often have to carry out work for clients such as collecting management fees, procuring goods and services on behalf of clients, making various payment to suppliers, etc. Therefore, it is crucial for PMCs and PMPs to maintain good conduct and achieve a high degree of integrity.

To strengthen the capabilities and awareness of the PM industry in preventing corruption and to foster a culture of integrity, the PMSA and the ICAC had embarked on several joint anti-corruption initiatives, including issuing the "Prevention of Corruption" Code of Conduct and its relevant Best Practice Guide for the PM industry, publishing the "Property Management Corruption Prevention Red Flags" leaflet for property users/owners as well as jointly organising a CPD Seminar under the theme of "Excellence in PM services – Integrity and Professionalism" in order to raise the professional standard of the PM industry.



鼓勵持續進修

Encouraging Continuing Professional Development

監管局在2022-2023年度繼續致力推動物管業界持續專業發展及積極培養學習文化。

The PMSA continued to promote continuing professional development and cultivate a learning culture among the PM industry in the year 2022-23.

監管局「指明課程」

監管局「指明課程」是為配合落實物業發牌制度而開設。物管從業員如具備有關工作經驗，但未有相關學歷及／或專業資格申領正式物管人牌照，可於物業發牌制度過渡期內先申領臨時牌照，並於臨時牌照有效期內成功修畢「指明課程」，即可在未有相關學歷及／或專業資格的情況下，申領正式物管人牌照。

PMSA Specified Courses

The PMSA Specified Courses are set up to support the implementation of the PM industry licensing regime. PMPs who possess the specified work experience but do not have the required academic and/or professional qualification for formal PMP licence may apply for provisional licence first during the transitional period of the licensing regime and attend the PMSA Specified Courses. Upon completion of the PMSA Specified Courses within the validity of the provisional licence, they may apply for formal PMP licences without the academic and/or professional qualification required.

四間承辦「指明課程」的院校，包括職業訓練局香港專業教育學院、香港都會大學李嘉誠專業進修學院、香港城市大學專業進修學院，以及香港理工大學專業進修學院，在本年度開辦了合共33班「指明課程」，提供超過1,100個學額，以配合市場對課程的需求。

The four appointed educational institutions to provide the PMSA Specified Course, including Hong Kong Institute of Vocational Education, Vocational Training Council, Li Ka Shing School of Professional and Continuing Education, Hong Kong Metropolitan University, School of Continuing and Professional Education, City University of Hong Kong as well as School of Professional Education and Executive Development, Hong Kong Polytechnic University, had launched a total of 33 classes during the past year and provided over 1,100 places in response to market demand.

四間承辦院校由2020年10月開始推出「指明課程」至2023年3月31日，已累計開辦共8期合共106班「指明課程」，讓3,400名臨時物管人牌照持有人於成功修畢課程後可申領正式物管人牌照。

Since the roll-out of the PMSA Specified Courses from October 2020 and up to 31 March 2023, the four educational institutions had provided altogether a total of 106 classes in eight intakes for 3,400 provisional PMP licence holders, enabling them to apply for formal PMP licences after successful completion of study.



於香港城市大學專業進修學院完成「指明課程」後成為物管人(第1級)牌照持有人的高級物業經理鄧永東先生：

「『指明課程』就像精讀課程，有助我有系統地重溫物管工作經常涉及的不同法規。此外，導師在課堂上亦會和我們分析討論與物管工作相關的法庭案例，而同學們亦會分享他們在日常工作中面對的困難挑戰和有效處理方法，非常實用到位，令我獲益良多。我絕對會推薦『指明課程』給其他物管從業員報讀。」

Senior Property Manager Mr Tung TANG, who became a PMP (Tier 1) licence holder after completion of the Specified Course at the School of Continuing and Professional Education, City University of Hong Kong:

“Specified Courses are like intensive courses for systematical revision about the laws and regulations that I often come across in PM work. Moreover, as tutors would analyse and discuss with us court cases relating to PM in class, and classmates would share the difficulties and challenges they face in their daily work as well as solutions to resolve problems effectively which are practical and relevant, I actually gained a lot from the course. I would definitely recommend the Specified Course to my fellow PM colleagues.”

年度回顧 Review of the Year

於香港都會大學李嘉誠專業進修學院完成「指明課程」後成為物管人（第1級）牌照持有人的物業經理彭堃忻女士：

「我覺得『指明課程』對我的日常物管工作很有幫助。舉個例子，自我在課堂上明白了《建築物管理條例》和大廈公契的關係及從屬性後，現在我懂得如何向法團清楚解釋，好讓他們也明白有關條款。完成課程亦令我擁有申領物管人牌照的專業資格，提升工作上的競爭力，亦增添了自信。我可以自豪地告訴大家，我現在是一個專業的持牌物管人。」

Property Manager Ms Natalie PANG, who became a PMP (Tier 1) licence holder after completion of the Specified Course at the Li Ka Shing School of Professional and Continuing Education, Hong Kong Metropolitan University:

“The Specified Course has helped me to carry out day-to-day PM work. For example, since I learnt the relationship and relevance between the Building Management Ordinance and the deed of mutual covenant in class, I now know how to explain the provision involved clearly to OOs and help them to understand the matter. Completing the course means that I possess the professional qualification required to apply for PMP licence, enabling me to gain a competitive edge in my career and build my confidence. I can proudly tell everyone that I am a professional PMP licensee.”





於香港理工大學專業進修學院完成「指明課程」後成為物管人(第1級)牌照持有人的物業經理鄧皓偉先生：

「『指明課程』中有關會計和財務管理的知識對我的日常工作特別有幫助。導師在課程中教授的知識，可幫助物管從業員加強物業的財務管理，有助業主及居民建立對我們物管服務的信心。課程亦教導學員作為物管從業員應有的行為品德及道德操守，而透過與同業互相交流和分享，亦擴闊了我對行業的理解及增強了我的解困能力。對物管公司而言，愈多員工持有物管人牌照，公司的專業能力和業務形象亦會大大提升。」

Property Manager Mr Philip TANG, who became a PMP (Tier 1) licence holder after completion of the Specified Course at the School of Professional Education and Executive Development, Hong Kong Polytechnic University:

“The Specified Course has equipped me with accounting and financial management knowledge which is very useful to my everyday work. What has been learnt from the tutor in class can help PMPs to strengthen financial management capability relating to property and as a result will help enhance the confidence of property owners and residents in our PM services. The course has also taught students conduct and ethics expected for a PMP. Through exchanges with fellow colleagues, I have also enhanced my understanding of the industry and strengthened my problem-solving skills. From PMC’s perspective, the company’s professional capabilities and image would also be enhanced significantly if more staff members hold PMP licence.”

年度回顧

Review of the Year

「持續專業發展計劃」

監管局於2022年初推出「持續專業發展計劃」，為物管人牌照持有人參與持續專業發展活動／課程釐定了準則和要求。計劃鼓勵持牌物管人透過參與監管局舉辦或認可的持續進修活動／課程，不斷學習新的知識和技能，以應付物管工作的不同需要及挑戰，與時並進。

計劃建議物管人(第1級)及(第2級)牌照持有人分別每年參與最少12小時及6小時符合準則的持續進修活動／課程；當時數達至計劃的參考要求，持牌物管人可獲監管局頒發證書以作嘉許。

計劃以自願參與形式推行首年(由2022年1月1日至2022年12月31日)的情況如下：

計劃認可了共137個由監管局「認可專業團體」及其他機構所舉辦的持續專業發展活動／課程，佔138個申請成為認可活動／課程的99%。

監管局夥拍了不同政府部門、公營機構及行業團體，成功舉辦共4次持續專業發展講座，累計有超過1,600名物管業界人士參與。監管局亦就不同主題演講製作剪輯了共7套短片教材，發放予四間監管局「指明課程」的承辦院校及多間提供「指明物業管理學歷或同等學歷的課程」的院校，為其教授物管相關課程提供多元化的教學資源。

CPD Scheme

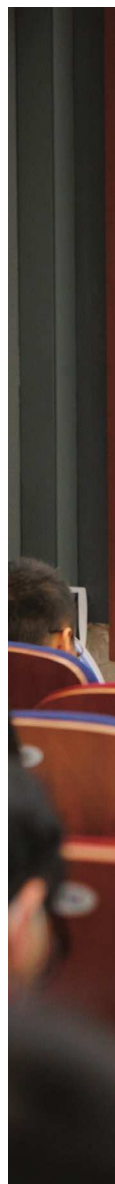
The PMSA launched the CPD Scheme in early 2022, setting criteria and requirements for PMP licensees to participate in CPD activities/courses. The Scheme encourages PMP licensees to learn new knowledge and skills continuously through participating in CPD activities/courses organised as well as recognised by the PMSA in order to advance with times and meet the PM work requirement and challenges.

Holders of PMP (Tier 1) and (Tier 2) licence are recommended to participate respectively in a minimum of 12 hours and 6 hours of CPD activities/courses each year to meet the requirement of the CPD Scheme. Licensees who are able to attain the number of CPD hours recommended by the PMSA and meet all the requirement will receive a certificate of recognition from the PMSA.

Highlights of the first year of the CPD Scheme (from 1 January 2022 to 31 December 2022) rolled out on voluntary participation basis are as follows:

A total of 137 CPD activities/courses organised by RPBs and other organisations had been recognised under the Scheme, which comprised 99% of the 138 applications received for recognition.

The PMSA collaborated with various Government departments, public bodies and industry organisations and organised four CPD seminars successfully which were attended by over 1,600 members of the PM industry cumulatively. The PMSA also edited 7 short themed videos from recorded footage of the seminars for distribution to the four PMSA Specified Course providers and to various other educational institutions offering specified or equivalent qualification courses in order to provide these institutions with diverse educational resources for teaching PM-related courses.



為方便物管人牌照持有人隨時查閱和管理持續進修紀錄，監管局於2022年9月推出了電子紀錄系統，物管人牌照持有人可透過監管局網站或「PMSA」手機應用程式於系統開設個人帳戶，以記錄其參與持續專業發展活動／課程的資料和時數，而系統會透過簡單圖表清楚展示個人的學習進度是否已達到計劃的認可參與時數要求及符合所有準則。物管人牌照持有人亦可於系統搜尋和報名參加監管局舉辦的活動並繳付費用，以及於參與有關活動／課程時掃描指定二維碼，即時確認已出席及完成活動／課程。

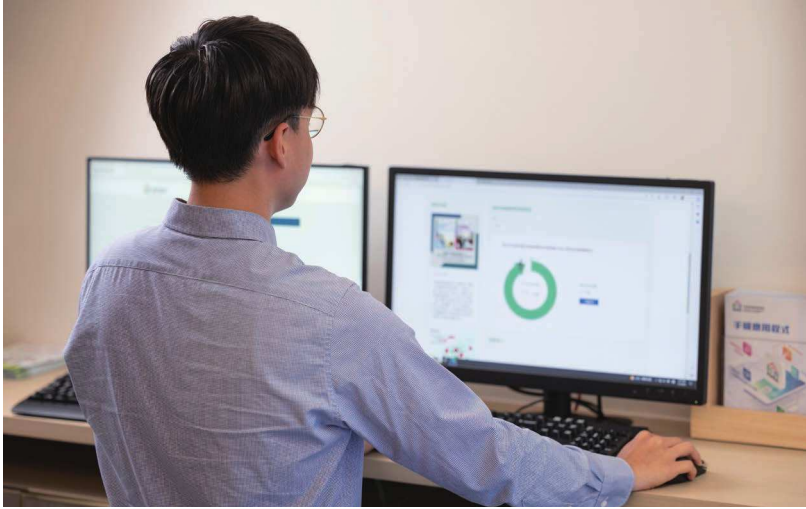
To facilitate PMP licensees to plan and manage their CPD record anytime, the PMSA launched the e-Recording System in September 2022. PMP licensees may, either through the PMSA website or the PMSA mobile app, create a personal account in the system to record the participation hours and other information of their CPD activities/courses. A simple graph will then be provided to indicate if the licensees have attained the recognised CPD hours required for the year and met all the criteria and requirement. Licensees may also search and enrol for activities organised by the PMSA and pay for the fee, and confirm their attendance and completion of the activity/course by scanning designated QR code after attending the activity/course.



年度回顧 Review of the Year

有510多名物管人牌照持有人於2022年達到計劃建議的認可參與時數要求，並獲監管局頒發嘉許證書。

Over 510 PMP licencees met the recommended participation hours and requirement of the Scheme in 2022 and were awarded certificates of recognition by the PMSA.



