



# CHAIRMAN'S REPORT

## 主席報告

Dear Members,

Looking back the exciting and challenging year of 2019, we look like a dream chaser who is constantly aiming at our goals with gradual improvement.

### **1. Establishment of a Wholly-owned Organisation in Mainland China to strengthen its membership services**

A wholly-owned organisation (named Shenzhen Xuanyu Information Consulting Co., Ltd.) has been set up in Shenzhen. It is a service platform that we have awaited for. With this platform, we can better integrate the resources of CIHAPB and members to continuously promote the professional development of our industry, to more practically serve the mainland China members, and to provide direct support for members' learning, communication, cooperation and development.

### **2. Continuous Development of Asia-Pacific Region Activity to Promote Professionalism Exchanges**

The exchanges and networking of professional institutions and its experts in our country with other districts have been strengthened. In April 2019, we organized 2 study tours for members to visit Osaka and Tokyo to study the elderly care industry, to visit the elderly community, to communicate and exchange with local elderly service agencies and research institutions. In addition, we also attended the "International Home Care and Rehabilitation Exhibition" in Tokyo to learn about the latest development of elderly care facilities. In May 2019, we organized a study visit to the care homes and homecare management systems for elderly in Taiwan as well as visited some green buildings and experienced new architectural culture. In September 2019, we had a meeting with the Director of the Macau Housing Authority and shared the experience on the topics of property management licensing system in Hong Kong and the latest development of the industry with the property management professionals of Macau.

各位會員朋友：

大家好！

回想緊張且極具挑戰的2019，我們就像奔跑中的追夢人，不斷朝著我們的目標精進。

### **1. 在中國設立了全資機構，加強國內會會員服務**

我們在中國深圳設立了全資機構(深圳玄宇資訊諮詢有限公司)，這是我們一直期盼建設的服務平臺。有了這個平臺，我們可以更好的融合學會和會員資源、持續推動行業專業的發展，更接地氣服務好中國內地會員，為會員學習、交流、合作和發展提供直接支援。

### **2. 持續發展亞太區業務，促進區內專業交流**

加強了國家與地區間專業機構與人士的交流和聯繫。今年9月，我們組織了會員分別到日本大阪、東京，參觀學習了日本的養老產業、拜訪了長者社區，與當地的長者服務機構和研究機構進行了溝通和交流，同時參觀了東京國際老人用品及福祉機械展覽會，瞭解了養老設備設施的發展現狀。5月，學會組織會員到臺灣考察了托老所和居家養老管理系統、參觀了臺灣的綠色生態建築，體驗了建築新形態。9月，學會專程拜訪了澳門房屋局局長、並和澳門房屋管理同行就香港物業管理發牌制度和行業管理進行了交流。

### 3. Close Attention and Active Participation to promote the Industry's Technology Development

Close attention is required on the industry's technology development trend. It is a irreversible trend for our industry development from intelligence buildings to intelligence management as well as from green buildings to green management. We should get involved in the trend to participate and lead it. To this end, we organized and held a forum named "Smart Green Buildings and Property Development in the Greater Bay Area" at Hengqin in Zhuhai in May 2019. Subsequently in June 2019, we were invited to join a workshop organized by the National Smart City Standards Committee Green Smart Community Standard Application Pilot Creation Working Conference. In October, we participated in the "China Property Management International Expo". The President of the CIH, Jim, delivered a keynote speech, and co-organized the "3rd Guangdong-Hong Kong-Macao Greater Bay Area Modern Property Service Industry Innovation and Development Forum". The Chairman of the CIHAPB delivered a speech on "New Trends in Property Management in the Background of the Greater Bay Area". In October, with CIHAPB's assistance, the U.S. Green Building Council hosted the "China Green Building Conference" with the participation of more than 200 merchants from around the world. In November, we co-organized the "2019 Modern Property Development Forum — Building Maintenance and Property Asset Management Seminar" in Shanghai. For Hong Kong, a number of professional forums were organized in topics on technology and intelligence building, in which several industry experts were invited to share with members the application of artificial intelligence and other technologies in the real estate industry and advanced professional management experience.

