



物業管理業監管局
PROPERTY MANAGEMENT
SERVICES AUTHORITY

2018-19

周年報告
ANNUAL REPORT



發牌監管倡專業 提升服務保質素

Licensing regulatory regime for professionalism and better service quality



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.





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機構 資料及簡介

**CORPORATE
INFORMATION AND
PROFILE**

機構名稱

物業管理業監管局

主席

謝偉銓議員，銅紫荊星章

副主席

王國興先生，銅紫荊星章，榮譽勳章

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機構簡介

物業管理業監管局（監管局）是根據《物業管理服務條例》（第626章）成立的法定機構，肩負規管在香港提供物業管理服務的公司及從業員和推動業界專業化的責任。監管局的目標是透過制訂與執行一套符合香港情況的發牌規管制度及其他相應配套措施，藉以鼓勵和協助物業管理行業及其從業員朝着優質化與專業化發展，為物業業主、住客及用戶提供專業物業管理服務。

如欲查詢更多有關監管局的資料，請瀏覽 www.pmsahk.org.hk。

Name of Organisation

Property Management Services Authority

Chairperson

Hon Tony TSE Wai-chuen, BBS

Vice-chairperson

Mr WONG Kwok-hing, BBS, MH

Chief Executive Officer

Mr Thomas LEUNG Tung-choi

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Auditor

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18 Harcourt Road, Hong Kong

Corporate Profile

Property Management Services Authority (PMSA) is a statutory body established under the Property Management Services Ordinance (Cap. 626). PMSA is tasked to regulate the provision of property management services by companies and practitioners in Hong Kong, and to promote professional development of the industry. Through formulating and implementing a licensing regulatory regime and other complementary measures that suit the situation in Hong Kong, the PMSA aims to encourage and assist the property management industry and its practitioners in striving for enhancement in quality and professionalism, so as to provide property owners, occupiers and users with professional property management services.

Please visit www.pmsahk.org.hk for further details of the PMSA.



主席的話

**CHAIRPERSON'S
MESSAGE**



我們與市民大眾和業界持份者站在一起，共同建立物業管理服務的長遠發展價值。

We stand hand-in-hand with the general public and our stakeholders to jointly establish the long-term value of our property management services.



謝偉銓，銅紫荊星章
主席
Tony TSE Wai-chuen, BBS
Chairperson





本人深感榮幸以物業管理業監管局（監管局）首任主席的身份，代表全體成員提交第三份周年報告，以概述監管局由2018年4月1日至2019年3月31日期間的主要工作及未來發展計劃。

本年度的主要工作

監管局肩負香港物業管理行業監管者及倡導者的角色，致力推動行業專業化及持續性發展，促使行業妥善運作及實踐最佳守則。在過去一年，我和監管局全體成員積極推展各項工作，在奠下的基礎上，共同努力完成更多重要任務。

監管局一直與業界持份者保持良好的溝通和互動，聆聽各方意見，為業界及持份者制訂一套切實可行的發牌制度，以有效監察行業運作及推動物業管理公司（物管公司）和物業管理人（物管人）的專業化發展。去年11月，監管局展開有關發牌制度細則的公眾諮詢，諮詢期至2019年1月中旬，讓公眾有充足時間提交意見。此外，監管局亦積極出席業界活動，約見不同的持份者及透過傳媒推廣監管局的職能和發牌制度的擬議內容。我們在諮詢期共收到近9,500份意見書，並已歸納各界意見，務求有效推進發牌制度的立法工作。我欣然察悉業界各持份者及市民大眾支持發牌制度的推行，並於是次諮詢中踴躍發表意見，協力促使擬議《物業管理服務條例》（第626章）（《物管條例》）發牌制度更趨完善，更切合行業的需要。

I am very honoured to present the third Annual Report of the Property Management Services Authority (PMSA) as its first Chairperson and on behalf of all Members. This report summarises our key accomplishments from 1 April 2018 to 31 March 2019 and outlines our future plans.

Highlights of the Year

The PMSA, as a regulator and an advocate for the property management industry in Hong Kong, is committed to promoting the professionalism and the sustainable development of the industry and encouraging the implementation and application of the best practices. Over the past year, I, together with all Members, have proactively striven to accomplish a variety of key tasks based on the foundations laid.

In order to establish a practicable licensing regime for the industry and stakeholders and to regulate the operations and promote the professionalism for property management companies (PMCs) and property management practitioners (PMPs), the PMSA has been actively collecting views from industry stakeholders. A public consultation on the details of the licensing regime was conducted in November 2018 till mid-January 2019 for the general public to submit their opinions. In addition, the PMSA actively participated in industry activities, met with different stakeholders and engaged the media to promote the role of the PMSA and the proposed licensing regime. During the consultation period, we received nearly 9,500 submissions and I am pleased to report that the proposal is supported by the industry stakeholders and the general public. Their opinions have helped improving the legislative work of the proposed licensing regime under the Property Management Services Ordinance (Cap. 626) (the Ordinance) so as to meet the needs of the industry.



《物管條例》下《物業管理服務（徵款）規例》（第626A章）（《徵款規例》）於2018年7月1日起已正式實施。自此，每份涉及用以轉讓香港不動產的售賣轉易契，均需定額徵收港幣350元。有關款項將用作支持監管局的日常運作，為監管局提供重要的收入來源。隨著往後發牌制度的落實及施行，發牌收費將為監管局提供另一收入來源，以應付監管局未來日漸增多的工作。

在過去一年，監管局行政辦事處（行政辦）的同事陸續到任，職員人數由7名增加至現時20名，令監管局的各個職能得以更有效率地執行。為進一步提升機構管治及工作效率，我們將於來年制定未來人力配置及資源分配的制度。此外，監管局位於灣仔陽光中心的行政辦事處已於2019年3月正式啟用，一方面可提供更理想的工作環境以容納更多員工，同時亦令監管局與不同持份者及市民的溝通更便捷。

展望未來

監管局作為行業的監管者及倡導者，將會繼續努力爭取持份者的支持，與業界和社會建立有效和恆常的溝通，促進行業專業化發展，提升物業管理服務（物管服務）的價值和社會的認同。

The Property Management Services (Levy) Regulation (Cap. 626A) (the Levy Regulation) under the Ordinance has been implemented since 1 July 2018. Since then, each conveyance on sale of an immovable property will be charged a fixed levy of HK\$350, which will be an important source of income to support the daily operation of the PMSA. With the implementation of the licensing regime, the licence fees will become another source of income to keep up the PMSA in carrying out its ever-increasing scope of works and responsibilities.

Over the past year, the number of staff members of the PMSA Executive Office has increased from 7 to 20. The team is dedicated to facilitate the efficient implementation of various functions of the PMSA. In order to enhance corporate governance and efficiency, we will review and formulate a system of manpower and resource allocation. Moreover, renovation of the PMSA Executive Office at Sunlight Tower in Wan Chai was completed and the new office has commenced operation in March 2019. It does not only accommodate more staff members and provide a better working environment, but also offers greater convenience for the PMSA to communicate with different stakeholders and the public.

Looking Ahead

As a regulator and an advocate of the industry, the PMSA will make a strenuous effort to gain support from different stakeholders by maintaining effective and regular communication with the industry and the community, promoting the professional development of the industry and bolstering the value and social recognition of property management services.



就《物管條例》下有關發牌制度方面，監管局將繼續積極與各持份者溝通，冀能儘早於本年將草擬的發牌附屬法例提交予立法會審核，並得以順利通過及落實執行。在籌備實施發牌制度階段，監管局會重點研究如何簡化發牌程序，便利業界相關的申請。與此同時，在發牌制度正式實施前，監管局將建立各項配套措施，以完善發牌制度的推行，包括制定持牌物管公司及物管人的操守守則、訂立行業持續專業發展的框架、制定投訴機制、處理違規的紀律聆訊程序等，務求全面配合發牌制度的落實和執行。

另外，監管局將致力推動行業的可持續發展，鼓勵從業員報讀認可的培訓課程，讓從業員透過專業培訓提升其專業水平，增強競爭力。為此，監管局會與大專院校、培訓機構及專業學會洽商，為業界提供切合行業需要的持續進修課程。

物管服務與市民的日常生活息息相關，監管局作為行業規管及推廣的法定機構，將投放更多資源作公眾教育工作。同時亦會加強發牌制度的推廣項目，令業界及社會更能了解發牌制度對物管服務的長遠效益，認同發牌制度的價值和重要性。

過去一年監管局能按部就班地開展各項工作，實有賴各持份者的努力和支持。本人謹此向監管局成員、民政事務總署、行政辦員工及各持份者表示衷心的感謝。展望未來，監管局將一如既往，把握和業界及社會溝通的機會，繼續以推廣物業管理行業的專業行事持正，提高行業專業的能力及專業性為使命。

For the licensing regime under the Ordinance, the PMSA will maintain active communication with stakeholders aiming to submit the draft subsidiary legislation to the Legislative Council for scrutiny in this year and putting it into practice. During the preparatory stage, the PMSA will focus on how to streamline the licensing procedures to facilitate the applications. Meanwhile, the PMSA has planned to establish necessary complementary measures to facilitate the implementation of the licensing regime which include formulating the codes of conduct for licensed PMCs and PMPs, a continuing professional development framework for the industry, a complaint handling mechanism, disciplinary hearing procedures for non-compliance, etc.

The PMSA strives to promote sustainable growth of the industry. We will liaise with tertiary institutions, training institutions as well as professional bodies to ensure that qualified training courses are available in the market to serve the needs of the trade and that industry practitioners are able to maintain competitiveness and improve their professionalism through lifelong learning.

Property management services integrate closely with everyone in the community. As a statutory body for the industry supervision and promotion, the PMSA will allocate more resources to public education. Moreover, the PMSA will strengthen the promotion of the licensing regime, with a view to making the industry and the public better acquainted with the long-term benefit of property management services and recognition of its value and importance.

Last but not least, I would like to express my heartfelt gratitude to the Members of the PMSA, the Home Affairs Department, the staff of the Executive Office and various stakeholders for their hard work and support. They have helped facilitating the PMSA to carry out its work in a productive and step-by-step manner. Looking ahead, the PMSA will continue to communicate with the industry and the community, promote the integrity of the profession of property management services and enhance the overall capability and professionalism of the industry.

謝偉銓，銅紫荊星章
主席

Tony TSE Wai-chuen, BBS
Chairperson



行政總裁 報告
**CHIEF EXECUTIVE
OFFICER'S** REPORT



發揮協作精神，通過發牌制度提升物業管理行業專業水平、積極推動行業的持續發展。

Spirit of collaboration on full display, enhancing property management industry's professionalism and actively promoting industry's sustainable development through licensing regime.



梁棟材
行政總裁

Thomas LEUNG Tung-choi
Chief Executive Officer

物管服務與市民的生活息息相關，監管局擔當着規管物管服務的提供及推動行業持續發展的角色，任重而道遠。我非常榮幸能出任監管局首任行政總裁，為業界及香港市民服務。

隨着生活水平提升、建屋量增加及樓宇可持續發展的需要，物管服務業發展愈趨蓬勃，市民大眾對物管服務的要求亦不斷提升。監管局在履行其法定職能時，非常重視與各持份者共同協作，冀能發揮最大的效益，提升物管服務業的質素和專業水平。

訂立發牌制度

監管局於2018年11月發出有關「物業管理公司及物業管理人發牌制度建議」的公眾諮詢文件，旨在進一步收集不同持份者對發牌制度的意見，從而訂立一個簡易清晰的發牌制度，當中包括訂明涉及多於一個服務類別的物管服務須由持牌的業務實體提供；在一個級別的公司牌照下，物管公司內持牌物管人的總數須與所提供服務單位的總數符合指明比例；以及持牌物管人須具備的專業資格（適用於物管人（第1級）的持牌準則）、學歷及工作經驗要求等。在諮詢期內，監管局以積極務實的態度，與各持份者會面和交流，務求優化發牌制度的建議細則，儘快完成草擬相關的附屬法例提交立法會通過，達到來年實施的目標。

Property management services are closely related to the daily life of everyone. The PMSA shoulders heavy responsibilities to regulate the provision of property management services and promote the industry's sustainable development. I am very honoured to be the first Chief Executive Officer of the PMSA and to serve the industry and members of the general public in Hong Kong.