「持續專業發展學券」計劃

監管局於2023年2月推出了「持續專業發展學券」推廣計劃。物管人牌照持有人只需在2023年4月30日或以前下載「PMSA」手機應用程式及開設個人賬戶，並在賬戶內記錄最少一次於2023年2月1日至4月30日期間參與監管局舉辦或認可的活動／課程，即有機會贏取價值港幣一萬元的持續專業發展學券。監管局會於2023年5月抽出5名合資格物管人牌照持有人，各可獲得港幣一萬元的學券，以用作支付其在指定的24個月內（2023年6月至2025年5月）完成符合監管局認可的活動／課程的開支。

CPD Voucher Scheme

The PMSA had launched the CPD Voucher Scheme in February 2023. Any PMP licensee who has downloaded the PMSA Mobile App and registered for a personal account on or before 30 April 2023, and recorded at least one participation in activities/courses held or recognised by the PMSA during the period from 1 February to 30 April 2023, would receive a chance to win up to \$10,000 CPD Vouchers. The PMSA would draw lot in May 2023 and select 5 eligible PMP winners. Each of them would receive \$10,000 vouchers for paying expenses for completion of activities/courses recognised by the PMSA within the designated period of 24 months (June 2023 to May 2025).



提供抗疫支援

Providing Anti-epidemic Support

執行「物管支援計劃」

監管局繼於2020年獲委託執行政府在第一輪「防疫抗疫基金」下推出的「物業管理業界抗疫支援計劃」後，於2022年2月再次獲民政總署委託，執行在第六輪「防疫抗疫基金」下推出的「物管支援計劃」，以協助前線物管人員加強個人防護和環境衛生，並肯定其自2019冠狀病毒病第五波疫情爆發以來盡心盡力參與及協助防疫抗疫工作。

今輪「物管支援計劃」向在受資助期（即2022年2月至6月）內，於私人住宅、綜合用途樓宇（即商住兩用）、工業及商業大廈（包括商場）從事保安或與環境衛生有關工作的前線物管人員（包括物業內個別處所聘請，以及物管公司、公契經理人或業主組織直接或透過承辦商聘請的全職、兼職或臨時物管員工）提供財政支援。每名合資格物管人員可獲每月港幣2,000元津貼，最多5個月；而合資格物業內每幢樓宇的津貼名額為200個（當中100個名額是為合資格物業內各處所自行聘請的前線清潔及保安人員，以及由清潔及保安服務承辦商或其分判商聘請的前線清潔及保安人員而設）。有關申請須由合資格物業的物管公司、公契經理人或業主組織作出。申請人亦會獲發行政費用（每名成功申請的前線物管員工的行政費用為最高500元）。

至於為沒有業主立案法團或任何形式的居民組織，亦沒有聘用物管公司（俗稱「三無大廈」）的合資格物業提供清潔或保安服務的前線物管人員，則可以個人名義自行作出申請。

Implementing the Anti-epidemic Support Scheme

Further to the implementation of the Anti-epidemic Support Scheme for Property Management Sector under the first round of the Anti-epidemic Fund in 2020 commissioned by the Government, the PMSA had been commissioned again in February 2022 by the HAD to implement the Anti-epidemic Support Scheme under the sixth round of the Anti-epidemic Fund in order to help frontline PM workers strengthen their capacity for personal protection and environmental hygiene as well as to recognise their contributions in anti-epidemic work since the onset of the fifth wave of the COVID-19 epidemic.

This round of the Anti-epidemic Support Scheme aimed to provide financial support to frontline PM workers performing duties related to security or environmental hygiene (including full-time, part-time and temporary PM workers employed by premises in a property, or employed directly by PMCs, DMC Managers or OOs, or by their contractors) in private residential, composite (commercial cum residential), industrial and commercial building blocks (including shopping malls) during the subsidised period (i.e. February to June 2022). Each eligible PM worker could receive a subsidy of HK\$2,000 monthly for a maximum of five months. Each building block in an eligible property was subject to a total quota of 200 headcounts (of which 100 were specifically for frontline cleansing and security staff engaged by premises within the eligible property as well as frontline cleansing and security workers of service contractors or subcontractors) for the subsidy. Applications had to be made by PMCs, DMC Managers or OOs of the eligible property. Applicants would be provided with administrative fee (the maximum administrative fee for each frontline PM worker with subsidy successfully granted was \$500 for making the application).

For frontline PM workers who provided cleansing or security services to eligible building blocks which had no owners' corporations or any form of residential organisations or PMCs (i.e. "three-nil" buildings), they might submit applications individually.



「物管支援計劃」於2022年2月28日正式推出及開始接受申請，其後於2022年4月29日推出優化安排，並於2022年6月30日截止申請。

The Anti-epidemic Support Scheme was launched and begun accepting applications from 28 February 2022. The enhanced arrangement for the ASPM was subsequently rolled out on 29 April 2022 and the deadline for application was 30 June 2022.

近19萬名前線物管人員受惠

監管局在接受委託執行今輪「物管支援計劃」後，隨即開展各項籌備工作及成立一支專責團隊，並秉持「宜簡不宜繁」、「宜鬆不宜緊」及「宜快不宜慢」的方針處理有關申請及審批工作，冀能讓前線物管人員盡早受惠。最終共處理逾18,100宗申請，當中成功獲批個案涉及資助金額近18億元，惠及近19萬名於約4萬幢樓宇內提供環境衛生及保安服務的前線物管人員。

Benefitting Almost 190,000 Frontline PM Workers

Upon commissioning to implement the Anti-epidemic Support Scheme, the PMSA immediately carried out the preparatory work and set up a dedicated team to process the subsidy applications and disbursement through lenient, simple and expeditious procedures so that frontline PM workers could be benefitted soonest possible. In the end, over 18,100 applications were processed, of which nearly \$1.8 billion was disbursed to successful applicants, benefitting nearly 190,000 frontline PM workers who provided environmental hygiene or security services in around 40,000 building blocks.

協助申領資助

監管局共收到及處理超過21,500宗有關申請資助的查詢。於優化安排下，監管局亦積極進行不少協調工作，以鼓勵合資格申請機構為物業內處所／分判商員工（即並非物業的物管公司、公契經理人或業主組織直接聘用的員工）作出申請，以及協助前線物管人員在申請津貼時遇到困難的

Assisting in Subsidy Applications

The PMSA received and handled over 21,500 enquiries on application for subsidy. Under the enhanced arrangement, the PMSA also actively carried out coordination work to encourage eligible parties to apply for subsidy on behalf of workers engaged by premises/contractors in their properties (i.e. workers who were not employed directly by PMCs, DMC Managers or OOs of the property), and assisted frontline PM workers who encountered difficulties when applying for subsidy. All these cases covering premises such as

個案。有關個案經監管局協調後已全數成功獲解決，包括牽涉超級市場、銀行、連鎖商店等處所的個案，或牽涉更換物管公司，或相關員工已離職但曾於受資助期為合資格物業提供服務等情況，令有關物管人員可順利申領津貼。

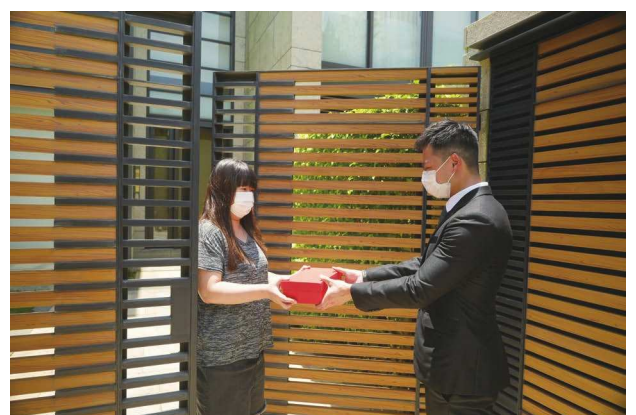
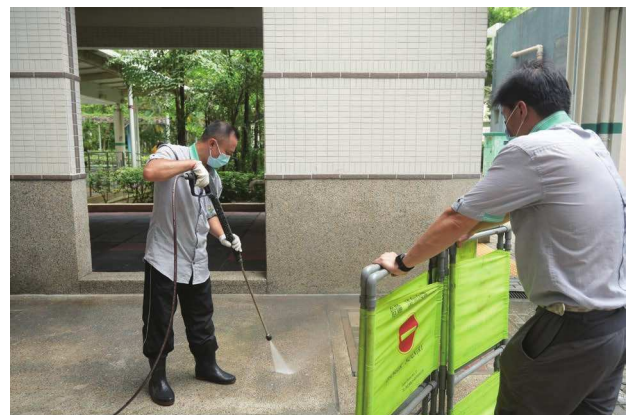
進行覆核審查

監管局徵詢民政總署及廉政公署後，為「物管支援計劃」制訂了一套覆核審查機制，並已按該機制選出1,200多宗申請（佔獲批核申請約百分之十）進行覆核審查。此外，監管局在抽取的個案中，亦按機制選取了其中120多宗（佔抽查個案約百分之十）進行實地覆核審查，以進一步核實申請相關資料。實地覆核審查的個案涵蓋港島、九龍和新界，以及不同類型的樓宇包括大型屋苑及單幢住宅樓宇和綜合用途樓宇、工業、商業樓宇及商場等。有關覆核審查工作亦已大致完成。

supermarkets, banks, chain stores, etc., or cases involving a change in PMC or termination of employment of eligible workers who had provided services during the subsidised period, had been resolved by the PMSA and the frontline workers concerned were able to successfully apply for the subsidy.

Conducting Audit

Having consulted the HAD and the ICAC, the PMSA formulated the audit procedures for the Anti-epidemic Support Scheme and had, in accordance with the procedures, drawn out 1,200 applications (around 10% of the approved applications) for checking and review. In addition, the PMSA had also drawn out 120 applications out of the above 1,200 applications (around 10% of the first drawn applications) in accordance with the procedures to conduct on-site review in order to verify the application particulars further. The on-site review covered different building types including large-scale housing estates and single-block residential buildings, composite, industrial and commercial buildings as well as shopping malls, etc., spanning across Hong Kong Island, Kowloon and the New Territories. Most of the on-site review work has already been completed.



財務狀況

監管局是自負盈虧的法定機構，經費來自徵款及牌照費。徵款是根據《物管條例》及《物業管理服務(徵款)規例》(第626A章)(《徵款規例》)而徵收。隨着物管業發牌制度於2020年8月1日正式實施，監管局亦開始從物管從業員及物管公司收取牌照費。

監管局本年度的總收入及支出分別為港幣5,139萬元及港幣4,672萬元，盈餘約港幣467萬元。

此外，監管局亦就執行「物管支援計劃」獲政府撥款及發放行政費用。有關行政費用全數已用作支付「物管支援計劃」所需的直接開支及其他關聯開支。

監管局在成立初期，向政府「貸款基金」申請了港幣2,200萬元貸款，本年度有關利息支出約港幣32萬元。第一期本金港幣440萬元的還款日期為2023年4月1日。

監管局需擬備真實而中肯的財務報表。這些財務報表符合香港會計師公會公佈的會計準則、報告準則和詮釋，並由監管局委任的外聘核數師審核。李福樹會計師事務所所在2022-23財政年度擔任監管局的外聘核數師，為監管局提供審計服務。

Financial Highlights

The PMSA is a self-financing statutory body. Its income is generated from two sources, namely levy and licence fees. The levy is collected in accordance with the PMSO and the Property Management Services (Levy) Regulation (Cap.626A) (Levy Regulation). With the implementation of the licensing regime for the PM industry commencing on 1 August 2020, the PMSA had also received licence fees from PMPs and PMCs.

The total income and expenditure of the PMSA for the year were HK\$51.39 million and HK\$46.72 million respectively. This resulted in a surplus of HK\$4.67 million.

In addition, the PMSA received funding from the Government for implementing the ASPM as well as administrative fee which was utilised for meeting the direct and other relevant expenses incurred for the ASPM.

In the initial set-up period, the PMSA had applied for a loan of HK\$22 million from the Government Loan Fund. The relevant interest expense paid for the year was HK\$0.32 million. The first principal repayment of HK\$4.4 million will be made on 1 April 2023.

