物業管理業監管局
PROPERTY MANAGEMENT SERVICES AUTHORITY



2023-24
周年報告 Annual Report



抱擁物管新世代 三年過渡期完結

Embracing the New Era for Property Management Ending of the Three-Year Transitional Period

願景Vision

致力提升香港物業管理業的專業和質素，使市民安居樂業。

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

使命Mission

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

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

目錄 CONTENTS

5 年度概覽 Highlights of the Year

策略重點 Strategic Priorities

重要里程碑 Major Milestones

14 主席的話 Chairperson's Message

20 行政總裁報告 Chief Executive Officer's Report

26 機構管治 Corporate Governance

主要職能 Principal Functions

成員 Members

委員會 Committees

行政辦事處 Executive Office

49 年度回顧 Review of the Year

三管齊下 提升專業水平 Promoting Professionalism Through Three-pronged Approach

推動可持續發展 Promoting Sustainable Development

84 積極溝通聯繫 Active Communication

100 財務狀況 Financial Highlights

獨立核數師報告 Independent Auditor's Report

財務報表 Financial Statements

簡寫列表 List of Abbreviations

持續專業發展	Continuing Professional Development	／	CPD
公契	Deed of Mutual Covenant	／	DMC
物業管理	Property Management	物管	PM
物業管理業監管局	Property Management Services Authority	監管局	PMSA
《物業管理服務（徵款）規例》	Property Management Services (Levy) Regulation	《徵款規例》	Levy Regulation
《物業管理服務（發牌及相關事宜）規例》（第626B章）	Property Management Services (Licensing and Related Matters) Regulation (Cap. 626B)	《發牌規例》	Licensing Regulation
《物業管理服務條例》（第626章）	Property Management Services Ordinance (Cap. 626)	《物管條例》	PMSO



年度概覽
Highlights of the Year

策略重點 Strategic Priorities

物管業發牌制度下的三年過渡期於2023年7月31日順利完結，標誌著香港物管業正式踏入物管公司及從業員均持牌朝優質化專業化向前發展的全新物管世代。

物業管理業監管局在過去一年繼續肩負起牽頭和推動物管業發展的責任，透過「發牌規管」、「制定專業標準」和「鼓勵持續進修」三管齊下，致力與各政府部門、公營機構及業界團體協作、凝聚各方力量，推動物管行業秉持「服務優質」、「行事持正」及「與時並進」三大核心價值，並適當應用創新科技，將「環境保護」、「社會責任」及「企業管治」ESG理念融入業界企業管理及營運模式內，以提升香港物管業的專業地位及服務水平，達至行業可持續健康發展。

The three-year transitional period under the PM industry licensing regime ended on 31 July 2023. The smooth ending of the transitional period and positive response from the industry reflect that the industry embraces the new era of PM whereby PM companies and PM practitioners are licensed and advancing towards enhanced quality and professionalism.

In the last year, the PMSA continued to serve as the industry advocate and through adopting the three-pronged approach of "regulating by licensing", "setting professional standards" and "encouraging continuous learning", dedicated itself towards collaboration with different Government departments, public bodies and industry associations, driving the industry to uphold the three core values of "Quality", "Integrity" and "Advancement", and integrating ESG principles of "Environmental protection", "Social responsibilities" and "Governance" into corporate management and operation of the industry, and suitably adopting innovative technology, so as to raise the professional standards and status of the industry and achieve sustainable and healthy development.

發牌規管
Regulating by Licensing

截至 as at 31.3.2024

在物管業發牌制度下 Under the PM industry licensing regime：

逾 Over **770** 間持牌物管公司 licensed PM Companies

逾 Over **14,000** 個持牌物管人 licensed PM Practitioners

70% 持正式牌照 hold formal licences

30% 持臨時牌照 hold provisional licences

提供的物管服務涵蓋 Service provision covers：

近 Nearly **10,000** 個私人物業 private properties

逾 Over **2,400,000** 個單位 flats

不同物業類型：
包括大型屋苑或單幢住宅、商業樓宇、工業廠房、停車場、商場、綜合用途物業

Different types of property:
including large estates or single block buildings, commercial buildings, industrial buildings, car parks, shopping malls, composite buildings

已續期牌照數目 Number of licence renewed：

23 個物管公司牌照 PM Company licences

1,093 個物管人牌照 PM Practitioner licences

制定專業標準
Setting Professional Standards

截至 as at 31.3.2024

發出 Issued **7** 份操守守則及良好作業指南 Codes of Conduct and Best Practice Guides

向 Conducted compliance inspection in **353** 個物業進行合規巡查 properties

涉及 involving **196** 間持牌物管公司 PMCs

進行 Held **3** 次紀律聆訊 disciplinary hearing sessions

處理 Handled **768** 宗懷疑違規個案 Suspected contravention cases

逾 Over **93%** 屬監管局職權範圍內 within jurisdiction

逾 Over **92%** 與持牌公司／人相關 related to licensees

鼓勵持續進修
Encouraging Continuous Learning

持續專業發展計劃 CPD Scheme

2023（1.1.2023-31.12.2023）

鼓勵自願參與 Encouraged participation on voluntary basis

舉辦 Organised **11** 場持續專業發展講座（實體及網上） CPD seminars (physical and online)

認可 Recognised **174** 個監管局認可專業團體及其他機構的活動／課程 PMSA Regonised Professional Bodies/ other organisations' activities/courses

2024（截至 Data as at 31.3.2024）

分階段實施強制參與 Implemented mandatory requirement by stages

1,157 名物管人（第 1 級）須按牌照規定參與每年最少 12 小時符合要求的活動／課程 PM Practitioners (Tier 1) have to participate in at least 12 hours of activities/courses which meet the CPD requirements as stipulated in the licences

舉辦 Organised **5** 場持續專業發展講座（實體及網上） CPD seminars (physical and online)

認可 Recognised **120** 個監管局認可專業團體及其他機構的活動／課程 PMSA Regonised Professional Bodies/ other organisations' activities/courses

重要里程碑 Major Milestones

推出「持牌物管公司標籤」計劃以助市民識別持牌物管公司。

Launched "licensed PM company stickers" to help the public distinguish if a PM company is licensed.



推出電視電台宣傳短片／聲帶呼籲市民關注及核實其所屬物業聘用的物管公司有否領牌。

Launched TV and Radio Announcements in the Public Interest to remind the public to pay attention as to whether the PM company they engage are licensed.



刊憲發出《處理分判物業管理服務》及《防止貪污事宜－員工及聘用管理》操守守則。

Gazetted and issued "Handling Outsourced Property Management Services" and "Prevention of Corruption – Staff Recruitment and Management" Codes of Conduct.





4.2023

五位合資格物管人牌照持有人在「持續專業發展學券推廣計劃」下各獲得一萬元持續專業發展學券。

Five eligible PM Practitioner licence holders received a $10,000 CPD voucher each under the "CPD Voucher Scheme".



聯同警務處及義務工作發展局在「銀盾計劃」下為物管人牌照持有人提供培訓成為「銀盾先鋒」，向市民宣傳防騙知識。

Jointly offered training with the Hong Kong Police Force and the Agency for Volunteer Service for licensed PM practitioners to serve as "SILVERSHIELD ambassadors" under "Project SILVERSHIELD" to disseminate anti-deception messages to the public.



6.2023

重要里程碑
Major Milestones

物管業發牌制度下的三年過渡期順利完結，香港物管業正式踏入全新世代。

The ending of the three-year transitional period under the PM industry licensing regime marked the new era for PM.



8.2023

參與第三屆「國際物業管理及採購博覽」。

Participated in the 3rd International Property Management & Procurement Expo.



於物管業發牌制度三年過渡期完結後開始進行合規巡查。

Commenced compliance inspection after the ending of three-year PM licensing regime transitional period.



7.2023

刊憲發出《宣傳品的派發與展示》及《樹木管理工作》操守守則。

Gazetted and issued "Distribution and Display of Promotion Materials" and "Tree Management Work" Codes of Conduct.





重要里程碑
Major Milestones

率代表團參與深圳「2023 中國國際物業管理產業博覽會」及與深圳市住房和建設局代表會面交流。

Led delegation to visit 2023 China International Property Management Industry Expo and conducted exchange with representatives of the Housing and Construction Bureau of Shenzhen Municipality.





舉辦有關於《建築物管理條例》下物管公司須履行責任的持續專業發展講座。

Organised CPD seminar on PM companies' obligations under the Building Management Ordinance.



10.2023

與消防處合辦「物管同救心」行動，鼓勵物管業履行社會責任，於物業安裝自動心臟除顫器及當有意外事故時出手救人。

Carried out "Joint PM Heart-saving" operation with the Fire Services Department to encourage the PM industry to uphold social responsibility by installing automated external defibrillator in properties and rescue people when there is emergency.





刊憲發出《物業管理公司於《建築物管理條例》下的責任》操守守則。

Gazetted and issued "Obligations of Property Management Company under the Building Management Ordinance" Code of Conduct.



英國屋宇裝備工程師學會香港分會獲認可成為監管局認可專業團體。

The Chartered Institution of Building Services Engineers Hong Kong Region was recognised as one of the PMSA Recognised Professional Bodies.

兩名員工獲頒發「申訴專員嘉許獎2023－公職人員獎」。

Two staff members were awarded the Ombudsman's Awards 2023 for Officers of Public Organisations.





11.2023

重要里程碑
Major Milestones

12.2023

刊憲發出《處理物業建築工程》操守守則。

Gazetted and issued "Handling Building Works" Code of Conduct.



舉辦有關處理樓宇滲水問題及建築物食水安全的持續專業發展講座。

Organised CPD seminar on building water seepage handling and water safety.



1.2024

物管人（第 1 級）牌照持有人正式開始須強制參與「持續專業發展計劃」。

Holders of PM Practitioner (Tier1) licence started to participate in the CPD Scheme on mandatory basis.



刊憲發出《處理委任代表的文書》操守守則。

Gazetted and issued "Handling Instrument of Appointing a Proxy" Code of Conduct.



重要里程碑
Major Milestones

11.2023 - 3.2024

聯同環境保護署以不同方式推動物管業界協助其物業業戶建立「減廢回收」文化，包括推出專題網站、舉行多場可持續發展講座及製作相關培訓資料和短片。

Collaborated with the Environmental Protection Department to drive the PM industry to foster a culture of waste reduction and recovery among occupants of their properties by launching a dedicated website, organising CPD seminars and producing related training materials and videos.





2.2024

聯同廉政公署推出《物業管理公司防貪指南》。

Jointly launched the "Corruption Prevention Guide for Property Management Companies" with the Independent Commission Against Corruption.



率領物管業界代表參與香港科技園「Robots Everywhere」展示日，支持物管業界廣泛應用創新科技包括機械人技術。

Led the PM industry to participate in Hong Kong Science Park's "Robots Everywhere" showcase day to encourage wider adoption of innovative technologies including robotics.





主席的話
Chairperson's Message

抱擁物管新世代
Embracing New Era for Property Management

物管業發牌制度實施後，三年過渡期已於2023年7月31日順利完結，標誌着香港物管業正式踏入物管公司及從業員均須持牌，朝優質化專業化向前發展的全新物管世代。無論是對監管局的工作或香港物管業的整體發展而言，2023-24年度均是極具歷史性意義及重要代表性的一年。

The three-year transitional period after the implementation of the PM industry licensing regime ended on 31 July 2023, signifying that the PM industry in Hong Kong has entered into a new era whereby PM companies and practitioners are licensed and advancing towards enhanced quality and professionalism. Insofar as the work of the PMSA or the overall development of the PM industry in Hong Kong was concerned, 2023-24 was a commemorative and symbolic year.



主席的話
Chairperson's Message

凝聚力量，實現安居樂業願景

截至2024年3月31日，在物管新世代下，全港已有逾770間持牌物管公司，以及超過14,000名物管從業員領牌，為不同類型的物業內超過240萬個單位提供物管服務。這支龐大的專業團隊與市民大眾的日常生活息息相關，是推動香港社會未來健康持續發展的重要資產、寶貴資源。

過渡期完結後，監管局於2023-24年度的主要工作目標亦由過渡期完結前以推動物管公司及從業員盡早申領牌照，以及加緊處理發牌事宜以確保發牌制度順利過渡，逐步轉向以加強與不同持份者協作，凝聚各方力量，推動這支龐大的專業團隊秉持「服務優質」、「行事持正」及「與時並進」三大核心價值，為市民大眾安居樂業作出積極貢獻。

Collaborating together to realize vision of working and living in harmony

As of 31 March 2024 under the new era for PM, over 770 PM companies and more than 14,000 PM practitioners in Hong Kong had been licensed, providing PM services to over 2.4 million units in different types of properties in Hong Kong. They are a major professional force which is an integral part of our daily life as well as invaluable asset and resource in driving the healthy and sustainable future development of Hong Kong.

Following the ending of the transitional period, the PMSA's work priorities for 2023-24 had gradually migrated from the stage of driving PM companies and practitioners to apply for licence soonest possible and processing licensing matters efficiently to ensure a smooth transition of the licensing regime to the stage of strengthening the collaboration with different stakeholders, and driving this major professional force to contribute positively for the public to work and live in harmony, through encompassing the three core values of "Quality", "Integrity" and "Advancement".

三管齊下提升業界專業水平地位

「千里之行，始於足下」。發牌制度過渡期完結後，為推動整體物管行業於新世代下朝優質化專業化向前邁進，監管局除了透過發牌規管業界提供物管服務外，亦繼續就不同物管範疇制定操守守則及良好作業指南，為業界運作提供合適到位的實務指引。此外，監管局於2024年1月1日起亦開始分階段向兩個級別的物管人牌照持有人強制實施「持續專業發展計劃」，進一步推動行業培養持續進修的文化，鼓勵物管從業員更新知識及提升技能，與時並進，應對物管業不斷面對的新挑戰。

Enhancing industry's professional standards and status through three-pronged approach

A journey of a thousand miles begins with a single step. After the ending of the transitional period of the licensing regime, in order to drive the overall PM industry to advance towards enhanced quality and professionalism under the new era, in addition to regulating the industry's PM service provision through the licensing regime, the PMSA has also continued to formulate Codes of Conduct and relevant Best Practice Guides on various aspects of PM work in order to provide appropriate and relevant practical guidance for the industry. Furthermore, since 1 January 2024, the PMSA has implemented the CPD Scheme on mandatory basis in phases for the two tiers of PM Practitioner licence holders in order to drive the industry to cultivate a continuous learning culture, encouraging PM practitioners to acquire new knowledge and skills for advancing with times and meeting the new challenges of the industry.

推動邁向可持續發展

近年世界各地均重視推動可持續發展，並倡議共同努力，建造共融及可持續的未來。監管局作為香港物管業界的法定監管機構，會致力推動業界廣泛善用先進科技、保護環境、履行社會責任和推行良好企業管治。不論是推動業界秉持專業操守及誠信、提升物管服務水平、提醒物管從業員時刻注意工作安全，或是鼓勵加強物業樓宇維修保養，以至鼓勵物管公司積極配合政府施政，為市民提供更優質到位物管服務等，監管局均會竭盡所能，守正創新，與各持份者攜手合作，進一步提升香港物管業的專業地位和服務水平，推動物管業持續健康發展。

Promoting Sustainable Development

Sustainable development is highly regarded around the globe in recent years and working together to build an inclusive and sustainable future is widely advocated. As the statutory authority for the PM industry in Hong Kong, the PMSA will dedicate itself towards driving the industry to safeguard the environment, fulfil social responsibility and implement good corporate governance, together with intensive use of advanced technology. Whether it is promoting integrity to enhance PM service standard, reminding PM practitioners to always pay attention to work safety, strengthening building repair and maintenance work, or encouraging PM companies to actively support Government policies for providing the public with better quality PM services, the PMSA will strive to collaborate with different stakeholders for enhancing the professional status and service standard of the industry in Hong Kong, and driving its healthy and sustainable development.



主席的話
Chairperson's Message

物管業發牌制度得以順利落實過渡，實有賴社會各界同心協力配合，以實際行動展示對物管業未來持續健康發展的信心及積極支持。監管局對各持份者包括物管業界及業主組織深表謝意，我亦藉此機會代表監管局向一直支持和協助監管局履行法定職能的政府部門和公營機構，以及承辦監管局「指明課程」的大專院校，衷心致謝。

The smooth transition of the PM industry licensing regime attributes to the concerted efforts of different sectors of the community which have shown confidence and provided active support for the sustainable development of the industry through practical actions. The PMSA is grateful for the support of the stakeholders including the PM industry and owners' organisations. On behalf of the PMSA, I would also wish to express my heartfelt appreciation to the Government departments and public organisations which have provided continuous support and assistance to the PMSA in the exercising of its statutory duties, as well as to the tertiary institutions for the provision of the PMSA Specified Courses.



「志之所趨，無遠弗屆，窮山距海，不能限也」。展望未來，監管局工作任重道遠，會繼續肩負起牽頭和帶動的重任，積極採納多元渠道，向不同持份者廣泛推廣監管局的工作及發牌制度，適時發佈最新資訊，加強與各界交流溝通，集思廣益。除與物管業界、業主組織、政府部門及公營機構保持緊密聯繫外，亦會繼續加強與內地及國際業界團體交流，共同促進粵港澳大灣區物管業的協作融合，並與國際發展接軌，為香港物管業界抓緊發展機遇，開拓更多市場發展空間，讓更多市民可獲得以誠信為本、優質專業的物管服務。

黃江天博士，銅紫荊星章，太平紳士
主席

Looking ahead, the PMSA will carry the immense responsibility as it continues to take the active lead through various channels to widely promote its work and explain the licensing regime to different stakeholders by timely disseminating information, strengthening communication and exchange as well as taking on board the views from different sectors of the community. In addition to closely liaising with the PM industry, owners' organisations, Government departments and public organisations, the PMSA will also continue to strengthen ties with the PM industry in the Mainland and overseas so as to promote together the collaboration and integration of the PM industry in the Guangdong-Hong Kong-Macao Greater Bay Area as well as to align with the international community, thereby seizing development opportunities and creating more room for expansion of the PM industry in Hong Kong such that professional and quality PM services can be provided with integrity to a wider community.

Dr James WONG Kong-tin, BBS, JP
Chairperson



行政總裁報告
Chief Executive Officer's Report

物管業發牌制度下的三年過渡期已於2023年7月31日順利完結，而監管局推動業界向前健康發展的工作在過渡期完結後一直持續進行，並透過「發牌規管」、「制定專業標準」及「鼓勵持續進修」三管齊下，致力進一步提升物管行業的專業地位和服務水平，推動業界為市民提供更優質的物管服務。

The three-year transitional period under the PM industry licensing regime ended smoothly on 31 July 2023. The PMSA has continued to promote the healthy development of the industry following the ending of the transitional period and strived to further enhance the professional status and service standard of the industry for providing better quality services to the public through the three-pronged approach of "Regulating by Licensing", "Setting Professional Standards" and "Encouraging Continuous Learning".

發牌規管

經過一連串多元緊密的宣傳推廣工作，包括邀請物管人牌照持有人現身說法介紹發牌制度、推出標籤計劃以助公眾識別持牌物管公司、透過電視電台播放宣傳短片聲帶呼籲市民關注所聘用的物管公司是否持牌等，各為有公契物業提供多於一個類別訂明物管服務的物管公司，以及在持牌物管公司就提供物管服務擔任管理監督角色的物管從業員，在2023年8月1日均已根據《物管條例》規定持牌，帶動香港踏入全新物管世代。

Regulating by Licensing

After a series of diversified and intensive promotional activities, which include engaging PM Practitioner licence holders to help introduce the licensing regime through their ownselves, launching the sticker scheme to help the public identify licensed PM companies, appealing for the public to verify as to whether their PM company is licensed through broadcasting announcements in the public interest via various television channels and radio stations in Hong Kong, etc., PM companies in the territory providing more than one category of prescribed PM services to properties subject to DMC and PM practitioners assuming managerial or supervisory role in providing PM services in licensed PM companies have been licensed as at 1 August 2023 in accordance with the requirement under the PMSO, thereby driving the development of a new era of PM for Hong Kong.



行政總裁報告
Chief Executive Officer's Report

監管局的發牌工作在過渡期完結後持續進行，除處理物管從業員及物管公司提交的新牌照申請外，亦開始審批物管從業員及物管公司的牌照續期申請。截至2024年3月31日，監管局共發出逾770個物管公司牌照及超過17,900個物管人牌照。扣除持有臨時物管人牌照但已獲發正式物管人牌照的數字及個別從業員持有多於一個級別的牌照後，持牌物管從業員的實際數目超過14,000人。

The PMSA's licensing work continues following the ending of the transitional period. In addition to processing new licence applications submitted by PM practitioners and PM companies, the vetting of licence renewal applications of PM practitioners and PM companies has also begun. As of 31 March 2024, the PMSA has issued over 770 PM Company licences and more than 17,900 PM Practitioner licences. Discounting those who have provisional PM Practitioner licence and thereafter obtained formal PM Practitioner licence as well as those who hold more than one class of licence, the actual number of licensed PM practitioners exceeds 14,000.