With the improvement of living standards, increase of housing production and the demand for sustainable building development, the industry of property management services has developed vigorously. Demand for quality property management services of the general public has been rising. In carrying out its statutory responsibilities, the PMSA attaches great importance to mutual collaboration with stakeholders in order to maximise the effectiveness, as well as to enhance the quality and professionalism of the industry.

Establishing Licensing Regime

In November 2018, the PMSA launched a public consultation on the proposals regarding "Proposed Licensing Regime for Property Management Companies and Property Management Practitioners" to collect views on the licensing regime from different stakeholders, so as to establish a licensing regime which stipulates that the provision of more than one category of property management services is restricted to licensed business entities. Under a single tier of company licence, the PMCs must follow the specific ratio of licensed PMPs to the total number of flats served; while a licensed PMP must fulfil the specified requirements of professional (licensing criteria applicable to PMP (Tier 1)) and academic qualifications and work experience. With a view to optimising details of the licensing regime proposals, as well as to facilitate the drafting of the subsidiary legislation for submission to the Legislative Council as soon as possible, the PMSA met and communicated with various stakeholders actively and pragmatically during the consultation period so as to meet the target of enactment in the coming year.



制定操守守則

除了規管物管服務的提供，提升物管服務業整體的專業水平和認受性亦是監管局的主要工作之一。在諮詢業界及其他持份者對有關發牌制度細則意見的同時，我們已展開籌備制定行業標準及操守守則的工作，為持牌人提供指引，冀能促進持牌物業管理人行事持正。

監管局亦會建立便捷及有效的申訴渠道，協助物管人及市民大眾處理雙方的矛盾和爭議。

推動行業發展

另外，為配合發牌制度的推行及有系統並持續地提升物管人的專業水平，監管局與本港多間教育機構就行業持續專業發展方向作交流，了解其現時所提供物管課程的種類及課程內容，從而為未符合學歷及／或專業資格但獲發臨時牌照的資深從業員制定監管局指明課程。此外，監管局亦會就持牌物管人（第1級）所須具備的專業會員資格作出檢視。

Formulating Codes of Conduct

Apart from regulating the provision of property management services, the PMSA also has the mission to improve overall professionalism and recognition of the property management services industry. We had already proceeded with the preparatory work on establishing industry standards and codes of conduct for setting guidelines and promoting the integrity of licensed PMPs while consulting the industry and other stakeholders on the licensing regime.

The PMSA will set up a convenient and effective appeal channel for handling conflicts and disputes between PMPs and members of the general public.

Promoting Industry Development

Furthermore, in order to facilitate the implementation of the licensing regime and to enhance professional standards of PMPs in a systematic manner on a long-term basis, the PMSA has communicated with various educational institutions in Hong Kong on continuing professional development for better understanding about the variety and syllabi of existing property management programmes offered, so as to provide PMSA specified courses for experienced PMPs who have yet to meet the academic qualification and/or professional requirements while being provisional licensees. The PMSA is also reviewing the required professional membership of licensed PMPs (Tier 1).

建立機構形象

為了加深業界及市民大眾對監管局的認識，監管局透過不同的宣傳渠道進行溝通及推廣工作。除了建立監管局網站並定期更新資訊、製作新年賀卡向業界持份者送上節日祝福外，我們亦積極與媒體溝通，向傳媒介紹《物管條例》及監管局的職能和工作情況，讓業界及市民大眾能適時掌握更多行業有關的資訊。

機構持續發展

監管局行政辦於今年3月正式啟用，標誌着監管局邁向新里程碑。我們會繼續各項內部構建工作，包括制定部門政策、建立資訊科技系統、增聘員工等，讓監管局更能有效地履行其法定職能。

致謝

最後，本人藉此衷心感謝監管局主席謝偉銓先生、監管局成員及民政事務總署在各方面給予行政辦的寶貴意見及支持，同時亦感謝行政辦全體員工的熱誠投入和努力，為監管局未來的發展奠定穩健的基礎。我們期待與業界及各持份者更緊密合作，為促進物管服務業的持續專業發展共同努力。

梁棟材
行政總裁

Developing Corporate Image

To enhance the understanding of the PMSA among the industry and the general public, different communication and promotion campaigns were conducted through various publicity channels. These included the launch of PMSA's official website with regular updates, sending festive greetings to industry stakeholders by producing the corporate New Year greeting card, and having an active media engagement programme about the Ordinance regarding the functions and work of the PMSA. These efforts have kept members of the general public abreast of the industry updates in a timely manner.

Continuing Corporate Development

In March this year, the opening of the PMSA Executive Office marked a milestone of the PMSA. With a view to performing its statutory functions effectively, the PMSA will continue to carry out its various administrative works, including the establishment of internal policies, development of an information technology system, as well as recruitment of more staff members.

Vote of Thanks

In conclusion, I would like to express my heartfelt gratitude to Mr Tony TSE, Chairperson of PMSA, Members of PMSA, and the Home Affairs Department for their valuable advice and full support in all aspects; as well as to staff members of the Executive Office for their dedicated devotion and efforts which have laid a strong foundation for PMSA's future development. We look forward to collaborating with the industry and stakeholders closely to facilitate the continuing professional development of property management services.

Thomas LEUNG Tung-choi
Chief Executive Officer

成員
MEMBERS



物業管理業監管局成員名單 Membership of the Property Management Services Authority

主席 Chairperson

謝偉銓議員，銅紫荊星章

Hon Tony TSE Wai-chuen, BBS

副主席 Vice-chairperson

王國興先生，銅紫荊星章，榮譽勳章

Mr WONG Kwok-hing, BBS, MH

成員 Members

陳恒鑌議員，銅紫荊星章，太平紳士

Hon CHAN Han-pan, BBS, JP

陳繼宇博士，太平紳士

Dr Jason CHAN Kai-yue, JP

鄭麗琼女士

Ms CHENG Lai-king

許智文教授，榮譽勳章

Professor Eddie HUI Chi-man, MH

郭岳忠測量師

Sr Dick KWOK Ngok-chung

梁文廣先生，榮譽勳章

Mr Scott LEUNG Man-kwong, MH

伍翠瑤博士，太平紳士

Dr Jennifer NG Chui-yiu, JP

吳光銘先生

Mr Paul NG Kwong-ming

吳韻宜女士

Ms Wendy NG Wan-ye

譚國榮先生

Mr Ivan TAM Kwok-wing

譚領律先生，榮譽勳章

Mr Stanley TAM Lanny, MH

黃輝成先生

Mr Justin WONG Fai-sing

黃栢欣女士

Ms Annie WONG Pak-yan

甄韋喬博士，榮譽勳章，太平紳士

Dr Mickey YAN Wai-kiu, MH, JP

易志明議員，銀紫荊星章，太平紳士

Hon Frankie YICK Chi-ming, SBS, JP

葉興國先生，銅紫荊星章，榮譽勳章，太平紳士

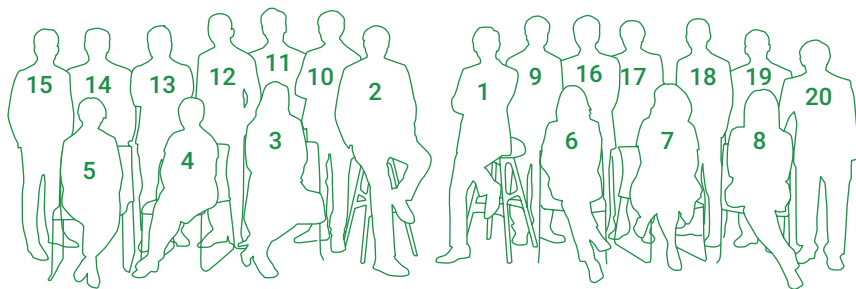
Mr YIP Hing-kwok, BBS, MH, JP

房屋署署長或其代表

Director of Housing or his representative

民政事務總署署長或其代表

Director of Home Affairs or her representative



- 1 謝偉銓議員，銅紫荊星章
Hon Tony TSE Wai-chuen, BBS
- 2 王國興先生，銅紫荊星章，榮譽勳章
Mr WONG Kwok-hing, BBS, MH
- 3 李慧婷女士，太平紳士
(民政事務總署署長代表)
Miss Grace LI Wai-ting, JP
(Representative of Director of Home Affairs)
- 4 黃麗冰女士
(房屋署署長代表)
Miss Rosaline WONG Lai-ping
(Representative of Director of Housing)
- 5 吳韻宜女士
Ms Wendy NG Wan-yee



6 伍翠瑤博士，太平紳士
Dr Jennifer NG Chui-yiu, JP

7 鄭麗琼女士
Ms CHENG Lai-king

8 黃栢欣女士
Ms Annie WONG Pak-yan

9 許智文教授，榮譽勳章
Professor Eddie HUI Chi-man, MH

10 陳繼宇博士，太平紳士
Dr Jason CHAN Kai-yue, JP

11 梁文廣先生，榮譽勳章
Mr Scott LEUNG Man-kwong, MH

12 甄韋喬博士，榮譽勳章，太平紳士
Dr Mickey YAN Wai-kiu, MH, JP

13 郭岳忠測量師
Sr Dick KWOK Ngok-chung

14 黃輝成先生
Mr Justin WONG Fai-sing

15 譚領律先生，榮譽勳章
Mr Stanley TAM Lanny, MH

16 易志明議員，銀紫荊星章，太平紳士
Hon Frankie YICK Chi-ming, SBS, JP

17 譚國榮先生
Mr Ivan TAM Kwok-wing

18 陳恒鑛議員，銅紫荊星章，太平紳士
Hon CHAN Han-pan, BBS, JP

19 葉興國先生，銅紫荊星章，榮譽勳章，太平紳士
Mr YIP Hing-kwok, BBS, MH, JP

20 吳光銘先生
Mr Paul NG Kwong-ming



主席 Chairperson

謝偉銓議員，銅紫荊星章
Hon Tony TSE Wai-chuen, BBS

立法會議員
Member, Legislative Council

- 獨立監察警方處理投訴委員會副主席
- 海濱事務委員會委員
- 公務員薪俸及服務條件常務委員會委員
- 嶺南大學諮議會成員
- 全國政協委員
- 中國科學技術協會委員
- Vice-chairman, Independent Police Complaints Council
- Member, Harbourfront Commission
- Member, The Standing Commission on Civil Service Salaries and Conditions of Service
- Member, The Court of Lingnan University
- Member, The National Committee of the Chinese People's Political Consultative Conference
- Member, The National Committee of the China Association for Science and Technology



副主席 Vice-chairperson

王國興先生，銅紫荊星章，榮譽勳章
Mr WONG Kwok-hing, BBS, MH

東區區會議員
Member, Eastern District Council

- 23萬監察發言人
- 前立法會議員
- 東區區議會前副主席
- 酒牌局前委員
- 前市政局議員
- 前市政局公眾衛生委員會副主席
- Spokesman, Supervision by 230,000
- Former Member, Legislative Council
- Past Vice Chairman, Eastern District Council
- Former Member, Liquor Licensing Board
- Member, Former Urban Council
- Vice Chairman, Former Public Health Select Committee of Urban Council



陳恒鏞議員，銅紫荊星章，太平紳士

Hon CHAN Han-pan, BBS, JP

立法會議員
Member, Legislative Council

- 荃灣區議會議員
- 新界社團聯會副理事長
- 新界青年聯會會長
- 龍崗區政協委員
- Member, Tsuen Wan District Council
- Vice Chairman, New Territories Association of Societies
- President, Federation of New Territories Youth
- Member, Longgang District Political Consultative Conference



陳繼宇博士，太平紳士

Dr Jason CHAN Kai-yue, JP

香港理工大學專業及持續教育學院資訊科技總監
Head of Information Technology, College of Professional and Continuing Education, The Hong Kong Polytechnic University

- 創新及科技局創科創投基金諮詢委員會委員
- 勞工及福利局兒童發展基金督導委員會委員
- 律師紀律審裁團成員
- 運輸及房屋局交通審裁處小組成員
- 教育局教育發展基金諮詢委員會委員
- 香港門薩學會主席
- 香港聯合國教科文組織協會協理副會長
- Member, The Innovation and Technology Venture Fund, Advisory Committee on Innovation and Technology Bureau
- Member, The Steering Committee on the Child Development Fund, Labour and Welfare Bureau
- Lay Member, Solicitors Disciplinary Tribunal Panel
- Member, Transport Tribunal Panel, Transport and Housing Bureau
- Member, Advisory Committee on the Education Development Fund, Education Bureau
- Chairman, Hong Kong Mensa
- Associate Vice President, UNESCO Hong Kong Association