The PMSA has to prepare financial statements that give a true and fair view in accordance with the accounting standards, financial reporting standards and interpretations issued by the Hong Kong Institute of Certified Public Accountants, and were audited by an external auditor appointed by the PMSA. F.S. Li & Co. was appointed by the PMSA as the external auditor to provide audit services for the financial year 2022-23.

徵款

《徵款規例》於2018年7月1日起實施。監管局可向《印花稅條例》(第117章)附表1第1(1)類可予徵收印花稅的用以轉讓香港不動產(包括住宅物業及非住宅物業)的售賣轉易契的承讓人收取徵款。每份售賣轉易契的徵款款額為港幣350元。

2022-23年度的物業交易數量受到2019冠狀病毒病第五波疫情影響而減少，加上美國利率上升影響本港經濟及物業市場交投量，監管局本年度的徵款收入為港幣2,712萬元，當中涉及約76,700宗物業交易。

根據《物管條例》，欠交或逾期繳付徵款可被施加罰款，罰款款額視乎逾期時間長短而定，最低罰款款額為徵款款額的雙倍，最高則達10倍。年內監管局共處理了118宗欠交或逾期繳付徵款的個案，涉及罰款港幣26萬元。

牌照費

監管局於2022-23年度發出共5,942個物管人及物管公司牌照，有關牌照費(包括申請費)合共港幣961萬元。

Levy Collection

The Levy Regulation was implemented with effect from 1 July 2018. The PMSA collects levy from transferees in respect of conveyance on sale of immovable properties (both residential and non-residential) in Hong Kong which are chargeable with stamp duty as defined under head 1(1) in the First Schedule to the Stamp Duty Ordinance (Cap. 117). The amount of levy payable for each leviable instrument is HK\$350.

The property transaction volume in the year 2022-23 had decreased as a result of the impact of the fifth wave of the COVID-19 epidemic. The economy of Hong Kong and the property transaction volume were further impacted with the rising interest rates in the United States. The PMSA had received a total levy income of HK\$27.12 million from around 76,700 transactions in the year.

According to the PMSO, late payment or non-payment of levy is subject to a penalty, the amount of which ranges from 2 to 10 times the amount of the levy, depending on the duration of the delay. There were 118 cases of outstanding or late payment dealt with during the year, involving a total penalty of HK\$0.26 million.

Licence Fees

The PMSA had altogether issued 5,942 PMP and PMC licences in the year 2022-23. A total of HK\$9.61 million licence fees (including application fees) was received.





積極溝通聯繫
Active
Communication

積極與持分者溝通

Active Communication with Stakeholders

為配合推動實施發牌制度及向公眾提供相關服務，監管局積極採取多元渠道，向不同持份者廣泛推廣監管局的工作及解釋發牌制度細節，並適時對外發佈最新資訊。

監管局除了與物管業界、業主組織、公營機構及政府部門保持緊密聯繫外，亦積極與傳媒進行溝通，並因應各項工作的進度發出新聞稿，確保傳媒能獲得監管局的最新資訊。監管局於年內發出了共41份新聞稿，其中20份公佈監管局的最新發展，11份與發牌制度相關，另外10份有關「物管支援計劃」的工作進度。監管局主席亦多次接受傳媒專訪，介紹物管業發牌進展及交代監管局的工作進度。

To tie in with driving the implementation of the licensing regime and the provision of related public services, the PMSA had actively disseminated information to different stakeholders through various channels during the year, with a view to enhancing public understanding of the latest development of the PMSA and the licensing regime.

In addition to keeping in close touch with the PM industry, OOs, public bodies and Government departments, the PMSA also adopted an active approach to keep the media posted about its latest development through the issue of press releases. The PMSA issued 41 press releases during the year, of which 20 were about the latest development of the PMSA, 11 were related to the licensing regime, and 10 concerning the work progress of the Anti-epidemic Support Scheme. The Chairperson of the PMSA also conducted media interview on several occasions to share the latest development of the PM industry licensing regime and the work progress of the PMSA with the media.



積極溝通聯繫 Active Communication



為了提高與各界持份者的溝通成效及進行更有系統的管理，監管局於年內增設電郵行銷平台，以建立一個更完整且易於管理的聯絡人資料庫，並以更專業的形式對外發放資訊。監管局亦可就相關的分析報告了解不同持份者的喜好，更有效地向其傳遞相關資訊。

To enhance stakeholder communication and systematically manage the communication, the PMSA had adopted an email marketing platform during the year in order to establish a comprehensive and easy-to-manage contact database and to disseminate information in a more professional manner. The PMSA could also make use of its analytical reports to identify stakeholder interests so that relevant information could be disseminated more effectively.

加強粵港澳大灣區物管業界交流

為貫徹落實粵港澳大灣區的物管業界交流，監管局於2023年2月接待深圳市住房和建設局代表團，進行會談；亦於2023年3月舉辦深港澳物業管理交流會，讓香港物業管理代表、深圳市物業管理行業協會、澳門物業管理業商會及廣東省粵港澳大灣區物業及設施管理聯合會代表，就物業運作和法規交流經驗，共同促進粵港澳大灣區物業的協作融合，推動業界向前發展。

Strengthening Exchange among PM Industry in Greater Bay Area

To facilitate exchanges among the PM industry in the Guangdong-Hong Kong-Macao Greater Bay Area, the PMSA conducted exchange with the delegation of the Housing and Construction Bureau of Shenzhen Municipality in February 2023 and arranged the Shenzhen-Hong Kong-Macao PM Industry Exchange Forum in March 2023, whereby representatives of the Hong Kong PM industry, the Shenzhen Property Management Industry Association, Property Management Business Association Macao and Guangdong Property and Facilities Management Association of the Greater Bay Area made exchanges in the areas of PM industry operation and regulation, strengthening the cooperation and integration of the PM industry within the Greater Bay Area and driving advancement of the industry.

活動紀要

參與第二屆國際物業管理及採購博覽

國際物業管理及採購博覽是香港物業業每年一度的盛事，亦為監管局提供了一個加強與業界聯繫和交流的適切平台，以建立監管局的認受性及提升行業的專業形象。

有見及此，監管局除為第二屆博覽會開幕典禮主禮，以及參與由不同業界專業團體於博覽會期間舉辦的活動，分享監管局實施發牌制度的最新資訊外，亦首度於博覽會設置展位，介紹及展示監管局的工作。

Events and Activities

Participating in the 2nd International Property Management & Procurement Expo

The International Property Management & Procurement Expo is an annual major event of the PM industry in Hong Kong which offers a platform for the PMSA to strengthen its ties and exchange with the industry and enhance its public recognition as well as the professional image of the industry.

Hence, in addition to officiating the opening ceremony for the 2nd Expo and participating in the events held by different industry professional bodies to share the latest development of the licensing regime implemented by the PMSA, the PMSA also set up for the first time a booth at the Expo to introduce and display the work of the PMSA.



為表揚前線物管從業員於新冠疫情期間緊守崗位、守護物業的環境衛生及市民的健康安全，監管局亦在展位安排以「向站在防疫抗疫最前線的物管從業員致敬」為題的相片展，展示前線物管從業員在疫情下努力辛勤進行防疫抗疫工作的情况。



To commend frontline PM workers for remaining steadfast in their duties, safeguarding the environmental hygiene of properties and the health and safety of the public during the COVID-19 epidemic, the PMSA also arranged a photo gallery entitled *Paying Tribute to Property Management Workers at the Frontline of Combatting the Epidemic* at the booth showcasing the hard work of frontline PM workers in combatting the epidemic.



監管局在博覽會期間舉行了「物管先鋒」嘉許典禮，以表揚全港100多間物管公司率先成功領取監管局發出的物管公司牌照，成為香港物管業界的「物管先鋒」。監管局於典禮亦邀請了傳染病專家及香港大學微生物學系講座教授袁國勇為監管局「持續專業發展計劃」作出專題演講，就物業管理如何可令物業更加衛生安全及預防病毒傳播與業界人士作出交流。嘉許典禮有約400名物管業界及有關人士實體參與出席，亦透過網上作出直播。

The PMSA also held the PM Pioneer Awards Ceremony at the Expo to commend over 100 PMCs in Hong Kong for taking the lead to be licensed by the PMSA and became the “PM Pioneers” of the Hong Kong PM industry. The PMSA also invited specialist in infectious diseases and Chair of Infectious Diseases of the Department of Microbiology of the University of Hong Kong Professor YUEN Kwok-yung to make a keynote speech at the PMSA CPD Scheme, sharing with the industry as to how PM may make properties safer and more hygienic, thus preventing virus from spreading. The award ceremony was attended by around 400 members of the PM industry in person, and was also streamed live online.



29.4.2022

時任署理民政事務處處長陳積志到訪監管局，了解「物管支援計劃」的申請及審批進度。

The then Acting Secretary for Home Affairs Jack Chan Jick-chi visited the PMSA to learn more about the application and vetting progress of the Anti-epidemic Support Scheme.



30.5.2022

香港物業管理聯會會員集體提交物管公司牌照申請。

Members of the Federation of Hong Kong Property Management Industry submitted PMC licence applications in bulk.

27.6.2022

香港地產代理商總會會員集體提交臨時物管人牌照申請。

Members of the Hong Kong Real Estate Agencies General Association submitted provisional PMP licence applications collectively.



8.7.2022

出席香港物業管理師學會「2022物業管理周優秀從業員選舉」。

Attended the Hong Kong Institute of Certified Property Managers Property Management Week 2022 – Excellent Practitioners Award Ceremony.

26.7.2022

民政及青年事務處處長麥美娟，聯同副局長梁宏正及民政事務總署代表到訪監管局。

The Secretary for Home and Youth Affairs Alice Mak Mei-kuen, Under Secretary for Home and Youth Affairs Clarence Leung Wang-ching and representatives of the Home Affairs Department visited the PMSA.



積極溝通聯繫 Active Communication

27.7.2022

到訪香港建造業工藝測試中心，了解懸空式竹棚架施工流程。

Visited the Hong Kong Construction Industry Trade Testing Centre to learn about how truss-out bamboo scaffoldings work.



30.7.2022

出席香港理工大學專業進修學院為監管局「指明課程」舉辦的畢業典禮。

Attended the Graduation Ceremony of the PMSA Specified Courses organised by the School of Professional Education and Executive Development, Hong Kong Polytechnic University.



18.8.2022

與香港房屋經理學會新一屆理事會成員會面交流。

Conducted exchanges with new council members of the Hong Kong Institute of Housing.



8.9.2022

於國際設施管理協會（香港分會）Integrate 2022論壇分享如何將ESG概念融入設施管理工作。

Shared how to integrate ESG into facilities management in the Integrate 2022 Forum of the International Facility Management Association.



26.9.2022

與香港物業管理聯會會員會面交流。

Conducted exchanges with members of the Federation of Hong Kong Property Management Industry.



27.9.2022

出席「優質中國房地產企業大獎」及「優質物業管理大獎」2022頒獎典禮。

Attended the China Property Awards Ceremony 2022.



29.9.2022

香港地產代理商總會會員向監管局集體提交臨時物管人牌照申請。

Members of the Hong Kong Real Estate Agencies General Association submitted provisional PMP licence applications to the PMSA in bulk.

5.10.2022

與香港地產行政師學會新一屆理事會成員會面交流。

Conducted exchanges with new council members of the Hong Kong Institute of Real Estate Administrators.



7.10.2022

出席地產代理監管局25周年慶祝典禮。

Attended the 25th Anniversary Ceremony of the Estate Agents Authority.

18.10.2022

出席香港房屋經理學會週年晚宴暨精英大獎頒獎典禮2022。

Attended the Hong Kong Institute of Housing Annual Dinner cum Elite Awards 2022.



積極溝通聯繫 Active Communication

28.10.2022

出席香港物業服務公司協會2022-2024委員就職典禮暨「守護家園抗疫英雄」表彰儀式及「護心約章」簽署儀式。

Attended the Hong Kong Association of Property Services Agents Inauguration and Award Ceremony.



31.10.2022

香港地產代理商總會（中西區分會）會員集體提交臨時物管人牌照申請。

Members of the Hong Kong Real Estate Agencies General Association Central/Western District Branch submitted provisional PMP licence applications collectively.



8.11.2022

與廉政公署聯合舉辦傳媒簡介會，分享介紹多項聯合防貪工作。

Jointly organised a media briefing with the ICAC to introduce various anti-corruption work.