此外，由於發牌制度過渡期完結後不再接受臨時牌照申請，監管局除針對性地向現有臨時牌照持有人定期發出通知，公布各院校開辦監管局「指明課程」的最新情況並呼籲其盡早報讀外，亦同時派出外展隊伍前往各院校協助修讀監管局「指明課程」的臨時牌照持有人盡早申領正式牌照，以避免其錯過報讀「指明課程」的機會或未能在其臨時牌照有效期內順利申領正式牌照。

In addition, as provisional licence applications are no longer accepted after the ending of the transitional period under the licensing regime, in addition to issuing notices to provisional licence holders regularly to set out the latest situation of the PMSA Specified Courses offered by different institutions and appeal for them to enroll soonest possible, the PMSA has also deployed outreach teams to various institutions to assist provisional licence holders who are taking the courses to apply for formal licence soonest possible, so that they would not miss the opportunity to enroll in Specified Courses or failing to apply for formal licence within the validity period of their provisional licences.

監管局於發牌制度過渡期完結後亦開始進行合規巡查，在2023-24年度已合共巡查超過350個物業，涉及190多間持牌物管公司。有關巡查涵蓋位於港島、九龍及新界不同類別（包括住宅、商場、商業大廈、工廠大廈等）的物業，並由規模大小不同的物管公司管理。巡查結果顯示有關物管公司大致上已按相關法規行事，而監管局亦已向個別未符合有關要求的物管公司發信，要求其作出更正改善，以符合法規要求。

The PMSA has also begun conducting inspections following the ending of the transitional period. In 2023-24, over 350 properties involving more than 190 licensed PM companies were inspected. These inspections covered different types of properties (including residential properties, shopping malls, commercial and industrial buildings, etc.) on the Hong Kong Island, in Kowloon and the New Territories managed by PM companies of varying scale. The inspection results indicated that the concerned PM companies had largely complied with the relevant regulations. The PMSA had also issued letters in a few individual cases of non-compliance to ask the PM companies concerned to make rectification and improvement in order to comply with the law.

制定專業標準

監管局於2023-24年度亦就不同範疇的物管工作為業界制定了共7份操守守則及相關良好作業指南，包括《處理分判物業管理服務》、《防止貪污事宜－員工聘用及管理》、《宣傳品的派發與展示》、《樹木管理工作》、《物業管理公司於《建築物條例》下的責任》、《處理物業建築工程》及《處理委任代表的文書》，為物管業界提供實務指引，亦為物管服務制定合理標準。

為增強持牌人及公眾對監管局發出的操守守則及良好作業指南的認識及理解，並對提供物管服務建立合理公眾期望，監管局亦以輕鬆貼地的手法拍攝了一系列處境式短片，並邀請監管局主席現身說法，以物管從業員提供物管服務時面對的各種情況作為例子，解釋不同操守守則及良好作業指南的內容，以加強宣傳成效。

鼓勵持續進修

繼在2022年初推出自願參與的「持續專業發展計劃」後，監管局於2023-24年度公布會由2023年8月1日起在所有新簽發及續期的物管人牌照施加條件，分階段向兩個級別的持牌物管人強制實施「持續專業發展計劃」，並就實施計劃展開各項準備部署工作，包括與不同政府部門、公營機構及行業團體合作舉辦涵蓋不同範疇的持續專業發展實體及網上講座、預先認可由監管局認可專業團體及指定物管業界組織舉辦的培訓活動／課程、上載獲認可的活動／課程短片至監管局網站供業界人士瀏覽收看等，以確保市場上的認可活動／課程供應充足，為持牌物管人參與持續進修提供更多不同選擇。

Setting Professional Standards

In 2023-24, the PMSA has promulgated 7 Codes of Conduct and respective Best Practice Guides regarding various aspects of PM work, including *Handling Outsourced Property Management Services, Prevention of Corruption – Staff Recruitment and Management, Distribution and Display of Promotional Material, Tree Management Work, Obligations of Property Management Company under the Building Management Ordinance, Handling Building Works* as well as *Handling Instrument of Appointing a Proxy* in order to provide practical guidance to the PM industry and set out reasonable standards for the provision of PM services.

To enhance the understanding of the licensees and the community in respect of the Codes and Guides issued by the PMSA and build up reasonable public expectations for PM service provision, the PMSA has also produced a series of lighthearted situational videos for the purpose. The PMSA Chairperson was invited to explain the contents of different Codes and Guides in the videos by featuring in various possible scenarios that can be encountered by PM practitioners when providing PM services as illustration to strengthen the promotion effect.

Encouraging Continuous Learning

After rolling out the CPD Scheme on voluntary participation basis in 2022, the PMSA announced in 2023-24 that as from 1 August 2023 onwards, conditions would be imposed in all newly issued and renewed PM Practitioner licences requiring mandatory CPD Scheme participation which would be implemented in stages for the two classes of licensed PM practitioners. The PMSA has also carried out preparatory work for the implementation of the CPD Scheme, including jointly organising CPD seminars and webinars covering diverse topics with different Government departments, public bodies and industry organisations, recognising in advance training activities/courses provided by the PMSA Recognised Professional Bodies and specified PM industry bodies, uploading videos of recognised activities/courses onto the PMSA website for viewing by industry members, etc., so as to ensure that there will be adequate recognised activities/courses in the market and that licensed PM practitioners are provided with choices for continuous learning.

行政總裁報告
Chief Executive Officer's Report



推動可持續發展

時代不斷進步，市民對物管業的期望和要求不斷提高。香港物管業這支龐大的專業團隊必須與時並進，才可提供更優質到位的物管服務，應對物管業不斷面對的新挑戰。監管局於過去一年繼續推動物管業於日常工作廣泛善用創新科技，全方位落實物管智能化，令服務水平更上一層樓。

Driving Sustainable Development

With continuing progress made through the years, the public have raised their expectations of and demand for the PM industry. The PM industry of Hong Kong, as a major professional force in the community, has to advance with times in order to provide better quality PM services and meet new challenges. The PMSA has, in the past year, continued to promote the intensive use of advanced technology among the industry in carrying out its everyday work and the implementation of smart features in PM work comprehensively, thereby raising service standard and quality.

另外，監管局亦致力推動持牌物管公司將ESG理念，即「保護環境」(E-Environmental)、「履行社會責任」(S-Social)和「推行良好企業管治」(G-Governance)，融入業界營運模式及物管工作內。物管業界在監管局牽頭帶領下，秉持「服務優質」、「行事持正」和「與時並進」三大核心價值，致力締造更宜居的香港。

Furthermore, the PMSA is also committed to promoting the implementation of ESG, i.e. "Protecting the Environment", "Fulfilling Social Responsibilities" and "Exercising Good Corporate Governance", in the operation and PM work of licensed PM companies. Spearheaded by the PMSA, the PM industry will strive to make Hong Kong a better living place by upholding the three core values of "Quality", "Integrity" and "Advancement".

最後，我謹衷心感謝監管局主席及成員、民政事務總署、監管局行政辦事處(行政辦)所有同事，以及業界各持份者一直對監管局工作的全力支持，令物管業順利過渡發牌制度後繼續朝優質化專業化向前邁進。

Last but not least, I would wish to express heartfelt gratitude to the PMSA Chairperson and Members of the PMSA, the Home Affairs Department and fellow colleagues of the Executive Office of the PMSA, as well as all stakeholders of the industry for their continuous support to the work of the PMSA so that the industry can continue to advance after the smooth transition of the licensing regime towards enhanced quality and professionalism.

蕭如彬
行政總裁

Alan SIU Yu-bun
Chief Executive Officer



機構管治
Corporate Governance

主要職能

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

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

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

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

Principal Functions

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

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

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

- To regulate and control the provision of PM services by the licensing of PM companies and PM practitioners;
- To promote the integrity, competence and professionalism of the PM industry; and
- To maintain and enhance the professional status of the PM industry.

成員

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

- 第I類別

  從事物管服務的個人。

- 第II類別

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

- 第III類別

  不屬第I類別或第II類別的個人，而獲行政長官認為適合獲委任為監管局成員。

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

Members

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

- Category I

  Individuals who are engaged in PM services.

- Category II

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

- Category III

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

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

監管局成員名單（2022年12月1日至2025年11月30日）

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

主席

黃江天博士，銅紫荊星章，太平紳士

Chairperson

Dr James WONG Kong-tin, BBS, JP

副主席

許智文教授，榮譽勳章，太平紳士

Vice-chairperson

Professor Eddie HUI Chi-man, MH, JP

成員

歐楚筠女士，太平紳士
陳志球博士，銀紫荊星章，太平紳士
張天任資深大律師
左滙雄先生，榮譽勳章
周聯僑先生，榮譽勳章，太平紳士
何杏研女士
郭岳忠測量師，榮譽勳章
劉文杰先生，榮譽勳章
羅浩博先生
潘建良先生
譚國榮先生，榮譽勳章
黃巧欣女士
黃栢欣女士
楊子熙先生，銅紫荊星章，榮譽勳章
姚國威先生，榮譽勳章
楊哲安先生
民政事務總署署長或其代表
房屋署署長或其代表

Members

Ms Ann AU Chor-kwan, JP
Dr Johnnie CHAN Chi-kau, SBS, JP
Mr Jonathan CHANG Tien-yin, SC
Mr CHO Wui-hung, MH
Mr CHOW Luen-kiu, MH, JP
Miss Renee HO Hang-yin
Sr Dick KWOK Ngok-chung, MH
Mr Manley LAU Man-kit, MH
Mr Spencer LAW
Mr Stephen POON Kin-leung
Mr Ivan TAM Kwok-wing, MH
Ms Careen WONG Hau-yan
Ms Annie WONG Pak-yan
Mr Benny YEUNG Tsz-hei, BBS, MH
Mr YIU Kwok-wai, MH
Mr Jeremy YOUNG Chit-on
Director of Home Affairs or her representative
Director of Housing or her representative

成員 Members







成員 Members



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

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

3 歐楚筠女士，太平紳士
Ms Ann AU Chor-kwan, JP

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

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

6 左滙雄先生，榮譽勳章
Mr CHO Wui-hung, MH

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

8 何杏研女士
Miss Renee HO Hang-yin

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

10 劉文杰先生，榮譽勳章
Mr Manley LAU Man-kit, MH

11 羅浩博先生
Mr Spencer LAW

12 潘建良先生
Mr Stephen POON Kin-leung

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

14 黃巧欣女士
Ms Careen WONG Hau-yan

15 黃栢欣女士
Ms Annie WONG Pak-yan

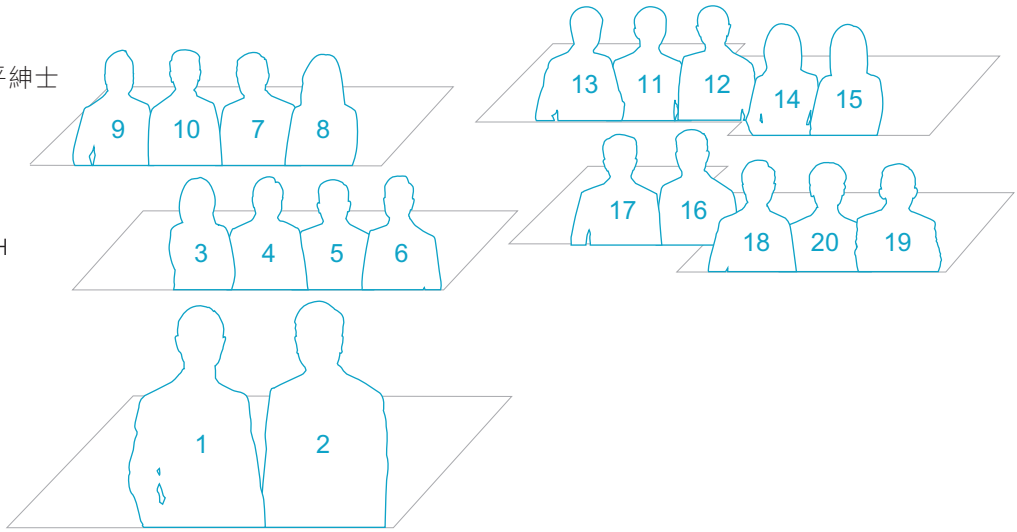
16 楊子熙先生，銅紫荊星章，榮譽勳章
Mr Benny YEUNG Tsz-hei, BBS, MH

17 姚國威先生，榮譽勳章
Mr YIU Kwok-wai, MH

18 楊哲安先生
Mr Jeremy YOUNG Chit-on

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

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



成員 Members



主席 Chairperson

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

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

- 廉政公署社區關係市民諮詢委員會委員
- 離職公務員就業申請諮詢委員會委員
- 私營骨灰安置所發牌委員會委員
- 律政司粵港澳大灣區律師顧問小組成員
- 懲教署投訴上訴委員會委員
- 香港律師會大中華法律事務委員會副主席
- 義務工作發展局副主席

- Member, The Citizens Advisory Committee on Community Relations of the Independent Commission Against Corruption
- Member, The Advisory Committee on Post-service Employment of Civil Servants
- Member, The Private Columbaria Licensing Board
- Member, The Advisory Group of Guangdong-Hong Kong-Macao Greater Bay Area Lawyers of the Department of Justice
- Member, The Correctional Services Department Complaints Appeal Board
- Vice-chairman, Greater China Legal Affairs Committee, The Law Society of Hong Kong
- Vice-chairman, Agency for Volunteer Service



副主席 Vice-chairperson

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

香港城市大學公共及國際事務學系系主任及講座教授
Head and Chair Professor, Department of Public and International Affairs, City University of Hong Kong

- 香港房屋協會執行委員會成員
- 地產代理監管局和其策略發展及管理委員會成員
- 地產代理監管局牌照委員會主席
- 香港房屋委員會資助房屋小組委員會委員
- 土地共享先導計劃顧問小組成員

- Member, Executive Committee, Hong Kong Housing Society
- Member, Estate Agents Authority and its Strategic Development and Management Committee
- Chairman, Licensing Committee, Estate Agents Authority
- Member, Subsidised Housing Committee, Hong Kong Housing Authority
- Member, Panel of Advisors, Land Sharing Pilot Scheme



歐楚筠女士，太平紳士
Ms Ann AU Chor-kwan, JP

董事
Director

- 油尖旺區區議員
- 香港房屋委員會委員
- 文化藝術盛事基金委員會委員
- 社會工作者註冊局委員
- 輸入優秀人才及專才諮詢委員會諮詢委員
- 香港話劇團理事兼司庫

- Member, Yau Tsim Mong District Council
- Member, Hong Kong Housing Authority
- Member, Mega Arts and Cultural Events Committee
- Member, Social Workers Registration Board
- Member, Advisory Committee on Admission of Quality Migrants and Professionals
- Director and Treasurer, Hong Kong Repertory Theatre



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

行政總裁
Chief Executive Officer

- 選舉委員會當然委員（建築、測量、都市規劃及園境界功能界別）
- 香港房屋委員會委員／建築小組委員會主席
- 香港吸煙與健康委員會副主席
- 安老事務委員會委員
- 職業安全健康局成員
- 醫院管理局律敦治及鄧肇堅醫院醫院管治委員會成員

- Ex-officio member, Election Committee (Architectural, Surveying, Planning and Landscape Subsector)
- Member, Hong Kong Housing Authority and Chairman of its Building Committee
- Vice-chairman, Hong Kong Council on Smoking and Health
- Member, Elderly Commission
- Member, Occupational Safety and Health Council
- Member, Hospital Governing Committee, Ruttonjee and Tang Shiu Kin Hospitals, Hospital Authority



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

資深大律師
Senior Counsel

- 香港高等法院暫委法官
- 會計及財務匯報覆核審裁處主席
- 處置可行性覆檢審裁處主席
- 處置補償審裁處主席
- 市政服務上訴委員會副主席
- 地產代理監管局成員

- Deputy High Court Judge
- Chairman, Accounting and Financial Reporting Review Tribunal
- Chairperson, Resolvability Review Tribunal
- Chairperson, Resolution Compensation Tribunal
- Vice-chairman, Municipal Services Appeal Board
- Member, Estate Agents Authority

成員
Members



左滙雄先生，榮譽勳章
Mr CHO Wui-hung, MH

華潤隆地公共關係及市場拓展總監
Public Relations and Business Development Director, CR LONGDATION

- 九龍城區議會委任議員
- 選舉委員會（基層社團）委員
- 九龍城區防火委員會委員
- 房委會商業樓宇小組委員會委員
- 經民聯九龍中支部主席
- 九龍社團聯會常務理事
- 香港佛山各級歷屆政協委員聯誼會常務理事

- Appointed Member, Kowloon City District Council
- Member, Grassroots Associations, Election Committee
- Member, District Fire Safety Committee (Kowloon City District)
- Member, Commercial Properties Committee, Hong Kong Housing Authority
- Chairman, Central Kowloon Branch, Business and Professionals Alliance for Hong Kong
- Executive Director, Kowloon Federation of Associations
- Executive Director, Association of the Hong Kong Members of Foshan's Chinese People's Political Consultative Conference



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

協盛建築有限公司策略總監－主席辦公室（建築文化傳承）
Director-Chairman office (Construction Culture Implementation), Hip Seng Construction Company Limited

- 職業安全健康局提升建造業及物業管理職安健督導委員會委員
- 建造業訓練委員會委員
- 建造業議會工藝測試小組委員會委員
- 強制性公積金計劃上訴委員會委員
- 香港工會聯合會職安健協會委員
- 樂群社會服務處董事
- 廣州市政協委員
- 香港建造業註冊專門工種職工會聯會理事長

- Member, Steering Committee on Enhancing OSH of Construction and Property Management Industries, Occupational Safety and Health Council
- Member, Construction Industry Training Board
- Member, Sub-committee on Trade Testing, Construction Industry Training Board
- Member, Mandatory Provident Fund Schemes Appeal Board
- Member, Hong Kong Federation of Trade Unions Occupational Safety and Health Association
- Director, Lok Kwan Social Service
- Member, Guangzhou Municipality Political Consultative Conference
- President, Hong Kong Construction Industry Registered Specialist Trade Union Federation



何杏妍女士
Miss Renee HO Hang-yin

學而人才庫共同創辦人
Co-Founder, Talent Co-Op Limited

- 公務員培訓諮詢委員會委員
- 酒牌局成員
- 能源效益上訴委員會委員
- 廣州海外聯誼會理事
- 國史教育中心（香港）教育部研究主任

- Member, Civil Service Training Advisory Board
- Member, Liquor Licensing Board
- Member, Energy Efficiency Office Appeal Board Panel
- Director, Guangzhou Overseas Friendship Association
- Education Research Officer, Centre of National History Education (Hong Kong)



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

信德物業管理有限公司總監
Director, Shun Tak Property Management Limited

- 香港測量師學會前會長
- 華人永遠墳場管理委員會委員兼工程及發展小組主席
- 物業管理行業培訓諮詢委員會委員
- 香港房屋協會委員
- 香港高等教育科技學院（測量學榮譽理學士）校外評審委員

- Past President, The Hong Kong Institute of Surveyors
- Member, The Board of Management of the Chinese Permanent Cemeteries cum Chairman, Works and Development Committee
- Member, Property Management Industry Training Advisory Committee
- Member, Hong Kong Housing Society
- External Examiner, Bachelor of Science (Honours) in Surveying, Technological and Higher Education Institute of Hong Kong

成員
Members



劉文杰先生，榮譽勳章
Mr Manley LAU Man-kit, MH

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

- 大埔北分區委員會副主席
- 中國人民政治協商會議廣州市番禺區委員會委員
- 新民黨中央委員
- 大埔青年協會副會長
- 環境運動委員會委員
- 新時代青年協會主席
- 香港新媒體專業協會執行副主席
- 湖北省青聯委員

- Vice Chairman, Tai Po North Area Committee
- Member, Guangzhou Panyu District Committee, Chinese People's Political Consultative Conference
- Member, Central Committee, New People's Party
- Vice Chairman, Tai Po Youths Association
- Member, Environmental Campaign Committee
- Chairman, New Age Young Association
- Vice Chairman, Hong Kong New Media Professional Association
- Member, Hubei Youth Federation



羅浩博先生
Mr Spencer LAW

物業及資產管理
Property and Asset Management

- 工聯會職業發展服務處物業管理及保安業校外顧問
- 香港建造業總工會物業管理及保安服務業校外顧問
- 香港物業服務聯盟特邀理事
- 樂群社會服務處社會房屋委員會委員
- 香港建造師學會創會會員
- 廣東省粵港澳合作促進會第一屆建築規劃與測量專業委員會會員

- External Consultant, Property Management and Security Services for Hong Kong Federation of Trade Unions Employment Development Service
- External Consultant, Property Management and Security Services for Hong Kong Construction Industry Employees General Union
- Invited Member, Hong Kong Property Services Alliance
- Member, Social Housing Committee of Lok Kwan Social Service
- Founding Member, Hong Kong Institute of Constructors
- Member, Construction Planning and Surveying Committee of Council for the Promotion of Guangdong-Hong Kong-Macao Cooperation



潘建良先生
Mr Stephen POON Kin-leung

物業管理
Property Management

- 環境及生態局惜食香港督導委員會委員
- 香港物業服務公司協會主席
- 香港專業及資深行政人員協會成員

- Member, Food Wise Hong Kong Steering Committee, Environment and Ecology Bureau
- Chairman, Hong Kong Association of Property Services Agents
- Member, Hong Kong Professionals and Senior Executives Association