鄭麗琼女士

Ms CHENG Lai-king

中西區區議會議員
Member, Central and Western District Council

- 賽馬會文物保育有限公司大館諮詢委員會委員
- 市區重建局第13屆中西區分區諮詢委員會委員
- 中西區撲滅罪行委員會委員
- Member, Tai Kwun Advisory Committee, The Jockey Club CPS Limited
- Member, 13th Central and Western District Advisory Committee, Urban Renewal Authority
- Member, District Fight Crime Committee, Central and Western District



許智文教授，榮譽勳章

Professor Eddie HUI Chi-man, MH

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

- 香港房屋協會監事委員會委員
- 市區重建局非執行董事
- 上訴審裁團（建築物）成員
- 證券及期貨事務監察委員會房地產投資信託基金委員會成員
- Member, Supervisory Board, Hong Kong Housing Society
- Non-Executive Director, Urban Renewal Authority Board
- Member, Appeal Tribunal Panel (Buildings)
- Member, Committee on Real Estate Investment Trusts, Securities and Futures Commission



郭岳忠測量師

Sr Dick KWOK Ngok-chung

佳定物業管理有限公司董事長
Managing Director, Guardian Property Management Limited

- 香港測量師學會上任會長
- 土地及建設諮詢委員會委員
- 物業管理行業培訓諮詢委員會委員
- 律師紀律審裁團委員
- 行政上訴委員會委員
- 香港房屋協會委員
- Immediate Past President, The Hong Kong Institute of Surveyors
- Member, Land and Development Advisory Committee
- Member, Industry Training Advisory Committee – Property Management
- Lay Member, Solicitors Disciplinary Tribunal Panel
- Panel Member, Administrative Appeals Board
- Member, Hong Kong Housing Society



梁文廣先生，榮譽勳章

Mr Scott LEUNG Man-kwong, MH

深水埗區議會議員
Member, Sham Shui Po District Council

- 香港房屋委員會商業樓宇小組委員會委員
- 上訴審裁團（建築物）成員
- 審裁小組（管制淫褻及不雅物品）成員
- 九龍社團聯會副秘書長
- 公屋聯會副主席
- Member, Commercial Properties Committee, Hong Kong Housing Authority
- Member, Appeal Tribunal Panel (Buildings)
- Member, Panel of Adjudicators (Control of Obscene and Indecent Articles)
- Deputy Secretary, Kowloon Federation of Associations
- Vice-Chairman, Federation of Public Housing Estates



伍翠瑤博士，太平紳士

Dr Jennifer NG Chui-yiu, JP

馬素加信建築工程有限公司行政總裁

Chief Executive Officer, Marshall-Karson Construction & Engineers Limited

- 香港城市大學顧問委員會成員
- 香港浸會大學校董會委員
- 團結香港基金顧問
- 中國國情研習促進會（香港）創會會長
- 香港專業及資深行政人員協會副會長
- 博愛醫院董事局永遠顧問／（主席2004-2005）
- Member, Court of City University of Hong Kong
- Member, Council of Hong Kong Baptist University
- Advisor, Our Hong Kong Foundation
- Founding President, Association of China Trend Studies (Hong Kong)
- Vice-President, Hong Kong Professionals and Senior Executives Association
- Permanent Advisor (and Chairlady 2004-2005), Pok Oi Hospital



吳光銘先生

Mr Paul NG Kwong-ming

嘉里物業管理服務有限公司高級經理 — 物業服務

Senior Manager – Property Services, Kerry Property Management Services Limited

- 房屋經理註冊管理局前主席
- 英國特許房屋經理學會亞太分會前主席
- 物業管理行業培訓諮詢委員會委員
- 僱員再培訓局物業管理及保安技術顧問
- Past Chairman, Housing Managers Registration Board
- Past Chairman, Chartered Institute of Housing Asian Pacific Branch
- Member, Industry Training Advisory Committee – Property Management
- Technical Advisor, Property Management and Security, Employees Retraining Board



吳韻宜女士

Ms Wendy NG Wan-ye

會計師

Accountant

- 香港房屋委員會財務小組委員會及資金管理附屬小組委員會會員
- Member, Finance Committee and Funds Management Sub-Committee, Hong Kong Housing Authority



譚國榮先生

Mr Ivan TAM Kwok-wing

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

- 職業安全健康局成員
- 水務諮詢委員會委員
- 推動使用電動車輛督導委員會成員
- 僱員補償保險徵款管理局委員
- 香港特許秘書公會前會長及理事
- 香港物業管理公司協會前會長及理事
- 香港保險業聯會之管治委員會成員及一般保險總會委員
- Member, Occupational Safety and Health Council
- Member, Advisory Committee on Water Supplies
- Member, Steering Committee on the Promotion of Electric Vehicles
- Member, Employees' Compensation Insurance Levies Management Board
- Past President and Council Member, The Hong Kong Institute of Chartered Secretaries
- Past President and Council Member, The Hong Kong Association of Property Management Companies
- Member, Governing Committee and Councilor, General Insurance Council, The Hong Kong Federation of Insurers



譚領律先生，榮譽勳章

Mr Stanley TAM Lanny, MH

西貢區議會議員
Member, Sai Kung District Council

- 華人永遠墳場管理委員會委員
- 西貢區議會社會服務及健康安全城市委員會主席
- Member, The Board of Management of The Chinese Permanent Cemeteries
- Chairman, Social Services and Healthy and Safe City Committee, Sai Kung District Council



黃輝成先生

Mr Justin WONG Fai-sing

雄獅培訓中心有限公司董事總經理
General Manager, Lion Training Centre Limited

- 物業管理行業培訓諮詢委員會委員
- 香港醫療輔助隊顧問
- 香港交通安全輔助隊公共關係署助理署長
- 聖約翰救傷隊港島東聯隊會長
- Member, Industry Training Advisory Committee – Property Management
- District Liaison Officer, Auxiliary Medical Service
- Assistant Director, Hong Kong Road Safety Patrol Public Relationship Section
- Corp President, St. John Ambulance Brigade – Island East Corp Hong Kong Command



黃栢欣女士

Ms Annie WONG Pak-yan

律師
Solicitor

- 稅務上訴委員會委員
- 上訴委員會（旅館業）成員
- 上訴委員會（會社（房屋安全））成員
- 上訴委員會（床位寓所）成員
- 交通審裁處小組成員
- 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
- Member, Board of Review (Inland Revenue Ordinance)
- Member, Appeal Board (Hotel and Guesthouse Accommodation)
- Member, Appeal Board (Clubs (Safety of Premises))
- Member, Appeal Board (Bedspace Apartments)
- Panel Member, Transport Tribunals
- Member, Standing Committee on Compliance, The Law Society of Hong Kong
- Member, Consents Committee, The Law Society of Hong Kong



甄韋喬博士，榮譽勳章，太平紳士

Dr Mickey YAN Wai-kiu, MH, JP

利興環境服務有限公司董事總經理
Managing Director, Li Hing Environmental Services Company Limited

- 香港服務同盟召集人
- 願景基金會主席
- 香港菁英會副主席
- 公民教育委員會委員
- Convenor, Hong Kong Services Trade Alliance
- Chairman, VQ Foundation
- Vice Chairman, The Y. Elites Association
- Member, Committee on the Promotion of Civic Education



易志明議員，銀紫荊星章，太平紳士

Hon Frankie YICK Chi-ming, SBS, JP

立法會議員
Member, Legislative Council

- 香港機場管理局董事會成員
- 香港海運港口局成員
- 香港物流發展局成員
- 獨立監察警方處理投訴委員會副主席
- 香港話劇團理事會第二副主席
- Member, Hong Kong Airport Authority
- Member, Hong Kong Maritime and Port Board
- Member, Hong Kong Logistics Development Council
- Vice-chairman, Independent Police Complaints Council
- 2nd Vice Chairman, Hong Kong Repertory Theatre Council



葉興國先生，銅紫荊星章，榮譽勳章，太平紳士

Mr YIP Hing-kwok, BBS, MH, JP

觀塘區議會議員

Member, Kwun Tong District Council

- 回收基金諮詢委員會委員
- 都市固體廢物收費支援小組委員
- 醫院管理局九龍區域諮詢委員會委員
- 淘大花園業主委員會聯會主席
- 香港童軍東九龍1070旅主席
- 勵賢會會長
- 瑪利諾中學校董
- Member, Advisory Committee on Recycling Fund
- Member, Municipal Solid Waste Charging Support Group
- Member, Kowloon Regional Advisory Committee, Hospital Authority
- Chairman, Amoy Gardens Owners Joint Committee
- Chairman, 1070th East Kowloon Group, The Scout Association of Hong Kong
- President, Association of District Ambassador
- School Manager, Maryknoll Secondary School



應耀康先生，金紫荊星章，太平紳士

Mr Stanley YING Yiu-hong, GBS, JP

房屋署署長

Director of Housing



謝小華女士，太平紳士

Miss Janice TSE Siu-wa, JP

民政事務總署署長

Director of Home Affairs

The graphic features a central vertical blue line that branches out into several curved lines, each ending in a solid blue circle of varying sizes. This structure is set against a background of three large, overlapping, semi-transparent light blue spheres. At the bottom, a faint, light blue grid pattern is visible. The overall color palette is various shades of blue.

機構 管治

CORPORATE
GOVERNANCE



機構管治架構 Corporate Governance Structure



監管局是根據《物管條例》第42(1)條成立的法定機構，肩負規管在香港提供物業管理服務的公司及從業員和推動業界專業化的責任。

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。監管局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，首屆成員共20名，包括主席及副主席各一名，任命由2016年12月1日起生效，為期3年。監管局成員按其界別分為以下3個類別：

<p>第一類別 Category I:</p>	<p>從事物管服務的個人。</p> <p>Individuals who are engaged in property management services.</p>
<p>第二類別 Category II:</p>	<p>不屬第一類別的個人，並因具備物業管理、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。</p> <p>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.</p>
<p>第三類別 Category III:</p>	<p>不屬第一類別或第二類別的個人，而獲行政長官認為適合獲委任為監管局成員。</p> <p>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.</p>

PMSA is a statutory body established in accordance with section 42(1) of the Ordinance and is tasked to regulate the provision of property management services by companies and practitioners in Hong Kong, and to promote professional development of the industry.

The PMSA is committed to high standards of corporate governance in conducting its duties, with a view to meeting the expectations of the public and its stakeholders. It adheres to the Ordinance which sets out regulatory provisions on its operations, and endeavours to enhance its governance effectiveness by adopting appropriate principles, including monitoring mechanisms, codes of conduct and corporate governance arrangements which are applicable to public bodies.

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 Ordinance. The first Board of the PMSA comprises 20 Members, including a Chairperson and a Vice-chairperson, to serve for a period of 3 years with effect from 1 December 2016. According to their sectors, Members of the PMSA are divided into the following 3 categories:



各監管局成員擁有不同的專業知識及豐富的社會服務經驗，為監管局提供獨立和多方面的意見。成員名單載於第15頁。

Members of the PMSA are drawn from different expertise and are experienced in community service who provide the PMSA with independent advice on various aspects. The membership list of the PMSA is at **page 15**.

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

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

監管局的主要法定職能如下：

The principal statutory functions of the PMSA are:

透過發牌照予物管公司及物管人，規管及管制物管服務的提供

To regulate and control the provision of property management services by the licensing of PMCs and PMPs

推動物業管理業專業行事持正，並提高該專業的能力及專業性

To promote the integrity, competence and professionalism of the profession of property management services

維持和提升物業管理業專業的地位

To maintain and enhance the status of the profession of property management services

常設委員會

監管局設立了5個常設委員會，協助處理其繁重的工作和履行其職能，以提升各項職能的表現。各常設委員會或另設工作小組，重點處理特定工作的事宜。年內，各常設委員會及工作小組展開會議，並按其工作進度計劃展開各項工作。各常設委員會主席及工作小組召集人由成員出任，有關各常設委員會職權範圍及成員名單如下：

Standing Committees

The PMSA has established 5 Standing Committees to assist in handling its heavy work and discharging its functions for better performance. Each Standing Committee might set up dedicated Working Group(s) to address particular issues. In the past year, the Standing Committees and Working Groups had conducted meetings and rolled out various programmes corresponding to its work plan. Chairpersons of the Standing Committees and Convenors of the Working Groups are taken up by Members. The terms of reference and membership lists of the Standing Committees are as follows:

紀律常設委員會

此常設委員會主要負責協助監管局處理紀律個案。委員會將進行其認為合適的聆訊，並就監管局應作出的適當紀律處分提出建議。委員會亦會制訂指引及程序，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、作業守則或規定。

Disciplinary Standing Committee

This Standing Committee is primarily responsible for assisting the PMSA to handle disciplinary cases. It will conduct such inquiry as it may think fit and make recommendations on the appropriate disciplinary actions to be taken by the PMSA. 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, practice or regulations.