21.11.2022

香港物業管理聯會會員集體提交物管人及物管公司牌照申請。

Members of the Federation of Hong Kong Property Management Industry submitted PMP and PMC licence applications in bulk.



25.11.2022

出席香港物業管理師學會周年研討會及晚宴2022。

Attended the Hong Kong Institute of Certified Property Managers Seminar and Annual Dinner 2022.



30.11.2022

出席優質物業設施管理大獎2022。

Attended the Quality Property and Facility Management Award 2022 Presentation Ceremony.



4.1.2023

香港物業管理師學會會員集體提交臨時物管人(第1級)牌照申請。

Members of the Hong Kong Institute of Certified Property Managers submitted provisional PMP (Tier 1) licence applications collectively.

7.1.2023

出席香港物業管理師學會2023年度啟動儀式。

Attended the Hong Kong Institute of Certified Property Managers Launch Ceremony 2023.



2.2.2023

與深圳市住房和建設局代表團會面，就物管業運作及促進粵港澳大灣區物管業協作融合作出交流。

Conducted exchanges with the delegation of the Housing and Construction Bureau of Shenzhen Municipality on the operation of the PM industry and co-operation and integration of the industry within the Guangdong-Hong Kong-Macao Greater Bay Area.

積極溝通聯繫 Active Communication

2.2.2023

出席香港房屋、物業及設施管理專業聯盟聯合春節晚宴2023。

Attended the Hong Kong Alliance of Professional Housing, Property & Facility Management joint dinner 2023.



9.2.2023

與香港物業服務公司協會會員會面交流。

Conducted exchanges with members of the Hong Kong Association of Property Services Agents.

20.2.2023

出席香港物業服務聯盟癸卯年新春團拜。

Attended the Hong Kong Property Service Alliance Lunar New Year greetings.



21.2.2023

出席香港物業管理聯會第六屆執行委員會就職典禮。

Attended the 6th Executive Committee Inauguration Ceremony of the Federation of Hong Kong Property Management Industry.

1.3.2023

與特許房屋經理學會亞太分會新一屆理事會面交流。

Conducted exchanges with new council members of the Chartered Institute of Housing Asian Pacific Branch.



2.3.2023

出席國際設施管理協會（香港分會）30週年晚宴

Attended the International Facility Management Association Hong Kong Chapter 30th Anniversary Dinner



14.3.2023

出席特許房屋經理學會亞太分會揭牌儀式。

Attended the Chartered Institute of Housing Asian Pacific Branch Signboard Unveiling Ceremony.

23.3.2023

香港房地產代理業聯會會員集體提交物管人牌照申請。

Members of the Hong Kong Property Agencies Association Limited submitted PMP licence applications in bulk.



27.3.2023

與深港澳物管業界代表交流座談，討論物管業運作及促進粵港澳大灣區物管業協作融合

Conducted exchanges with representatives of the PM Industry in Shenzhen, Hong Kong and Macao on the operation of the PM industry and co-operation and integration of the industry within the Guangdong-Hong Kong-Macao Greater Bay Area.

28.3.2023

與屋宇設備運行及維修行政人員學會新一屆理事會成員會面交流。

Conducted exchanges with new council members of the Building Services Operation and Maintenance Executives Society.





財務報表 Financial Statements



獨立核數師報告

INDEPENDENT AUDITOR'S REPORT

致物業管理業監管局

(根據《物業管理服務條例》於香港成立)

意見

本核數師(以下簡稱「我們」)已審計列載於第89頁至第114頁物業管理業監管局(以下簡稱「監管局」)的財務報表,此財務報表包括於2023年3月31日的財務狀況表與截至該日止年度的收支結算表、儲備變動表及現金流量表,以及財務報表附註,包括主要會計政策概要。

我們認為,該等財務報表已根據香港會計師公會頒布的《香港財務報告準則》真實而中肯地反映了監管局於2023年3月31日的財務狀況及截至該日止年度的財務表現及現金流量,並已遵照《物業管理服務條例》妥為擬備。

意見的基礎

我們已根據香港會計師公會頒布的《香港審計準則》進行審計。我們在該等準則下承擔的責任已在本報告的「核數師就審計財務報表承擔的責任」部分中作進一步闡述。根據香港會計師公會頒布的《專業會計師道德守則》(以下簡稱「守則」),我們獨立於監管局,並已履行守則中的其他專業道德責任。我們相信,我們所獲得的審計憑證能充足及適當地為我們的審計意見提供基礎。

TO THE PROPERTY MANAGEMENT SERVICES AUTHORITY

(established in Hong Kong under the Property Management Services Ordinance)

Opinion

We have audited the financial statements of the Property Management Services Authority ("PMSA") set out on pages 89 to 114, which comprise the statement of financial position as at 31st March 2023, and the statement of income and expenditure, statement of changes in reserve and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the financial statements give a true and fair view of the financial position of the PMSA as at 31st March 2023, and of its financial performance and its cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards ("HKFRSs") issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA") and have been properly prepared in compliance with the Property Management Services Ordinance.

Basis for Opinion

We conducted our audit in accordance with Hong Kong Standards on Auditing ("HSAs") issued by the HKICPA. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the PMSA in accordance with the HKICPA's Code of Ethics for Professional Accountants ("the Code"), and we have fulfilled our other ethical responsibilities in accordance with the Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

財務報表

Financial Statements

其他信息

監管局須對其他信息負責。其他信息包括年報內的所有信息，但不包括財務報表及我們的核數師報告。

我們對財務報表的意見並不涵蓋其他信息，我們亦不對該等其他信息發表任何形式的鑒證結論。

結合我們對財務報表的審計，我們的責任是當以上所指的其他信息提供給我們閱讀時，在此過程中考慮該些其他信息是否與財務報表或我們在審計過程中所了解的情況存在重大抵觸或者似乎存在重大錯誤陳述的情況。

基於我們已執行的工作，倘若我們認為該等其他信息存在重大錯誤陳述，我們須如實報告。在這方面，我們沒有任何報告。

監管局就財務報表須承擔的責任

監管局須負責根據香港會計師公會頒布的《香港財務報告準則》及《物業管理服務條例》擬備真實而中肯的財務報表，並對其認為為使財務報表的擬備不存在由於欺詐或錯誤而導致的重大錯誤陳述所需的內部控制負責。

在擬備財務報表時，監管局須負責評估其持續經營的能力，並在適用情況下披露與持續經營有關的事項，以及使用持續經營為會計基礎，除非監管局有意將監管局清盤或停止經營，或別無其他實際的替代方案。

監管局須負責監督其財務報告過程。

Other Information

The PMSA is responsible for the other information. The other information comprises the information included in the annual report, but does not include the financial statements and our auditor's report thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information identified above when it becomes available and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the PMSA for the Financial Statements

The PMSA is responsible for the preparation of the financial statements that give a true and fair view in accordance with HKFRSs issued by the HKICPA and the Property Management Services Ordinance, and for such internal control as the PMSA determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the PMSA is responsible for assessing its ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the PMSA either intends to liquidate the PMSA or to cease operations, or has no realistic alternative but to do so.

The PMSA is responsible for overseeing its financial reporting process.

核數師就審計財務報表承擔的責任

我們的目標，是對財務報表整體是否不存在由於欺詐或錯誤而導致的重大錯誤陳述取得合理保證，並發布包括我們意見的核數師報告。我們是按照《物業管理服務條例》附表3第6部的規定，僅向監管局報告，除此以外本報告別無其他目的。我們概不就本報告的內容，對任何其他人士負上或承擔任何責任。合理保證是高水平的保證，但不能保證按照《香港審計準則》進行的審計，在某一重大錯誤陳述存在時總能發現。錯誤陳述可以由欺詐或錯誤引起，如果合理預期它們單獨或匯總起來可能影響財務報表使用者依賴財務報表所作出的經濟決定，則有關的錯誤陳述可被視作重大。

在根據《香港審計準則》進行審計的過程中，我們運用了專業判斷，保持了專業懷疑態度。我們亦：

- 識別和評估由於欺詐或錯誤而導致財務報表存在重大錯誤陳述的風險，設計及執行審計程序以應對這些風險，以及獲取充足和適當的審計憑證，作為我們意見的基礎。由於欺詐可能涉及串謀、偽造、蓄意遺漏、虛假陳述，或凌駕於內部控制之上，因此未能發現因欺詐而導致的重大錯誤陳述的風險高於未能發現因錯誤而導致的重大錯誤陳述的風險。
- 了解與審計相關的內部控制，以設計適當的審計程序，但目的並非對監管局內部控制的有效性發表意見。
- 評價監管局所採用會計政策的恰當性及作出會計估計和相關披露的合理性。

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. This report is made solely to you, as a body, in accordance with Part 6 of Schedule 3 to the Property Management Services Ordinance, and for no other purpose. We do not assume responsibility towards or accept liability to any other person for the contents of this report. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with HKSA's will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with HKSA's, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the PMSA's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the PMSA.

核數師就審計財務報表承擔的責任 (續)

- 對監管局採用持續經營會計基礎的恰當性作出結論。根據所獲取的審計憑證，確定是否存在與事項或情況有關的重大不確定性，從而可能導致對監管局的持續經營能力產生重大疑慮。如果我們認為存在重大不確定性，則有必要在核數師報告中提請使用者注意財務報表中的相關披露。假若有關的披露不足，則我們應當發表非無保留意見。我們的結論是基於核數師報告日止所取得的審計憑證。然而，未來事項或情況可能導致監管局不能持續經營。
- 評價財務報表的整體列報方式、結構和內容，包括披露，以及財務報表是否中肯反映交易和事項。

除其他事項外，我們與監管局溝通了計劃的審計範圍、時間安排、重大審計發現等，包括我們在審計中識別出內部控制的任何重大缺陷。

李福樹會計師事務所
執業會計師

香港，2023年7月4日

Auditor's Responsibilities for the Audit of the Financial Statements (continued)

- Conclude on the appropriateness of the PMSA's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the PMSA's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the PMSA to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the PMSA regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

F. S. Li & Co.
Certified Public Accountants

Hong Kong, 4 July 2023

收支結算表

截至2023年3月31日止年度

STATEMENT OF INCOME AND EXPENDITURE

FOR THE YEAR ENDED 31ST MARCH 2023

		附註 Note	2023 港元 HK\$	2022 港元 HK\$
收入	INCOME			
徵款	Levies		27,118,700	40,882,100
牌照費	Licence fees		9,610,625	4,709,945
活動收入	Activities income		50,350	38,550
銀行利息	Bank interest		1,169,034	100,300
行政費用	Administration fee		13,443,870	1,016,130
其他收入	Other income		1,810	21,027
			51,394,389	46,768,052
支出	EXPENDITURE	4		
員工成本	Staff costs		31,226,103	22,387,804
專業費用	Professional fees		402,188	111,312
辦公室及相關開支	Office accommodation and related expenses		2,046,500	1,750,355
傳訊及宣傳開支	Corporate communications and promotion		2,301,092	1,511,596
服務費(印花稅署)	Levy collection charges		460,224	697,068
資訊科技開支	IT expenses		1,657,469	1,051,884
折舊	Depreciation		7,016,623	7,812,505
核數師酬金	Auditor's remuneration		20,300	19,300
活動開支	Activities expenses		95,282	46,872
其他支出	Other expenses		1,067,442	710,894
財務費用	Finance costs	5	426,169	361,619
			46,719,392	36,461,209
年度盈餘及全面收益	SURPLUS AND TOTAL COMPREHENSIVE INCOME FOR THE YEAR		4,674,997	10,306,843