譚國榮先生，榮譽勳章
Mr Ivan TAM Kwok-wing, MH

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

- 香港保險業聯會主席
- 選舉委員會委員
- 香港物業管理公司協會前會長及理事
- 香港公司治理公會（前香港特許秘書公會）前會長

- Chairman, The Hong Kong Federation of Insurers
- Member, Election Committee
- Past President and Council Member, The Hong Kong Association of Property Management Companies
- Past President, The Hong Kong Chartered Governance Institute (formerly known as The Hong Kong Institute of Chartered Secretaries)



黃巧欣女士
Ms Careen WONG Hau-yan

律師
Solicitor

- 香港律師會副會長
- 律政司粵港澳大灣區律師顧問小組成員
- 專業聯合中心有限公司主席
- 香港律師彌償基金有限公司董事局成員
- 香港醫務委員會業外審裁員

- Vice President, The Law Society of Hong Kong
- Member, The Advisory Group of Guangdong-Hong Kong-Macao Greater Bay Area Lawyers of The Department of Justice
- Chairperson, The Joint Professional Centre Limited
- Board Member, Hong Kong Solicitors Indemnity Fund Limited
- Lay Assessor, The Medical Council of Hong Kong



黃栢欣女士
Ms Annie WONG Pak-yan

律師
Solicitor

- 交通審裁處輪值主席
- 旅遊業監管局成員
- 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
- 中國委託公証人協會有限公司「紀律審裁團」成員
- 博彩及獎券事務委員會成員

- Chairman, Transport Tribunal (on rotation basis)
- Member, Travel Industry Authority
- Member, Standing Committee on Compliance, The Law Society of Hong Kong
- Member, Consents Committee, The Law Society of Hong Kong
- Member, Disciplinary Tribunal Panel, The Association of China-Appointed Attesting Officers Limited
- Member, Betting and Lotteries Commission

成員
Members



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

區議員
District Councillor

- 油尖旺區區議員
- 油尖旺社團聯會會長
- 九龍社聯聯會副理事長兼油尖旺地區委員會主任
- 民建聯油尖旺支部主席
- 香港東莞社團總會常務副主席
- 油蔴地街坊會學校校監
- 民政事務總署促進種族和諧委員會委員

- Member, Yau Tsim Mong District Council
- President, Yau Tsim Mong Federation of Association
- Vice Chairman, Kowloon Federation of Associations and Director of Yau Tsim Mong District Committee
- Chairperson, The Democratic Alliance for the Betterment and Progress of Hong Kong Yau Tsim Mong Branch
- Executive Vice President, Hong Kong Federation of Dongguan Associations
- School Supervisor, Yaumati Kaifong Association School
- Member, The Committee on the Promotion of Racial Harmony, Home Affairs Department

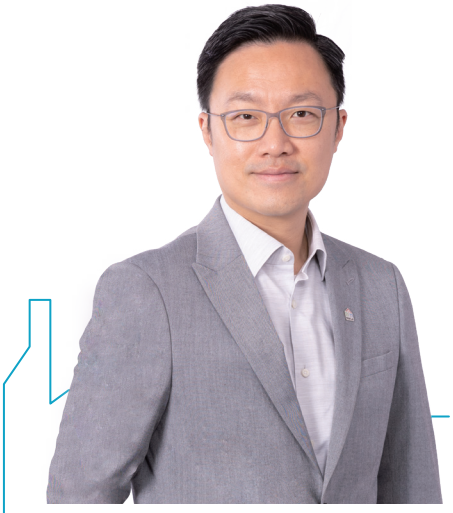


姚國威先生，榮譽勳章
Mr YIU Kwok-wai, MH

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

- 元朗區區議員
- 選舉委員會委員
- 社區、社會及個人服務業（新界西）總工會理事長

- Member, Yuen Long District Council
- Member, Election Committee
- Director General, Community, Social and Personal Services (New Territories West) Employees General Union



楊哲安先生
Mr Jeremy YOUNG Chit-on

區議員
District Councillor

- 中西區區議員
- 獨立監察警方處理投訴委員會觀察員
- 中西區青年社區建設委員會委員
- 中西區撲滅罪行委員會非官方委員
- 家庭議會非官方委員
- 的士服務質素委員會非官方委員
- 自由黨中央委員會委員

- Member, Central and Western District Council
- Observer, The Independent Police Complaints Council
- Committee Member, District Youth Community Building Committee (Central and Western District)
- Non-official Member, District Fight Crime Committee (Central and Western District)
- Non-official Member, Family Council
- Non-official Member, Committee on Taxi Service Quality
- Member, Liberal Party Central Committee



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

民政事務總署署長
Director of Home Affairs



羅淑佩女士，太平紳士
Miss Law Shuk Pui, Rosanna, JP

房屋署署長
Director of Housing

委員會

Committees

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

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



紀律委員會

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

Disciplinary Committee

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

主席：黃栢欣女士	Chairperson: Ms Annie WONG Pak-yan
成員：陳志球博士，銀紫荊星章，太平紳士	Members: Dr Johnnie CHAN Chi-kau, SBS, JP
張天任資深大律師	Mr Jonathan CHANG Tien-yin, SC
左滙雄先生，榮譽勳章	Mr CHO Wui-hung, MH
周聯僑先生，榮譽勳章，太平紳士	Mr CHOW Luen-kiu, MH, JP
潘建良先生	Mr Stephen POON Kin-leung
譚國榮先生，榮譽勳章	Mr Ivan TAM Kwok-wing, MH
黃巧欣女士	Ms Careen WONG Hau-yan
姚國威先生，榮譽勳章	Mr YIU Kwok-wai, MH
楊哲安先生	Mr Jeremy YOUNG Chit-on
民政事務總署署長或其代表	Director of Home Affairs or her representative

委員會
Committees

財務及策略發展委員會

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

主席：黃江天博士，銅紫荊星章，太平紳士
成員：歐楚筠女士，太平紳士
陳志球博士，銀紫荊星章，太平紳士
張天任資深大律師
左滙雄先生，榮譽勳章
劉文杰先生，榮譽勳章
譚國榮先生，榮譽勳章
姚國威先生，榮譽勳章
楊哲安先生
民政事務總署署長或其代表

Finance and Strategic Development Committee

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

Chairperson: Dr James WONG Kong-tin, BBS, JP
Members: Ms Ann AU Chor-kwan, JP
Dr Johnnie CHAN Chi-kau, SBS, JP
Mr Jonathan CHANG Tien-yin, SC
Mr CHO Wui-hung, MH
Mr Manley LAU Man-kit, MH
Mr Ivan TAM Kwok-wing, MH
Mr YIU Kwok-wai, MH
Mr Jeremy YOUNG Chit-on
Director of Home Affairs or her representative

牌照委員會

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

Licensing Committee

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

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

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

委員會
Committees

實務及審核委員會

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

Practice and Assessment Committee

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

主席：譚國榮先生，榮譽勳章	Chairperson: Mr Ivan TAM Kwok-wing, MH
成員：許智文教授，榮譽勳章，太平紳士	Members: Professor Eddie HUI Chi-man, MH, JP
何杏研女士	Miss Renee HO Hang-yin
郭岳忠測量師，榮譽勳章	Sr Dick KWOK Ngok-chung, MH
潘建良先生	Mr Stephen POON Kin-leung
黃巧欣女士	Ms Careen WONG Hau-yan
黃栢欣女士	Ms Annie WONG Pak-yan
楊子熙先生，銅紫荊星章，榮譽勳章	Mr Benny YEUNG Tsz-hei, BBS, MH
楊哲安先生	Mr Jeremy YOUNG Chit-on
房屋署署長或其代表	Director of Housing or her representative
民政事務總署署長或其代表	Director of Home Affairs or her representative

專業發展委員會

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

Professional Development Committee

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

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

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

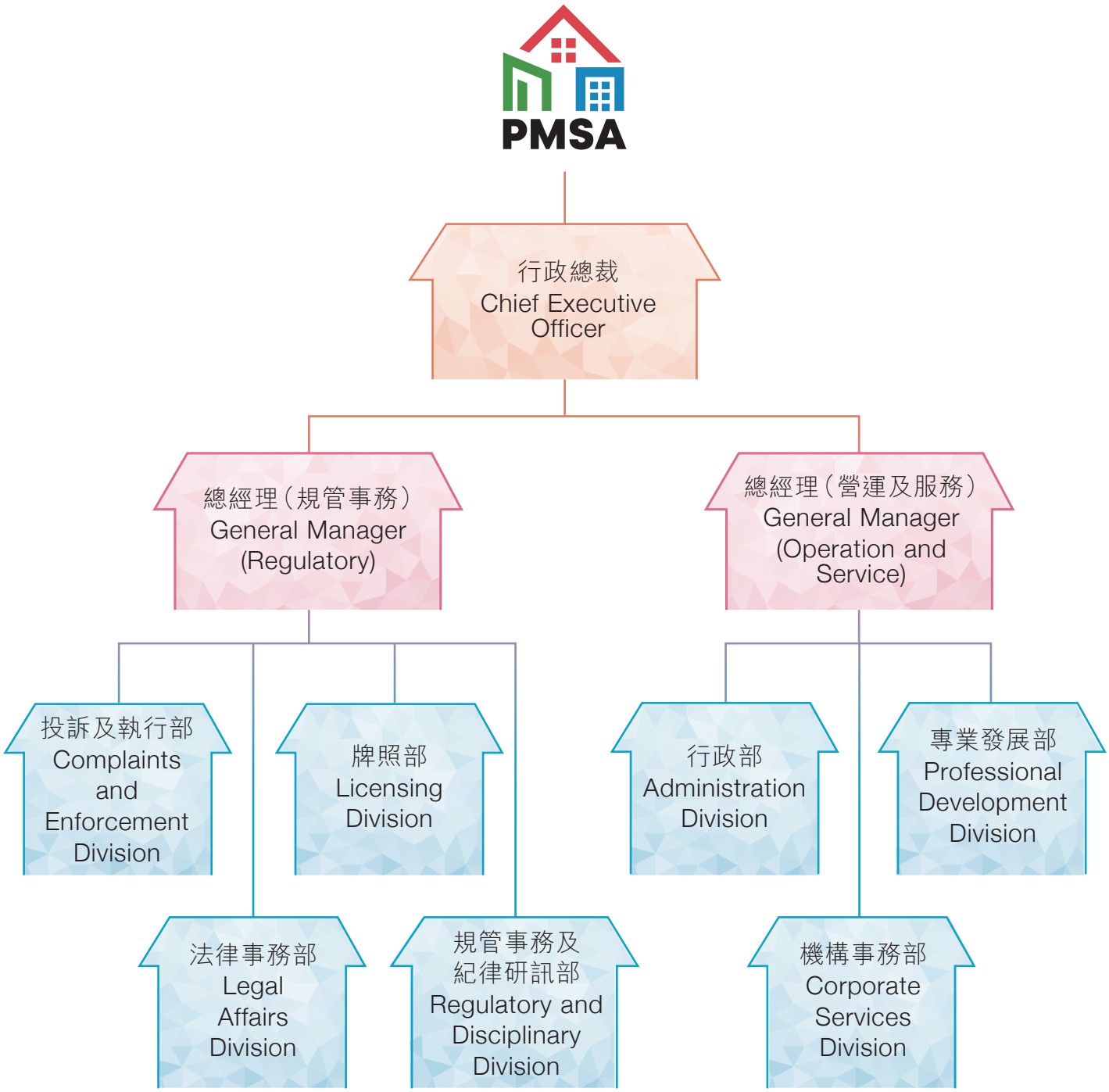
行政辦事處 Executive Office

監管局的行政辦事處協助及支援監管局執行物管規管、宣傳業界優勢和推動行業專業化的工作，以及處理不同範疇的日常事務。行政辦由行政總裁領導，並由兩位總經理分別負責「規管事務」和「營運及服務」兩大方面的工作。「規管事務」分支下設有投訴及執行部、法律事務部、牌照部和規管事務及紀律研訊部；而「營運及服務」分支下則設有行政部（負責監管局秘書處、人力資源、財務及行政等工作）、機構事務部（負責機構傳訊和資訊科技工作）和專業發展部。行政辦於本年度的常額員工數目共41名。

The PMSA Executive Office assists and supports the PMSA in discharging its PM regulatory duties, promoting industry edges, boosting the development of professionalism in the industry as well as performing day-to-day work of various aspects. It is led by the Chief Executive Officer, who is underpinned by two General Managers responsible for the "Regulatory" and "Operation and Service" branches respectively. The Complaints and Enforcement Division, Legal Affairs Division, Licensing Division, and Regulatory and Disciplinary Division are under the "Regulatory" branch; while the Administration Division (responsible for the PMSA Secretariat, Human Resources, Finance, and Administration functions), the Corporate Services Division (responsible for Corporate Communications and Information Technology functions), and the Professional Development Division are under the "Operation and Service" branch. The Executive Office had 41 regular staff members during the year.

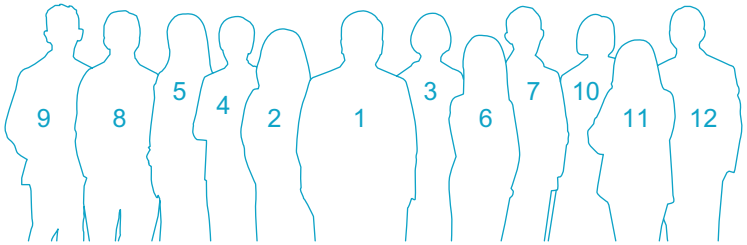


組織架構
Organisation Chart



管理層團隊
Management Team





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

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

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

4 **劉淑棻女士** 法律顧問
Ms Eva LAU Legal Counsel

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

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

7 **鄧少靈先生** 高級經理(資訊科技)
Mr S.L. TANG Senior Manager (Information Technology)

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

9 **白韶智先生** 經理(牌照)
Mr S.C. PAK Manager (Licensing)

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

11 **陳安安女士** 經理(行政及資源管理)
Ms April CHAN Manager (Administration and Resources Management)

12 **譚兆樺先生** 經理(項目)
Mr Wayne TAM Manager (Project)



年度回顧
Review of the Year

年度回顧 Review of the Year

三管齊下　提升專業水平

監管局一直與物管業各持份者緊密協作，凝聚各方力量，並透過「發牌規管」、「制定專業標準」及「鼓勵持續進修」三管齊下，推動這支擁有逾770間持牌物管公司及逾14,000名持牌物管從業員的龐大專業團隊，秉持「服務優質」、「行事持正」及「與時並進」三大核心價值提供物管服務，朝優質化專業化向前健康發展，為市民大眾安居樂業作出積極貢獻。

Promoting Professionalism Through Three-pronged Approach

By implementing the three-pronged approach of "Regulating by Licensing", "Setting Professional Standards" and "Encouraging Continuous Learning", the PMSA has been working closely with all stakeholders of the PM industry to drive the major professional workforce of over 770 licensed PM companies and more than 14,000 licensed PM practitioners to uphold the three core values of "Quality", "Integrity" and "Advancement" when delivering PM services, promoting healthy development towards enhanced quality and professionalism, thereby contributing positively for the public to work and live in harmony.



發牌規管

發牌情況

根據《物管條例》設立的發牌制度已於2023年8月1日起全面實施。截至2024年3月31日，監管局累計接獲逾21,800宗物管人及物管公司牌照申請，並已向逾770間為全港不同類型私人物業逾240萬個單位提供物管服務的物管公司發出牌照。至於物管從業員方面，監管局已發出18,100多個物管人牌照，其中正式牌照佔70%，臨時牌照佔30%；扣除同時持有正式及臨時牌照或持有不同級別牌照的物管從業員，已有超過14,100名物管從業員領有物管人牌照。

Regulating by Licensing

Licensing Status

The licensing regime established under the PMSO has been fully implemented since 1 August 2023. As of 31 March 2024, the PMSA had cumulatively received over 21,800 PM Practitioner and PM Company licence applications and issued licence to over 770 PM companies which provide PM services to over 2.4 million units in different types of private properties in Hong Kong. As for PM practitioners, the PMSA had already issued over 18,100 PM Practitioner licences, of which formal licences account for 70% and provisional licences account for 30%. Discounting those who hold both formal and provisional licences or different classes of licences, over 14,100 PM practitioners have been licensed.



發牌規管
Regulating by Licensing

監管局「指明課程」

為配合落實物管業發牌制度，監管局於2020年委託四間大專院校，包括職業訓練局香港專業教育學院、香港都會大學李嘉誠專業進修學院、香港城市大學專業進修學院及香港理工大學專業進修學院承辦監管局「指明課程」，以協助業內具備物管工作經驗但未能符合相關學歷及／或專業資格的從業員申領物管人牌照。有關物管從業員可於發牌制度過渡期內先申領臨時物管人牌照，並在臨時牌照有效期內修畢指明課程，便可在並未符合相關學歷及／或專業資格準則的情況下，申領正式物管人牌照。

PMSA Specified Courses

To support the implementation of the PM industry licensing regime, the PMSA had in 2020 appointed four educational institutions, including Hong Kong Institute of Vocational Education, Vocational Training Council, Li Ka Shing School of Professional and Continuing Education, Hong Kong Metropolitan University, School of Continuing and Professional Education, City University of Hong Kong as well as School of Professional Education and Executive Development, Hong Kong Polytechnic University, to provide the PMSA Specified Courses to practitioners who possess the specified work experience but do not have the required academic and/or professional qualification for applying for PM Practitioner licence. These practitioners may apply for provisional licence first during the transitional period of the licensing regime and complete the PMSA Specified Courses within the validity period of the provisional licence, and then apply for formal PM Practitioner licence without the academic and/or professional qualification required.



在物管業發牌制度下，約5,500名物管從業員持有臨時物管人牌照。截至2024年3月31日，監管局「指明課程」累計已有約4,600多名學員（主要為臨時牌照持有人）報讀，當中4,120多名學員已完成課程（其中第1級約2,900人，而第2級約1,220人），另外約有450人仍在修讀中，監管局估計市場上仍有約900多名臨時牌照持有人（當中第1級約470人，而第2級約430人）尚未報讀課程。

Under the PM industry licensing regime, around 5,500 PM practitioners are provisional licence holders. As of 31 March 2024, around 4,600 students (mostly provisional licence holders) had already enrolled in the PMSA Specified Courses, of which over 4,120 students completed the course (around 2,900 were Tier 1 and around 1,220 were Tier 2), while nearly 450 were still studying the course, and around 900 provisional licence holders in the market (around 470 were Tier 1 and around 430 were Tier 2) have not yet enrolled for the course.

由於臨時牌照於發牌制度過渡期完結後不會再接受申請，而四間大專院校會因應市場需求及達至適合的申請人數才開辦監管局「指明課程」（香港城市大學專業進修學院由於與大學本部進行全面性課程重組工作，由2024年4月1日起停辦監管局「指明課程」），監管局與各間承辦院校一直保持緊密聯繫，確保市場上有充足的學額供應，以回應業界需求。

As applications for provisional licences would not be accepted after the transitional period of the licensing regime, the four educational institutions would provide the PMSA Specified Courses based on market demand and if a reasonable enrolment number could be reached (School of Continuing and Professional Education, City University of Hong Kong, would cease to provide Specified Courses from 1 April 2024 due to the course restructuring exercise undergoing by the University). The PMSA has been maintaining close contact with the course providers to ensure there are sufficient courses in the market to meet the needs of the industry.

另外，在一般情況下，監管局「指明課程」（第1級）及（第2級）分別最少需要9個月及6個月完成。故此，監管局每月亦會向持有有效臨時牌照但尚未申領或獲發正式牌照的物管從業員發出通知，公布各承辦院校開辦監管局「指明課程」的最新供應情況（包括提供的學額、班數、及開班和收生的時間表），方便臨時牌照持有人盡早作好規劃並於其臨時牌照有效期內報讀及完成監管局「指明課程」以申領正式牌照，避免其錯失報讀課程的機會。有關資料亦會上載至監管局網站以供公眾參閱。

Moreover, Specified Courses (Tier 1) and (Tier 2) generally require a minimum of 9 and 6 months to complete respectively. Therefore, the PMSA also issues notice monthly to PM practitioners who are holding valid provisional licence but have not yet applied for or been issued formal licence to keep them updated on the latest situation of the PMSA Specified Courses to be offered by the educational institutions (including student quota, number of classes, schedule of class opening and enrolment), enabling provisional licence holders to plan soonest possible and enrol in and complete the PMSA Specified Courses, and apply for formal licence within the validity period of their provisional licence so as to avoid missing the opportunity to enrol in the course. Relevant information has also been uploaded onto the PMSA website for public reference.

發牌規管
Regulating by Licensing

完善政策與服務

監管局已根據《物管條例》及《發牌規例》的規定制訂發牌制度的相關政策和配套服務，亦會不時檢視發牌制度的運作，因應實際情況適時完善有關政策及推出適切措施，以便利物管公司及從業員申領牌照。

Optimising Policies and Services

The PMSA has already, in accordance with the PMSO and the Licensing Regulation, set out relevant policies and complementary measures regarding the licensing regime. The PMSA also reviews operation of the licensing regime from time to time and makes appropriate optimisation to relevant policies so as to facilitate PM companies and practitioners to apply for licence.