成員名單 Membership		
主席 Chairperson	王國興先生，銅紫荊星章，榮譽勳章	Mr WONG Kwok-hing, BBS, MH
成員 Members	梁文廣先生，榮譽勳章	Mr LEUNG Man-kwong, MH
	吳光銘先生	Mr Paul NG Kwong-ming
	吳韻宜女士	Ms Wendy NG Wan-ye
	譚領律先生，榮譽勳章	Mr Stanley TAM Lanny, MH
	黃栢欣女士	Ms Annie WONG Pak-yan
	甄韋喬博士，榮譽勳章，太平紳士	Dr Mickey YAN Wai-kiu, MH, JP
	易志明議員，銀紫荊星章，太平紳士	Hon Frankie YICK Chi-ming, SBS, JP
	葉興國先生，銅紫荊星章，榮譽勳章，太平紳士	Mr YIP Hing-kwok, BBS, MH, JP
	民政事務總署署長或其代表	Director of Home Affairs or her representative

財務及策略發展常設委員會

此常設委員會的主要職能，是就具長遠影響的策略事宜及財政預算事務，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，以及檢討和核准編製架構、重組事宜、人力策劃和人力資源政策及程序的制訂事宜。在監管局成立初期，委員會獲授權處理並決定監管局的實務運作事宜，有關授權範圍並不會涉及監管局在《物管條例》下的法定職能。

Finance and Strategic Development Standing Committee

This Standing 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 of the PMSA and to review and approve establishment structure, re-organisation, manpower planning and development of human resources policies and procedures. During the initial stage of the establishment of the PMSA, it was authorised to handle and make decisions on the operational matters of the PMSA, which do not involve statutory functions of the PMSA under the Ordinance.

成員名單 Membership		
主席 Chairperson	謝偉銓議員，銅紫荊星章	Hon Tony TSE Wai-chuen, BBS
成員 Members	陳繼宇博士，太平紳士	Dr Jason CHAN Kai-yue, JP
	郭岳忠測量師	Sr Dick KWOK Ngok-chung
	伍翠瑤博士，太平紳士	Dr Jennifer NG Chui-yiu, JP
	吳韻宜女士	Ms Wendy NG Wan-ye
	譚國榮先生	Mr Ivan TAM Kwok-wing
	譚領律先生，榮譽勳章	Mr Stanley TAM Lanny, MH
	易志明議員，銀紫荊星章，太平紳士	Hon Frankie YICK Chi-ming, SBS, JP
	葉興國先生，銅紫荊星章，榮譽勳章，太平紳士	Mr YIP Hing-kwok, BBS, MH, JP
	民政事務總署署長或其代表	Director of Home Affairs or her representative

牌照事務常設委員會

此常設委員會負責協助監管局考慮物管公司和物管人提出的牌照申請。委員會並會參與設計和檢討申請表格、牌照表格、牌照登記冊及其他有關牌照文件。委員會亦負責就發牌條件及牌照費用向監管局提出建議。

Licensing Standing Committee

This Standing Committee is tasked to assist the PMSA to consider applications for licences submitted by the PMCs and PMPs. It will also help in designing and reviewing the application forms, licence forms, licence registers and other relevant licence documents. It is also responsible for making recommendations to the PMSA on licensing requirements and licence fees.

成員名單 Membership		
主席 Chairperson	王國興先生，銅紫荊星章，榮譽勳章	Mr WONG Kwok-hing BBS, MH
成員 Members	陳繼宇博士，太平紳士	Dr Jason CHAN Kai-yue, JP
	陳恒鑛議員，銅紫荊星章，太平紳士	Hon CHAN Han-pan, BBS, JP
	許智文教授，榮譽勳章	Professor Eddie HUI Chi-man, MH
	伍翠瑤博士，太平紳士	Dr Jennifer NG Chui-yiu, JP
	吳光銘先生	Mr Paul NG Kwong-ming
	譚國榮先生	Mr Ivan TAM Kwok-wing
	黃輝成先生	Mr Justin WONG Fai-sing
	葉興國先生，銅紫荊星章，榮譽勳章，太平紳士	Mr YIP Hing-kwok, BBS, MH, JP
	民政事務總署署長或其代表	Director of Home Affairs or her representative

作業及審核常設委員會

此常設委員會負責協助監管局制定和檢討操守守則及作業守則，分別規管物管公司和物管人的專業操守及作業方式。如需進行資歷審核，委員會將協助監管局制定審核準則，以及執行審核工作。

Practice and Assessment Standing Committee

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

成員名單 Membership		
主席 Chairperson	謝偉銓議員，銅紫荊星章	Hon Tony TSE Wai-chuen, BBS
成員 Members	鄭麗琼女士	Ms CHENG Lai-king
	許智文教授，榮譽勳章	Professor Eddie HUI Chi-man, MH
	郭岳忠測量師	Sr Dick KWOK Ngok-chung
	梁文廣先生，榮譽勳章	Mr LEUNG Man-kwong, MH
	黃輝成先生	Mr Justin WONG Fai-sing
	黃栢欣女士	Ms Annie WONG Pak-yan
	甄韋喬博士，榮譽勳章，太平紳士	Dr Mickey YAN Wai-kiu, MH, JP
	房屋署署長或其代表	Director of Housing or his representative
	民政事務總署署長或其代表	Director of Home Affairs or her representative

專業發展常設委員會

為提升物業管理行業的專業水平，此常設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，並會執行持續專業發展的規定。

Professional Development Standing Committee

In order to enhance professionalism of the property management industry, this Standing Committee plays an important role in liaising with the industry to explore ways to improve the standard of practice and the quality of service. It will also liaise with the local tertiary institutions in providing training to individuals and administer continuing professional development requirements.

成員名單 Membership		
主席 Chairperson	許智文教授，榮譽勳章	Professor Eddie HUI Chi-man, MH
成員 Members	陳恒鏞議員，銅紫荊星章，太平紳士	Hon CHAN Han-pan, BBS, JP
	陳繼宇博士，太平紳士	Dr Jason CHAN Kai-yue, JP
	鄭麗琼女士	Ms CHENG Lai-king
	郭岳忠測量師	Sr Dick KWOK Ngok-chung
	譚國榮先生	Mr Ivan TAM Kwok-wing
	黃輝成先生	Mr Justin WONG Fai-sing
	黃栢欣女士	Ms Annie WONG Pak-yan
	房屋署署長或其代表	Director of Housing or his representative
	民政事務總署署長或其代表	Director of Home Affairs or her representative

工作小組

除以上常設委員會外，監管局年內亦因應個別特定的工作事項，另設不同小組，包括：

- 專業招聘顧問評審小組
- 電腦系統工作小組
- 標誌工作小組
- 宣傳工作小組
- 招聘甄選小組
- 辦公室裝修工作小組

Working Groups and Panels

Apart from the above Standing Committees, different Working Groups and Panels were also established by the PMSA for handling special duties, including:

- HR Consultancy Assessment Panel
- IT Working Group
- Logo Working Group
- Publicity Working Group
- Recruitment Panel
- Renovation Working Group



行政辦事處

監管局行政辦協助及支援監管局執行物業管理規管、宣傳行業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(i)規管事務和(ii)營運及服務兩大類別的工作。「規管事務」分支下設有牌照部、規管事務及紀律研訊部、投訴及執行部和法律事務部；而「營運及服務」分支則設有行政部(負責監管局秘書處、人力資源、財務及行政工作)、機構事務部(負責機構傳訊和資訊科技工作)和專業發展部。截至2019年3月，行政辦的員工人數為20名。

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。徵款已於2018年7月1日起開始徵收，而有關發牌制度的附屬法例正在草擬中。

本年度的總收入及支出分別為港幣2,300萬元及港幣1,690萬元，錄得港幣610萬元盈餘。主要支出為員工薪酬及辦公室租賃及相關開支共港幣1,350萬元，佔總支出的百分之八十。

在成立早期階段，監管局獲立法會財務委員會批准向政府貸款基金申請港幣2,200萬元的貸款，並在2017-18及2018-19財政年度分別提取港幣1,400萬元及港幣800萬元以應付監管局的初期營運開支。本年度利息支出為港幣20萬元。

Executive Office

The PMSA Executive Office assists and supports the PMSA in discharging regulatory duties in respect of property management, promoting industry's edge, boosting the development of professionalism in the trade and 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 (i) Regulatory and (ii) Operation and Service branches respectively. Under the "Regulatory" branch are the Licensing Division, the Regulatory and Disciplinary Division, the Complaints and Enforcement Division, and the Legal Affairs Division; 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. As of March 2019, the PMSA Executive Office had 20 staff members.

Financial Highlights

The PMSA is a self-financing statutory body. Its income is generated from two sources, levy and licence fees. Levy collection has been commenced since 1 July 2018 and the drafting of the relevant subsidiary legislation for licensing regime has been in progress.

Total income and expenditure for the year were HK\$23 million and HK\$16.9 million respectively. This resulted a surplus of HK\$6.1 million. Staff costs and office accommodation and related costs of HK\$13.5 million accounted for 80% of the total expenditure.

Following the approval of the Finance Committee of the Legislative Council on the PMSA's application for a loan of HK\$22 million from the Government Loan Fund in the initial setup period, the PMSA drew down HK\$14 million and HK\$8 million in financial years 2017-18 and 2018-19 respectively. The interest expense paid for this year was HK\$0.2 million.

2018-19年度主要工作回顧

收取徵款

《徵款規例》於2018年7月1日正式實施。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)之售賣轉易契下的承讓人收取徵款。每份售賣轉易契的徵款款額為港幣350元。

《徵款規例》實施前，監管局分別透過新聞稿、電郵及講座宣傳有關徵款安排及細節，並於2018年6月11日與稅務局的印花稅署(印花稅署)簽訂有關收取徵款及相關資料安排的服務協議。在有關安排下，印花稅署會在須繳付徵款的售賣轉易契呈交稅務局加蓋印花時收取徵款。印花稅署會每月一次向監管局轉交前一個月售賣轉易契的交易資料，以及扣除手續費後的相關款項。

截至2019年3月31日，監管局共收取港幣2,290萬元徵款，當中涉及6萬4千宗交易。根據《物管條例》第57及58條，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，最低罰款額為徵款款額的雙倍至最高達十倍。年內，監管局共處理183宗欠交或逾期繳付徵款個案，並收取了33萬元罰款。

Review of Major Work in 2018-19

Levy Collection

The Levy Regulation has been implemented since 1 July 2018. The PMSA collects levy from transferees under conveyances 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.

Prior to the implementation of the Levy Regulation, the PMSA publicised the details and arrangement of levy collection by means of press release, electronic direct mailing, as well as seminar. PMSA signed a service agreement with the Stamp Office of the Inland Revenue Department (Stamp Office) on 11 June 2018 regarding the provision of levy collection service and its corresponding arrangements. Under the agreement, the Stamp Office will collect the levy for the PMSA when a conveyance on sale, for which a levy is payable, is submitted to the Stamp Office for stamping. The Stamp Office provides the data on a monthly basis to the PMSA in respect of each of the conveyances on sale in the previous month and transfers the levy collected, after deducting the corresponding administration fee.

As at 31 March 2019, the total levy collected was HK\$22.9 million, involving 64,000 transactions. According to sections 57 and 58 of the Ordinance, late payment or non-payment of levy are subject to a penalty, the amount of which ranges from 2 to 10 times of the amount of the levy, depending on the duration of delay. During the year, the PMSA handled 183 cases of outstanding or late payment of levy, with a total penalty amount of HK\$0.33 million received.