財務報表

Financial Statements

財務狀況表

於2023年3月31日

STATEMENT OF FINANCIAL POSITION

AT 31ST MARCH 2023

		附註 Note	2023 港元 HK\$	2022 港元 HK\$
非流動資產	NON-CURRENT ASSETS			
物業及設備	Property and equipment	6	2,674,075	4,790,572
使用權資產	Right-of-use assets	7	6,048,858	10,173,080
			8,722,933	14,963,652
流動資產	CURRENT ASSETS			
按金及預付款項	Deposits and prepayments	8	3,382,599	2,321,599
應收賬款及其他應收款	Accounts and other receivables	9	9,451,842	2,467,996
超過三個月到期之 銀行存款	Bank deposits with maturity over 3 months		61,000,000	56,000,000
銀行結存及現金	Bank balances and cash		144,480,571	396,585,420
			218,315,012	457,375,015
流動負債	CURRENT LIABILITIES			
應付賬款及應計項目	Accounts payables and accruals	10	6,030,763	4,900,399
暫收款項	Temporary receipts	11	139,051,058	387,713,000
租賃負債	Lease liabilities	12	4,154,650	4,102,246
遞延收入	Deferred income	13	26,724,871	25,066,766
政府貸款	Government loan	14	4,400,000	–
			180,361,342	421,782,411
流動資產淨值	NET CURRENT ASSETS		37,953,670	35,592,604
總資產減流動負債	TOTAL ASSETS LESS CURRENT LIABILITIES		46,676,603	50,556,256
非流動負債	NON-CURRENT LIABILITIES			
租賃負債	Lease liabilities	12	1,943,794	6,098,444
政府貸款	Government loan	14	17,600,000	22,000,000
			19,543,794	28,098,444
淨資產	NET ASSETS		27,132,809	22,457,812
儲備	RESERVE			
累積盈餘	Accumulated surplus		27,132,809	22,457,812

載於第89頁至第114頁的財務報表於2023年7月4日獲物業管理業監管局通過及授權發表，並由以下代表簽署：

Dr James WONG Kong-tin, BBS, JP
Chairperson
黃江天博士，銅紫荊星章，太平紳士
主席

物業管理業監管局
2022-23 周年報告

The financial statements on pages 89 to 114 were approved and authorised for issue by the PMSA on 4th July 2023 and are signed on its behalf by:

Professor Eddie HUI Chi-man, MH, JP
Vice-chairperson
許智文教授，榮譽勳章，太平紳士
副主席

儲備變動表

截至2023年3月31日止年度

STATEMENT OF CHANGES IN RESERVE

FOR THE YEAR ENDED 31ST MARCH 2023

		累積盈餘 Accumulated surplus 港元 HK\$
於2021年4月1日	At 1st April 2021	12,150,969
年度盈餘及全面收益	Surplus and total comprehensive income for the year	10,306,843
於2022年3月31日及2022年4月1日	At 31st March 2022 and 1st April 2022	22,457,812
年度盈餘及全面收益	Surplus and total comprehensive income for the year	4,674,997
於2023年3月31日	At 31st March 2023	27,132,809

財務報表

Financial Statements

現金流量表

截至2023年3月31日止年度

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31ST MARCH 2023

	附註 Note	2023 港元 HK\$	2022 港元 HK\$
營運活動之現金流量			
CASH FLOWS FROM OPERATING ACTIVITIES			
年度盈餘		4,674,997	10,306,843
就下列各項作出調整：			
利息收入		(1,169,034)	(100,300)
租賃負債利息		101,262	88,249
貸款利息支出		324,907	273,370
折舊		7,016,623	7,812,505
營運資金變動前之營運現金流量		10,948,755	18,380,667
按金及預付款項增加		(1,061,000)	(360,826)
應收賬款及其他應收款(增加)/減少		(6,418,770)	1,997,252
暫收款項(減少)/增加		(248,661,942)	381,476,500
遞延收入增加		1,658,105	15,833,724
應付賬款及應計項目增加/(減少)		1,130,364	(1,038,881)
營運活動(所用)/所得之現金淨額		(242,404,488)	416,288,436
投資活動之現金流量			
CASH FLOWS FROM INVESTING ACTIVITIES			
購入物業及設備		(775,904)	(426,884)
已收利息		603,958	138,816
超過三個月到期之銀行存款增加		(5,000,000)	(32,000,000)
投資活動所用之現金淨額		(5,171,946)	(32,288,068)
融資活動之現金流量			
CASH FLOWS FROM FINANCING ACTIVITIES			
已付租賃租金之資本部分	19	(4,102,246)	(4,345,497)
已付租賃租金之利息部分	19	(101,262)	(88,249)
支付貸款利息		(324,907)	(273,370)
融資活動所用之現金淨額		(4,528,415)	(4,707,116)
現金及現金等值物(減少)/增加淨額		(252,104,849)	379,293,252
NET (DECREASE)/INCREASE IN CASH AND CASH EQUIVALENTS			
年初現金及現金等值物結存		396,585,420	17,292,168
CASH AND CASH EQUIVALENTS AT BEGINNING OF THE YEAR			
年終現金及現金等值物結存		144,480,571	396,585,420
CASH AND CASH EQUIVALENTS AT END OF THE YEAR			
現金及現金等值物結存分析			
ANALYSIS OF THE BALANCES OF CASH AND CASH EQUIVALENTS			
銀行結存及現金		144,480,571	396,585,420
Bank balances and cash			

財務報表附註

截至2023年3月31日止年度

1. 背景

物業管理業監管局「監管局」乃根據於2016年5月26日生效的《物業管理服務條例》(第626章)成立。監管局的主要職能是規管物業管理行業及推動行業發展。

監管局的辦公地址為香港灣仔皇后大道東248號大新金融中心8樓806-8室。

本財務報表所用的幣值以港元呈列，港元為監管局的功能貨幣。

2. 主要會計政策

(a) 編製基準

本財務報表已按照香港會計師公會頒布所有適用的香港財務報告準則（其統稱已包括個別適用的香港財務報告準則、香港會計準則及詮釋）、香港公認會計準則及《物業管理服務條例》編製。本財務報表以歷史成本慣例編製。

香港會計師公會頒布若干於本會計年度生效的全新及經修改香港財務報告準則。採用該等香港財務報告準則修訂本，對監管局於本會計年度及以往會計年度之業績及財務狀況並無重大影響。

監管局並沒有提早採用本年度尚未生效之全新及經修改之香港財務報告準則。相關說明記載於附註20。

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2023

1. Background

The Property Management Services Authority (“PMSA”) was established under the Property Management Services Ordinance (Cap. 626) which was enacted on 26th May 2016, with the principal functions to regulate and promote the development of the property management services industry.

The office address of the PMSA is at Units 806-8, 8/F, Dah Sing Financial Centre, 248 Queen’s Road East, Wan Chai, Hong Kong.

The financial statements are presented in Hong Kong dollars, which is the functional currency of the PMSA.

2. Significant accounting policies

(a) Basis of preparation

These financial statements have been prepared in accordance with all applicable Hong Kong Financial Reporting Standards (“HKFRSs”), which collectively include all applicable individual Hong Kong Financial Reporting Standards, Hong Kong Accounting Standards and Interpretations issued by the Hong Kong Institute of Certified Public Accountants (“HKICPA”), and accounting principles generally accepted in Hong Kong, and the Property Management Services Ordinance. The financial statements have been prepared under the historical cost convention.

The HKICPA has issued certain new and revised HKFRSs that were applied for the first time in the current year. The adoption of these new and revised HKFRSs had no material effect on the results and financial position of the PMSA for the current and prior years.

The PMSA has not early adopted new and revised HKFRSs that are not yet effective for the current year. Explanation of this is included in Note 20.

2. 主要會計政策 (續)

(a) 編製基準 (續)

在編製符合香港財務報告準則之財務報表時，管理層需作出判斷、估計和假設，此等對會計政策之應用，以及對資產、負債、收入和支出之報告數額構成影響。這些估計和相關假設是根據以往經驗和管理層因應當時情況認為合理之多項其他因素作出的，其結果構成了管理層在無法依循其他途徑及時得知資產與負債之賬面值時所作出判斷之基礎。實際結果可能有別於估計數額。

管理層會不斷審閱各項估計和相關假設。如果會計估計之修訂只是影響某一期間，其影響便會在該期間內確認；如果修訂對當前和未來期間均有影響，則在作出修訂之期間和未來期間確認。

(b) 收入確認

徵款收入在到期並須向監管局繳付時被確認為收入。

銀行利息收入按實際利率法累計。

其他收入是以應計制確認。

2. Significant accounting policies (continued)

(a) Basis of preparation (continued)

Preparation of the financial statements in conformity with HKFRSs requires management to make judgements, estimates and assumptions that affect the application of policies and reported amounts of assets, liabilities, income and expenses. The estimates and associated assumptions are based on historical experience and various other factors that are believed to be reasonable under the circumstances, the results of which form the basis of making the judgements about carrying values of assets and liabilities that are not readily apparent from other sources. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognized in the period in which the estimates are revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

(b) Revenue recognition

Levy is recognized as income when it becomes due and payable to the PMSA.

Bank interest income is recognized as it accrues using the effective interest method.

Other income is recognized on an accrual basis.

2. 主要會計政策 (續)

(b) 收入確認 (續)

監管局客戶合同收入的確認基於合同內的履約義務得到履行。當監管局將履約義務涉及的相應服務的控制權轉移給客戶時，監管局履行了履約義務並確認收入。收入將按以下方式確認：

- (i) 行政費、牌照申請費及活動收入於提供服務時確認。
- (ii) 牌照費收入在牌照期內以直線法按時間予以確認。

(c) 確認及取消確認權益工具

當監管局成為工具合約條文的一方時，會在財務狀況表確認金融資產及金融負債。

金融資產在下列情況出現時取消確認：在從資產收取現金流之合約權利屆滿；監管局轉讓資產擁有權之絕大部份風險及回報；或監管局既無轉讓亦無保留資產擁有權之絕大部份風險及回報，但不保留資產之控制權。於取消確認金融資產時，資產賬面值與已收代價總和間之差額於收支結算表內確認。

金融負債在有關合約所訂明之責任獲解除、註銷或屆滿時取消確認。取消確認之金融負債賬面值與已付代價間之差額於收支結算表內確認。

2. Significant accounting policies (continued)

(b) Revenue recognition (continued)

The PMSA recognizes revenue from contracts with customers based on the performance obligations identified in the contracts. Revenue is recognized when (or as) the PMSA satisfies a performance obligation by transferring a promised service to a customer who obtains the control of the service. Further details of the PMSA's revenue recognition policies are as follows:

- (i) Administration fee, licence application fee and activities income are recognized upon provision of services.
- (ii) Licence fees are recognized over time on a straight-line basis over the licence period.

(c) Recognition and derecognition of financial instruments

Financial assets and financial liabilities are recognized in the statement of financial position when the PMSA becomes a party to the contractual provisions of the instruments.

Financial assets are derecognized when the contractual rights to receive cash flows from the assets expire; the PMSA transfers substantially all the risks and rewards of ownership of the assets; or the PMSA neither transfers nor retains substantially all the risks and rewards of ownership of the assets but has not retained control on the assets. On derecognition of a financial asset, the difference between the assets' carrying amount and the sum of the consideration received is recognized in statement of income and expenditure.

Financial liabilities are derecognized when the obligations specified in the relevant contract are discharged, cancelled or expired. The difference between the carrying amount of the financial liability derecognized and the consideration paid is recognized in the statement of income and expenditure.

2. 主要會計政策 (續)

(d) 金融資產

金融資產乃按交易日基準(即購買或出售資產之合約條款所規定及經由所屬市場設定的時限交付該項資產之日)確認及終止確認,並初步按公允值加上直接應佔交易成本計量,惟按公允值計入損益的投資則除外。收購按公允值於計入損益的投資直接產生之交易成本於收支結算表即時確認。

監管局之金融資產分類為按攤銷成本列賬之金融資產。

撥歸此類之金融資產(包括應收及其他應收款項)須同時符合下列兩項條件:

- (i) 持有資產之業務模式是為收取合約現金流為目標;及
- (ii) 資產之合約條款於特定日期產生僅為支付本金及未償還本金利息之現金流量。

按攤銷成本列賬之金融資產其後以實際利率法按攤銷成本減預期信貸虧損之虧損撥備計算。

2. Significant accounting policies (continued)

(d) Financial assets

Financial assets are recognized and derecognized on a trade date basis where the purchases or sales of assets that under contracts whose terms require delivery of the assets within the timeframe established by the market concerned, and are initially measured at fair value, plus directly attributable transaction costs except in the case of investments at fair value through profit or loss. Transaction costs directly attributable to the acquisition of investments at fair value through profit or loss are recognized immediately in statement of income and expenditure.

Financial assets of the PMSA are classified under financial assets at amortized cost.

Financial assets (including account and other receivables) are classified under financial assets at amortized cost if they satisfy both of the following conditions:

- (i) the assets are held within a business model whose objective is to hold assets in order to collect contractual cash flows; and
- (ii) the contractual terms of the assets give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.

Financial assets at amortized cost are subsequently measured at amortized cost using the effective interest method less loss allowances for expected credit losses.