- 物管人牌照

  優化持牌準則：根據《物管條例》規定，申請物管人牌照所須符合的訂明準則包括具有監管局不時指明為香港物業提供物管服務的工作經驗。然而，若申請人於可被計算年期範圍內的物管工作經驗未能符合相關持牌準則，但有充分和合理的原因解釋為何有不足的情況，監管局會就申請人所有的物管工作經驗作出全面考慮，致力讓資深從業員申領牌照，讓其可繼續於物管業界作出貢獻。

  安排集體提交牌照申請及領牌：監管局可按個別團體或公司要求，為其會員或僱員安排集體提交物管人牌照申請或領取牌照服務，以便利已符合持牌準則的會員或僱員盡快申領牌照。另外，監管局亦主動到訪快將修畢「監管局認可的指明物管學歷」課程或監管局「指明課程」的從業員，於其課堂上直接收取其牌照申請及所須文件，以便利其盡快申領牌照，從而為業界增加持牌物管人的供應，為市民帶來更優質的物管服務。過去一年，監管局共安排了15次集體提交牌照申請／領取牌照活動。

- PM Practitioner licence

  Optimising criteria for holding licence: As stipulated in the PMSO, practitioners have to meet the criteria for holding PMP licence including PM work experience for properties in Hong Kong as specified by the PMSA. However, if an applicant does not possess PM work experience which can meet the licensing criteria within the years to be counted but can provide adequate and reasonable explanation, the PMSA will comprehensively review the PM work experience of the applicant, such that experienced PM practitioners may apply for licence and continue to contribute to the PM industry.

  Submitting licence applications and collecting licences in bulk: The PMSA may, upon request made by individual organisations or companies, arrange for their members or employees to submit PM Practitioner licence applications or collect licences in bulk so as to facilitate members or employees who have already met the licensing criteria to obtain licence soonest possible. In addition, the PMSA has also been visiting practitioners who will soon attain the PM qualifications specified by the PMSA or complete the PMSA Specified Courses, collecting their licence applications and supporting documents in class directly to facilitate them to apply for licence so as to increase the supply of licensed PM practitioners in the industry, thereby providing PM services of enhanced quality to the community. In the past year, the PMSA had organised 15 events for submitting licence applications/collecting licences in bulk.



- 物管公司牌照

呼籲市民關注物管公司是否已經持牌：監管局不時透過各種渠道向全港不同持份者作出呼籲，例如提醒業主組織關注及核實所屬物業聘用的物管公司是否已經持有有效物管公司牌照，以避免有關物管公司在過渡期完結後因未能符合法例要求持牌，以致未能繼續提供物管服務，影響有關市民的起居生活。

- PM Company licence

Appealing for the public to pay attention to whether PM companies are licensed: The PMSA had appealed through various channels to different stakeholders in Hong Kong from time to time, including reminding owners' organisations to pay attention and verify whether the PM company engaged by their property is licensed, so as to prevent PM company from failing to provide seamless PM services after the ending of the transitional period due to non-compliance with the law, which in turn affecting the livelihood of the members of the public concerned.



發牌規管
Regulating by Licensing

提醒公契／分公契經理人及為有公契的村屋屋苑或其他鄉村式／低密度發展樓宇提供多於一個類別訂明物管服務的物管公司均須按《物管條例》規定領牌：監管局知悉香港有一些有公契的物業，其公契經理人物管公司可能已委派其他物管公司（承判物管公司）負責為其物業提供物管服務，又或物業的一些業權人士可能就其擁有的單位訂立分公契，並委派其他物管公司擔任該單位的分公契經理人，以提供物管服務。就上述情況而言，除承判物管公司須持有有效物管公司牌照外，有關的公契經理人物管公司或分公契經理人物管公司如須履行訂明於公契／分公契內的職責，並向其物業提供兩個或以上類別的訂明物管服務，則無論有關職責是由該公契經理人物管公司／分公契經理人物管公司親自履行，或是由其外聘的承判物管公司提供相關服務，有關公司均須按《物管條例》持有有效物管公司牌照，才可繼續履行其職責。為此，監管局已專函業主組織、相關物管公司及團體，闡明上述情況和《物管條例》的要求。此外，《物管條例》所指向有公契的物業提供多於一個類別的訂明物管服務的物管公司必須申領物管公司牌照，當中亦包括在新界區內有公契的村屋屋苑或其他鄉村式／低密度發展樓宇，因此監管局已特函新界鄉議局，請其向鄉郊社群轉達上述訊息，讓為有公契的村屋屋苑提供物管服務的物管公司知悉《物管條例》的規定。

Reminding DMC/Sub-DMC Managers as well as PM companies which provide more than one category of prescribed PM services to village estates or other rural/low-density developments that they have to be licensed in accordance with the PMSO: The PMSA was aware that for certain properties subject to DMC in Hong Kong, its DMC Manager PM company may have already appointed another PM company (subcontractor PM company) to provide PM services, or that certain owners of some units of a property under a sub-DMC may have appointed another PM company to act as sub-DMC Manager of the units concerned and provide PM services. Under these circumstances, not only does the subcontractor PM company need to be licensed, if the DMC Manager or sub-DMC Manager PM company is required to perform the duties stipulated in the DMC/sub-DMC and provides more than one category of prescribed PM services, it is required to be licensed regardless of whether the relevant duties are directly performed by the DMC Manager/sub-DMC Manager PM company, or the relevant services are provided by subcontractor PM company. For this reason, the PMSA had issued letters to owners' organisations, relevant PM companies and bodies to clarify the aforementioned matters and the requirements of the PMSO. In addition, as PM companies providing more than one category of prescribed PM services to properties subject to DMC have to apply for PM Company licence and such properties include also village estates or other rural/low-density developments subject to DMC in the New Territories, the PMSA had therefore also written to the Heung Yee Kuk N.T. requesting for its assistance in conveying the aforementioned messages to the rural community, such that PM companies providing PM services to village estates subject to DMC would be aware of the requirements of the PMSO.

處理牌照申請上訴個案

監管局一直恪守《物管條例》及《發牌規例》的規定，以審批每宗牌照的申請。在詳細考慮全部有關申請資料後，如監管局未能信納申請人符合相關持牌準則及屬持有牌照的合適人選，則根據《物管條例》訂明，監管局不得向有關申請人發出牌照。《物管條例》下已制訂上訴機制並賦予每名申請人上訴的權利，以確保每宗申請均得到公平公正處理。申請人可根據《物管條例》以書面形式向民政及青年事務局局長提出上訴。

過去一年，共有3名申請人透過上述上訴機制就監管局不向其發出牌照的決定作出上訴。《物管條例》上訴審裁小組接獲上訴申請後，會按法定程序進行聆訊，並在考慮所有相關資料後作出最終決定。截至2024年3月31日，上訴審裁小組已就《物管條例》實施後首宗上訴個案頒下裁決結果，裁定維持監管局不向相關上訴人發出牌照的決定，而另外兩宗上訴個案則仍在處理中。

Handling Licence Application Appeal Cases

The PMSA has always been vetting licence applications in accordance with the requirements of the PMSO and the Licensing Regulation. After thorough examination of all the application information, if the PMSA is not convinced that the applicant meets the licensing criteria and is a suitable person for holding the licence, the PMSA would not issue licence to the applicant under the PMSO. For such cases, the applicant may, in accordance with the appeal mechanism stipulated in the PMSO, make appeal to the Secretary for Home and Youth Affairs in writing.

In the past year, three applicants made appeal through the mechanism against the PMSA's decision of not issuing licence to them. After receiving an appeal application, the PMSO Appeal Tribunal would conduct a hearing according to the statutory procedures and would make a final decision on the matters after considering all the relevant information. As of 31 March 2024, the Appeal Tribunal had dealt with the first ever appeal case since the implementation of the PMSO and had upheld the PMSA's decision of not issuing licence to the applicant. The remaining two appeal cases remain in progress.

物管業發牌制度順利過渡
Smooth Transition of the PM Industry Licensing Regime



物管業發牌制度下的三年過渡期於2023年7月31日順利完結，象徵著香港物管業正式踏入物管公司及從業員均持牌朝優質化專業化發展的全新世代。物管業發牌制度得以順利成功落實，實有賴不同持份者的支持。為慶祝這個具歷史性意義的重要時刻，監管局於2023年8月31日假香港會議展覽中心舉行的第三屆國際物業管理及採購博覽期間舉辦「抱擁物管新世代」紀念典禮2023，在典禮上頒發感謝狀予相關政府部門、公營機構、監管局認可專業團體、業界組織、大專院校及為推動物管業作代言人的物管從業員，以表示衷心謝意。

The three-year transitional period under the PM industry licensing regime ended on 31 July 2023. The PM industry of Hong Kong has entered into a new era for PM whereby relevant PM companies and practitioners are all licensed and advancing towards enhanced quality and professionalism. The smooth implementation of the PM industry licensing regime attributes to the support of various stakeholders. To mark this historical and crucial milestone, the PMSA held on 31 August 2023 the "Embracing the New Era for PM" Commemorative Ceremony 2023 during the third International Property Management and Procurement Expo held at the Hong Kong Convention and Exhibition Centre, and presented at the Ceremony certificates of appreciation to relevant Government departments, public bodies, PMSA recognised professional bodies, industry organisations, educational institutions and PM practitioners acting as spokespersons for promoting the PM industry to express the heartfelt gratitude of the PMSA.





監管局邀請了民政及青年事務局副局長梁宏正先生擔任紀念典禮的主禮嘉賓。梁副局長致辭時表示，質素良好的物管公司和優秀的物管團隊，正是提升住戶幸福感及安全感的重要元素。物管公司除了可協助業主履行管理大廈的責任，保障樓宇安全衞生，維持物業價值外，更重要的工作是讓市民安居樂業。

The PMSA had invited Mr. Clarence LEUNG, Under Secretary for Home and Youth Affairs, as the officiating guest of the ceremony. Under Secretary LEUNG said in his speech during the ceremony that good-quality PM companies and PM teams were important elements to enhance residents' sense of happiness and security. PM companies could assist owners to fulfil their responsibilities in building management, ensure building safety and sanitation, maintain property value, and most crucially, enable the public to live and work in harmony.

監管局於典禮亦邀請了三位講者，分別是中華電力有限公司企業發展總裁莊偉茵女士、立法會議員江玉歡女士，以及香港浸會大學校長資深顧問／前創新及科技局局長／香港工程師學會秘書長薛永恒工程師，就物管業界「服務優質」、「行事持正」及「與時並進」三大核心價值作專題演講，鼓勵業界朝優質化專業化持續向前發展。

The PMSA had also invited three heavyweight speakers to take part in the ceremony, namely Ms Quince CHONG, Chief Corporate Development Officer, CLP Power Hong Kong Ltd., Hon Doreen KONG, Member of the Legislative Council, and Ir Alfred SIT, Senior Advisor to the President of Hong Kong Baptist University, Former Secretary for Innovation, Technology and Industry, Chief Executive and Secretary of the Hong Kong Institution of Engineers, and delivered keynote speeches on the three core values of the PM industry "Quality", "Integrity" and "Advancement", so as to encourage the industry to continuously advance towards enhanced quality and professionalism.

紀念典禮的最後部分以電子承諾書簽署儀式作結。在民政事務總署副署長易志宏先生、監管局主席黃江天博士及監管局副主席許智文教授帶領下，現場及在線參與典禮的物管業人士和一眾持份者一同簽署電子承諾書，支持業界秉持物管業三大核心價值。參與簽署電子承諾書的人數達15,368，獲世界紀錄協會當場認證為「最多人簽署承諾支持物業管理專業持續發展」的紀錄。

The Commemorative Ceremony concluded with the Electronic Pledge Signing Ceremony. Led by Mr TE Chi Wang, Deputy Director of Home Affairs, Dr James WONG, Chairperson of the PMSA, and Prof Eddie HUI, Vice Chairperson of the PMSA, members of the PM industry and other stakeholders attending in person and online signed electronic pledge together to give support for the PM industry to uphold the above-mentioned three core values. The number of participants signing the electronic pledge reached 15,368 and was recognised on site by the World Record Association as setting the record for "Most Number of People Signing Electronic Pledge to Support the Sustainable Development of the PM Profession".

發牌規管
Regulating by Licensing

持牌物管人故事 Licensed PM Practitioner Stories



我很高興成為監管局發出第 1 萬個物管人牌照的持有人。我會鼓勵團隊持續進修和領取物管人牌照，邁向專業化，共同提供更好的服務予所管理的物業。

I am very happy to be the holder of the 10,000th PM Practitioner licence issued by the PMSA. I would encourage my team to pursue CPD and apply for PM Practitioner licence, advancing towards professionalism and providing together better quality services to properties managed by us.

康業服務有限公司助理分區經理 **陳寶欣女士**
Ms CHAN Po Yan, Assistant Area Manager,
Hong Yip Service Company Limited

- 物管人（第1級）牌照持有人
- 持有學士學位，主修房屋管理
- 擁有超過10年物管工作經驗

- PM Practitioner (Tier 1) licence holder
- Has obtained Bachelor's degree in Housing Management
- With over 10 years of PM work experience

保護業戶的家園是我們重中之重的責任，而物管從業員在公共事務亦擔當重要角色，是政府與市民之間的超級聯繫人。

Safeguarding the homes of our residents is utmost important to us. PM practitioners also play a crucial role in public affairs as we act as the liaison between the Government and the public.



偉邦物業管理有限公司區域助理總經理 **陳志浩先生**
Mr CHAN Chi Ho, Regional Assistant General Manager,
Well Born Real Estate Management Limited

- 物管人（第1級）牌照持有人
- 由貿易行業轉行物管業
- 擁有超過20年物管工作經驗

- PM Practitioner (Tier 1) licence holder
- Switched from logistics to PM work
- With over 20 years of PM work experience



獲發物管人牌照進一步肯定自己在行業的專業能力。我期望本地的從業員未來能有更多互相交流學習的機會，令物管行業走得更前、走得更遠。

The holding of a PM Practitioner licence has further enhanced the recognition of my professional competencies in the industry. I hope that local PM practitioners can have more opportunities to exchange and learn from each other in future so that the industry moves farther and further ahead.

信德物業管理有限公司高級物業及設施經理 **陳展豐先生**
Mr CHAN Chin Fung, Senior Property and Facility Manager,
Shun Tak Property Management Limited

- 物管人（第1級）牌照持有人
- 擁有超過25年物管工作經驗

- PM Practitioner (Tier 1) licence holder
- With over 25 years of PM work experience



自物管業發牌制度實施後，大眾對行業的印象變得愈來愈正面。香港房屋協會「自願樓宇評審計劃」接納持牌物管人擔任評審員，是肯定我們專業能力的一個重要指標。

Since the implementation of the PM industry licensing regime, the image of the industry amongst the public has become more positive. Licensed PM practitioners accepted by the Hong Kong Housing Society to be assessors of its Voluntary Building Assessment Scheme is a major indication in the recognition of our professional competencies.

康業服務有限公司高級項目及課程發展經理 **林敬樂先生**
Mr Pius LAM, Senior Project and Program Development Manager,
Hong Yip Service Company Limited

- 物管人（第1級）牌照持有人
- 「自願樓宇評審計劃」名冊2B評審員
- 擁有超過20年物管工作經驗

- PM Practitioner (Tier 1) licence holder
- List 2B Voluntary Building Assessment Scheme Assessor
- With over 20 years of PM work experience

香港要面對樓宇老化的問題，亦不斷有新基建項目落成，需要大量物管專業人才監督及管理相關工作，可見物管行業發展前景一片光明。

Hong Kong needs to face the problem of aging buildings and new infrastructure development has also been increasing simultaneously, which require many PM professionals to supervise and manage the relevant work. The future development of the PM industry is therefore promising.



兆達隆物業管理有限公司大廈主任 **彭伯茵女士**
Ms PANG Pak Yan, Building Officer,
Stratton Property Management Limited

- 物管人（第2級）牌照持有人
- 從秘書轉行至物管業
- 擁有7年物管工作經驗

- PM Practitioner (Tier 2) licence holder
- Switched from office secretary to PM work
- With over 7 years of PM work experience



隨著物管業發牌制度實施，物管從業員的認受性亦逐步增加；當我們為客戶提供服務時就能更有底氣，因為我們是專業的持牌物管人。

Following the implementation of the PM industry licensing regime, the recognition for PM practitioners has gradually increased. We feel reassured when serving our customers because we are professionally licensed PM practitioners.

信和物業管理有限公司高級物業經理 **鄧永東先生**
Mr TANG Wing Tung, Senior Property Manager,
Sino Estates Management Limited

- 物管人（第1級）牌照持有人
- 超過20年物管工作經驗

- PM Practitioner (Tier 1) licence holder
- With over 20 years of PM work experience

發牌規管
Regulating by Licensing



物管業與社會大眾市民息息相關，物管業界可善用龐大的人力資源及廣闊的服務涵蓋面，在不同方面協助政府施政，一起改善市民的生活質素。

The PM industry is closely related to the everyday life of the public and the community. The industry may make use of its huge human resources and wide service coverage to assist the Government in implementing its policies in different aspects and enhance together the quality of life of the community.

信德置業管理有限公司高級物業及設施經理 **程識琪先生**
Mr CHING Shik Kee, Senior Property and Facility Manager,
Shun Tak Properties Limited

- 物管人（第1級）牌照持有人
- 超過20年物管工作經驗

- PM Practitioner (Tier 1) licence holder
- With over 20 years of PM work experience

良好的物管服務不單提高業戶的居住和生活質素，更可以為物業增值升級。發牌制度完善專業發展階梯，幫助業內人士制定發展目標，以自己的職能貢獻行業和社會。

Good PM services may raise the quality of living of the residents, as well as the value of the property. The licensing regime improves the professional development ladder, driving members of the industry to set development goals and contribute to the industry and society through their work.

第一太平戴維斯物業管理有限公司助理董事 **葉志濤先生**
Mr YIP Chi Tao, Associate Director,
Savills Property Management Limited

- 物管人（第1級）牌照持有人
- 近20年物管工作經驗

- PM Practitioner (Tier 1) licence holder
- With nearly 20 years of PM work experience



物管業發牌制度為從業員提供了明確的晉升階梯，吸引不少年輕新血入行，我身邊有很多年輕朋友亦已投身物管行列。

The PM industry licensing regime provides a clear career path for PM practitioners thus attracting young blood to join the industry. Many of my youthful friends have become a member of the PM industry.

第一太平戴維斯物業管理有限公司高級物業主任 **梁皓斐先生**
Mr Victor LEUNG, Senior Property Officer,
Savills Property Management Limited

- 物管人（第2級）牌照持有人
- 從會計轉行至物管業
- 擁有3年物管工作經驗

- PM Practitioner (Tier 2) licence holder
- Switched from accountancy to PM work
- With 3 years of PM work experience

發牌規管 Regulating by Licensing



物管業發牌制度在香港實施以後，會被其他地方視為模仿和學習的對象，令香港可憑藉行業制度的優勢，在亞洲乃至全球創造更大的價值。

The implementation of the PM industry licensing regime in Hong Kong will be followed by other places such that Hong Kong may leverage its strengths in the industry's system for value enhancement in both Asia and globally.

柏齡物業管理有限公司市場拓展經理 **高新先生**
Mr GAO Xin, Business Development Manager,
Parkland Property Management Limited

- 物管人（第2級）牌照持有人
- 從內地物管公司調派至香港工作
- 擁有5年物管工作經驗

- PM Practitioner (Tier 2) licence holder
- Transferred to work in Hong Kong from Mainland PM company
- With 5 years of PM work experience

物管業發牌制度使從業員明白在提供服務時有甚麼可以做，更加重要是有甚麼不可以做，令業戶對由持牌物管公司及持牌物管從業員管理的物業更有信心。

The PM industry licensing regime lets PM practitioners know what they can do when providing service and more importantly what they cannot do, such that residents have greater confidence in properties managed by licensed PM companies and practitioners.



嘉怡物業管理有限公司管業經理 **何家輝先生**
Mr Ivan HO, Property Manager,
Nice Property Management Limited

- 物管人（第1級）牌照持有人
- 擁有超過10年物管工作經驗

- PM Practitioner (Tier 1) licence holder
- With over 10 years of PM work experience



實施發牌制度後，多了客戶認識這個行業，當知道持牌從業員需滿足一定的發牌條件時，對我們亦多了一份尊重。

After the implementation of the licensing regime, more clients have gained understanding of the industry and become aware that licensed PM practitioners are required to meet a set of licensing criteria. We have also gained more respect from them.

昇捷管理服務有限公司物業經理 **彭塏炘女士**
Ms PANG Hoi Yan, Property Manager,
Synergis Management Services Limited

- 物管人（第1級）牌照持有人
- 擁有超過10年物管工作經驗

- PM Practitioner (Tier 1) licence holder
- With over 10 years of PM work experience

發牌規管
Regulating by Licensing



成為物管人牌照持有人後，我在業內的晉升機會會相對提升，未來轉職及商討薪酬待遇亦較有優勢。而對公司而言，聘請持牌物管人員亦可提升業務形象，贏取客戶信心。

Since becoming a PM practitioner licence holder, I have found more career advancement opportunities in the industry. I could also have an edge in switching job and negotiating salary and benefits in future. As for a PM company, hiring licensed PM practitioners can enhance the image of its business and strengthen the confidence of its clients.