發牌制度

為物管公司及物管人的發牌制度草擬相關附屬法例條文是監管局在2018-19年度重點工作之一。為收集更全面的意見，監管局進行了多次諮詢，除2017年第四季的首次業界諮詢外，於2018年6月及11月就發牌制度展開了第二次及第三次分別與業界及公眾的諮詢。是次公眾諮詢共收到約9,500份意見書。

為讓業界各持份者及市民大眾更了解發牌制度的內容，監管局亦積極地與不同持份者會面，截至2019年3月，監管局共與60多個持份者包括物業管理團體、專業學會、立法會議員、區議會議員及業主立案法團等會面交流，以聽取持份者的意見及對建議內容作闡釋。

在收集各方對發牌制度內容的意見後，監管局整合及分析了有關建議，並完善建議相關細則，擬備附屬法例的草擬文本。已達大致共識的文本將儘快呈交予立法會審議通過，並計劃於2020年初落實推行發牌制度。

專業發展

監管局在本年度內，努力探討如何提升物業管理行業專業化之方向及方式，並討論及履行經由專業發展常設委員會倡議的新措施。

監管局指明課程

在發牌制度實施後的3年過渡期內，未能符合有關學歷及／或專業資格持牌準則，但能符合指明經驗的物管人可申請臨時牌照。如在臨時牌照的有效期內完成監管局指明課程，便可就有關學歷及／或專業資格的持牌準則獲得豁免。監管局將因應建議的物管人持牌準則，為申領臨時物管人（第1級）牌照及（第2級）牌照的從業員推出相關的指明課程。

Licensing Regime

Drafting the relevant provisions of the subsidiary legislation for the licensing regime on PMCs and PMPs was one of the priorities of the PMSA in 2018-19. In order to collect more comprehensive views, the PMSA conducted several consultation exercises. Aside from the first industry consultation held in the fourth quarter of 2017, the PMSA carried out the second and the third consultation with the industry and the general public respectively in June and November 2018. Some 9,500 submissions were collected in the public consultation exercise.

The PMSA had actively met with different stakeholders so that different industry stakeholders and the general public could have a better understanding of the licensing regime. As at March 2019, the PMSA had meetings with more than 60 stakeholders including property management groups, professional bodies, Legislative Council Members, District Council Members, and owners' corporations, etc. for listening to stakeholder's opinion and explaining the proposed licensing regime.

After gathering the opinions on the licensing regime from different stakeholders, the PMSA consolidated and analysed all the views, enhanced the relevant proposed details, and prepared the draft subsidiary legislation. The draft, having reached a near consensus, would be submitted to the Legislative Council for vetting and the licensing regime was expected to be implemented in early 2020.

Professional Development

This year, the PMSA devoted much of its time and effort to explore the directions and ways to enhance professionalism in the property management industry, as well as discuss and execute the initiatives recommended by the Professional Development Standing Committee.

PMSA Specified Courses

During the first three-year transitional period after the implementation of the licensing regime, PMPs who do not meet the licensing criteria for academic and/or professional qualifications but possess the specified experience may apply for and be issued a provisional licence. Upon completion of a specified course within the validity of the provisional licence, the licensee shall be exempted from the licensing criteria of the academic and/or professional qualifications. The PMSA will launch, after taking into account the proposed criteria for holding PMP licences, the corresponding specified courses for persons who apply for provisional PMP (Tier 1) licence or PMP (Tier 2) licence.

監管局參考了市場上的物業管理課程，並根據現職資深物管人培訓需求而釐定指明課程的課程大綱。課程設計着重相關法例、實務技巧及物業管理行業的最新知識，以提升行業的專業化。

監管局會邀請有興趣承辦指明課程的培訓機構提交課程建議書，並甄選出合適的課程提供者在公平競爭原則下向報讀課程的物管人提供收費合理的課程。監管局會定期檢視相關課程內容，以確保課程之質素。

投訴及查詢

為了加強與公眾及持份者的溝通，監管局提供了包括熱線和電郵等不同的溝通平台，以確保透過雙向交流，適切地處理各項與物業管理相關的意見、查詢及投訴。

截至2019年3月，行政辦接獲並處理共384宗投訴及查詢，平均每月接獲及處理32宗投訴，投訴人主要為物業業主。除投訴外，投訴人亦會就物管服務表達意見。

所接獲的投訴個案中，投訴人較不滿的事項包括物管公司處理投訴不當、安排法團及管理委員會會議時秩序混亂、保安服務不足、屋苑衛生情況差劣、沒有妥善維修或更換已損毀的公用設施，以及拒絕或拖延提供有關財務紀錄及文件等。雖然監管局尚未能就有關投訴對物管公司及物管人作出正式調查，但在積極跟進的過程中，監管局有效促使了投訴人與物管公司的溝通，令個案能有效地獲得處理。

預料當發牌制度相關的附屬法例實施後，與物管公司及物管人相關的投訴和查詢將不斷增加。監管局在行使法定權力的同時，亦會繼續發揮其協調角色，透過增進物管公司與投訴人之間的溝通，以減少兩者之間的誤解，從而建立良好的合作關係。此外，為配合將來發牌制度實施的工作，監管局亦會記錄備存每宗投訴的相關資料，供日後在制定有關操守守則或指引時作參考，務求令物管服務的專業水平得以提升。

The PMSA makes reference to existing property management programmes and develops the specified course syllabi according to the training needs of experienced PMPs. The course design focuses on the relevant legislations, practical skills and up-to-date knowledge about the property management industry with a view to promoting professionalism in the industry.

The PMSA will extend invitations to various training institutions for submitting proposals on specified courses. The qualified course providers will be appointed to ensure that under the principle of fair competition, the specified courses are supplied at reasonable course fees for the enrolled PMPs. The PMSA will review the course contents regularly to ensure their quality.

Complaints and Enquiries

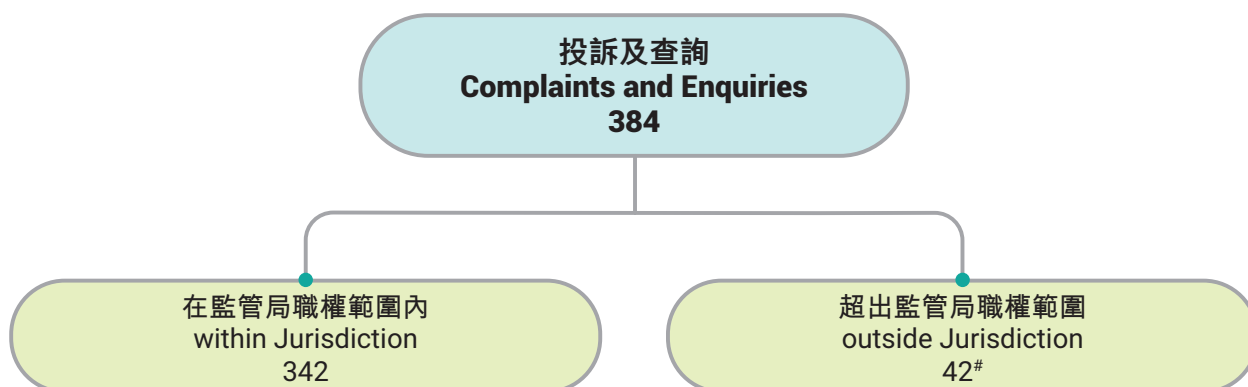
To strengthen the communication with the general public and stakeholders, the PMSA provides different communication channels including hotline and email to ensure that there are mutual exchanges and that every opinion, inquiry and complaint related to property management is handled appropriately.

As of March 2019, the Executive Office received and processed 384 complaints and enquiries, averaging 32 cases per month. Property owners were the main complainants, who also expressed views on property management services aside from complaints.

Among all the complaints received, complainants were mostly unhappy about complaint mishandling, disorder at owners' corporation or management committee meetings, inadequate security service, poor estate hygiene, unsatisfactory maintenance or no replacement of damaged public facilities, and refusal or delay in providing relevant financial records or documents, etc. Although PMSA has yet been empowered to carry out official investigations into the complaints received, the proactive follow-up actions taken by the PMSA has helped resolve the complaint cases effectively through communications between the complainants and the PMCs.

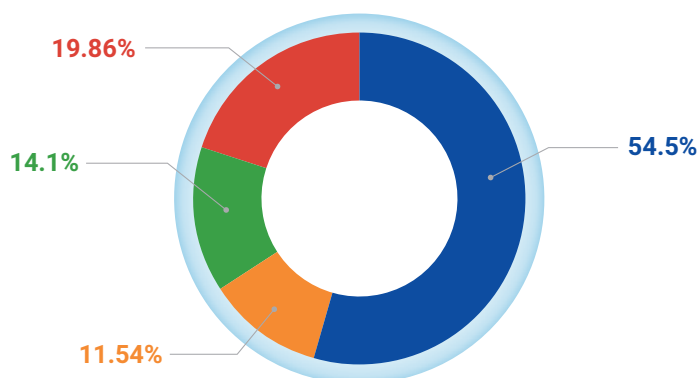
It is expected that complaints and enquiries against PMCs and PMPs will continue to increase following the implementation of the licensing regime under the subsidiary legislation. The PMSA, while enforcing the law will also perform the role as mediator to facilitate communication between PMCs and complainants so as to reduce their conflicts and to establish a good relationship. Moreover, records of every complaint case will be kept as reference for consideration in the subsequent preparation of the codes of conduct and relevant guidelines so as to enhance the professionalism of property management services.

投訴及查詢數字 Statistics on Complaints and Enquiries



- # 有關投訴事項包括牽涉刑事罪行（例如貪污、圍標等）、針對業主組織的事宜及有關物業維修問題等。
- # Examples of complaints include criminal offences (e.g. corruption, bid rigging, etc.), complaints against owners' organisations and repair and maintenance, etc.

在監管局職權範圍內的有關投訴分類 Category of Complaints within Jurisdiction



物業所處環境的管理
(例如物業環境的清潔衛生問題或夜間保安員不足)
Management of the environment
(e.g. hygiene problem or insufficient deployment of security guards for night duty)

關於物業的一般管理服務
(例如沒有妥善跟進業戶的投訴或安排業主會議)
General management services
(e.g. failed to handle complaints or arrange owners' meeting properly)

物業的維修、保養及改善
(例如沒有維修損壞的公用水喉及更換外牆損毀部份)
Repair, maintenance and improvement
(e.g. defective common water pipes or damaged external wall not replaced or repaired)

關於物業的財務及資產管理
(例如財政預算及賬目不清晰；沒有按時準備有關財務報表)
Finance and asset management
(e.g. budgeting not clear enough; delay in preparing financial reports)

對外溝通

隨着監管局的各項工作相繼展開，行政辦透過各種溝通渠道來加強各持份者及市民大眾對監管局的認識和了解，包括舉辦傳媒新春聚會、製作《監管局機構形象手冊》、擔當對外聯絡的角色、為牌照部統籌與不同持份者會面工作提供協助、以及推出首張電子賀年卡等。

行政辦將繼續積極開展各項傳訊及宣傳工作，為來年正式推行發牌制度及監管局指明課程作好準備。

監管局官方網站 <www.pmsahk.org.hk> 於2018年6月正式推出，為市民大眾及各持份者提供監管局的各項資訊，包括徵款規例的細則、草擬的發牌制度附屬法例的最新內容，以及與監管局職能相關的常見問題等。我們期望此官方網站能成為監管局對外溝通的平台，讓監管局與各持份者保持緊密聯繫。

隨着發牌制度的實施，監管局將採用不同的宣傳渠道發放相關的最新資訊，如新聞發佈會、研討會、講座及出席業界活動等，協助業界了解發牌制度正式實施及3年過渡期內的各項安排。

新辦事處正式啟用

監管局位於灣仔陽光中心的長期辦事處在2019年3月29日正式啟用。新辦事處設備現代化，並預留足夠空間作未來擴展用途，有助加強與業界及各持份者溝通和提高工作效率。

External Communications

As the PMSA is launching several projects, the Executive Office enhances the stakeholders and the public understanding of the functions of the PMSA through different communication means, including a spring media luncheon arrangement, production of the PMSA Corporate Identity Manual, playing a crucial role in external communication, assisting meeting arrangement with different stakeholders for the Licensing Division and launching the first new year e-card, etc.

The Executive Office has actively commenced several communication and promotion projects in order to ensure smooth transition on the implementation of the licensing regime and specified course of the PMSA in the coming year.

The PMSA official website <www.pmsahk.org.hk> has been launched since June 2018 to deliver various items of information about the PMSA including the Levy Regulation, updates on the proposed subsidiary legislation of licensing regime and frequently asked questions about the functions of the PMSA. We will keep our stakeholders abreast of the PMSA's latest development via the website as a platform to connect PMSA with its stakeholders.