2. 主要會計政策 (續)

(e) 預計信貸虧損之虧損撥備

監管局就按攤銷成本列賬之金融資產之預計信貸虧損確認虧損撥備。預計信貸虧損為加權平均信貸虧損，並以發生違約風險之金額作為加權數值。

在各報告期末，倘金融工具之信貸風險自初始確認以來大幅增加，監管局按所有可能發生違約事件之預計信貸虧損除以應收賬款及其他應收款之金融工具之預計年期（「預計信貸風險年期」），從而計算金融工具之虧損撥備。

如在報告期末，金融工具（應收款及其他應收款除外）之信貸風險自初始確認以來並無大幅增加，則監管局會按全期預期信貸虧損的部份，即報告期後12個月內，因可能發生的違約事件而預期產生的虧損，計算金融工具之虧損撥備。

預期信貸虧損金額或為調整報告期末虧損撥備至所需金額所作撥回之金額會於收支結算表確認減值。

2. Significant accounting policies (continued)

(e) Loss allowances for expected credit losses

The PMSA recognizes loss allowances for expected credit losses on financial assets at amortized cost. Expected credit losses are the weighted average of credit losses with the respective risks of a default occurring as the weights.

At the end of each reporting period, the PMSA measures the loss allowance for a financial instrument at an amount equal to the expected credit losses that result from all possible default events over the expected life of that financial instrument (“lifetime expected credit losses”) for accounts and other receivables, or if the credit risk on that financial instrument has increased significantly since initial recognition.

If, at the end of the reporting period, the credit risk on a financial instrument (other than account and other receivables) has not increased significantly since initial recognition, the PMSA measures the loss allowance for that financial instrument at an amount equal to the portion of lifetime expected credit losses that represents the expected credit losses that result from default events on that financial instrument that are possible within 12 months after the reporting period.

The amount of expected credit losses or reversal to adjust the loss allowance at the end of the reporting period to the required amount is recognized as an impairment in statement of income and expenditure.

2. 主要會計政策 (續)

(f) 非金融資產減值

於各報告期末，若有跡象顯示包含於物業及設備項目內的資產出現減值情況，則需要估計該資產的可收回價值。可收回價值乃其公允價值減出售費用及使用價值兩者中的較高者。若可收回價值低於賬面值，該資產須減值至其可收回價值，而減值虧損則記入盈餘或虧損內。倘用以釐定可收回價值的估計出現有利變動，則撥回減值虧損。惟撥回減值虧損不得導致資產賬面值超過如無過往年度確認減值虧損時所應釐定之資產賬面值。撥回減值虧損於撥回年度計入盈餘或虧損內。

(g) 物業及設備

物業及設備以成本減累計折舊及累計減值損失列賬。

折舊計算方法乃將物業及設備以成本減剩餘價值，按其下列估計可使用年期，以直線法撇銷：

電腦及軟件	3年
辦公室設備	5年
傢俱及裝置	5年
租賃物業裝修	5年

2. Significant accounting policies (continued)

(f) Impairment of non-financial assets

At the end of each reporting period, wherever there is any indication that an item of property and equipment is impaired, the recoverable amount of the asset should be estimated. The recoverable amount of an asset is the higher of its fair value less costs to sell and value in use. If the recoverable amount is less than the carrying amount, an impairment loss is recognized to reduce the asset to its recoverable amount. Such impairment losses are recognized in surplus or deficit. An impairment loss is reversed if there has been a favourable change in the estimates used to determine the recoverable amount. A reversal of an impairment loss should not result in the asset's carrying amount exceeding that which would have been determined had no impairment loss been recognized in prior years. Reversals of impairment losses are credited to surplus or deficit in the year in which the reversals are recognized.

(g) Property and equipment

Property and equipment are stated at historical cost less accumulated depreciation and any accumulated impairment losses.

Depreciation is provided to write off the cost of property and equipment less their residual values over their estimated useful lives, using the straight-line method as follows:

Computers and softwares	3 years
Office equipment	5 years
Furniture and fixtures	5 years
Leasehold improvements	5 years

2. 主要會計政策 (續)

(h) 租賃

當租賃資產可供監管局使用時，將租賃確認為使用權資產及相應的租賃負債。使用權資產按成本減累計折舊及減值損失列賬。使用權資產之折舊，以其成本按直線法於租賃期內計算撇銷。

使用權資產按成本計量，該成本包括租賃負債的初始計量金額、預付的租賃付款額、初步直接成本和辦公室還原費用。租賃負債初步按租期內應付租賃付款之現值確認，按租約隱含的利率貼現，或倘該利率不能即時釐定，則按相關增量借款利率貼現。每次租賃付款均在負債和財務費用之間分配。財務費用在租賃期內的損益中扣除，以便對租賃負債的餘額產生固定週期利率。

與短期租賃和低價值資產租賃有關的付款在租賃期內按直線法於損益中確認為支出。短期租賃是指初始租賃期為12個月或以下的租賃。

(i) 應收賬款及其他應收款，以及合約資產及合約負債

當監管局對收取代價之權利是無條件時，應收賬款便予以確認。如果在支付該代價到期之前需要經過一段時間，則該收取的代價之權利被視為無條件的。如果在監管局擁有無條件收取代價的權利之前確認收入，則該金額應作為合約資產列報。應收款項採用實際利率法減去信貸損失準備，按攤銷成本列賬（見附註2(e)）。

2. Significant accounting policies (continued)

(h) Leases

Leases are recognized as right-of-use assets and corresponding lease liabilities when the leased assets are available for use by the PMSA. Right-of-use assets are stated at cost less accumulated depreciation and impairment losses. Depreciation of right-of-use assets is calculated to write off their cost over the lease term on a straight-line basis.

Right-of-use assets are measured at cost comprising the amount of the initial measurement of the lease liabilities, lease payments prepaid, initial direct costs and the office reinstatement costs. Lease liabilities are initially recognized at the present value of the lease payments payable over the lease term, discounted using the interest rate implicit in the lease or, if that rate cannot be readily determined, using a relevant incremental borrowing rate. Each lease payment is allocated between the liability and finance cost. The finance cost is charged to profit or loss over the lease term so as to produce a constant periodic rate of interest on the remaining balance of the lease liabilities.

Payments associated with short-term leases and leases of low value assets are recognized as expenses in profit or loss on a straight-line basis over the lease terms. Short-term leases are leases with an initial lease term of 12 months or less.

(i) Accounts and other receivables, and contract assets and contract liabilities

A receivable is recognized when the PMSA's right to consideration is unconditional. A right to consideration is unconditional if only the passage of time is required before payment of that consideration is due. If revenue has been recognized before the PMSA has an unconditional right to consideration, the amount is presented as a contract asset. Receivables are stated at amortised cost using the effective interest method less allowance for credit losses (see note 2(e) above).

2. 主要會計政策 (續)

(i) 應收賬款及其他應收款，以及合約資產及合約負債 (續)

合約資產於監管局根據合約所載付款條款，於無條件享有該代價前確認收入時確認。合約資產根據附註2(e)所載政策評估預計信貸虧損，並於收取代價權利成為無條件時重新分類至應收款項。合約負債於客戶支付代價或在對代價具有無條件的權利 (在此情況下，相應應收款項已確認) 時，而在監管局確認相關收入前予以確認。

(j) 現金及現金等值物

就編製現金流量表而言，現金及現金等值物包括現金和於存入後3個月內到期的銀行存款。

(k) 撥備

若監管局須就已發生的事件承擔法律或推定責任，而履行該責任預期會導致經濟資源外流，並可作出可靠的估計，便會確認撥備。如果貨幣時間值重大，則按預計履行責任所需資源的現值計提撥備。

(l) 僱員福利

薪金、約滿酬金、有薪年假、界定供款退休計劃的供款及非貨幣性福利之成本均在監管局僱員提供相關服務的年度內累計。

(m) 利息支出

利息支出於產生期間支銷。

2. Significant accounting policies (continued)

(i) Accounts and other receivables, and contract assets and contract liabilities (continued)

A contract asset is recognized when the PMSA recognizes revenue before being unconditionally entitled to the consideration under the payment terms set out in the contract. Contract assets are assessed for expected credit losses in accordance with the policy set out in note 2(e) above and are reclassified as receivables when the right to the consideration has become unconditional. A contract liability is recognized when the customer pays consideration, or has an unconditional right to consideration (in such case, a corresponding receivable is recognized), before the PMSA recognizes the related revenue.

(j) Cash and cash equivalents

For the purposes of the statement of cash flows, cash and cash equivalents comprise cash on hand and deposits with banks within 3 months to maturity from date of deposit.

(k) Provision

Provisions are recognized when the PMSA has a legal or constructive obligation as a result of past events, it is probable that an outflow of economic benefits will be required to settle the obligation and a reliable estimate can be made. Where the time value of money is material, provisions are stated at the present value of the expenditure expected to settle the obligation.

(l) Employee benefits

Salaries, gratuities, paid annual leave, contributions to defined contribution retirement plans and the cost of non-monetary benefits are accrued in the year in which the associated services are rendered by employees of the PMSA.

(m) Interest expenses

Interest expenses are expensed in the period in which they are incurred.

2. 主要會計政策 (續)

(n) 有關連人士

就本財務報表而言，有關連人士包括符合以下定義的人士及實體：

- (i) 下列人士或其近親家屬將被視為與監管局有關連，若該名人士：
 - (a) 能控制或共同控制監管局；
 - (b) 對監管局有重大影響力；或
 - (c) 為監管局之主要管理層成員。
- (ii) 若下列任何一項條件吻合，則有關實體將被視為與監管局有關連：
 - (a) 該實體與監管局屬同一集團之成員公司（即各母公司、附屬公司及同系附屬公司彼此間有關連）。
 - (b) 一間實體為另一實體的聯營公司或合營企業（或另一實體所屬集團旗下成員公司之聯營公司或合營企業）。
 - (c) 兩間實體均為同一第三方的合營企業。
 - (d) 一間實體為第三方實體的合營企業，而另一實體為該第三方實體的聯營公司。

2. Significant accounting policies (continued)

(n) Related parties

For the purposes of these financial statements, a related party includes a person and an entity as defined below:

- (i) A person or a close member of that person's family is related to the PMSA if that person:
 - (a) has control or joint control of the PMSA;
 - (b) has significant influence over the PMSA; or
 - (c) is a member of the key management personnel of the PMSA.
- (ii) An entity is related to the PMSA if any of the following conditions applies:
 - (a) The entity and the PMSA are members of the same group (which means that each parent, subsidiary and fellow subsidiary is related to the others).
 - (b) One entity is an associate or joint venture of the other entity (or an associate or joint venture of a member of a group of which the other entity is a member).
 - (c) Both entities are joint ventures of the same third party.
 - (d) One entity is a joint venture of a third entity and the other entity is an associate of the third entity.

2. 主要會計政策 (續)

(n) 有關連人士 (續)

- (e) 該實體為監管局或與監管局有關連之實體就僱員利益設立之退休福利計劃。若監管局便是該計劃，提供資助的僱主與監管局有關連。
- (f) 該實體被上述(i)所指人士控制或共同控制。
- (g) 就(i)(a)所指人士在對實體有重大影響力或為該實體之主要管理層成員。
- (h) 該實體或其所屬集團旗下任何成員公司向監管局提供主要管理人員服務。

個人的近親家庭成員是指可影響，或受該個人影響，他們與該實體交易的家庭成員。

2. Significant accounting policies (continued)

(n) Related parties (continued)

- (e) The entity is a post-employment benefit plan for the benefit of employees of either the PMSA or an entity related to the PMSA. If the PMSA is itself such a plan, the sponsoring employers are also related to the PMSA.
- (f) The entity is controlled or jointly controlled by a person identified in (i).
- (g) A person identified in (i)(a) has significant influence over the entity or is a member of the key management personnel of the entity.
- (h) The entity, or any member of a group of which it is a part, provides key management personnel services to the PMSA.

Close members of the family of a person are those family members who may be expected to influence, or be influenced by, that person in their dealings with the entity.

3. 稅項

根據《稅務條例》第87條，監管局獲豁免繳納香港利得稅。

3. Taxation

The PMSA is exempt from Hong Kong Profits Tax under section 87 of the Inland Revenue Ordinance.