恒益物業管理有限公司物業經理 **鄧皓偉先生**
Mr Philip TANG, Property Manager,
Hang Yick Properties Management Limited

- 物管人（第1級）牌照持有人
- 擁有超過20年物管工作經驗
- PM Practitioner (Tier 1) licence holder
- With over 20 years of PM work experience

航空業在疫情期間幾乎停擺，我因而轉職投身趨專業化的物管行業，一個未來極具發展潛力的行業。

The aviation industry almost came to a halt during the pandemic, and so I switched to the PM industry which is advancing towards professionalism and has great potential for future development.



仲量聯行物業管理服務有限公司助理客戶服務主任 **雷嘉儀女士**
Ms Tiffany LUI, Assistant Customer Service Officer,
Jones Lang LaSalle Management Services Limited

- 從航空業轉行至物管業
- 正修讀物管課程準備申領物管人（第2級）牌照
- 擁有3年物管工作經驗
- Switched from aviation to PM work
- Studying PM course to apply for PM Practitioner (Tier 2) licence
- With 3 years of PM work experience

制定專業標準 Setting Professional Standards

操守守則

為配合發牌制度正式實施及提升業界專業水平，監管局於年內共發出了7份操守守則及相關良好作業指南，包括《處理分判物業管理服務》、《防止貪污事宜－員工聘用及管理》、《宣傳品的派發與展示》、《樹木管理工作》、《物業管理公司於《建築物管理條例》下的責任》、《處理物業建築工程》、《處理委任代表的文書》，以及更新了《處理棚架工作》及《處理吊船工作》操守守則及相關良好作業指南。有關守則指南的電子版亦已上載至監管局網站，以供公眾參閱。

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

Codes of Conduct

To complement the implementation of the licensing regime and raise the professional standards of the industry, the PMSA had issued during the year a total of 7 Codes of Conduct and relevant Best Practice Guides, including *Handling Outsourced Property Management Services*, *Prevention of Corruption – Staff Recruitment and Management*, *Distribution and Display of Promotional Material*, *Tree Management Work*, *Obligations of Property Management Company under the Building Management Ordinance*, *Handling Building Works* and *Handling Instrument of Appointing a Proxy*. The PMSA had also revised the *Handling Scaffolding Works* and *Handling Suspended Working Platform Works* Codes of Conduct and relevant Best Practice Guides. The electronic version of the above Codes and Guides had been uploaded to the PMSA website for public viewing.

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



制定專業標準
Setting Professional Standards

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

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

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

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



為了加深持牌人對物管業操守守則的理解、加強公眾認識物管行業運作，監管局於本年度亦製作了一系列共6套以持牌人提供物管服務時面對的各種情況為例子的處境教材短片以作宣傳及教育公眾之用。此外，監管局亦向相關院校提供這些教材短片，以作教授物管相關課程的教學資源。有關短片主題涵蓋處理個人資料、處理投訴程序及業主可否查閱財務文件等。監管局主席黃江天博士亦有親身參與拍攝工作，現身說法，推動物管業界行事持正。

To further enhance licensees' understanding of the PM Codes of Conduct and strengthen public understanding about the operation of the industry, the PMSA had in the year produced a series of 6 educational videos featuring the situations licensees may encounter during PM service provision as examples for promotion and public education purposes. In addition, the PMSA also provided these videos to relevant educational institutions as educational resource for teaching PM-related courses. Topics cover handling personal data, procedures of handling complaints and whether owners can check financial documents, etc. Dr James WONG, Chairperson of the PMSA, also featured in the videos and shared experience in person for promoting the industry to act with integrity.









制定專業標準
Setting Professional Standards

投訴及查詢處理

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

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

監管局於2023-24年度共接獲及處理768宗投訴，其中與持牌人相關的個案共712宗。投訴人主要是物業業主，其物業種類以住宅為主，而投訴內容主要涉及管理其物業的物管公司未有妥善處理投訴、未有按時張貼會議紀錄、沒有適當處理噪音滋擾或漏水事宜、離任時沒有妥善交接、沒有妥善管理清潔或保安服務、未有跟進或延誤處理物業公用部分的維修及保養工作，以及拒絕或拖延提供有關財務文件及紀錄等。

Handling Complaints and Enquiries

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

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

The PMSA received and dealt with 768 complaints in the year 2023-24, and 712 of which involved licensees. The complaints came mainly from property owners of residential properties. They complained against the PM companies responsible for managing their properties for not dealing with their complaints properly, failure to post meeting minutes timely, inappropriate handling of noise nuisance or water leakage, failure to handover properly at the end of service appointment, mismanagement of cleansing or security services, failure or delay in taking follow-up actions about repair and maintenance works of common areas of property, as well as refusal or delay in providing relevant financial records or documents, etc.

投訴總數
Complaint Cases
768

監管局職權範圍內 Within Jurisdiction **717**

監管局職權範圍外 Outside Jurisdiction **51**

有關投訴事項包括投訴的物業沒有大廈公契、業主組織向業戶採取法律行動以及有關物管公司與其僱員的勞資糾紛和涉及公契條文的爭議等。

Relevant complaints include property concerned does not have a DMC, owners' organisations taking legal action against tenants, labour disputes between PM company and its employees and disputes relating to terms in DMC, etc.

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



586 宗 Cases

關乎物業的一般管理服務
General management services

例如沒有妥善跟進業戶的投訴、沒有妥善處理噪音滋擾、沒有妥善處理業戶佔用公用地方、沒有妥善處理業戶的違例建築物、沒有協助或安排舉行業主會議、物管公司離任時沒有妥善處理交接事宜等

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

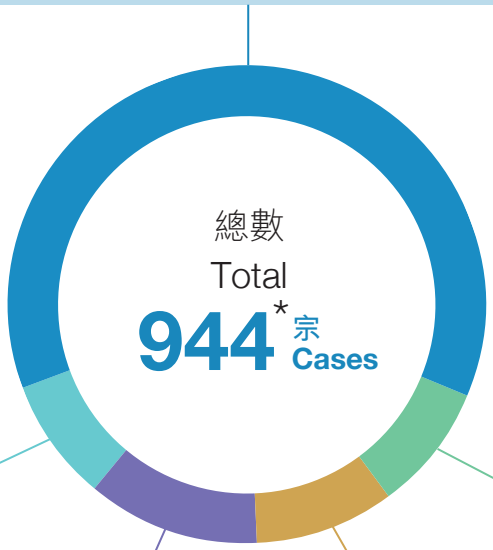


77 宗 Cases

關乎物業的設施管理
Facility management

例如佔用物業公用地方及停車場的公用部份等

e.g. occupation of common area of carpark or property, etc.





82 宗 Cases

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

例如沒有按時清理垃圾、公用設施清潔不足、沒有保安員當值、保安員沒有按時巡邏公用地方等

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



111 宗 Cases

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

例如沒有／延誤維修或更換已老化／損毀的喉管或外牆等

e.g. failure/delay in carrying out repair or replacement of old/defective water pipes or external wall, etc.



88 宗 Cases

關乎物業的財務及資產管理
Finance and asset management

例如財政預算和賬目錯誤、不清晰及拒絕或拖延查閱財務紀錄的要求等

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

* 由於每宗投訴個案可能涉及超過一個分類項目，因此分類項目個案的數目並不等於投訴個案總數量。
Since a single complaint case may involve more than one category of complaint, the total number of complaints in different categories is not equal to the total number of complaint cases.

紀律聆訊

監管局於2023年12月以公開形式進行了三宗紀律聆訊，三名答辯人在聆訊期間均承認對其作出的指稱。紀律委員會一致裁定對三名答辯人的指稱成立，並決定根據《物管條例》規定，對三名答辯人所干犯的違紀行為作出紀律制裁命令，包括口頭警告、書面譴責及嚴厲書面譴責的命令。

Disciplinary Hearing

In December 2023, the PMSA held in public three disciplinary hearings. The three respondents admitted to the allegations made by the PMSA in the hearings. The Disciplinary Committee unanimously ruled that the allegations made against the three respondents were substantiated, and in accordance with the PMSO, issued disciplinary orders against the three respondents, including verbal warning, written reprimand and severe written reprimand orders.



鼓勵持續進修
Encouraging Continuous Learning

監管局在2023-2024年度繼續致力推動物管業界持續專業發展及積極培養學習文化。

The PMSA continued to promote continuous learning and cultivate a learning culture among the PM industry in the year 2023-2024.



2023年「持續專業發展計劃」

監管局於2022年初推出了「持續專業發展計劃」，為物管人牌照持有人於每個曆年（即由每年1月1日至12月31日）參與持續專業發展活動／課程劃一釐定了準則和要求，並透過舉辦及認可不同進修活動／課程，推動物管持牌人不斷學習新的知識技能，以應付物管工作的挑戰及需求。

計劃於2023年以自願參與性質實施，並建議物管人（第1級）及（第2級）牌照持有人每年分別參與最少12小時及6小時符合準則的持續進修活動／課程；當參與時數達至計劃的參考要求，持牌物管人可獲監管局頒發證書以作嘉許。

2023 CPD Scheme

The PMSA launched the CPD Scheme in early 2022, setting standard criteria and requirements for PM Practitioner licence holders to participate in CPD activities/courses on calendar year basis (i.e. from 1 January to 31 December each year). The Scheme encourages PM Practitioner licence holders to learn new knowledge and skills continuously through participating in CPD activities/courses organised as well as recognised by the PMSA in order to cope with PM work requirement and challenges.

The Scheme was implemented on voluntary participation basis in 2023. PM Practitioner (Tier 1) and (Tier 2) licence holders are recommended to participate respectively in a minimum of 12 hours and 6 hours each year of CPD activities/courses which meet the requirement of the Scheme. Licensees who are able to attain the number of CPD hours recommended by the PMSA and meet all the requirement will receive certificate of recognition from the PMSA.

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Encouraging Continuous Learning

「持續專業發展計劃」於2023年的推行情況如下：

- 監管局持續專業發展講座

  監管局與不同政府部門、公營機構及行業團體合作，舉辦了共4場實體及7場網上講座，累計有逾4,400名物管業界人士報名參與。監管局亦就不同講座主題製作及剪輯了共9套短片教材，發放予四間監管局「指明課程」的承辦院校及多間提供「指明物業管理學歷或同等學歷的課程」的院校，為其教授物管相關課程提供多元化的教學資源。

Highlights of the CPD Scheme in 2023 were as follows:

- PMSA CPD seminars

  The PMSA collaborated with various Government departments, public bodies and industry organisations and held 4 seminars and 7 webinars which were attended by over 4,400 members of the PM industry cumulatively. The PMSA also edited 9 short themed videos from recorded footage of the seminars for distribution to the four PMSA Specified Course providers and to various other educational institutions offering specified or equivalent qualification courses in order to provide these institutions with diverse educational resources for teaching PM-related courses.



- 監管局認可培訓活動／課程

  計劃亦預先認可了共176個由監管局「認可專業團體」及其他機構所舉辦的持續專業發展活動／課程，當中有132個活動／課程屬「核心」內容範疇，而44個活動／課程則屬「非核心」內容範疇。所有獲認可的活動／課程均以「正式」學習模式進行，包括31個課程和145個講座／研討會／參觀活動。

- PMSA recognised training activities/courses

  A total of 176 CPD activities/courses organised by PMSA Recognised Professional Bodies and other organisations had been recognised in advance under the Scheme, of which 132 were activities/courses with "Core" content and 44 were activities/courses with "Non-core" content. All recognised activities/courses were conducted in "formal" learning mode, including 31 courses and 145 talks/seminars/visits.

- 物管人牌照持有人參與情況

  截至2023年12月31日，超過6,900名物管人牌照持有人已於計劃電子紀錄系統開立個人賬戶，當中有3,400人已載有進修紀錄，而1,770人於2023年可達至計劃建議及符合準則的認可參與時數要求，並獲監管局頒發證書以作嘉許。

- PM practitioner licence holders' participation

  As of 31 December 2023, over 6,900 holders of PM Practitioner licence had set up account on the Scheme's e-recording system, of which 3,400 recorded their CPD activities, and 1,770 met the recommended participation hours and requirement of the Scheme in 2023 and were awarded certificates of recognition by the PMSA.

2024年起分階段強制實施「持續專業發展計劃」

Implementing CPD on Mandatory Basis by Stages from 2024 Onwards



- 強制實施計劃安排

  監管局於物管業發牌制度過渡期完結後隨即開始分階段強制實施「持續專業發展計劃」。物管人（第1級）牌照持有人由2024年1月1日起須強制參與持續進修，而物管人（第2級）牌照持有人則由2025年1月1日起須強制參與。

  就落實強制參與持續進修而言，由2023年8月1日起，監管局已根據《發牌規例》在所有新簽發及續期的物管人牌照施加條件，要求相關持牌人均須符合計劃指定的參與時數要求，否則可能影響續牌。

- 物管人牌照持有人參與情況

  共1,150多名物管人（第1級）牌照持有人率先於2024年起須按牌照規定強制參與持續進修，當中1,000多人(89%)已於計劃下的電子紀錄系統開設個人賬戶，系統已載有當中近460人(40%)於2024年參與進修的紀錄，而40多人(4%)已達至計劃下的每年認可參與時數要求。

- Arrangements for implementing CPD on mandatory basis

  After the ending of the transitional period of the PM industry licensing regime, the PMSA immediately commenced implementation of the CPD Scheme on mandatory basis by stages. PM Practitioner (Tier 1) licence holders are required to participate in the CPD Scheme on mandatory basis from 1 January 2024 onwards and PM Practitioner (Tier 2) licence holders are required to participate from 1 January 2025 onwards.

  To enforce the aforementioned arrangements, from 1 August 2023 onwards, the PMSA has imposed condition on all newly issued and renewed PM Practitioner licences in accordance with the Licensing Regulation requiring the licensees concerned to fulfil the CPD participation requirement. Otherwise licence renewal may be affected.

- PM Practitioner licence holders' participation

  Over 1,150 PM Practitioner (Tier 1) licence holders would be required as per their licence to participate in continuous learning on mandatory basis from 2024, of whom over 1,000 (89%) had set up account on the Scheme's e-recording system. Nearly 460 (40%) of them had recorded their CPD activities in 2024 on the system, and over 40 (4%) had met the annual participation hours and requirement of the Scheme.

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Encouraging Continuous Learning

「持續專業發展學券」計劃

監管局為推動持續進修而推出的「持續專業發展學券」計劃已於2023年5月圓滿結束，計劃鼓勵物管人牌照持有人在限期前完成三個指定步驟，包括下載「PMSA」手機應用程式並開設個人賬戶、在個人賬戶記錄最少1次參與持續專業發展活動／課程，以及在活動專頁進行登記，即有機會贏取總值$10,000的持續專業發展學券。

監管局已順利抽選出5位得獎者，並邀請其分享對持續進修的意見和心得。

CPD Voucher Scheme

The CPD Voucher Scheme launched by the PMSA to promote CPD ended in May 2023. PM Practitioner licence holder who had completed the three steps of downloading the PMSA Mobile App and registering for a personal account, recording of at least one CPD activity/course participated and registering for the Voucher Scheme before the designated deadline would be eligible to win a CPD Voucher of $10,000.

The PMSA had already drawn lot to select five lucky winners and had invited the winners to share their views and thoughts on CPD with the industry.



監管局的持續專業發展計劃除了有助我增進與工作相關的專業知識外，亦可令我擴闊視野。舉例來說，監管局以樹木管理為題舉辦持續專業發展講座，讓我與其他一直從事商場管理工作的物管從業員有機會可以接觸不同專業範疇的知識，有助我更全面了解物管行業的工作。

The PMSA CPD Scheme has enriched my professional knowledge at work and also widened my horizons. For example, the PMSA CPD seminar about tree management gave me, a PM practitioner who has always worked in shopping mall management, a chance to be exposed to professional knowledge in respect of other fields, which helped me understand PM work more comprehensively.

馬穎琪女士 Ms Ma Wing Kei

- 物管人牌照（第1級）持有人
- 於物管公司任職總物業主任
- 已從事物管工作超過8年

- PM Practitioner (Tier 1) licence holder
- Chief Property Officer of a PM company
- Over 8 years of PM work experience

鼓勵持續進修
Encouraging Continuous Learning



由於自己需要輪班工作，未必適合報讀一些長期密集式的課程。監管局的兩小時持續進修講座讓我可於短時間內對不同課題有初步認識，方便日後再深入鑽研。

As I work shifts, long and intensive courses may not be suitable for me. The PMSA's two-hour CPD seminars enable me to have an initial understanding of various PM subjects within a short time and I can study deeper at a later stage.

陳家樂先生 Mr Chan Ka Lok

- 臨時物管人牌照（第2級）持有人
- 於物管公司任職物業主任，負責於香園圍口岸邊境管制站工作

- Provisional PM Practitioner (Tier 2) licence holder
- Property Officer of a PM company in charge of work at Heung Yuen Wai Boundary Control Point



物管業一直注重在職培訓，因從業員需不斷汲取新知識，緊貼社會發展，提升專業水平，才能彰顯專業形象。監管局持續專業發展計劃下的培訓活動不論是內容範疇或是學習模式均相當多元化，物管同業應主動積極參與，以助未來事業發展。

The PM industry places emphasis on on-the-job training as PM practitioners need to continuously acquire the latest knowledge for staying in touch with the development of the community and raise standard in order to enhance professionalism. Training activities under the PMSA CPD Scheme are diversified in terms of content and learning model. Members of the PM industry ought to actively participate in such activities in order to enhance future career development.

黃寶珍女士 Ms Rosita Wong

- 物管人牌照（第1級）持有人
- 從事物管業工作超過30年
- 於物管公司任職總經理

- PM Practitioner (Tier 1) licence holder
- Over 30 years of PM work experience
- General Manager of a PM company

鼓勵持續進修
Encouraging Continuous Learning



監管局為配合持續專業發展計劃而推出的電子紀錄系統相當容易使用，物管從業員記錄出席持續進修活動非常方便，有助進行規劃持續進修。

The PMSA's e-recording system launched to complement the CPD Scheme is easy to use and very convenient for PM practitioners to record their attendance in CPD activities, which helps PM practitioners to plan their CPD programme.

陳煒彬先生 Mr Chan Wai Pan

- 物管人牌照（第2級）持有人
- 於酒店任職首席工程師，主要負責人力資源及設施管理工作

- PM Practitioner (Tier 2) licence holder
- Chief Engineer of a hotel mainly in charge of human resources and facility management work



持續進修可改善自己的不足，並可學習跨領域的知識，觸類旁通，融會貫通。我一直有計劃報讀保安課程增值自己，贏取學券後打算修讀與物管法規相關的課程或是學習語文，令自己持續進步及增值。

Continuous learning helps me address my shortcomings. I can acquire knowledge across different aspects and integrate them as they are all related. I have been planning to enrol in security related courses to further develop myself and I also plan to study courses relating to PM laws and regulations or language courses after winning the CPD voucher so that I can grow and progress continuously.

呂詩蕾女士 Ms Lui Sze Lui

- 物管人牌照（第1級）持有人
- 負責商場管理工作
- 從事物管業工作超過10年

- PM Practitioner (Tier 1) licence holder
- In charge of shopping mall management work
- Over 10 years of PM work experience

推動可持續發展 Promoting Sustainable Development

社會上愈來愈多投資者及消費者均以企業在推動保護環境(E-Environmental)、履行社會責任(S-Social)及加強企業管治(G-Governance)三方面的工作表現來衡量其價值。事實上，香港不少物管公司均已率先推廣及實際參與落實ESG理念，並編製獨立報告，羅列公司的ESG策略、指標及進度，並承諾每年所訂立的ESG目標均能夠持續落實推行，以達到預期效果。

More and more investors and consumers in society nowadays evaluate a company's value based on its performance in three areas, namely protecting environment (E), fulfilling social responsibility (S) and strengthening corporate governance (G). In fact, many PM companies in Hong Kong have already taken the initiative to promote and implement the ESG concept. They also prepare independent reports to set out the company's ESG strategy, indicators as well as progress and dedicate themselves to continuously achieving the ESG targets every year so as to obtain the desired results.

監管局作為物管業界的法定監管機構，肩負牽頭和帶動的重任，協調政府、物管業界及社區各方面各層面的資源和力量，推動持牌物管公司將ESG理念融入業界企業管理及營運模式內，以加強業界的競爭力，同時提升整體物管業及社會可持續發展的水平，共同為香港未來可持續發展作出積極貢獻。

As the statutory body of the PM industry, the PMSA will take on the important responsibility of initiating and promoting collaborations among the Government, PM industry and different sectors of the community, driving licensed PM companies to incorporate the ESG concept into their corporate management and operational model, so as to enhance the competitiveness of the industry and at the same time sustain the development of both the industry and our society, thereby actively contributing together to the future sustainable growth of Hong Kong.