With the implementation of licensing regime approaching, the PMSA is going to provide updated information through various promotion channels, such as press conferences, seminars, forums, as well as attending industry events, etc., for the industry to understand the official launch of the licensing regime and the respective arrangements within the three-year transitional period.

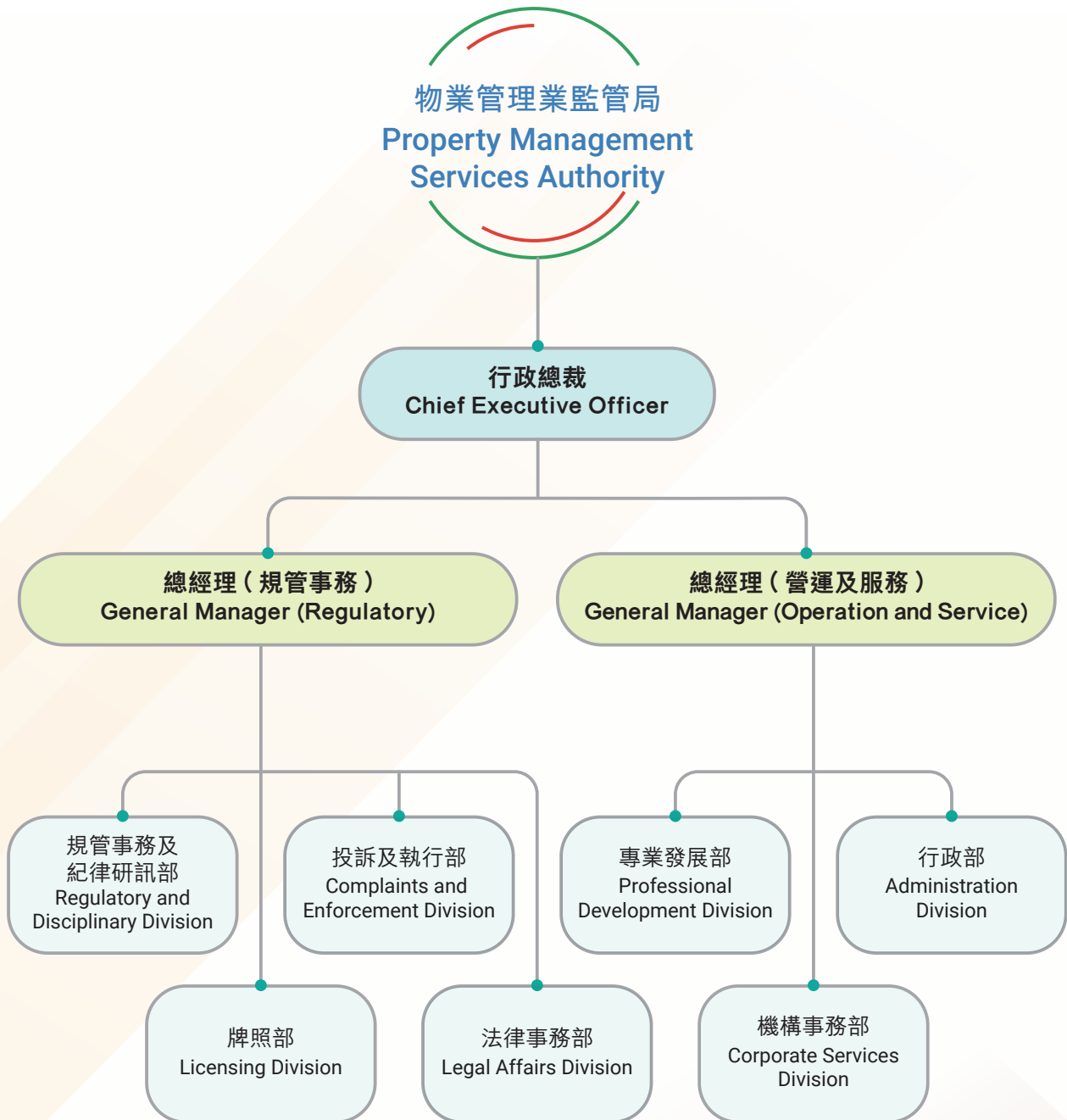
The Opening of PMSA New Office

The long-term office of the PMSA at Sunlight Tower in Wan Chai has commenced operation on 29 March 2019. The new office is equipped with modern facilities and is designed to cater for the PMSA's future expansion which facilitates effective communication with the industry and our stakeholders, as well as leads to better operation efficiency.

行政辦事處
EXECUTIVE
OFFICE



組織架構圖 Organisation Chart





1 梁棟材先生
Mr Thomas LEUNG
行政總裁
Chief Executive Officer

2 張嘉賢先生
Mr Kevin CHEUNG
總經理（規管事務）
General Manager
(Regulatory)

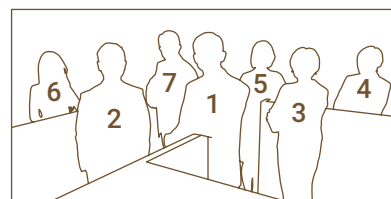
3 陳彀彤女士
Ms Pandora CHAN
總經理（營運及服務）
General Manager
(Operation and Service)

4 劉淑棻女士
Ms Eva LAU
法律顧問
Legal Counsel

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

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

7 陳國偉先生
Mr Paul CHAN
高級經理（機構事務）
Senior Manager
(Corporate Services)



The image features a soft, pinkish-red gradient background. In the center, three large, overlapping, semi-transparent circles are arranged in a triangular pattern. Below these circles, a stylized tree-like structure is composed of vertical lines of varying thicknesses that branch out into smaller circles, resembling a circuit board or a network diagram. The base of this structure is a dark red, triangular shape that tapers upwards. At the bottom of the page, there is a faint, light-colored grid pattern that resembles a city map or a technical drawing.

活動 剪影

**EVENTS AND
ACTIVITIES**



06.2018

監管局官方網站正式啟用

Launch of PMSA official website

www.pmsahk.org.hk

11.06.2018

與稅務局的合作協議簽署儀式。稅務局的印花稅署由 2018 年 7 月 1 日起，負責代表監管局收取徵款

Signing Ceremony of Collaboration Agreement with the Inland Revenue Department for levy collection on behalf of the PMSA by the Stamp Office from 1 July 2018



21.06.2018

於香港法律專業學會的「《物業管理服務條例》及《建築物管理條例》最新資訊」簡介會中介紹監管局的徵款規則

Introduced the Levy Regulation of PMSA at the "Updates on the Property Management Services Ordinance and the Building Management Ordinance" Seminar organised by the Hong Kong Academy of Law



01.11.2018

向香港理工大學建築及房地產學系學生介紹《物業管理服務條例》

Briefing session on the Property Management Services Ordinance to the students of the Department of Building and Real Estate, the Hong Kong Polytechnic University



03.01.2019

向油尖旺區議會交通運輸及房屋事務委員會講解發牌制度內容

Briefing on the licensing regime at the Traffic, Transport and Housing Committee meeting of the Yau Tsim Mong District Council



10.01.2019

與香港物業管理經理學會會面及講解發牌制度內容

Meeting with the Hong Kong Institute of Property Managers on the licensing regime

11.01.2019

與香港地產行政師學會及香港物業管理師學會會面及講解發牌制度內容

Meeting with the Hong Kong Institute of Real Estate Administrators and the Hong Kong Institute of Certified Property Managers on the licensing regime



11.01.2019

與香港測量師學會會面及講解發牌制度內容

Meeting with the Hong Kong Institute of Surveyors on the licensing regime

14.01.2019

與香港物業管理聯會會面及講解發牌制度內容

Meeting with the Federation of Hong Kong Property Management Industry on the licensing regime



22.01.2019

與保安業商會會面及講解發牌制度內容

Meeting with the Chamber of Security Industry on the licensing regime

12.02.2019

與數個屯門屋苑的業主立案法團會面，講解發牌制度內容

Meeting with several owners' corporations in Tuen Mun on the licensing regime



20.02.2019

與香港工會聯合會及物業管理工會講解發牌制度內容

Meeting with the Hong Kong Federation of Trade Unions and Property Management Trade Unions on licensing regime



25.02.2019

出席物業及設施管理專業團體己亥年新春聯合酒會

Attended Property and Facility Management Profession Joint Spring Cocktail Reception 2019



29.03.2019

物業管理業監管局行政辦事處開幕典禮

Grand Opening Ceremony of PMSA Executive Office



The background features a light purple gradient with three large, overlapping, semi-transparent circles in shades of blue and purple. At the bottom, a stylized tree-like structure is composed of purple lines and circles, resembling a circuit board or a network diagram. The base of the tree is a dark purple triangle that tapers upwards. The overall aesthetic is modern and technological.

獨立核數師報告

及財務報表

**INDEPENDENT AUDITOR'S REPORT
AND FINANCIAL STATEMENTS**

獨立核數師報告

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50頁至第68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2019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2019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。

INDEPENDENT AUDITOR'S REPORT

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 ("the Authority") set out on pages 50 to 68, which comprise the statement of financial position as at 31st March 2019, 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 Authority as at 31st March 2019, 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 ("HKSAs") 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 Authority 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.

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 Authority 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 Authority for the Financial Statements

The Authority 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 Authority 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 Authority 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 Authority either intends to liquidate the Authority or to cease operations, or has no realistic alternative but to do so.

The Authority 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滙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。

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 HKSAs 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 HKSAs, 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 Authority's internal control.

核數師就審計財務報表承擔的責任 (續)

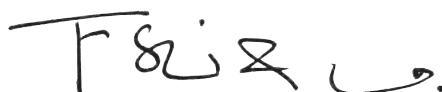
- 評價監管局所採用會計政策的恰當性及作出會計估計和相關披露的合理性。
- 對監管局採用持續經營會計基礎的恰當性作出結論。根據所獲取的審計憑證，確定是否存在與事項或情況有關的重大不確定性，從而可能導致對監管局的持續經營能力產生重大疑慮。如果我們認為存在重大不確定性，則有必要在核數師報告中提請使用者注意財務報表中的相關披露。假若有關的披露不足，則我們應當發表非無保留意見。我們的結論是基於核數師報告日止所取得的審計憑證。然而，未來事項或情況可能導致監管局不能持續經營。
- 評價財務報表的整體列報方式、結構和內容，包括披露，以及財務報表是否中肯反映交易和事項。

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。

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

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Authority.
- Conclude on the appropriateness of the Authority'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 Authority'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 Authority 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 Authority 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.



李福樹會計師事務所
執業會計師

香港，2019年8月13日

F. S. Li & Co.
Certified Public Accountants

Hong Kong, 13th August 2019

收支結算表

截至2019年3月31日止年度

STATEMENT OF INCOME AND EXPENDITURE

FOR THE YEAR ENDED 31ST MARCH 2019

		附註 Note	2019 港元 HK\$	2018 港元 HK\$
收入	INCOME			
徵款	Levies		22,935,500	—
銀行利息收入	Bank interest income		627	2
其他收入	Other income		18,394	—
			22,954,521	2
支出	EXPENDITURE	4		
員工成本	Staff costs		10,355,351	323,160
專業費用	Professional fees		993,378	1,505,412
辦公室及相關開支	Office accommodation and related expenses		3,129,666	276,585
宣傳及公共關係開支	Promotion and publicity		258,575	—
服務費（印花稅署）	Levy collection charges		913,318	—
資訊科技開支	IT expenses		89,189	—
折舊	Depreciation		492,395	—
核數師酬金	Auditor's remuneration		14,300	10,500
其他支出	Other expenses		424,704	15,146
			16,670,876	2,130,803
貸款利息支出	Loan interest expense		195,647	23,012
			16,866,523	2,153,815
年度盈餘／（虧損）及 全面收益／（支出）	SURPLUS/ (DEFICIT) AND TOTAL COMPREHENSIVE INCOME/ (EXPENSE) FOR THE YEAR		6,087,998	(2,153,813)