### 3. 密切關注、參與並引領行業技術發展

密切持續關注行業的技術發展。從智慧建築到智慧管理、從綠色建築到綠色管理是行業發展不可逆轉的趨勢，我們唯有順應趨勢，參與並引導行業的技術發展，為此，我們於今年5月在珠海橫琴參與主辦了「智慧綠色建築與大灣區物業發展」論壇；6月應邀參與了全國智慧城市標準委員會綠色智慧社區標準應用試點創建工作會，10月參與中國物業管理國際博覽會，英國總會會長Jim在大會作了主題發言，同時參與協辦了「第三屆粵港澳大灣區現代物業服務業創新發展論壇」，亞太分會主席在論壇上作了「大灣區背景下物業管理新趨勢」演講；10月在上海協助美國綠色建築委員會主辦了「中國綠色建築大會」，全球200多家有客商參與大會；11月在上海參與協辦「2019現代物業發展論壇——樓宇維修與物業資產管理研討會」，等等。今年我們也在香港舉辦了多場科技智慧專業論壇，邀請了數位行業專家為會員分享了人工智慧等技術在房地產行業的應用以及先進的專業管理經驗。



#### **4. Legislation of Hong Kong's Local Property Management Industry and CIHAPB becomes one of the First Batch of Recognized Professional Bodies**

Since the establishment of the Hong Kong Property Management Service Authority (PMSA), the CIHAPB has closely followed up the legislative issues of the local property management industry in Hong Kong. In addition to maintaining close communication with the PMSA and reflecting the industry's views on the details of the licensing system for practitioners, the Executive Committee and the Secretariat also made a lot of preparations in this year, comprehensively introduced the history of the CIHAPB and the past contributions of CIHAPB in the property management industry of Hong Kong, which led the CIHAPB to successfully pass the audit of the PMSA and become the first batch of approved professional bodies. The professional status of the CIHAPB's members in the industry is highly recognized, and I would like to express my special thanks to the executive committees and the staff of the Secretariat.

#### **5. Special Thanks to Our Practitioners with High Professionalism and Commitment in the past of Frequent Public Activities in Hong Kong**

In the second half of 2019, there were frequent public activities, and our industry faced unprecedented challenges. In the past few months, all property management practitioners have worked under great pressure and showed our commitment to provide professional management services to clients. Taking this opportunity, I herewith pay special respects to all practitioners in the industry.

#### **4. 香港本地物業管理行業立法、亞太分會成為首批認可專業團體**

自香港物業管理監管局(監管局)成立以來，亞太分會一直密切跟進香港本地物業管理行業立法事宜，除了與監管局保持緊密溝通、反映業界對從業員發牌制度細節的意見外，執行委員會各成員和秘書處本年亦進行了大量準備工作，向監管局全面的介紹了亞太分會在香港的歷史、機構組織和分會會員過去在物業管理行業的貢獻，促使分會成功通過監管局審核，成為首批認可專業團體。亞太分會會員在業內的專業地位，備受肯定，在此我特別向各執行委員會各委員會和秘書處各職員，致以萬二分的謝意。

#### **5. 公眾活動頻繁，感謝業內同全表現專業，謹守崗位**

2019年的下半年，香港地區出現頻繁的公眾活動，業內同全面對前所未見的挑戰。在過去幾個月，物業管理專業同全均在極大的壓力下工作，仍然專業地謹守崗位，向客戶提供專業的管理服務。在此，我也特別向業內的同全敬以萬分敬意。

## 6. Look Forward — Active Development of Committee Affairs from Established Foundation to face new challenges

In the coming year of facing social changes and rapid technological advancement, we have to hold a more open, boarder and latest platform to practically lead our industry development and better serve our members on the base of our continuous promotion of industry professionalism development.

### i. Continuous Attention on Learning and Promotion of New Technologies

The rapid technology development on the Internet, the Internet of Things (IOT), and 5G has pushed a rapid transformational upgrade of the real estate and property management industries. Through building up a new technology platform, more and more enterprises will continuously improve their professional management standards, service quality and customer experience, as well will reduce operating costs. To catch up with fast technology development, we must continuously pay attention to the integration of technology and property management and provide members and our industry with latest information and experience.