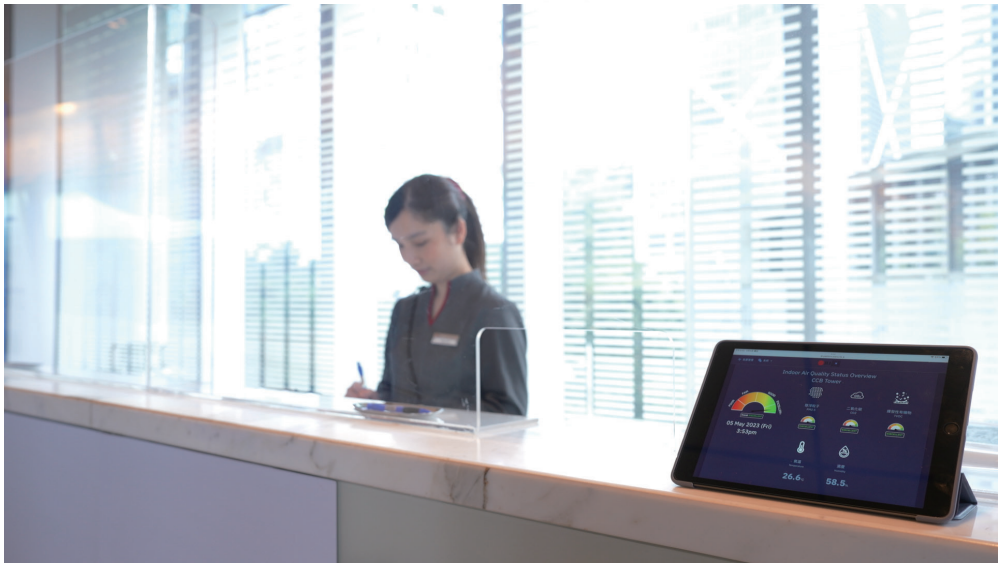
推動節能減廢

香港都市生活發展帶來不少副產品，其中最值得大家關注留意的就是廢物量及用電量。監管局期望物管業界能積極響應配合政府推行的節能減廢政策，協助業主組織／業戶了解、協調並落實相關措施，以產生最大的推動協同效應，減廢節能，並提升物管服務專業水平。

Promoting Energy Saving and Waste Reduction

In Hong Kong, urbanisation has created various by-products, of which waste production and energy consumption are common concerns. The PMSA aims that the PM industry can actively support the Government's energy saving and waste reduction policy, helping owners' organisations/occupants to understand, coordinate for and implement relevant measures so as to develop synergies for implementing the policy and enhancing the professional standards of PM services.

推動可持續發展
Promoting Sustainable Development



監管局於過去一年積極與相關政府部門及各持份者緊密聯繫，推動建立「節約能源、減廢回收」文化，包括於網誌發文及致函全港物管持牌人呼籲支持環境保護署的「私人屋苑智能廚餘回收桶試驗計劃」，積極加強支援屋苑推行智能廚餘回收，推動住戶培養廚餘回收的良好習慣。

In the past year, the PMSA had actively and closely communicated with relevant Government departments and different stakeholders in order to foster a culture of energy saving, waste reduction and recovery, through the issue of blogs and letters to all licensees in Hong Kong to appeal for them to support the Environmental Protection Department's Pilot Scheme on "Food Waste Smart Recycling Bins in Private Housing Estates", strengthening support for the implementation of smart food waste recycling in estates and driving residents to develop good habits in food waste recycling.

另一方面，監管局亦與香港綠色建築議會合作舉辦持續專業發展講座，為業界講解綠色物管新趨勢，介紹物管從業員可如何利用綠色產品和綠色建築認證令物業更加低碳和環保。

On the other hand, the PMSA had also organised CPD seminar jointly with the Hong Kong Green Building Council to share with the industry the latest trends in green PM, through which ways were introduced to PM practitioners to make use of green products and green building certification to reduce carbon footprint of properties and make them more environmentally friendly.

監管局於過去一年亦訪問了多間於其管理物業內積極推動節能減碳措施的物管公司以分享運作經驗，包括引入智能資源管理系統實時監察各項設施，並利用大數據及人工智能有效管理物業能源，例如透過自動調節照明和空調系統等，以減少能源消耗，推動業界為香港可持續發展盡一分力，攜手打造綠色香港。

The PMSA had also interviewed various PM companies in the past year which had actively adopted energy-saving and carbon reduction measures in properties managed to share their operational experiences. These included the introduction of smart resource management system to monitor facilities in real time and the use of big data and artificial intelligence to effectively manage energy usage in properties such as adjusting lighting, air conditioning, etc. automatically to reduce energy consumption, thus driving the industry to contribute to the sustainable development of Hong Kong and building together a greener territory.

物管同救心

根據消防處數字顯示，香港每年有超過1萬宗心臟驟停個案，反映有關意外事故可隨時隨地發生。物管業界日常為社區提供服務，與市民大眾生活息息相關。若能積極發揮更大的力量，加強配合及支援消防處工作，攜手推動普及急救知識和推廣發展救人自救文化，讓社會各階層更積極於發生緊急事故時適當使用自動心臟除顫器(AED)及心肺復甦法(CPR)救人，營造任何人都可於危急時出手助人救人的社會氛圍，有效形成更強大的保護網絡，保障香港市民生命安全，履行社會責任。

監管局於本年度與消防處合辦「物管同救心」行動，團結力量推動物管業界率先履行社會責任支持消防處「AED睇得到用得到」計劃，並積極鼓勵物管成為「救心同仁」的行業。逾百名物管公司的管理層人員及物管業界團體主要成員以身作則參與活動，在消防處代表和「任何仁」帶領下共同體驗操作AED及進行心肺復甦法，並獲消防處頒發「救心同仁」證，承諾未來遇到心臟驟停事故時可化身成為「任何仁」適當協助拯救生命，把握搶救生命的黃金時間，增加受影響人士的存活機會。

Saving Hearts Together

Statistics from the Fire Services Department (FSD) show that over 10,000 cardiac arrests occur each year in Hong Kong, meaning that such incidents could happen anytime anywhere. The PM industry provides services for the community on everyday basis and is an integral part of our daily life. If the industry can actively use its strength to enhance the support for FSD's work and jointly promote common first-aid knowledge and develop a culture of "self-help and help others", thus encouraging all in society to proactively and appropriately make use of automated external defibrillator (AED) and cardiopulmonary resuscitation (CPR) to rescue people when there is emergency, thereby creating a social atmosphere where anyone can help to save others when needed, then there could be a stronger protective network for the community which would more effectively safeguard the lives of the people of Hong Kong and fulfil social responsibility.

The "Joint PM Heart-saving" operation co-organised by the PMSA and the FSD this year had united forces in driving the PM industry to become the first to uphold social responsibility in supporting the FSD's "AED Anywhere for Anyone" programme and actively driving PM to become a "Resuscitation Alliance" industry. Led by FSD representatives and "Anyone", over 100 PM companies' senior executives and key members of PM industry bodies set a good example by taking part in the operation and experiencing together the use of AED and CPR. By receiving the "Resuscitation Alliance" certificate from the FSD, they pledged to become the "Anyone" to appropriately assist in life saving when encountering cardiac arrest incidents in future, so as to seize the critical timing for rescue which may increase the survival odds of those affected in the incidents.



提高市民防騙意識

近年詐騙案件數量有持續上升趨勢，情況令人關注。有見及此，監管局加強與警方合作，推動物管業共同提高市民防騙意識及鼓勵積極舉報騙案。為響應警方旨在打擊及預防騙案的「銀盾計劃」，監管局於本年度與警方商業罪案調查科及義務工作發展局聯合舉辦培訓講座。當日有200多名義工及物管業界代表出席，並獲邀擔任「銀盾先鋒」訓練員，透過其動員力和影響力培訓更多「銀盾先鋒」。監管局亦就「提高防騙意識」於網站推出專題網頁，讓物管業從業員可定期查閱最新騙案警示，於提供物管服務時向市民宣傳防騙知識，以達到計劃「騙案日日新，提醒身邊人」的目標。

Enhancing Public's Anti-deception Awareness

The number of deception cases has continued to rise in recent years which is a common concern. In response, the PMSA had strengthened cooperation with the police and drove the PM industry to raise anti-deception awareness of members of the public and encourage active reporting of deception cases. To support Project SILVERSHIELD launched by the police which aims to fight against and prevent deception cases, the PMSA held training workshop jointly with the Commercial Crime Bureau and the Agency for Volunteer Service this year. Over 200 volunteers and representatives of the PM industry joined the workshop on the day and were invited to serve as SILVERSHIELD Ambassadors, who would help influence and mobilize more SILVERSHIELD Ambassadors to be trained. The PMSA had also rolled out a thematic webpage on its website about "Enhancing Anti-deception Awareness", such that PM practitioners may regularly check the latest scam alerts and share anti-scam information with members of the public in their provision of PM services, so as to achieve the project's aim of "Scams are rampant – Tell everyone! ".





提供誠信物管服務

監管局與廉政公署一直緊密合作，致力推動提升物管業界專業操守及誠信文化。監管局於本年度於網站推出「提供誠信物管服務」專題網頁，一站式分享監管局與廉政公署聯合為物管業界製作的不同防貪指引和培訓資訊，包括《防止貪污事宜》、《防止貪污事宜－員工聘用及管理》、《物業管理公司處理代客戶收取的款項》、《處理代客戶或安排客戶支付款項》及《代客戶進行採購服務及防止圍標》等相關操守守則及良好作業指南，以及旨在協助物管公司識別和緩解貪污風險的《物業管理公司防貪指南》和羅列了物管業常見的防貪警示及相關防貪措施的宣傳教育單張。

Delivering PM Services with Integrity

The PMSA has all along been working closely with the Independent Commission Against Corruption (ICAC) to elevate the ethical standard of and maintain a culture of integrity within the PM industry. The PMSA had launched the "Delivering Integrity" thematic webpage on its website this year, a commonplace for sharing various guidelines and training materials on corruption prevention for the PM industry jointly published with the ICAC, including Codes of Conduct and relevant Best Practice Guides *Prevention of Corruption*, *Prevention of Corruption – Staff Recruitment and Management*, *Handling Moneys Received on behalf of Clients by Property Management Companies*, *Handling Payment for or Arranging Payment to be Made by Clients* and *Carrying out Procurement for Clients and Prevention of Bid-rigging*, etc., as well as the *Corruption Prevention Guide for Property Management Companies* which helps PM companies identify and mitigate corruption risks, and educational and promotional pamphlets which set out common red flags in PM and relevant preventive measures.



物管創新科技

監管局積極鼓勵物管業於日常工作中廣泛採用創新科技，全方位落實物管智能化，以推動服務水平更上一層樓。

- 機械人世代

  為響應香港科技園公司推出的「Robots Everywhere」計劃，監管局邀請了60多名物管業界代表參與計劃的展示日，親身體驗由機械人提供的物管服務。隨著香港有更多實際場景支持採用智能物管的研發產品，可以預見未來物管科技的應用選擇會不斷增加，業界亦會更願意採用創新科技包括機械人技術以提升服務質素水平。

Adopting PM Innovative Technology

The PMSA encourages the PM industry to widely adopt innovative technology in its everyday work and implement smart systems in PM comprehensively so as to raise service standard.

- Robotic generation

  To support the "Robots Everywhere" Programme launched by the Hong Kong Science and Technology Parks Corporation, the PMSA invited over 60 PM industry representatives to participate in the open day of the programme for them to experience first-hand PM services provided by robots. As Hong Kong would have more venues which support the adoption of smart PM technologies, it is foreseeable that the options for PM technology application will keep growing in future, and the industry will also be more willing to make use of innovative technology including robotic technology to enhance service quality.





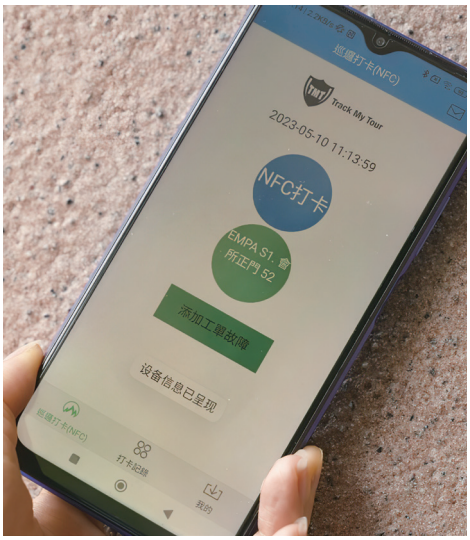
活動當日展示由機械人提供的物管服務，包括停車場巡邏機械人（左）及清潔機械人（右）。
PM services provided by robots were showcased on the day of the activity, including car park patrol robot (left) and cleansing robot (right).

- 物管科技

監管局於本年度亦推出了「智能物管」專題影片特輯，介紹物管業界應用的創新物管科技，包括智能保安巡邏系統、車牌辨識系統、屋苑自助管理系統、機械人住宅管理、智能商場、智能辦公室、智能舊樓管理等。

- PM technologies

The PMSA had rolled out this year a video series under the theme of "Smart PM" which introduced the PM industry's adoption of innovative PM technologies, including smart security patrol system, car licence plate recognition system, estate self-served management system, robotic residence management, smart shopping malls, smart office, smart old-building management, etc.

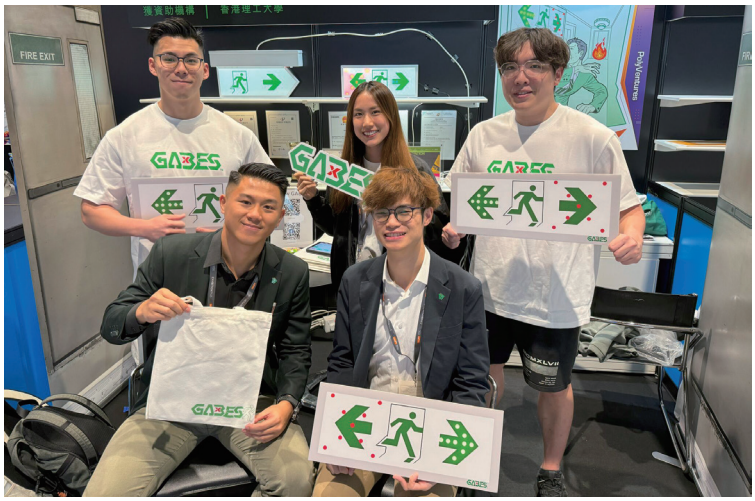






另外，監管局亦專訪了理工大學建築環境及能源工程學系博士生及其團隊研發的智能消防應急系統，運用創新科技加強物業的消防安全及解決逃生問題，將創新科技融入物業管理的防火工作中，幫助業界為市民締造更安全的物業環境。

In addition, the PMSA also interviewed PhD candidate of the Department of Building Environment and Energy Engineering, the Hong Kong Polytechnic University, and the team on the smart fire emergency system developed. The system uses innovative technology to enhance fire safety in properties and resolve escape issues, creating a safer property environment by incorporating innovative technology into fire safety work under PM.





積極溝通聯繫
Active Communication

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

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

參與第三屆國際物業管理及採購博覽

年度物管業界盛事第三屆國際物業管理及採購博覽（博覽會）於2023年8月30日至9月1日一連三天假香港會議展覽中心舉行。由於博覽會是發牌制度過渡期完結後舉辦的首個大型物管業界活動，監管局藉此機會以「抱擁物管新世代」為主題，就香港物管業順利落實發牌制度於博覽會設置展位及舉辦大型紀念典禮，以進一步向各持份者展示香港物管業在發牌制度下貫徹「服務優質」、「行事持正」及「與時並進」三大核心價值，朝優質化專業化向前發展。

Participating in Third International Property Management & Procurement Expo

The third International Property Management and Procurement Expo (Expo), the annual major event of the PM industry in Hong Kong, was held at the Hong Kong Convention and Exhibition Centre for three consecutive days from 30 August to 1 September 2023. Since the Expo was the first large-scale event of the PM industry after the ending of transitional period of the PM licensing regime, the PMSA had set up in the Expo an exhibition booth and held a major ceremony to commemorate the smooth transition of the PM industry through the licensing regime under the theme of "Embracing the New Era for Property Management", and showcasing the development of the PM industry in Hong Kong towards enhanced quality and professionalism through encompassing the three core values "Quality", "Integrity" and "Advancement" under the licensing regime.

監管局主席黃江天博士除在博覽會開幕典禮上就主題「提升樓宇管理水平，釋放物業真正價值」致辭外，並聯同環境及生態局局長謝展寰先生、民政事務總署副署長易志宏先生、立法會議員謝偉銓先生（前監管局主席）、監管局一眾成員，以及博覽會主辦機構和支持單位代表為監管局的展位主持剪綵開幕儀式。

The PMSA Chairperson Dr James WONG delivered a speech at the Opening Ceremony of the Expo under the theme of 'Releasing Property Value by Raising Property Management Service Standard'. He also joined Mr TSE Chin Wan, Secretary for Environment and Ecology, Mr TE Chi Wang, Deputy Director of Home Affairs, Hon Tony TSE, member of the Legislative Council (former Chairperson of the PMSA), members of the PMSA, as well as the organiser of the Expo and representatives of the supporting organisations to officiate the ribbon-cutting ceremony to mark the opening of the PMSA exhibition booth.



積極溝通聯繫
Active Communication with Stakeholders

加強粵港澳大灣區物管業界交流
Strengthening Exchange among PM Industry in Greater Bay Area



10.10.2023

與廣東省粵港澳大灣區物業及設施管理聯合會代表會面。

Conducted exchange with representatives of the Guangdong Property and Facilities Management Association of the Greater Bay Area.

13.10.2023

監管局副主席許智文教授率領由監管局成員、監管局認可專業團體及物管業組織代表組成的代表團，出席參與內地最具影響力及規模的物管業展覽、共有超過200家內地及國際品牌企業參展的深圳2023中國國際物業管理產業博覽會（物博會）。許智文教授亦獲深圳市住房及建設局邀請，於物博會的「粵港澳大灣區物業創新發展論壇」上作專題演講。監管局亦於物博會期間在「粵港澳大灣區物業特色館」設置展位，介紹香港物管業發牌制度及監管局工作，藉此重點展示香港物管業自2023年8月1日起，即物管業發牌制度三年過渡期完結後，已踏入相關物管公司及從業員均須持牌，朝向專業化發展的全新世代。

監管局代表團此行亦有到訪深圳市住房及建設局，與局領導朱文芳女士及其團隊會面交流，而民政事務總署代表亦有參與。

Vice Chairperson of the PMSA Prof. Eddie Hui led a delegation consisting of PMSA members, representatives of the PMSA Recognised Professional Bodies and PM industry bodies to participate in the 2023 China International Property Management Industry Expo (China Expo) in Shenzhen, which was the largest and most influential PM industry exhibition in the Mainland with participation from over 200 Mainland and international brands and corporations. Prof. Eddie Hui was invited by the Housing and Construction Bureau of Shenzhen Municipality to deliver speech at the Property Management Innovation and Development Forum of the Expo. The PMSA also set up an exhibition booth in the Guangdong-Hong Kong-Macao Greater Bay Area (GBA) zone of the Expo to introduce the PM industry licensing regime in Hong Kong and the work of the PMSA, highlighting that the PM industry of Hong Kong has entered into a new era whereby all relevant PM companies and practitioners are licensed and are advancing towards enhanced professionalism since the completion of the three-year transitional period of the PM industry licensing regime as from 1 August 2023.

The PMSA delegation also visited the Housing and Construction Bureau of Shenzhen Municipality to conduct exchange with Bureau Leader Ms ZHU Wenfang and her team. Representatives of the Home Affairs Department also participated in the exchange.



積極溝通聯繫
Active Communication with Stakeholders



17.11.2023

與兩岸四地物管業界及香港物業管理師學會代表會面交流。

Conducted exchange with representatives of the PM industry from cross-strait four regions and the Hong Kong Institute of Certified Property Managers.

28.11.2023

出席澳門物業管理業商會成立38周年暨第十八屆理監事會就職及澳門不動產管理專業技術人員協會成立5周年暨第三屆理監事會就職典禮。

Attended the ceremony marking the 38th anniversary of the Property Management Business Association of Macao and the inauguration of the Association's 18th board of directors, as well as the ceremony marking the fifth anniversary of the Real Estate Management Professional Technicians Association of Macao and the inauguration of the association's third board of directors.





22.3.2024

出席深圳市物業管理行業協會慶典暨春茗晚會。

Attended the Shenzhen Property Management Association's Celebration cum Spring Reception.

積極溝通聯繫
Active Communication with Stakeholders

與物管業界會面交流

Conducting Exchange with PM industry



11.5.2023

出席國際設施管理協會香港分會年度會議2023。

Attended the International Facility Management Association Hong Kong Chapter's Integrate 2023 Facility Management Conference.

6.6.2023

出席香港地產行政師學會「小區聯廈聯管」午餐演講會。

Attended the Hong Kong Institute of Real Estate Administration's "District-based Building Rehabilitation Pilot Scheme" Luncheon Meeting.





23.6.2023

出席香港物業管理師學會「物業管理周 – 優秀從業員頒獎典禮暨研討會」。

Attended the Hong Kong Institute of Certified Property Managers' "Property Management Week 2023 – Excellent Practitioners Award Ceremony".

27.6.2023

向14間公契經理人物管公司頒發物管公司牌照。

Issued PM Company licences to 14 DMC Manager PM companies.





7.7.2023

安排香港物業管理師學會和香港房地產代理業聯會會員集體提交正式及臨時物管人牌照申請。

Arranged with members of the Hong Kong Institute of Certified Property Managers and Hong Kong Property Agencies Association to collectively submit applications for formal and provisional PM Practitioner licence.