財務狀況表
於2019年3月31日

STATEMENT OF FINANCIAL POSITION
AT 31ST MARCH 2019

		附註 Note	2019 港元 HK\$	2018 港元 HK\$
非流動資產	NON-CURRENT ASSETS			
物業及設備	Property and equipment	5	9,693,075	333,234
流動資產	CURRENT ASSETS			
按金及預付款項	Deposits and prepayments	6	1,684,696	314,528
應收賬款及 其他應收款	Accounts and other receivables	7	1,939,940	21,290
銀行結存及現金	Bank balances and cash		15,709,918	11,535,250
			19,334,554	11,871,068
流動負債	CURRENT LIABILITIES			
應付賬款及 應計項目	Accounts payables and accruals		3,101,194	365,865
流動資產淨值	NET CURRENT ASSETS		16,233,360	11,505,203
總資產減流動負債	TOTAL ASSETS LESS CURRENT LIABILITIES		25,926,435	11,838,437
非流動負債	NON-CURRENT LIABILITIES			
政府貸款	Government loan	8	22,000,000	14,000,000
淨資產／（負債）	NET ASSETS/ (LIABILITIES)		3,926,435	(2,161,563)
儲備	RESERVE			
累積盈餘／（虧損）	Accumulated surplus/ (deficit)		3,926,435	(2,161,563)

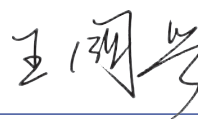
載於第50頁至第68頁的財務報表於2019年8月13日獲物業管理業監管局通過及授權發表，並由以下代表簽署：



Mr Tony TSE Wai-chuen, BBS
Chairperson

謝偉銓先生，銅紫荊星章
主席

The financial statements on pages 50 to 68 were approved and authorised for issue by the Authority on 13th August 2019 and are signed on its behalf by:



Mr WONG Kwok-hing, BBS, MH
Vice-chairperson

王國興先生，銅紫荊星章，榮譽勳章
副主席

儲備變動表

截至2019年3月31日止年度

STATEMENT OF CHANGES IN RESERVE

FOR THE YEAR ENDED 31ST MARCH 2019

港元
HK\$

<u>累積盈餘／(虧損)</u>	<u>Accumulated surplus/(deficit)</u>	
於2017年4月1日	At 1 st April 2017	(7,750)
年度虧損及全面支出	Deficit and Total comprehensive expense for the year	(2,153,813)
於2018年3月31日及2018年4月1日	At 31 st March 2018 and 1 st April 2018	(2,161,563)
年度盈餘及全面收益	Surplus and Total comprehensive income for the year	6,087,998
於2019年3月31日	At 31 st March 2019	3,926,435

現金流量表

截至2019年3月31日止年度

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31ST MARCH 2019

		2019 港元 HK\$	2018 港元 HK\$
營運活動之現金流量	CASH FLOWS FROM OPERATING ACTIVITIES		
年度盈餘／（虧損）	Surplus/ (Deficit) for the year	6,087,998	(2,153,813)
就下列各項作出調整：	Adjustments for:		
利息收入	Interest income	(627)	(2)
利息支出	Interest expenses	195,647	23,012
折舊	Depreciation	492,395	—
處置物業及設備之虧損	Loss on disposal of property and equipment	19,870	—
營運資金變動前之營運現金流量	Operating cash flows before changes in working capital	6,795,283	(2,130,803)
按金及預付款項增加	Increase in deposits and prepayments	(1,370,168)	(314,528)
應收賬款及其他應收款增加	Increase in accounts and other receivables	(1,918,650)	(21,290)
應付賬款及應計項目增加	Increase in accounts payables and accruals	2,735,329	358,115
營運活動所得／（所用）之現金淨額	NET CASH GENERATED FROM/ (USED IN) OPERATING ACTIVITIES	6,241,794	(2,108,506)
投資活動之現金流量	CASH FLOWS FROM INVESTING ACTIVITIES		
購入物業及設備	Purchase of property and equipment	(9,872,106)	(333,234)
已收利息	Interest received	627	2
投資活動所用之現金淨額	NET CASH USED IN INVESTING ACTIVITIES	(9,871,479)	(333,232)
融資活動之現金流量	CASH FLOWS FROM FINANCING ACTIVITIES		
香港特別行政區政府貸款	Loan from the Government of the HKSAR	8,000,000	14,000,000
利息支付	Interest paid	(195,647)	(23,012)
融資活動所得之現金淨額	NET CASH FROM FINANCING ACTIVITIES	7,804,353	13,976,988
現金及現金等值物增加淨額	NET INCREASE IN CASH AND CASH EQUIVALENTS	4,174,668	11,535,250
年初現金及現金等值物結存	CASH AND CASH EQUIVALENTS AT BEGINNING OF THE YEAR	11,535,250	—
年終現金及現金等值物結存	CASH AND CASH EQUIVALENTS AT END OF THE YEAR	15,709,918	11,535,250
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	Bank balances and cash	15,709,918	11,535,250

財務報表附註

截至2019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號陽光中心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。然而，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。

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2019

1. Background

Property Management Services Authority ("the Authority") 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 Authority is at Units 806-8, 8/F, Sunlight Tower, 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 Authority.

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 of the Authority. The adoption of these amendments to HKFRSs had no material effect on the results and financial position of the Authority for the current and prior years.

2. 主要會計政策 (續)

(a) 編製基準 (續)

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13。

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

收入按已收或應收代價的公允價值計量。倘若有經濟效益的資源可能流入監管局，而收入和成本（如適用）能夠作出可靠的計量時，有關收入將按以下方式在收支結算表內確認：

- (i) 徵款收入在到期並須向監管局繳付時被確認為收入。
- (ii) 銀行利息收入按實際利率法累計。
- (iii) 其他收入是以應計制確認。

2. Significant accounting policies (Continued)

(a) Basis of preparation (Continued)

The Authority has not early adopted new and revised HKFRSs that are not yet effective for the current year. Explanation of this is included in Note 13.

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 recognised 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

Revenue is measured at the fair value of the consideration received or receivable. Provided it is probable that the economic benefits will flow to the Authority and the revenue and costs, if applicable, can be measured reliably, revenue is recognised in the statement of income and expenditure as follows:

- (i) Levy is recognised as income when it becomes due and payable to the Authority.
- (ii) Bank interest income is recognised as it accrues using the effective interest method.
- (iii) Other income is recognised on an accrual basis.

2. 主要會計政策 (續)

(c) 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	3年
辦公室設備	5年
傢俱及裝置	5年
租賃物業裝修	5年

(d) 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。

2. Significant accounting policies (Continued)

(c) 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	3 years
Office equipment	5 years
Furniture and fixtures	5 years
Leasehold improvements	5 years

(d) 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 recognised to reduce the asset to its recoverable amount. Such impairment losses are recognised 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 recognised in prior years. Reversals of impairment losses are credited to surplus or deficit in the year in which the reversals are recognised.

2. 主要會計政策 (續)

(e) 經營租賃

經營租賃乃擁有資產的風險及回報大致全歸出租人之租賃。經營租賃作出之付款，於租賃期內以直線法記入盈餘或虧損內。

(f) 按金、應收賬款及其他應收款

按金、應收賬款及其他應收款首先以公允價值確認，其後以攤銷成本列賬，若折現影響不大時，則以成本列賬。

應收賬款的賬面金額已扣減應收賬款減值賬之金額。應收賬款減值賬戶賬面金額的變動記入盈餘或虧損。當監管局沒有合理預期可收回應收款項時，應收款項會從應收賬款減值支出賬戶中撇銷。

如果在隨後的期間內，預期信用損失金額減少，則轉回之金額將在財政報告日於應收賬款減值支出中調整。任何逆轉的金額均在盈餘或虧損中確認。

(g) 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。

2. Significant accounting policies (Continued)

(e) Assets held under operating leases

Leases where substantially all the risks and rewards of ownership of assets remain with the lessor are accounted for as operating leases. Payments made under operating leases are charged to surplus or deficit on a straight-line basis over the lease periods.

(f) Deposits, accounts and other receivables

Deposits, accounts and other receivables are initially recognised at fair value and thereafter stated at amortised cost unless the effect of discounting would be immaterial, in which case they are stated at cost.

The carrying amount of the receivables is reduced through the use of the receivable impairment charges account. Changes in the carrying amount of the receivable impairment charges account are recognised in surplus or deficit. The receivable is written off against the receivable impairment charges account when the Authority has no reasonable expectations of recovering the receivable.

If, in a subsequent period, the amount of expected credit losses decreases, the reversal would be adjusted to the receivable impairment charges account at the reporting date. The amount of any reversal is recognised in surplus or deficit.

(g) 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.

2. 主要會計政策 (續)

(h) 應付賬款及應計項目

應付賬款及應計項目首先以公允價值確認，其後以實際利率法攤銷成本列賬，若折現影響不大時，則以成本列賬。

(i) 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。

(j) 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。

(k) 利息支出

利息支出於產生期間支銷。

(l) 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；

2. Significant accounting policies (Continued)

(h) Accounts payables and accruals

Accounts payables and accruals are initially recognised at fair value and thereafter stated at amortised cost using the effective interest method unless the effect of discounting would be immaterial, in which case they are stated at cost.

(i) Provision

Provisions are recognised when the Authority 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.

(j) 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 Authority.

(k) Interest expenses

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

(l) 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 Authority if that person:

(a) has control or joint control of the Authority;

2. 主要會計政策 (續)

(I) 有關連人士 (續)

- (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。
 - (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。

2. Significant accounting policies (Continued)

(I) Related parties (Continued)

- (b) has significant influence over the Authority; or
 - (c) is a member of the key management personnel of the Authority.
- (ii) An entity is related to the Authority if any of the following conditions applies:
- (a) The entity and the Authority 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.
 - (e) The entity is a post-employment benefit plan for the benefit of employees of either the Authority or an entity related to the Authority. If the Authority is itself such a plan, the sponsoring employers are also related to the Authority.
 - (f) The entity is controlled or jointly controlled by a person identified in (i).

2. 主要會計政策 (續)

(I) 有關連人士 (續)

- (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。

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。

4. 支出

2. Significant accounting policies (Continued)

(I) Related parties (Continued)

- (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 Authority.

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. Taxation

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

4. Expenditure

		2019 港元 HK\$	2018 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/ (deficit):		
員工成本	Staff costs		
薪金及其他福利	Salaries and other benefits	10,157,414	313,708
界定供款退休計劃的供款	Contributions to defined contribution retirement plan	197,937	9,452
		10,355,351	323,160
按經營租賃支付的租金	Rental paid under operating leases	2,438,967	224,303

5. 物業及設備

5. Property and equipment

		電腦	辦公室設備	傢俱及裝置	租賃物業裝修	總計
		Computers	Office equipment	Furniture and fixtures	Leasehold improvements	Total
		港元	港元	港元	港元	港元
		HK\$	HK\$	HK\$	HK\$	HK\$
成本	Cost					
於2017年4月1日	At 1 st April 2017	—	—	—	—	—
添置	Additions	292,899	—	40,335	—	333,234
於2018年3月31日及 2018年4月1日	At 31 st March 2018 and 1 st April 2018	292,899	—	40,335	—	333,234
重新分類	Reclassification	(29,950)	29,950	—	—	—
添置	Additions	947,876	20,930	843,300	8,060,000	9,872,106
處置	Disposals	—	—	(23,680)	—	(23,680)
於2019年3月31日	At 31 st March 2019	1,210,825	50,880	859,955	8,060,000	10,181,660
累計折舊	Accumulated depreciation					
於2017年4月1日及 2018年4月1日	At 1 st April 2017 and 1 st April 2018	—	—	—	—	—
年度折舊	Charge for the year	189,078	7,750	26,900	268,667	492,395
處置時回撥	Written back on disposals	—	—	(3,810)	—	(3,810)
於2019年3月31日	At 31 st March 2019	189,078	7,750	23,090	268,667	488,585
賬面淨值	Net book value					
於2019年3月31日	At 31 st March 2019	1,021,747	43,130	836,865	7,791,333	9,693,075
於2018年3月31日	At 31 st March 2018	292,899	—	40,335	—	333,234

6. 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1,647,016港元（2018：236,947港元），預期於一年後收回。

6. Deposits and prepayments

Deposits and prepayments include deposits related to office rental and utilities deposits of HK\$1,647,016 (2018: HK\$236,947) that are expected to be recovered after one year.