4. 支出

4. Expenditure

		2023 港元 HK\$	2022 港元 HK\$
年度支出包括 以下項目費用：	The following expenses have been included in determining the surplus:		
員工成本	Staff costs		
薪金及其他福利	Salaries and other benefits	30,336,800	21,855,867
界定供款退休計劃的供款	Contributions to defined contribution retirement plan	889,303	531,937
		31,226,103	22,387,804

5. 財務費用

5. Finance costs

		2023 港元 HK\$	2022 港元 HK\$
租賃負債利息	Interest on lease liabilities	101,262	88,249
貸款利息支出	Loan interest expense	324,907	273,370
		426,169	361,619

6. 物業及設備

6. Property and equipment

		電腦及軟件 Computers and softwares 港元 HK\$	辦公室設備 Office equipment 港元 HK\$	傢俱及裝置 Furniture and fixtures 港元 HK\$	租賃物業裝修 Leasehold improvements 港元 HK\$	總計 Total 港元 HK\$
成本	Cost					
於2021年4月1日	At 1st April 2021	4,628,973	201,991	867,876	8,239,009	13,937,849
添置	Additions	400,585	8,499	7,300	10,500	426,884
於2022年3月31日 及2022年4月1日	At 31st March 2022 and 1st April 2022	5,029,558	210,490	875,176	8,249,509	14,364,733
添置	Additions	691,031	70,553	4,520	9,800	775,904
於2023年3月31日	At 31st March 2023	5,720,589	281,043	879,696	8,259,309	15,140,637
累計折舊	Accumulated depreciation					
於2021年4月1日	At 1st April 2021	2,372,004	57,206	365,534	3,509,492	6,304,236
年度折舊	Charge for the year	1,405,696	40,965	174,062	1,649,202	3,269,925
於2022年3月31日 及2022年4月1日	At 31st March 2022 and 1st April 2022	3,777,700	98,171	539,596	5,158,694	9,574,161
年度折舊	Charge for the year	1,017,445	48,851	175,714	1,650,391	2,892,401
於2023年3月31日	At 31st March 2023	4,795,145	147,022	715,310	6,809,085	12,466,562
賬面淨值	Net book value					
於2023年3月31日	At 31st March 2023	925,444	134,021	164,386	1,450,224	2,674,075
於2022年3月31日	At 31st March 2022	1,251,858	112,319	335,580	3,090,815	4,790,572

7. 使用權資產

7. Right-of-use assets

		港元 HK\$
成本	Cost	
於2021年4月1日結餘	At 1st April 2021	12,384,402
年內購置	Additions during the year	12,372,665
租賃屆滿撇銷	Written off upon expiry of lease	(11,414,308)
於2022年3月31日、2022年4月1日及 2023年3月31日結餘	At 31st March 2022, 1st April 2022 and 31st March 2023	13,342,759
累計折舊	Accumulated depreciation	
於2021年4月1日	At 1st April 2021	10,041,407
年度折舊	Charge for the year	4,542,580
租賃屆滿撇銷	Written off upon expiry of lease	(11,414,308)
於2022年3月31日及2022年4月1日 年度折舊	At 31st March 2022 and 1st April 2022 Charge for the year	3,169,679 4,124,222
於2023年3月31日	At 31st March 2023	7,293,901
賬面淨值	Net book value	
於2023年3月31日結餘	At 31st March 2023	6,048,858
於2022年3月31日結餘	At 31st March 2022	10,173,080

監管局按經營租賃租用若干物業，租約初始期為36個月。其中兩份租約為監管局提供了在初始期屆滿後按當時市場租金續租3年的選擇權。各租賃均不包括或有租金。

The PMSA is the lessee of several properties held under operating leases. The leases typically run for an initial period of 36 months. Two of the leases offer the PMSA an option to renew the leases for further 3 years at prevailing market rent after expiration of the initial period. None of the leases includes contingent rentals.

8. 按金及預付款項

按金及預付款項包括租金和公用事業按金總計1,266,169港元(2022: 1,266,169港元)，預期於一年後收回。

8. Deposits and prepayments

Deposits and prepayments include deposits related to office rental and utilities deposits of HK\$1,266,169 (2022: HK\$1,266,169) that are expected to be recovered after one year.

9. 應收賬款及其他應收款

9. Accounts and other receivables

		2023 港元 HK\$	2022 港元 HK\$
應收徵款	Levy receivables	2,677,222	2,450,352
其他應收款	Other receivables	6,191,900	–
應收利息	Interest receivables	582,720	17,644
		9,451,842	2,467,996

於每個財務結算日，監管局將根據個別應收徵款及其他應收款之信貸記錄逐一審查，以確認應否為他們計提減值虧損。

At the end of each financial reporting period, the PMSA's levy receivables and other receivables were individually assessed for impairment, based on their credit history.

根據過往經驗，監管局認為應收款項質素並無重大不利的改變及可全數收回，所以不需要作減值準備。應收徵款及其他應收款的賬齡分析如下：

Based on past experience, the PMSA considers that no impairment allowance is necessary in respect of these receivables as there has not been any significant unfavorable change in credit quality and the receivables are considered fully recoverable. The ageing analysis of the levy receivables and other receivables is as follows:

		2023 港元 HK\$	2022 港元 HK\$
1–90日	1 – 90 days	6,741,722	2,440,902
91–180日	91 – 180 days	1,997,400	9,100
超過180日	Over 180 days	130,000	350
		8,869,122	2,450,352

10. 應付賬款及應計項目

10. Accounts payables and accruals

		2023 港元 HK\$	2022 港元 HK\$
應付賬款	Accounts payables	225,251	614,806
其他應付款項和應計項目	Other payables and accruals	286,268	304,918
準備金	Provisions for		
– 約滿酬金	– Gratuity	3,726,692	2,285,754
– 休假	– Leave	762,123	684,879
– 辦公室還原費用	– Office reinstatement cost	1,030,429	1,010,042
		6,030,763	4,900,399

11. 暫收款項

監管局獲民政事務總署委託，協助執行香港特區政府在第六輪「防疫抗疫基金」下設立的「物業管理業界（環境衛生和保安人員）抗疫支援計劃」（「物管支援計劃」），為前線物管員工在防疫抗疫工作所付出的努力加以肯定及提供財政支援。

「物管支援計劃」旨在為私人住宅、綜合用途樓宇（即商住兩用樓宇）、工業大廈和商業大廈從事保安或環境衛生有關工作的前線物業管理員工（即清潔和保安員工）提供財政支援，協助他們加強個人防護和環境衛生，並肯定他們自第五波疫情爆發以來參與及協助防疫抗疫工作。

11. Temporary receipts

To give recognition in anti-epidemic efforts and provide financial support to frontline property management workers, the Government has established the “Anti-epidemic Support Scheme for Environmental Hygiene and Security Staff in Property Management Sector” (“ASPM”) under the sixth round of the “Anti-epidemic Fund”. The PMSA has been commissioned by the Home Affairs Department to implement the ASPM.

The objective of the ASPM is to provide financial support to frontline property management workers performing duties related to security or environmental hygiene (i.e. cleansing and security workers) in private residential and composite (i.e. commercial cum residential) buildings, as well as industrial and commercial buildings, with a view to improving their personal protection and environmental hygiene, and giving recognition to their committed anti-epidemic efforts since the onset of the fifth wave of the epidemic.

12. 租賃負債

12. Lease liabilities

		2023 港元 HK\$	2022 港元 HK\$
<u>於3月31日</u>	<u>At 31st March</u>		
租賃負債分年償還期	Maturity profile of lease liabilities		
– 一年內	– Within 1 year	4,203,508	4,203,508
– 一年後至三年內	– After 1 year but within 3 years	1,948,571	6,152,079
租賃負債（未貼現）	Lease liabilities (undiscounted)	6,152,079	10,355,587
貼現值	Discount amount	(53,635)	(154,897)
租賃負債（貼現）	Lease liabilities (discounted)	6,098,444	10,200,690
分類為：	Classified as:		
流動負債	Current portion	4,154,650	4,102,246
非流動負債	Non-current portion	1,943,794	6,098,444
		6,098,444	10,200,690
<u>截至3月31日止年度</u>	<u>Year ended 31st March</u>		
租賃負債賬面值變動：	Movements of the carrying amount of lease liabilities:		
報告期初	At the beginning of the reporting period	10,200,690	2,173,522
非現金變動	Non-cash changes		
– 租賃負債利息	– Interest on lease liabilities	101,262	88,249
– 租賃負債之確認	– Recognition of lease liabilities	–	12,372,665
現金支出	Cash payments	(4,203,508)	(4,433,746)
截至報告期末	At the end of the reporting period	6,098,444	10,200,690

13. 遞延收入

13. Deferred income

		2023 港元 HK\$	2022 港元 HK\$
遞延收入	Deferred income in respect of		
行政費用#	Administration fee#	–	10,983,870
牌照費*	Licence fees*	26,724,871	14,082,896
		26,724,871	25,066,766

遞延收入是民政事務總署委託監管局執行「物管支援計劃」所支付的行政費，會遞延入賬及按支出產生期間有系統地在收支結算表確認為收入。

行政費之預收款項於報告期初之遞延收入結餘已確認為本年度之收益為10,983,870港元(2022：零元)。

* 牌照費是根據《物業管理服務條例》向牌照持有人收取並於牌照有效期內遞延及按期在收支結算表確認為收入。

牌照費之預收款項於報告期初之遞延收入結餘已確認為本年度之收益為5,873,608港元(2022：2,390,946港元)。

Deferred income represents the administration fee that received from the Home Affairs Department to implement the ASPM, and is deferred and recognized as income in the statement of income and expenditure on a systematic basis in the same periods in which the expenses are incurred.

Revenue in respect of the administration fee recognized during the year that was included in the opening balance of deferred income is HK\$10,983,870 (2022: nil).

* Deferred income represents the licence fees received from the licensees in accordance with the provisions in the Property Management Services Ordinance, and is deferred and recognized as income in the statement of income and expenditure over the licence period.

Revenue in respect of the licence fees recognized during the year that was included in the opening balance of deferred income is HK\$5,873,608 (2022: HK\$2,390,946).

14. 政府貸款

14. Government loan

		2023 港元 HK\$	2022 港元 HK\$
政府貸款的償還期限如下： The loan is repayable as follows:			
一年內	Within 1 year	4,400,000	–
超過一年	More than 1 year	17,600,000	22,000,000
		22,000,000	22,000,000

14. 政府貸款(續)

此政府貸款為無抵押貸款，以均等款額分5年償還。償還日期由原訂2020/21財政年度起延遲至2023/24財政年度。利息會由第一次提取貸款開始計算及後於每個財政年度的3月31日支付。利息以無所損益利率，按尚未償還貸款本金計算。

14. Government loan (continued)

The loan from Government is unsecured and repayable by 5 equal annual instalments. The first repayment is deferred from the financial year 2020/21 to the financial year 2023/24. From the day on which the loan was drawn for the first time, interest is accrued and payable on 31st March of each financial year. Interest is calculated at “no-gain-no-loss” rate on the basis of simple interest rate on the outstanding loan amount.

15. 購置設備之資本承擔

15. Capital commitments for acquisition of equipment

		2023 港元 HK\$	2022 港元 HK\$
已簽約但未作出撥備	Contracted but not provided for	982,620	2,178,191

16. 重大有關連人士交易

在年度內監管局與有關連人士所進行的日常營運重大交易如下：

16. Material related party transactions

During the year the PMSA undertook the following material transactions with related parties in the normal course of its operation:

		2023 港元 HK\$	2022 港元 HK\$
主要管理人員的報酬	Remuneration for key management personnel		
短期員工福利	Short-term employee benefits	5,838,430	5,701,374
離職後福利	Post-employment benefits	835,575	750,653
		6,674,005	6,452,027

薪酬總額計入「員工成本」(見附註4)。

Total remuneration is included in “staff costs” (see note 4).