積極溝通聯繫
Active Communication with Stakeholders



11.7.2023

出席國際設施管理協會香港分會「國際設施管理協會亞太區卓越大獎2022-23」頒獎典禮。

Attended the International Facility Management Association Hong Kong Chapter's "Asia Pacific Awards of Excellence 2022-23" presentation ceremony.

15.8.2023

出席香港物業管理公司協會有限公司周年晚宴。

Attended the Hong Kong Association of Property Management Companies' Annual Dinner.





12.9.2023

香港測量師學會代表到訪監管局交流。

Representatives of the Hong Kong Institute of Surveyors visited the PMSA and conducted exchange.

22.9.2023

出席香港測量師學會物業設施管理組「智慧大灣區，物管新世代」研討會2023。

Attended the Hong Kong Institute of Surveyors Property and Facility Management Division Conference 2023 "Next Generation of Smart Property & Facility Management in Greater Bay Area".



積極溝通聯繫
Active Communication with Stakeholders



13.10.2023

出席皇家特許測量師學會周年晚宴。

Attended the Royal Institution of Chartered Surveyors' Annual Dinner.

17.10.2023

出席香港物業服務聯盟「慶祝中華人民共和國成立七十四周年暨香港物業服務聯盟－首屆優秀從業員選舉2023」頒獎典禮。

Attended the Hong Kong Property Services Alliance's "Celebrating the 74th Anniversary of the Founding of the People's Republic of China cum the Best Property Related Services Awards 2023" presentation ceremony.





24.10.2023

出席房屋經理學會2023年度晚宴。

Attended the Hong Kong Institute of Housing's Annual Dinner 2023.

26.10.2023

出席屋宇設備運行及維修行政人員學會23周年晚宴。

Attended the Building Services Operation and Maintenance Executives Society 23th Anniversary Dinner.



積極溝通聯繫
Active Communication with Stakeholders

17.11.2023

出席香港物業管理師學會周年晚宴。

Attended the Hong Kong Institute of Certified Property Managers' Annual Dinner.





20.11.2023

出席香港測量師學會周年晚宴。

Attended the Hong Kong Institute of Surveyors' Annual Dinner.

22.11.2023

出席香港地產行政師學會周年晚宴。

Attended the Hong Kong Institute of Real Estate Administrators' Annual Dinner.





6.1.2024

出席香港物業管理師學會2024年物業管理年度啟動儀式。

Attended the Hong Kong Institute of Certified Property Managers' PM Industry Annual Launching Ceremony 2024.

積極溝通聯繫
Active Communication with Stakeholders

26.2.2024

出席香港房屋、物業及設施管理專業聯盟(十會一局)聯合春節晚宴2024。

Attended the Hong Kong Alliance of Professional Housing, Property & Facility Management's Spring Dinner 2024.





6.3.2024

出席香港物業服務聯盟成立十周年暨第六屆理事會就職典禮及新春團拜。

Attended the Hong Kong Property Service Alliance's 10th Anniversary Celebration cum Inauguration of the 6th Council Committee and Lunar New Year Get-together.

23.3.2024

出席香港設施管理學會卓越設施管理獎2024評審會議。

Attended the assessment meeting for the Hong Kong Institute of Facility Management's Excellence in Facility Management Award 2024.



向不同持份者介紹發牌制度
Introducing Licensing Regime to Different Stakeholders

海外專業團體／機構 Overseas professional bodies/organisations



23.8.2023

與馬來亞大學及瑪拉工藝大學代表會面交流。

Conducted exchange with representatives of the Universiti of MALAYA and Universiti Teknologi MARA.

物管課程學生 Students of PM courses

29.7.2023

出席香港理工大學專業進修學院為監管局「指明課程」舉辦的畢業典禮。

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





28.10.2023

出席香港都會大學為監管局指明學歷課程舉辦的畢業典禮。

Attended the Graduation Ceremony of a course of the Hong Kong Metropolitan University recognised by the PMSA as specified academic qualification.

業主組職 Owners' organisations

20.4.2023

出席「屯結守望計劃」啟動禮，分享介紹監管局工作及物管服務。

Attended the "Crime Watch" Kick-off Ceremony to introduce the work of the PMSA and PM services.



積極溝通聯繫
Active Communication with Stakeholders

不同行業機構 Industry organisations



17.4.2023

出席香港房屋協會75周年慶祝酒會。

Attended the Hong Kong Housing Society's 75th Anniversary Cocktail Reception.

28.4.2023

出席「保安業商會成立十一周年誌慶暨2023-2024年度執行委員會就職典禮及周年晚宴」。

Attended the "Chamber of Security Industry 11th Anniversary Cum 2023-2024 Inauguration Ceremony of Executive Committee and Annual Dinner".





5.5.2023

出席律政司2023年「調解為先」承諾書活動。

Attended the Department of Justice's "Mediate First" Pledge Event 2023.

16.5.2023

出席環境及生態局「住宅噪音座談會」。

Attended the Environment and Ecology Bureau's "Domestic Buildings Noise Problem Seminar".





11.6.2023

出席建造業議會「第二屆香港建造業技能大賽」。

Attended the Construction Industry Council's "2nd Hong Kong Construction Skills Competition".

積極溝通聯繫
Active Communication with Stakeholders

10.7.2023

出席信報50周年未來香港高峰論壇。

Attended the Hong Kong Economic Journal 50th Anniversary Summit.



18.7.2023

參觀市區重建局樓宇復修資源中心。

Visited the Urban Renewal Authority's Building Rehabilitation Resource Centre.





27.7.2023

出席建造業議會周年晚宴。

Attended Construction Industry Council's Annual Dinner.

18.10.2023

出席香港經濟日報房地產業界精英論壇2023「築動未來」。

Attended the Hong Kong Economic Time's Real Estate Industry Forum 2023 "Building Beyond Future".



積極溝通聯繫
Active Communication with Stakeholders

26.10.2023

於屋宇署「樓宇安全周2023」介紹《處理建築工程》操守守則。

Introduced the "Handling Building Works" Code of Conduct during the Buildings Department's "Building Safety Week 2023".





7.11.2023

聯同建造業議會及勞工處舉行「裝飾及維修新里程」主題講座。

Jointly organised the Thematic Talk on Repair, Maintenance, Alteration and Addition New Mileage with the Construction Industry Council and the Labour Department.

17.12.2023

參與香港警務處商業罪案調查科轄下反詐騙協調中心「西九CHILL RUN冬日市集」。

Participated in the "West Kowloon CHILL RUN Winter Market" of the Anti-Deception Coordination Centre under the Commercial Crime Bureau, Hong Kong Police Force.





29.1.2024

出席地產代理慶祝中華人民共和國成立75周年暨香港房地產代理業聯會成立30周年及第12屆理事會就職典禮。

Attended the Celebration of the 75th National Day of the People's Republic of China cum the 30th Anniversary of the Hong Kong Property Agencies Association and the 12th Inauguration Ceremony of the Executive Committee.



4.2.2024

參與廉政公署「五十周年傳誠跑」。

Participated in the Independent Commission Against Corruption's 50th Anniversary Running Gala.

21.2.2024

出席廉政公署五十周年慶祝酒會暨香港國際廉政學院成立典禮。

Attended the Independent Commission Against Corruption's 50th Anniversary Reception and Establishment Ceremony of the Hong Kong International Academy Against Corruption.



傳媒 Media

監管局於年內發出了共40份新聞稿，其中有14份公布監管局的最新發展，而與發牌制度及操守守則相關的各有10份，另有6份則與「持續專業發展計劃」相關。監管局主席黃江天博士及行政總裁蕭如彬先生亦多次接受傳媒專訪，介紹物管業發牌制度的最新發展及交代監管局的工作進度。

The PMSA issued 40 press releases during the year, of which 14 were about the latest development of the PMSA, 10 each were related to the licensing regime and the Code of Conduct respectively, and 6 concerning the CPD Scheme. The PMSA Chairperson Dr James Wong and Chief Executive Officer Mr Alan Siu also conducted interview on various occasions to brief the media on the latest development of the PM industry licensing regime and the work progress of the PMSA.



接受香港電台專訪。
Interviewed by the Radio Television Hong Kong.



接受新城電台專訪。
Interviewed by Metro Broadcast.



舉行傳媒簡報會公布監管局發牌工作的最新進展。
Conducted media briefing on the latest development of the PMSA's licensing work.



接受ViuTV專訪。
Interviewed by ViuTV.

積極溝通聯繫
Active Communication with Stakeholders

作為物管業倡導者

監管局作為物管業倡導者，透過加入相關政府部門／公營機構轄下的委員會／工作小組／網絡及定期參與有關會議及活動，保持與各持份者緊密聯繫，相互交流，攜手合作，共同促進物管業持續健康向前發展。

As the Advocate for PM Industry

As the advocate for the PM industry, the PMSA maintains close contact and conducts exchange with different stakeholders through serving on/in the concerned committees/working groups/networks of relevant Government departments/public organisations and participating regularly in meetings and activities to promote together the healthy development of the PM industry.

（按參與時間排序）

(according to the sequence of participation)

參與年度 Participation Year	政府部門／公營機構 Government department/Public organisation	工作小組／委員會 Committee/Working Group	擔任角色 Role
2019年至今 2019 – Present	職業訓練局 Vocational Training Council	房地產服務業訓練委員會 Real Estate Services Training Board	當然委員 Ex-officio Members
2020年至今 2020 – Present	僱員再培訓局 Employees Retraining Board	物業管理及保安業行業諮詢網絡 PM and Security Industry Consultative Network	委員 Committee Member
2021年至今 2021 – Present	香港資歷架構 Hong Kong Qualifications Framework	物業管理業行業培訓諮詢委員會 PM Industry Training Advisory Committee	委員 Committee Member
2021年至今 2021 – Present	香港警務署有組織罪案及三合會調查科 Hong Kong Police Force Organised Crime and Triad Bureau	「復安居計劃」工作小組 RenoSafe Scheme Working Group	成員 Member
2022年至今 2022 – Present	建造業議會 Construction Industry Council	裝飾及維修專責委員會 Committee on Repair, Maintenance, Alteration and Addition	成員 Member

參與年度 Participation Year	政府部門／公營機構 Government department/Public organisation	工作小組／委員會 Committee/Working Group	擔任角色 Role
2023年至今 2023 – Present	水務署 Water Supplies Department	《水務設施條例》及《水務設施規例》全面檢討工作小組 Working Group on Holistic Review of Waterworks Ordinance and Waterworks Regulations	成員 Member
2023－2024年度 2023 – 2024	勞工處 Labour Department	建造業安全獎勵計劃2023/2024工作小組 Working Group on Construction Industry Safety Award Scheme 2023-2024	成員 Member
2023－2024年度 2023 – 2024	職業安全健康局 Occupational Safety and Health Council	「第十一屆最佳職安健物業管理大獎」工作委員會 Committee on the 11th Best Property Safety Management Award	委員 Committee Member





財務狀況
Financial Highlights

財務狀況 Financial Highlights



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

The PMSA is a self-financing statutory body. Its income is generated from two sources, namely levy and licence fees. The levy is collected in accordance with the PMSO and the Levy Regulation under the PMSO. With the implementation of the licensing regime for the PM industry commencing on 1 August 2020, the PMSA had also received licence fees from PM practitioners and PM companies.

監管局本年度的總收入及總支出分別為港幣4,681萬元及港幣4,288萬元，盈餘為港幣393萬元。

The total income and expenditure of the PMSA for the year were HK$46.81 million and HK$42.88 million respectively. This resulted in a surplus of HK$3.93 million.

監管局在成立初期，向政府「貸款基金」申請了港幣2,200萬元貸款。監管局於2023年4月1日已償還政府第一期本金港幣440萬元。截至2024年3月31日，政府貸款餘額為港幣1,760萬元，而本年度有關利息支出約港幣41萬元。第二期本金港幣440萬元的還款日期為2024年4月2日。

In the initial set-up period, the PMSA had applied for a loan of HK$22 million from the Government Loan Fund. The first repayment of HK$4.4 million for the loan was made on 1 April 2023. As of 31 March 2024, the Government loan balance was HK$17.6 million and the relevant interest expense paid for the year was HK$0.41 million. The second repayment of HK$4.4 million for the loan will be made on 2 April 2024.

財務狀況
Financial Highlights

監管局需擬備真實而中肯的財務報表。這些財務報表符合香港會計師公會公佈的會計準則、報告準則和詮釋。上述財務報表由監管局委任的外聘核數師審核。李福樹會計師事務所在2023-24財政年度擔任監管局的外聘核數師，為監管局提供審計服務。

The PMSA has to prepare financial statements that give a true and fair view in accordance with the accounting standards, financial reporting standards and interpretations issued by the Hong Kong Institute of Certified Public Accountants. The aforesaid financial statements were audited by an external auditor appointed by the PMSA. F.S. Li & Co. was appointed by the PMSA as the external auditor to provide audit services for the financial year 2023-24.

收取徵款

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

Levy Collection

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

監管局本年度的徵款收入為港幣2,583萬元，當中涉及約73,400宗物業交易。根據《物管條例》，欠交或逾期繳付徵款可被施加罰款，罰款款額視乎逾期時間長短而定，最低罰款款額為徵款款額的雙倍，最高則達10倍。年內監管局共處理了78宗欠交或逾期繳付徵款的個案，較去年減少34%，涉及罰款港幣15萬元。

The PMSA had received a total levy income of HK$25.83 million from around 73,400 property transactions in the year. According to the PMSO, late payment or non-payment of levy is subject to a penalty, the amount of which ranges from 2 to 10 times the amount of the levy, depending on the duration of the delay. There were 78 cases of outstanding or late payment dealt with during the year, which was a decrease of 34% compared to last year, involving a total penalty of HK$0.15 million.

牌照費

在物管業發牌制度下，監管局本年度發出共7,668個物管人及物管公司牌照，年度申請費及牌照費收入為港幣1,711萬元。

Licence Fees

Under the PM industry licensing regime, the PMSA had altogether issued 7,668 PM Practitioner and PM Company licences in the year 2023-24. A total of HK$17.11 million licence fees (including application fees) were received.

獨立核數師報告 INDEPENDENT AUDITOR'S REPORT

致物業管理業監管局
（根據《物業管理服務條例》於香港成立）

TO THE PROPERTY MANAGEMENT SERVICES AUTHORITY
(established in Hong Kong under the Property Management Services Ordinance)

意見

本核數師（以下簡稱「我們」）已審計列載於第107頁至第132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2024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，包括重大會計政策資訊。

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2024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。

Opinion

We have audited the financial statements of the Property Management Services Authority ("PMSA") set out on pages 107 to 132, which comprise the statement of financial position as at 31st March 2024, 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 material accounting policy information.

In our opinion, the financial statements give a true and fair view of the financial position of the PMSA as at 31st March 2024, 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.

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。

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 PMSA in accordance with the HKICPA's Code of Ethics for Professional Accountants ("the Code"), and we have fulfilled our other ethical responsibilities in accordance with the Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

獨立核數師報告
Independent Auditor's Report

其他信息

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

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

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

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

監管局就財務報表須承擔的責任

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

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

監管局須負責監督其財務報告過程。

Other Information

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

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

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

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

Responsibilities of the PMSA for the Financial Statements

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

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

The PMSA is responsible for overseeing its financial reporting process.

核數師就審計財務報表承擔的責任

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

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

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

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. This report is made solely to you, as a body, in accordance with Part 6 of Schedule 3 to the Property Management Services Ordinance, and for no other purpose. We do not assume responsibility towards or accept liability to any other person for the contents of this report. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with 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 PMSA's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the PMSA.

獨立核數師報告
Independent Auditor's Report

核數師就審計財務報表承擔的責任（續）

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

- 評價財務報表的整體列報方式、結構和內容，包括披露，以及財務報表是否中肯反映交易和事項。

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

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

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

- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

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

李福樹會計師事務所
執業會計師

香港，2024年7月25日

F. S. Li & Co.
Certified Public Accountants

Hong Kong, 25th July 2024

收支結算表

截至2024年3月31日止年度

STATEMENT OF INCOME AND EXPENDITURE

FOR THE YEAR ENDED 31ST MARCH 2024

		附註 Note	2024 港元 HK$	2023 港元 HK$
收入	INCOME			
徵款	Levies		25,827,200	27,118,700
牌照費	Licence fees		17,109,926	9,610,625
活動收入	Activities income		–	50,350
銀行利息	Bank interest		3,575,359	1,169,034
行政費用	Administration fee		–	13,443,870
其他收入	Other income		294,605	1,810
			46,807,090	51,394,389
支出	EXPENDITURE	4		
員工成本	Staff costs		27,186,459	31,226,103
專業費用	Professional fees		946,325	402,188
辦公室及相關開支	Office accommodation and related expenses		1,977,654	2,046,500
傳訊及宣傳開支	Corporate communications and promotion		3,431,305	2,301,092
徵款收集費用	Levy collection charges		440,382	460,224
資訊科技開支	IT expenses		848,806	1,657,469
折舊	Depreciation		6,576,727	7,016,623
核數師酬金	Auditor's remuneration		21,300	20,300
活動開支	Activities expenses		136,291	95,282
其他支出	Other expenses		859,978	1,067,442
財務費用	Finance costs	5	455,711	426,169
			42,880,938	46,719,392
年度盈餘及全面收益	SURPLUS AND TOTAL COMPREHENSIVE INCOME FOR THE YEAR		3,926,152	4,674,997

財務狀況表
於2024年3月31日

STATEMENT OF FINANCIAL POSITION
AT 31ST MARCH 2024

		附註 Note	2024 港元 HK$	2023 港元 HK$
非流動資產	**NON-CURRENT ASSETS**			
物業及設備	Property and equipment	6	2,161,065	2,674,075
使用權資產	Right-of-use assets	7	1,924,636	6,048,858
			4,085,701	8,722,933
流動資產	**CURRENT ASSETS**			
按金及預付款項	Deposits and prepayments	8	2,896,281	3,382,599
應收賬款及其他應收款	Accounts and other receivables	9	3,879,453	9,451,842
超過三個月到期之銀行存款	Bank deposits with maturity over 3 months		73,705,000	61,000,000
銀行結存及現金	Bank balances and cash		128,575,135	144,480,571
			209,055,869	218,315,012
流動負債	**CURRENT LIABILITIES**			
應付賬款及應計項目	Accounts payables and accruals	10	6,292,073	6,030,763
暫收款項	Temporary receipts	11	123,270,297	139,051,058
租賃負債	Lease liabilities	12	1,943,794	4,154,650
遞延收入	Deferred income	13	32,976,445	26,724,871
政府貸款	Government loan	14	4,400,000	4,400,000
			168,882,609	180,361,342
流動資產淨值	**NET CURRENT ASSETS**		40,173,260	37,953,670
總資產減流動負債	**TOTAL ASSETS LESS CURRENT LIABILITIES**		44,258,961	46,676,603
非流動負債	**NON-CURRENT LIABILITIES**			
租賃負債	Lease liabilities	12	–	1,943,794
政府貸款	Government loan	14	13,200,000	17,600,000
			13,200,000	19,543,794
淨資產	**NET ASSETS**		31,058,961	27,132,809
儲備	**RESERVE**			
累積盈餘	Accumulated surplus		31,058,961	27,132,809

載於第107頁至第132頁的財務報表於2024年7月25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：

The financial statements on pages 107 to 132 were approved and authorised for issue by the PMSA on 25th July 2024 and are signed on its behalf by:

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

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

儲備變動表

截至2024年3月31日止年度

STATEMENT OF CHANGES IN RESERVE

FOR THE YEAR ENDED 31ST MARCH 2024

		累積盈餘 Accumulated surplus 港元 HK$
於2022年4月1日	At 1st April 2022	22,457,812
年度盈餘及全面收益	Surplus and total comprehensive income for the year	4,674,997
於2023年3月31日及2023年4月1日	At 31st March 2023 and 1st April 2023	27,132,809
年度盈餘及全面收益	Surplus and total comprehensive income for the year	3,926,152
於2024年3月31日	At 31st March 2024	31,058,961

現金流量表
截至2024年3月31日止年度

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31ST MARCH 2024

		附註 Note	2024 港元 HK$	2023 港元 HK$
營運活動之現金流量	CASH FLOWS FROM OPERATING ACTIVITIES			
年度盈餘	Surplus for the year		3,926,152	4,674,997
就下列各項作出調整：	Adjustments for:			
利息收入	Interest income		(3,575,359)	(1,169,034)
租賃負債利息	Interest on lease liabilities		48,858	101,262
貸款利息支出	Loan interest expense		406,853	324,907
折舊	Depreciation		6,576,727	7,016,623
處置物業及設備之虧損	Loss on disposal of property and equipment		12,805	–
營運資金變動前之營運現金流量	Operating cash flows before changes in working capital		7,396,036	10,948,755
按金及預付款項減少／（增加）	Decrease/(Increase) in deposits and prepayments		486,318	(1,061,000)
應收賬款及其他應收款減少／（增加）	Decrease/(Increase) in accounts and other receivables		6,422,975	(6,418,770)
暫收款項減少	Decrease in temporary receipts		(15,780,761)	(248,661,942)
遞延收入增加	Increase in deferred income		6,251,574	1,658,105
應付賬款及應計項目增加	Increase in accounts payables and accruals		261,310	1,130,364
營運活動所得／（所用）之現金淨額	NET CASH GENERATED FROM/(USED IN) OPERATING ACTIVITIES		5,037,452	(242,404,488)
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		(1,952,300)	(775,904)
已收利息	Interest received		2,724,773	603,958
超過三個月到期之銀行存款增加	Increase in bank deposits with maturity over 3 months		(12,705,000)	(5,000,000)
投資活動所用之現金淨額	NET CASH USED IN INVESTING ACTIVITIES		(11,932,527)	(5,171,946)
融資活動之現金流量	CASH FLOWS FROM FINANCING ACTIVITIES			
已付租賃租金之資本部分	Capital element of lease rentals paid	19	(4,154,650)	(4,102,246)
已付租賃租金之利息部分	Interest element of lease rentals paid	19	(48,858)	(101,262)
償還政府貸款	Repayment of government loan	19	(4,400,000)	–
支付貸款利息	Loan interest paid		(406,853)	(324,907)
融資活動所用之現金淨額	NET CASH USED IN FINANCING ACTIVITIES		(9,010,361)	(4,528,415)
現金及現金等值物減少淨額	NET DECREASE IN CASH AND CASH EQUIVALENTS		(15,905,436)	(252,104,849)
年初現金及現金等值物結存	CASH AND CASH EQUIVALENTS AT BEGINNING OF THE YEAR		144,480,571	396,585,420
年終現金及現金等值物結存	CASH AND CASH EQUIVALENTS AT END OF THE YEAR		128,575,135	144,480,571
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		128,575,135	144,480,571

財務報表附註

截至2024年3月31日止年度

1. 背景

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

監管局的辦公地址為香港灣仔皇后大道東248號大新金融中心8樓806-8室。

2. 重大會計政策

(a) 編製基準

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

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

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2024

1. Background

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

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

2. Material accounting policies

(a) Basis of preparation

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

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

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

2. 重大會計政策(續)

(a) 編製基準(續)

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

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

(b) 收入確認

徵款收入在到期並須向監管局繳付時被確認為收入。

銀行利息收入按實際利率法累計。

其他收入是以應計制確認。

2. Material accounting policies (continued)

(a) Basis of preparation (continued)

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

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

(b) Revenue recognition

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

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

Other income is recognized on an accrual basis.