7. 應收賬款及其他應收款

應收賬款及其他應收款之賬齡分析如下：

		2019 港元 HK\$	2018 港元 HK\$
1-90日	1-90 days	1,883,940	21,290
91-180日	91-180 days	33,600	—
超過180日	Over 180 days	22,400	—
		1,939,940	21,290

於每個財務結算日，本監管局將根據個別應收賬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。

應收賬款及其他應收款之減值虧損均以一個撥備賬記賬。若本監管局認為該款項回收的可能性不高時，該減值虧損將直接扣減應收賬款及其他應收款。於本年之財務結算日之應收賬款及其他應收款並無減值虧損。

8. 政府貸款

此政府貸款為無抵押貸款，並將從2020/21財政年度起，以均等款額分5年償還。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。

7. Accounts and other receivables

The ageing analysis of accounts and other receivables is as follows:

		2019 港元 HK\$	2018 港元 HK\$
1-90 days	1-90 days	1,883,940	21,290
91-180 days	91-180 days	33,600	—
Over 180 days	Over 180 days	22,400	—
		1,939,940	21,290

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

Impairment losses in respect of accounts and other receivables are recorded using a receivable impairment charge account unless the Authority considers that recovery of the amount is remote, in which case the impairment loss is written off against accounts and other receivables directly. As at the end of the financial reporting period, no accounts and other receivables was impaired.

8. Government loan

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

9. 經營租賃承擔

於報告期末，監管局根據不可撤銷的樓宇經營租賃而須於未來支付的最低租賃付款總額如下：

		2019 港元 HK\$	2018 港元 HK\$
1年內	Within one year	4,696,876	230,592
第2年至第5年內	In the second to fifth year inclusive	6,883,672	—
		11,580,548	230,592

監管局按經營租賃租用若干物業，租約初始期為32至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。

9. Commitments under operating leases

At the end of the reporting period, the Authority had the following future aggregate minimum lease payments under non-cancellable operating leases for its office premises:

The Authority is the lessee of several properties held under operating leases. The leases typically run for an initial period of 32 to 36 months. Two of the leases offer the Authority 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.

10. 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交易如下：

10. Related party transactions

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

		2019 港元 HK\$	2018 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	3,105,280	46,129
離職後福利	Post-employment benefits	446,850	1,500
		3,552,130	47,629

薪酬總額計入「員工成本」（見附註4）。

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

11. 金融資產及負債

(a) 金融資產及負債類別

		2019 港元 HK\$	2018 港元 HK\$
金融資產	Financial assets		
流動資產 – 按攤銷 成本值：	Current assets – at amortised cost :		
按金	Deposits	1,647,016	236,947
應收賬款及其他應收款	Accounts and other receivables	1,939,940	21,290
銀行結存及現金	Bank balances and cash	15,709,918	11,535,250
		19,296,874	11,793,487
金融負債	Financial liabilities		
非流動負債 – 按攤銷 成本值：	Non-current liabilities – at amortised cost :		
政府貸款	Government loan	22,000,000	14,000,000
流動負債 – 按攤銷 成本值：	Current liabilities – at amortised cost :		
應付賬款及應計項目	Accounts payables and accruals	3,101,194	365,865
		25,101,194	14,365,865

(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2019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（2018年：虧損增加／減少140,000港元）。

(b) Financial risk management objectives and policies

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

(i) Interest rate risk

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

Sensitivity analysis

At 31st March 2019, had the interest rate been 1% higher/lower and with all other variables held constant, the Authority's surplus for the year would decrease/increase by HK\$220,000 (2018: deficit would increase/decrease by HK\$140,000).

11. 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。

(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。

11. Financial assets and liabilities (Continued)

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

(ii) Credit risk

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

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

(iii) Liquidity risk

The Authority'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.

11. 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 Carrying amount 港元 HK\$	未經折現的 合同現金流量 Contractual undiscounted cash flow 港元 HK\$	一年內或 按要求 Within 1 year or on demand 港元 HK\$	超過一年 More than 1 year 港元 HK\$
於2019年3月31日	At 31st March 2019				
流動負債	Current liabilities				
應付賬款及應計項目	Accounts payables and accruals	3,101,194	3,101,194	3,101,194	—
非流動負債	Non-current liabilities				
政府貸款	Government loan	22,000,000	22,000,000	—	22,000,000
		25,101,194	25,101,194	3,101,194	22,000,000
於2018年3月31日	At 31st March 2018				
流動負債	Current liabilities				
應付賬款及應計項目	Accounts payables and accruals	365,865	365,865	365,865	—
非流動負債	Non-current liabilities				
政府貸款	Government loan	14,000,000	14,000,000	—	14,000,000
		14,365,865	14,365,865	365,865	14,000,000

(c) 公允價值

於2019年及2018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。

12. 資本管理

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。

11. 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 Authority's financial liabilities:

		賬面金額 Carrying amount 港元 HK\$	未經折現的 合同現金流量 Contractual undiscounted cash flow 港元 HK\$	一年內或 按要求 Within 1 year or on demand 港元 HK\$	超過一年 More than 1 year 港元 HK\$
於2019年3月31日	At 31st March 2019				
流動負債	Current liabilities				
應付賬款及應計項目	Accounts payables and accruals	3,101,194	3,101,194	3,101,194	—
非流動負債	Non-current liabilities				
政府貸款	Government loan	22,000,000	22,000,000	—	22,000,000
		25,101,194	25,101,194	3,101,194	22,000,000
於2018年3月31日	At 31st March 2018				
流動負債	Current liabilities				
應付賬款及應計項目	Accounts payables and accruals	365,865	365,865	365,865	—
非流動負債	Non-current liabilities				
政府貸款	Government loan	14,000,000	14,000,000	—	14,000,000
		14,365,865	14,365,865	365,865	14,000,000

(c) Fair values

All financial assets and liabilities are carried at amounts not materially different from their fair values as at 31st March 2019 and 2018. The fair value is estimated as the present value of future cash flows, discounted at current market interest rate.

12. Capital management

The Authority's capital management objectives are:

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

13. 已頒佈但尚未生效之修訂、新準則及詮釋可能產生之影響

香港會計師公會已頒佈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。

香港財務報告準則第16號：租賃¹

香港財務報告準則2015-2017年度改進²

¹ 於2019年1月1日或之後開始之會計期間生效

² 於2020年1月1日或之後開始之會計期間生效

香港財務報告準則第16號：租賃

香港財務報告準則第16號於2016年5月頒佈，取代香港會計準則第17號：租賃、香港（國際財務報告詮釋委員會）－詮釋第4號：釐定安排是否包括租賃、香港（詮釋常務委員會）－詮釋第15號：經營租賃－優惠及香港（詮釋常務委員會）－詮釋第27號：評估涉及租賃法律形式交易的實質。該準則載列確認、計量、呈列及披露租賃的原則，並要求承租人就大多數租賃確認資產及負債。該準則包括給予承租人兩項可選擇的租賃確認豁免－低價值資產租賃及短期租賃。

於租賃開始日期，承租人將確認於租賃期作出租賃付款為負債（即租賃負債）及代表可使用相關資產的權利為資產（即有使用權資產）。除非有使用權資產符合香港會計準則第40號投資物業的定義，或涉及應用重估模型的物業、廠房及設備類別，否則有使用權資產其後按成本減累計折舊及任何減值虧損計量。租賃負債其後會就反映租賃負債利息而增加及因租賃付款而減少。承租人將須分別確認租賃負債的利息開支及有使用權資產的折舊開支。承租人亦將須於若干事件發生時重新計量租賃負債，例如由於租賃期變更或用於釐定該等付款的一項指數或比率變更而引致未來租賃付款變更。承租人一般將重新計量租賃負債的數額確認為有使用權資產的調整。

13. Possible impact of amendments, new standards and interpretations issued but not yet effect

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 which may be relevant to the Authority.

HKFRS 16, Leases¹

Annual improvements to HKFRSs 2015-2017 cycle²

¹ Effective for annual periods beginning on or after 1st January 2019

² Effective for annual periods beginning on or after 1st January 2020

HKFRS 16, Leases

HKFRS 16, issued in May 2016, replaces HKAS 17, Leases, HK(IFRIC)-Int 4, Determining whether an Arrangement contains a Lease, HK(SIC)-Int 15, Operating Leases – Incentives and HK(SIC)-Int 27, Evaluating the Substance of Transactions Involving the Legal Form of a Lease. The standard sets out the principles for the recognition, measurement, presentation and disclosure of leases and requires lessees to recognise assets and liabilities for most leases. The standard includes two elective recognition exemptions for lessees – leases of low-value assets and short-term leases.

At the commencement date of a lease, a lessee will recognise a liability to make lease payments (i.e., the lease liability) and an asset representing the right to use the underlying asset during the lease term (i.e., the right-of-use asset). The right-of-use asset is subsequently measured at cost less accumulated depreciation and any impairment losses unless the right-of-use asset meets the definition of investment property in HKAS 40, or relates to a class of property, plant and equipment to which the revaluation model is applied. The lease liability is subsequently increased to reflect the interest on the lease liability and reduced for the lease payments. Lessees will be required to separately recognise the interest expense on the lease liability and the depreciation expense on the right-of-use asset. Lessees will also be required to remeasure the lease liability upon the occurrence of certain events, such as change in the lease term and change in future lease payments resulting from a change in an index or rate used to determine those payments. Lessees will generally recognise the amount of the remeasurement of the lease liability as an adjustment to the right-of-use asset.

13. 已頒佈但尚未生效之修訂、新準則及 詮釋可能產生之影響 (續)

香港財務報告準則第16號：租賃 (續)

香港財務報告準則第16號大致沿用香港會計準則第17號內出租人的會計處理方式。出租人將繼續使用與香港會計準則第17號相同的分類原則對所有租賃進行分類，並將之分為經營租賃及融資租賃。

香港財務報告準則第16號要求承租人及出租人較根據香港會計準則第17號作出更多披露。出租人可選擇以全面追溯應用或部分追溯應用方式應用該準則。

監管局預期於2019年4月1日起採納香港財務報告準則第16號。監管局現正評估採納香港財務報告準則後的影響，且正考慮會否選擇利用現有可行權宜方式，以及將會採用的過渡方式及寬免。誠如財務報表附註9所披露，於2019年3月31日，監管局根據不可撤銷經營租賃而須於未來支付的最低租賃付款總額約為11,580,548港元。採納香港財務報告準則第16號後，當中所列部分金額或需確認為新有使用權資產及租賃負債。然而，監管局需作進一步分析，以確定將予確認的新有使用權資產及租賃負債，包括但不限於涉及低價值資產租賃及短期租賃的金額、所選其他可行權宜方式及寬免以及採用該準則日期前訂立的新租賃。

13. Possible impact of amendments, new standards and interpretations issued but not yet effect (Continued)

HKFRS 16, Leases (Continued)

Lessor accounting under HKFRS 16 is substantially unchanged from the accounting under HKAS 17. Lessors will continue to classify all leases using the same classification principle as in HKAS 17 and distinguish between operating leases and finance leases.

HKFRS 16 requires lessees and lessors to make more extensive disclosures than under HKAS 17. Lessees can choose to apply the standard using either a full retrospective or a modified retrospective approach.

The Authority expects to adopt HKFRS 16 from 1st April 2019. The Authority is currently assessing the impact of HKFRS 16 upon adoption and is considering whether it will choose to take advantage of the practical expedients available and which transition approach and reliefs will be adopted. As disclosed in Note 9 to the financial statements, at 31st March 2019, the Authority had future aggregate minimum lease payments under non-cancellable operating leases of approximately HK\$11,580,548. Upon adoption of HKFRS 16, certain amounts included therein may need to be recognised as new right-of-use assets and lease liabilities. Further analysis, however, will be needed to determine the amount of new right-of-use assets and lease liabilities to be recognised, including, but not limited to, any amounts relating to leases of low-value assets and short term leases, other practical expedients and reliefs chosen, and new leases entered into before the date of adoption.



設計概念 Design Concept

封面設計採用了物業管理業監管局（監管局）標誌專用的紅、藍、綠三色為主調，並以監管局規管的七個物業管理服務類別拼湊出一棵成長中的樹，寓意監管局在成立後的第三年繼續穩步成長。樹幹的線條展示現今科技在物業管理服務上的應用，配合香港發展成為智慧城市。

The three corporate colours (red, blue and green) of the Property Management Services Authority's (PMSA) logo form the colour scheme of the cover design. The graphics on the cover depict a growing tree formed by seven categories of property management services regulated by the PMSA, illustrating that the PMSA is steadily growing in the third year after its establishment. The trunk lines represent technology application in today's property management services which plays a part in Hong Kong's development into a smart city.

物業管理服務類別 Property Management Services Categories



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



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



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



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



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



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

物業管理業監管局 Property Management Services Authority

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