17. 金融資產及負債

(a) 金融資產及負債類別

		2023 港元 HK\$	2022 港元 HK\$
金融資產	Financial assets		
流動資產 – 按攤銷成本值：	Current assets – at amortized cost:		
按金	Deposits	1,266,169	1,266,169
應收賬款及其他應收款	Accounts and other receivables	9,451,842	2,467,996
超過三個月到期之銀行存款	Bank deposits with maturity over 3 months	61,000,000	56,000,000
銀行結存及現金	Bank balances and cash	144,480,571	396,585,420
		216,198,582	456,319,585
金融負債	Financial liabilities		
非流動負債 – 按攤銷成本值：	Non-current liabilities – at amortized cost:		
租賃負債	Lease liabilities	1,943,794	6,098,444
政府貸款	Government loan	17,600,000	22,000,000
流動負債 – 按攤銷成本值：	Current liabilities – at amortized cost:		
暫收款項	Temporary receipts	139,051,058	387,713,000
租賃負債	Lease liabilities	4,154,650	4,102,246
政府貸款	Government loan	4,400,000	–
應付賬款及應計項目	Accounts payables and accruals	6,030,763	4,900,399
		173,180,265	424,814,089

(b) 財務風險管理的目標及政策

在日常運作中，監管局並不會存在重大的外匯風險和價格風險。其他風險敘述如下：

(i) 利率風險

監管局的計息金融負債是政府貸款。

敏感性分析

於2023年3月31日，假若利率上升／下降一百分點而所有其他變量保持不變，監管局的年度盈餘將減少／增加220,000港元(2022：盈餘減少／增加220,000港元)。

(b) Financial risk management objectives and policies

In the normal course of the operation, the PMSA does not expose to significant foreign currency risk and price risk. Other risks are described below:

(i) Interest rate risk

The PMSA's interest bearing financial liability is government loan.

Sensitivity analysis

At 31st March 2023, had the interest rate been 1% higher/lower and with all other variables held constant, the PMSA's surplus for the year would decrease/increase by HK\$220,000 (2022: surplus would decrease/increase by HK\$220,000).

17. 金融資產及負債 (續)

(b) 財務風險管理的目標及政策 (續)

(ii) 信貸風險

監管局之信貸風險基本上源自銀行存款，但由於對方為擁有高信用評級之銀行，所以信貸風險並不重大。

監管局並無持有任何抵押品以涵蓋其所有金融資產之相關風險。

監管局所面臨之最大信貸風險已在財務狀況表之各項金融資產經扣除任何減值撥備後之賬面值表示。

就所提供之服務而言，監管局並沒有集中於個別客戶之信貸風險，因此信貸風險有限。

監管局認為金融資產之信貸風險符合最初期望及沒有預期有重大信貸虧損。

(iii) 流動資金風險

監管局會定期監管現時和預計的流動資金的需求，以確保維持充裕之現金儲備，滿足短期和長期的流動資金需求。

17. Financial assets and liabilities (continued)

(b) Financial risk management objectives and policies (continued)

(ii) Credit risk

The PMSA's credit risk is primarily attributable to cash at banks and is insignificant because the counterparties are the banks with high credit rating.

The PMSA does not hold any collateral to cover its credit risks associated with its financial assets.

The maximum exposure to credit risk is represented by the carrying amount of each financial asset in the statement of financial position after deducting any impairment allowance.

The PMSA has no significant concentrations of credit risk with respect to the services provided to clients; the credit risk is therefore limited.

The PMSA considers the credit risk on its financial assets is in line with original expectations, and no significant credit losses are expected.

(iii) Liquidity risk

The PMSA's policy is to regularly monitor current and expected liquidity requirements to ensure that it maintains sufficient reserves of cash to meet its liquidity requirements in the short and long term.

17. 金融資產及負債 (續)

(b) 財務風險管理的目標及政策 (續)

(iii) 流動資金風險 (續)

下表顯示根據監管局報告期末至合約到期日的剩餘期間金融負債的分析。

		賬面金額	未經折現的 合同現金流量	一年內或 按要求	超過一年
		Carrying amount	Contractual undiscounted cash flow	Within 1 year or on demand	More than 1 year
		港元	港元	港元	港元
		HK\$	HK\$	HK\$	HK\$
於2023年3月31日	At 31st March 2023				
流動負債	Current liabilities				
暫收款項	Temporary receipts	139,051,058	139,051,058	139,051,058	-
租賃負債	Lease liabilities	4,154,650	4,203,508	4,203,508	-
政府貸款	Government loan	4,400,000	4,400,000	4,400,000	-
應付賬款及應計項目	Accounts payables and accruals	6,030,763	6,030,763	6,030,763	-
非流動負債	Non-current liabilities				
租賃負債	Lease liabilities	1,943,794	1,948,571	-	1,948,571
政府貸款	Government loan	17,600,000	17,600,000	-	17,600,000
		173,180,265	173,233,900	153,685,329	19,548,571
於2022年3月31日	At 31st March 2022				
流動負債	Current liabilities				
暫收款項	Temporary receipts	387,713,000	387,713,000	387,713,000	-
租賃負債	Lease liabilities	4,102,246	4,203,508	4,203,508	-
應付賬款及應計項目	Accounts payables and accruals	4,900,399	4,900,399	4,900,399	-
非流動負債	Non-current liabilities				
租賃負債	Lease liabilities	6,098,444	6,152,079	-	6,152,079
政府貸款	Government loan	22,000,000	22,000,000	-	22,000,000
		424,814,089	424,968,986	396,816,907	28,152,079

17. Financial assets and liabilities (continued)

(b) Financial risk management objectives and policies (continued)

(iii) Liquidity risk (continued)

The following table details the contractual maturities at the end of the reporting period of the PMSA's financial liabilities:

(c) 公允價值

於2023年及2022年3月31日所有金融資產及負債之價值與其公允價值並無重大差異。公允價值乃按照日後現金流量以現時利率折算現值而估計。

(c) Fair values

All financial assets and liabilities are carried at amounts not materially different from their fair values as at 31st March 2023 and 2022. The fair value is estimated as the present value of future cash flows, discounted at current market interest rate.

18. 資本管理

為滿足資本披露之要求，監管局之資本架構乃指監管局之累積盈餘。

監管局管理資本的目標為：

- (a) 保障監管局持續經營的能力；以及
- (b) 實現監管局的目標。

監管局定期因應經濟狀況之變化及有關資產之風險特質，對資本架構進行檢視及管理，以確定其能滿足監管局之營運及資本需求。本管理政策與往年並無變動。

19. 融資活動所產生負債的對賬

下表詳列監管局因融資活動產生負債的變動，包括現金及非現金變動。融資活動產生的負債為現金流量或未來現金流量將於監管局的現金流量表內分類為融資活動之現金流量的負債。

18. Capital management

For the purpose of capital disclosure, the capital structure of the PMSA consists of its accumulated surplus.

The PMSA's capital management objectives are:

- (a) to ensure the PMSA's ability to continue as a going concern; and
- (b) to achieve the PMSA's goals.

The PMSA regularly reviews and manages its capital in light of changes in economic conditions and the risk characteristics of the underlying assets so as to ensure adequacy for both operational and capital needs. The capital management strategy remains unchanged from prior year.

19. Reconciliation of liabilities arising from financing activities

The table below details changes in the PMSA's liabilities from financing activities, including both cash and non-cash changes. Liabilities arising from financing activities are liabilities for which cash flows were, or future cash flows will be, classified in the PMSA's statement of cash flows as cash flows from financing activities.

		租賃負債 Lease liabilities 港元 HK\$	政府貸款 Government loan 港元 HK\$	合計 Total 港元 HK\$
於2022年4月1日	At 1st April 2022	10,200,690	22,000,000	32,200,690
融資活動之現金流量變動： Changes from financing cash flows:				
支付貸款利息	Loan interest paid	-	(324,907)	(324,907)
已付租賃租金之資本部分	Capital element of lease rentals paid	(4,102,246)	-	(4,102,246)
已付租賃租金之利息部分	Interest element of lease rentals paid	(101,262)	-	(101,262)
		5,997,182	21,675,093	27,672,275
其他變動： Other changes:				
貸款利息支出	Loan interest expense	-	324,907	324,907
租賃負債利息	Interest on lease liabilities	101,262	-	101,262
於2023年3月31日	At 31st March 2023	6,098,444	22,000,000	28,098,444

19. 融資活動所產生負債的對賬
(續)

19. Reconciliation of liabilities arising from
financing activities (continued)

		租賃負債 Lease liabilities 港元 HK\$	政府貸款 Government loan 港元 HK\$	合計 Total 港元 HK\$
於2021年4月1日	At 1st April 2021	2,173,522	22,000,000	24,173,522
融資活動之現金流量變動： Changes from financing cash flows:				
支付貸款利息	Loan interest paid	-	(273,370)	(273,370)
已付租賃租金之資本部分	Capital element of lease rentals paid	(4,345,497)	-	(4,345,497)
已付租賃租金之利息部分	Interest element of lease rentals paid	(88,249)	-	(88,249)
		(2,260,224)	21,726,630	19,466,406
其他變動： Other changes:				
本年度確認之租賃負債	Recognition of lease liabilities during the year	12,372,665	-	12,372,665
貸款利息支出	Loan interest expense	-	273,370	273,370
租賃負債利息	Interest on lease liabilities	88,249	-	88,249
於2022年3月31日	At 31st March 2022	10,200,690	22,000,000	32,200,690

20. 已頒布但於年內尚未生效的香港財務報告準則

香港會計師公會已頒布於本年度尚未生效且並未在本財務報表內採納的多項修訂及新準則，包括可能與監管局相關的下列各項。

《香港會計準則》第1號及《香港財務報告準則》實務報告第2號之修訂本會計政策披露¹

《香港會計準則》第8號之修訂本會計估計的定義¹

《香港會計準則》第1號之修訂本負債分類為流動和非流動²

《香港財務報告準則》第16號之修訂本「售後租回之租賃負債」²

《香港詮釋》第5號之修訂本「財務報表之呈列：借款人對包含於要求時償還之條款的定期貸款之分類」²

¹ 於2023年1月1日或之後開始之會計期間生效

² 於2024年1月1日或之後開始之會計期間生效

監管局預期這些新訂及經修訂的香港財務報告準則及香港會計準則的應用不會對監管局財務報表中確認的金額產生重大影響。

20. Hong Kong Financial Reporting Standards issued but not yet effective for the year

The HKICPA has issued a number of amendments and new standards which are not yet effective for the current accounting year and which have not been adopted in these financial statements. These include the following items which may be relevant to the PMSA.

Amendments to HKAS 1 and HKFRS Practice Statement 2, Disclosure of Accounting Policies¹

Amendments to HKAS 8, Definition of Accounting Estimates¹

Amendments to HKAS 1, Classification of liabilities as current or non-current²

Amendments to HKFRS 16, Lease Liability in a Sale and Leaseback²

Hong Kong Interpretation 5 (Revised) Presentation of Financial Statements – Classification by the Borrower of a Term Loan that Contains a Repayment on Demand Clause²

¹ Effective for annual periods beginning on or after 1st January 2023

² Effective for annual periods beginning on or after 1st January 2024

The PMSA anticipates that the application of these new and revised HKFRSs and HKASs will not have a material effect on the amounts recognized in the PMSA's financial statements.

訂明物業管理服務

Prescribed Property Management Services

七大類別訂明物業管理服務

Seven Categories of Prescribed Property Management Services



物業的一般管理服務
General management services
relating to a property



關乎物業的設施管理
Facility management relating
to a property



物業所處環境的管理
Management of the
environment of a property



關乎物業管理所涉的人員
的人力資源管理
Human resources management
relating to personnel involved in
the management of a property



物業的維修、保養及改善
Repair, maintenance and
improvement of a property



關乎物業管理的法律服務
Legal services relating to the
management of a property



關乎物業的財務及資產管理
Finance and asset management
relating to a property



設計概念 DESIGN CONCEPT

物業管理業有如萬花筒般多元化涉及不同範疇並千變萬化，而萬花筒內促使圖案變化的三稜鏡代表監管局透過發牌規管、制訂守則和鼓勵持續進修「三管齊下」，推動香港物管業順利過渡，朝專業化優質化發展，百花齊放，一同擁擁物管新世代。

The property management industry is like a kaleidoscope, diverse, involving different fields and ever-changing. The prism that drives the changes of the pattern in the kaleidoscope represents the PMSA promoting the industry to undergo a smooth transition and moving forward towards a new era of property management through the “three-pronged approach” of regulating through licensing, setting professional standards and encouraging continuing professional development.

物業管理業監管局
Property Management Services Authority

香港灣仔皇后大道東 248 號大新金融中心 8 樓 806-8 室
Units 806-8, 8/F, Dah Sing Financial Centre,
248 Queen's Road East, Wan Chai, Hong Kong

電話 Tel: (852) 3696 1111
傳真 Fax: (852) 3696 1100
電郵 Email: enquiry@pmsa.org.hk



www.pmsa.org.hk