2. 重大會計政策(續)

(b) 收入確認(續)

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

(i) 行政費、牌照申請費及活動收入於提供服務時確認。

(ii) 牌照費收入在牌照期內以直線法按時間予以確認。

(c) 確認及取消確認權益工具

當監管局成為工具合約條文的一方時，會在財務狀況表確認金融資產及金融負債。

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

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

2. Material accounting policies (continued)

(b) Revenue recognition (continued)

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

(i) Administration fee, licence application fee and activities income are recognized at a point in time upon provision of services.

(ii) Licence fees are recognized over time on a straight-line basis over the licence period.

(c) Recognition and derecognition of financial instruments

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

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

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

2. 重大會計政策(續)

(d) 金融資產

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

監管局之金融資產分類為按攤銷成本列賬之金融資產。

撥歸此類之金融資產(包括應收及其他應收款項)須同時符合下列兩項條件:

(i) 持有資產之業務模式是為收取合約現金流為目標;及

(ii) 資產之合約條款於特定日期產生僅為支付本金及未償還本金利息之現金流量。

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

2. Material accounting policies (continued)

(d) Financial assets

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

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

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

(i) the assets are held within a business model whose objective is to hold assets in order to collect contractual cash flows; and

(ii) the contractual terms of the assets give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.

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

2. 重大會計政策(續)

(e) 預計信貸虧損之虧損撥備

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

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

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

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

2. Material accounting policies (continued)

(e) Loss allowances for expected credit losses

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

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

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

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

2. 重大會計政策(續)

(f) 非金融資產減值

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

(g) 物業及設備

物業及設備以成本減累計折舊及累計減值損失列賬。

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

電腦及軟件	3年
辦公室設備	5年
傢俱及裝置	5年
租賃物業裝修	5年

2. Material accounting policies (continued)

(f) Impairment of non-financial assets

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

(g) Property and equipment

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

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

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

2. 重大會計政策(續)

(h) 租賃

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

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

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

(i) 應收賬款及其他應收款，以及合約資產及合約負債

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

2. Material accounting policies (continued)

(h) Leases

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

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

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

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

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

2. 重大會計政策(續)

(i) 應收賬款及其他應收款，以及合約資產及合約負債(續)

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

(j) 現金及現金等值物

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

(k) 撥備

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

(l) 僱員福利

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

(m) 利息支出

利息支出於產生期間支銷。

2. Material accounting policies (continued)

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

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

(j) Cash and cash equivalents

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

(k) Provision

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

(l) Employee benefits

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

(m) Interest expenses

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

2. 重大會計政策(續)

(n) 外幣兑換

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。非港元(「外幣」)交易按交易日期之匯率兑換。貨幣性之外幣資產及負債結餘乃按財政報告日之概約兑換率換算為港元。所有兑換損益已計入盈餘或虧損內。

(o) 有關連人士

就本財務報表而言，有關連人士包括符合以下定義的人士及實體：

(i) 下列人士或其近親家屬將被視為與監管局有關連，若該名人士：

(a) 能控制或共同控制監管局；

(b) 對監管局有重大影響力；或

(c) 為監管局之主要管理層成員。

(ii) 若下列任何一項條件吻合，則有關實體將被視為與監管局有關連：

(a) 該實體與監管局屬同一集團之成員公司(即各母公司、附屬公司及同系附屬公司彼此間有關連)。

2. Material accounting policies (continued)

(n) Foreign currency translation

The financial statements are presented in Hong Kong dollars, which is the functional currency of the PMSA. Transactions arising in currencies other than Hong Kong Dollars ("foreign currencies") during the year are converted at exchange rates approximating to those ruling at transaction dates. Monetary assets and liabilities denominated in foreign currencies at period end are translated at rates of exchange approximating to those ruling at reporting date. All exchange differences are dealt with in surplus or deficit.

(o) Related parties

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

(i) A person or a close member of that person's family is related to the PMSA if that person:

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

(b) has significant influence over the PMSA; or

(c) is a member of the key management personnel of the PMSA.

(ii) An entity is related to the PMSA if any of the following conditions applies:

(a) The entity and the PMSA are members of the same group (which means that each parent, subsidiary and fellow subsidiary is related to the others).

2. 重大會計政策(續)

(o) 有關連人士(續)

(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。

(g) 就(i)(a)所指人士在對實體有重大影響力或為該實體之主要管理層成員。

(h) 該實體或其所屬集團旗下任何成員公司向監管局提供主要管理人員服務。

個人的近親家庭成員是指可影響，或受該個人影響，他們與該實體交易的家庭成員。

2. Material accounting policies (continued)

(o) Related parties (continued)

(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 PMSA or an entity related to the PMSA. If the PMSA is itself such a plan, the sponsoring employers are also related to the PMSA.

(f) The entity is controlled or jointly controlled by a person identified in (i).

(g) A person identified in (i)(a) has significant influence over the entity or is a member of the key management personnel of the entity.

(h) The entity, or any member of a group of which it is a part, provides key management personnel services to the PMSA.

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

3. 稅項

根據《稅務條例》第87條，監管局獲豁免繳納香港利得稅。

3. Taxation

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

4. 支出

4. Expenditure

		2024 港元 HK$	2023 港元 HK$
年度支出包括以下項目費用：	The following expenses have been included in determining the surplus:		
員工成本	Staff costs		
薪金及其他福利	Salaries and other benefits	26,488,775	30,336,800
界定供款退休計劃的供款	Contributions to defined contribution retirement plan	697,684	889,303
		27,186,459	31,226,103

5. 財務費用

5. Finance costs

		2024 港元 HK$	2023 港元 HK$
租賃負債利息	Interest on lease liabilities	48,858	101,262
貸款利息支出	Loan interest expense	406,853	324,907
		455,711	426,169

6. 物業及設備 6. Property and equipment

		電腦及軟件 Computers and softwares 港元 HK$	辦公室設備 Office equipment 港元 HK$	傢俱及裝置 Furniture and fixtures 港元 HK$	租賃物業裝修 Leasehold improvements 港元 HK$	總計 Total 港元 HK$
成本	Cost					
於2022年4月1日	At 1st April 2022	5,029,558	210,490	875,176	8,249,509	14,364,733
添置	Additions	691,031	70,553	4,520	9,800	775,904
於2023年3月31日及2023年4月1日	At 31st March 2023 and 1st April 2023	5,720,589	281,043	879,696	8,259,309	15,140,637
添置	Additions	1,928,800	23,500	–	–	1,952,300
處置	Disposals	(295,000)	–	–	–	(295,000)
於2024年3月31日	At 31st March 2024	7,354,389	304,543	879,696	8,259,309	16,797,937
累計折舊	Accumulated depreciation					
於2022年4月1日	At 1st April 2022	3,777,700	98,171	539,596	5,158,694	9,574,161
年度折舊	Charge for the year	1,017,445	48,851	175,714	1,650,391	2,892,401
於2023年3月31日及2023年4月1日	At 31st March 2023 and 1st April 2023	4,795,145	147,022	715,310	6,809,085	12,466,562
年度折舊	Charge for the year	863,102	52,767	153,441	1,383,195	2,452,505
處置時回撥	Written back on disposals	(282,195)	–	–	–	(282,195)
於2024年3月31日	At 31st March 2024	5,376,052	199,789	868,751	8,192,280	14,636,872
賬面淨值	Net book value					
於2024年3月31日	At 31st March 2024	1,978,337	104,754	10,945	67,029	2,161,065
於2023年3月31日	At 31st March 2023	925,444	134,021	164,386	1,450,224	2,674,075

7. 使用權資產

7. Right-of-use assets

		港元 HK$
成本	**Cost**	
於2022年4月1日、2023年3月31日、2023年4月1日及2024年3月31日結餘	At 1st April 2022, 31st March 2023, 1st April 2023 and 31st March 2024	13,342,759
累計折舊	**Accumulated depreciation**	
於2022年4月1日	At 1st April 2022	3,169,679
年度折舊	Charge for the year	4,124,222
於2023年3月31日及2023年4月1日	At 31st March 2023 and 1st April 2023	7,293,901
年度折舊	Charge for the year	4,124,222
於2024年3月31日	At 31st March 2024	11,418,123
賬面淨值	**Net book value**	
於2024年3月31日結餘	At 31st March 2024	1,924,636
於2023年3月31日結餘	At 31st March 2023	6,048,858

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

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

8. 按金及預付款項

按金及預付款項包括租金和公用事業按金總計1,266,169港元(2023: 1,266,169港元)，預期於一年內收回。

8. Deposits and prepayments

Deposits and prepayments include deposits related to office rental and utilities deposits of HK$1,266,169 (2023: HK$1,266,169) that are expected to be recovered within one year.

9. 應收賬款及其他應收款

9. Accounts and other receivables

		2024 港元 HK$	2023 港元 HK$
應收徵款	Levy receivables	2,070,160	2,677,222
其他應收款	Other receivables	375,987	6,191,900
應收利息	Interest receivables	1,433,306	582,720
		3,879,453	9,451,842

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

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

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

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

		2024 港元 HK$	2023 港元 HK$
1－90日	1 – 90 days	2,372,147	6,741,722
91－180日	91 – 180 days	74,000	1,997,400
超過180日	Over 180 days	–	130,000
		2,446,147	8,869,122

10. 應付賬款及應計項目

10. Accounts payables and accruals

		2024 港元 HK$	2023 港元 HK$
應付賬款	Accounts payables	294,459	225,251
其他應付款項和應計項目	Other payables and accruals	355,866	286,268
準備金	Provisions for		
－約滿酬金	– Gratuity	3,960,949	3,726,692
－休假	– Leave	629,572	762,123
－辦公室還原費用	– Office reinstatement cost	1,051,227	1,030,429
		6,292,073	6,030,763

11. 暫收款項

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

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

11. Temporary receipts

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

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

12. 租賃負債

12. Lease liabilities

		2024 港元 HK$	2023 港元 HK$
於3月31日	At 31st March		
租賃負債分年償還期	Maturity profile of lease liabilities		
一一年內	– Within 1 year	1,948,571	4,203,508
一一年後至三年內	– After 1 year but within 3 years	–	1,948,571
租賃負債（未貼現）	Lease liabilities (undiscounted)	1,948,571	6,152,079
貼現值	Discount amount	(4,777)	(53,635)
租賃負債（貼現）	Lease liabilities (discounted)	1,943,794	6,098,444
分類為：	Classified as:		
流動負債	Current portion	1,943,794	4,154,650
非流動負債	Non-current portion	–	1,943,794
		1,943,794	6,098,444
截至3月31日止年度	Year ended 31st March		
租賃負債賬面值變動：	Movements of the carrying amount of lease liabilities:		
報告期初	At the beginning of the reporting period	6,098,444	10,200,690
非現金變動	Non-cash changes		
一租賃負債利息	– Interest on lease liabilities	48,858	101,262
現金支出	Cash payments	(4,203,508)	(4,203,508)
截至報告期末	At the end of the reporting period	1,943,794	6,098,444

13. 遞延收入 13. Deferred income

		2024 港元 HK$	2023 港元 HK$
遞延收入	Deferred income in respect of		
牌照費	Licence fees	32,976,445	26,724,871

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

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

牌照費之預收款項於報告期初之遞延收入結餘已確認為本年度之收益為11,690,899港元(2023：5,873,608港元)。

Revenue in respect of the licence fees recognized during the year that was included in the opening balance of deferred income is HK$11,690,899 (2023: HK$5,873,608).

14. 政府貸款 14. Government loan

		2024 港元 HK$	2023 港元 HK$
政府貸款的償還期限如下：	The loan is repayable as follows:		
一年內	Within 1 year	4,400,000	4,400,000
超過一年	More than 1 year	13,200,000	17,600,000
		17,600,000	22,000,000

此政府貸款為無抵押貸款，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。

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

15. 購置設備之資本承擔

15. Capital commitments for acquisition of equipment

		2024 港元 HK$	2023 港元 HK$
已簽約但未作出撥備	Contracted but not provided for	270,570	982,620

16. 重大有關連人士交易

在年度內監管局與有關連人士所進行的日常營運重大交易如下：

16. Material related party transactions

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

		2024 港元 HK$	2023 港元 HK$
主要管理人員的薪酬	Remuneration for key management personnel		
短期員工福利	Short-term employee benefits	6,029,193	5,838,430
離職後福利	Post-employment benefits	877,542	835,575
		6,906,735	6,674,005

薪酬總額計入「員工成本」(見附註4)。

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

17. 金融資產及負債

(a) 金融資產及負債類別

17. Financial assets and liabilities

(a) Categories of financial assets and liabilities

		2024 港元 HK$	2023 港元 HK$
金融資產	**Financial assets**		
流動資產－按攤銷成本值：	Current assets – at amortized cost:		
按金	Deposits	1,266,169	1,266,169
應收賬款及其他應收款	Accounts and other receivables	3,879,453	9,451,842
超過三個月到期之銀行存款	Bank deposits with maturity over 3 months	73,705,000	61,000,000
銀行結存及現金	Bank balances and cash	128,575,135	144,480,571
		207,425,757	216,198,582
金融負債	**Financial liabilities**		
非流動負債－按攤銷成本值：	Non-current liabilities – at amortized cost:		
租賃負債	Lease liabilities	–	1,943,794
政府貸款	Government loan	13,200,000	17,600,000
流動負債－按攤銷成本值：	Current liabilities – at amortized cost:		
暫收款項	Temporary receipts	123,270,297	139,051,058
租賃負債	Lease liabilities	1,943,794	4,154,650
政府貸款	Government loan	4,400,000	4,400,000
應付賬款及應計項目	Accounts payables and accruals	6,292,073	6,030,763
		149,106,164	173,180,265

(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2024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176,000港元(2023：盈餘減少／增加220,000港元)。

(b) Financial risk management objectives and policies

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

(i) Interest rate risk

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

Sensitivity analysis
At 31st March 2024, had the interest rate been 1% higher/lower and with all other variables held constant, the PMSA's surplus for the year would decrease/increase by HK$176,000 (2023: surplus would decrease/increase by HK$220,000).

17. 金融資產及負債(續)

(b) 財務風險管理的目標及政策(續)

(ii) 信貸風險

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

監管局並無持有任何抵押品以涵蓋其所有金融資產之相關風險。

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

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

監管局認為金融資產之信貸風險符合最初期望及沒有預期有重大信貸虧損。

(iii) 流動資金風險

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

17. Financial assets and liabilities (continued)

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

(ii) Credit risk

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

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

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

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

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

(iii) Liquidity risk

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

17. 金融資產及負債(續)

(b) 財務風險管理的目標及政策(續)

(iii) 流動資金風險(續)

下表顯示根據監管局報告期末至合約到期日的剩餘期間金融負債的分析。

17. Financial assets and liabilities (continued)

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

(iii) Liquidity risk (continued)

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

		賬面值 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2024年3月31日	At 31st March 2024				
流動負債	Current liabilities				
暫收款項	Temporary receipts	123,270,297	123,270,297	123,270,297	–
租賃負債	Lease liabilities	1,943,794	1,948,571	1,948,571	–
政府貸款	Government loan	4,400,000	4,400,000	4,400,000	–
應付賬款及應計項目	Accounts payables and accruals	6,292,073	6,292,073	6,292,073	–
非流動負債	Non-current liabilities				
政府貸款	Government loan	13,200,000	13,200,000	–	13,200,000
		149,106,164	149,110,941	135,910,941	13,200,000
於2023年3月31日	At 31st March 2023				
流動負債	Current liabilities				
暫收款項	Temporary receipts	139,051,058	139,051,058	139,051,058	–
租賃負債	Lease liabilities	4,154,650	4,203,508	4,203,508	–
政府貸款	Government loan	4,400,000	4,400,000	4,400,000	–
應付賬款及應計項目	Accounts payables and accruals	6,030,763	6,030,763	6,030,763	–
非流動負債	Non-current liabilities				
租賃負債	Lease liabilities	1,943,794	1,948,571	–	1,948,571
政府貸款	Government loan	17,600,000	17,600,000	–	17,600,000
		173,180,265	173,233,900	153,685,329	19,548,571

(c) 公允價值

於2024年及2023年3月31日所有金融資產及負債之價值與其公允價值並無重大差異。公允價值乃按照日後現金流量以現時利率折算現值而估計。

(c) Fair values

All financial assets and liabilities are carried at amounts not materially different from their fair values as at 31st March 2024 and 2023. The fair value is estimated as the present value of future cash flows, discounted at current market interest rate.

18. 資本管理

為滿足資本披露之要求，監管局之資本架構乃指監管局之累積盈餘。

監管局管理資本的目標為:

(a) 保障監管局持續經營的能力;以及

(b) 實現監管局的目標。

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

18. Capital management

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

The PMSA's capital management objectives are:

(a) to ensure the PMSA's ability to continue as a going concern; and

(b) to achieve the PMSA's goals.

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

19. 融資活動所產生負債的對賬

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

19. Reconciliation of liabilities arising from financing activities

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

		租賃負債 Lease liabilities 港元 HK$	政府貸款 Government loan 港元 HK$	合計 Total 港元 HK$
於2023年4月1日	At 1st April 2023	6,098,444	22,000,000	28,098,444
融資活動之現金流量變動：	Changes from financing cash flows:			
償還政府貸款	Repayment of government loan	–	(4,400,000)	(4,400,000)
支付貸款利息	Loan interest paid	–	(406,853)	(406,853)
已付租賃租金之資本部分	Capital element of lease rentals paid	(4,154,650)	–	(4,154,650)
已付租賃租金之利息部分	Interest element of lease rentals paid	(48,858)	–	(48,858)
		1,894,936	17,193,147	19,088,083
其他變動：	Other changes:			
貸款利息支出	Loan interest expense	–	406,853	406,853
租賃負債利息	Interest on lease liabilities	48,858	–	48,858
於2024年3月31日	At 31st March 2024	1,943,794	17,600,000	19,543,794

19. 融資活動所產生負債的對賬（續）

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

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

20. 已頒布但於年內尚未生效的香港財務報告準則

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

《香港會計準則》第1號之修訂本 流動或非流動負債的分類[1]

《香港財務報告準則》第16號之修訂本售後租回之租賃負債[1]

《香港會計準則》第21號之修訂本 缺乏可兑換性[2]

1 於2024年1月1日或之後開始之會計期間生效

2 於2025年1月1日或之後開始之會計期間生效

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

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

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

Amendments to HKAS 1, Classification of Liabilities as Current or Non-current[1]

Amendments to HKFRS 16, Lease Liability in a Sale and Leaseback[1]

Amendments to HKAS 21, Lack of Exchangeability[2]

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

2 Effective for annual periods beginning on or after 1st January 2025

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

七大類別訂明物業管理服務
Seven Categories of Prescribed Property Management Services

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

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

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

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

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

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

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

設計概念
Design Concept

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

The property management industry is like a kaleidoscope, diverse, involving different fields and ever-changing. The prism that drives the changes of the pattern in the kaleidoscope represents the PMSA promoting the industry to move forward towards enhanced quality and professionalism through the three-pronged approach of “regulating by licensing”, “setting professional standards” and “encouraging continuous learning”, embracing together the new era of PM.



物業管理業監管局
Property Management Services Authority

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