



物業管理業監管局  
PROPERTY MANAGEMENT  
SERVICES AUTHORITY

# General Code of Conduct

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Code No.: C1/2020



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**Effective Date: 7 August 2020**

**Revision Date: 10 April 2026**

### Preamble

The following code of conduct (“Code”) is issued by the Property Management Services Authority (“PMSA”) pursuant to section 5 of the Property Management Services Ordinance (“PMSO”) and contains practical guidance for the purposes of section 4 of the PMSO (disciplinary offence). Although a licensee does not incur a legal liability only because the licensee has contravened a provision of the Code, the Code is admissible in evidence in disciplinary hearings, and proof that a licensee contravened or did not contravene the relevant provision of the Code may be relied on as tending to establish or negate a matter that is in issue in the hearings.

### Code

- (1) A licensee must not commit misconduct or neglect in a professional respect.
- (2) A licensee must provide services to the licensee’s clients with honesty, fidelity and integrity.
- (3) A licensee must, to the best of the licensee’s knowledge, provide accurate and relevant information or advice to the licensee’s clients to facilitate them to make informed judgments and decisions.
- (4) A licensee must establish proper procedures and systems to manage and supervise the property management services provided by the licensee.
- (5) A licensee must, in the course of the licensee’s practice, act in an impartial and just manner towards the licensee’s clients and any other parties concerned.
- (6) A licensee should avoid conflict of interests with the licensee’s clients. In the event of possible or potential conflict of interests (whether pecuniary or beneficial interest), a licensee must as soon as reasonably practicable disclose to the licensee’s clients in detail such interests.
- (7) A licensee must not maliciously injure the reputation, nor publicly disparage the practice, of other property management services providers.

- (8) A licensee must not do anything which may bring disrepute to the property management profession.
- (9) A licensee must, in the course of the licensee's practice, comply with the laws of Hong Kong.
- (10) Notwithstanding paragraph (9) above, a licensee must comply with the National Security Laws.
- (11) A licensee, and in the case of a licensed PMC, including each of its Related Person, must not engage or be involved in any act or activity which relates in any way to the licence and which :
  - (a) constitutes or causes the occurrence of an offence endangering national security;
  - (b) in the reasonable opinion of the PMSA, is likely to constitute or cause the occurrence of an offence endangering national security; or
  - (c) in the reasonable opinion of the PMSA, is contrary to the interests of national security or the public interest of Hong Kong.
- (12) In this Code, unless otherwise defined herein or the context otherwise requires :
  - (a) expressions defined in the PMSO have the same meaning when used herein;
  - (b) "national security" has the meaning given under the Safeguarding National Security Ordinance (6 of 2024);
  - (c) "National Security Laws" means all laws and legislation which are from time to time in force in or applicable to Hong Kong relating to the safeguarding of national security, including the Law of the People's Republic of China on Safeguarding National Security in the Hong Kong Special Administrative Region as applied in Hong Kong pursuant to the Promulgation of National Law 2020 (L.N. 136 of 2020) and the Safeguarding National Security Ordinance (6 of 2024);
  - (d) "offence endangering national security" has the meaning given to it under the Safeguarding National Security Ordinance;
  - (e) "Related Persons" means shareholders, members, directors, officers,

- employees, agents and contractors; and
- (f) each of the word “engage” and “involve”, and any variation of the word in this Code shall include the act of aiding, abetting, counselling, inciting or procuring.

Note

- (1) In determining whether a licensee has acted in accordance with paragraphs (3) and (4) of the Code, the PMSA will take into account the terms of the relevant contract entered into between the licensee and the licensee’s client in order to determine the scope of property management services to be provided and the duties to be carried out by the licensee.

— END —

If there is any inconsistency between the Chinese version and the English version of this Code, the Chinese version shall prevail.

If there are any amendments to any laws or regulations mentioned in this Code, licensees have to act in accordance with the revised provisions.