

CONTROLLING OFFICER'S REPLY

THB(H)037

(Question Serial No. 3245)

Head: (62) Housing Department

Subhead (No. & title): (-) Not Specified

Programme: (2) Private Housing

Controlling Officer: Permanent Secretary for Transport and Housing (Housing)
(Agnes WONG)

Director of Bureau: Secretary for Transport and Housing

Question:

Regarding the work “to regulate the sale of first-hand residential properties” as mentioned under this Programme, will the Government inform this Committee:

1. of the number of complaint cases received by the Government in each of the past 5 years, with a breakdown by type of complaint;
2. further to the above question, of the number of substantiated cases with penalties and fines imposed out of the complaints received; and
3. of the focus of the Government’s future efforts in monitoring and promoting the regulation of the sale of first-hand residential properties, and of the expenditure involved?

Asked by: Hon KWOK Wai-keung (LegCo internal reference no.: 28)

Reply:

1. The Sales of First-hand Residential Properties Authority (SRPA) received a total of 242 complaints during the period from 2016 to 2020.

A breakdown of the complaints by year and category is as follows:

	Categories of complaints	2016	2017	2018	2019	2020	Total of Categories
(a)	Sales brochure	9	6	16	22	3	56
(b)	Price list	4	1	1	0	2	8
(c)	Sales arrangements	6	5	2	3	3	19
(d)	Show flats	2	1	0	1	0	4
(e)	Register of transactions	1	0	0	0	0	1
(f)	Advertisement	27	7	7	12	6	59
(g)	Misrepresentation and/or dissemination of false or misleading information	10	6	9	20	8	53
(h)	Others (unrelated to the Residential Properties (First-hand Sales) Ordinance (the Ordinance) (Cap. 621))	11	5	7	9	10	42
	Total	70	31	42	67	32	242

- Among the above 242 complaints, 200 were related to the Ordinance, while the remaining 42 were not. Of the 200 complaints relating to the Ordinance, 20 cases were substantiated, 144 cases were not substantiated. The SRPA is still following up on the remaining 36 cases. 3 developers were involved in the 20 substantiated complaint cases, which were related to 17 complaints, 2 complaints and 1 complaint respectively. These 3 developers were prosecuted and convicted, and were fined \$100,000, \$50,000 and \$80,000 respectively.
- The SRPA will continue to take a three-pronged approach to enforce the Ordinance and regulate the sales of first-hand residential properties. First, monitor developers' and concerned persons' compliance with the Ordinance and taking enforcement action when necessary. Second, issue timely guidelines to the trade when necessary for the more effective and practical compliance with the Ordinance. Third, foster public awareness through various publicity channels, including online platforms, electronic and print media, to better protect consumer interests. The estimated expenditure of the SRPA in 2021-22 is \$64.33 million.

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