### ii. Continuous Promotion and Enhancement of Member Services

We will be dedicated to promote and improve the service quality and efficiency of the CIHAPB, including 1. To strengthen CIH's professional support to CIHAPB so as to let members shared with more professional development information from the United Kingdom, 2. To hold advanced professional forums to share professional experience; 3. To provide professional training if necessary to facilitate members' professional development; 4. To revamp CIHAPB's IT platform as an effective platform for learning and experience sharing; 5. To organize various technical visits and study tours to supplement more learning channels for members. With these activities, members' sense of belongings could be enhanced.

## 6. 展望將來、在現有的基礎上積極發展會務及面向各種新挑戰

面向2020，面對社會變化發展和技術快速進步，我們要在繼續推動專業發展的基礎上，建立更加開放、更加廣泛、更切時代的平臺，正確引領行業發展、更好服務學會會員。

### i. 持續關注新技術學習與推廣

互聯網、物聯網、5G技術的快速發展促使房地產、物業行業快速轉型升級，越來越多的企業將通過建立新技術平臺不斷提升專業管理水準，提升服務質素和客戶體驗感，降低運營成本。技術的反覆運算與變化日新月異，我們須持續關注技術的更新與物業管理的融合，為會員為行業提供發展前沿的資訊與經驗。

### ii. 持續推廣及改善會員服務

我們將致力於推廣和提升學會的服務品質和效率，包括：1、加強英國總會對亞太分會的專業支持，讓會員能分享更多來自英國專業發展資訊，2、繼續舉辦高級別專業論壇，分享專業經驗；3、適時推出專業培訓，為會員的專業發展提供支援；4、改善學會IT平臺，為會員學習交流奠定了好技術基礎；5、繼續組織各類參觀參訪活動，幫助會員拓展學習交流的管道。通過這些活動增強會員「家」的體驗和感受。

### iii. Continuous Promotion of Professional Development

The core value of professional development is to train up more professional talents for our industry. To back up the development of of "One Belt and One Road" strategy, the joint development of the Guangdong-Hong Kong-Macao Greater Bay Area and the planning and development of the Shanghai Hainan Free Trade Zone, there is an increasing demand of more and more professionals required to participate and provide professional services. In addition, the supply of housing management professionals does not extremely cater for the development of real estate in China. As a professional body, we have to encourage and support chartered members to actively participate in the development of the real estate industry in China and the Asia-Pacific region by providing members with associated services as well as actively participate in supporting university program development on property management to provide professional talents, especially multi-skills practitioners. In addition, we have to utilizes CIHAPB's resources to strengthen the international exchanges for members to upkeep with international perspectives and trends. With continuous rise of new successors and talents, our industry will become a sustainable one.

### iv Continuous Promotion of Professional Exchanges in Asia Pacific Region

With more networking with professional bodies in different regions, it will continuously upkeep the industry's professionalism and horizon. To aim at this, more technical visits and study tours to different regions will be organized for members to join for their continuous self-improve and to apply their learning to their works so as to allow them have a good practice of continuous professional development to upgrade members' professionalism.

### iii. 持續推動專業發展

專業發展的核心價值在於培養專業發展人才。在中國「一帶一路」的大戰略和粵港澳大灣區聯動發展、上海海南自貿區規劃發展的背景下，需要更多更專業的人士參與其中、提供專業服務，同時，中國房屋管理專業人才的奇缺和房地產的發展極不相稱，作為專業學會，我們既要鼓勵和支援特許會員積極參與中國和亞太的房地產業發展，為會員提供相應的服務，也要積極參與大學房屋管理或不動產管理專業的課程建設和專業人才的培養，特別是複合型人才的培養，同時也要利用學會資源，加強會員的國際交流，幫助會員提升國際視野和格局；只有後繼有人、人才濟濟的行業才是一個可持續發展的行業。

### iv. 繼續促進亞太區業內交流

我們深信只有和更多不同地區的業內專業人士作出交流、分享和互相學習，行業水平方會不斷地提高，不會固步自封。因此，我們也將繼續致力於舉辦更多的地區考察活動，讓會員可以繼續不斷地自我增值，然後再把學習到的應於工作和各自的社區內，形成一個良好的循環，不斷地提高專業水準。

In this year, we will keep running and pursuing to bring more values for members, CIHAPB, and our industry. Taking this chance, I wish all members and friends a good work and good health!

**Wu Yicheng**

*Chairman*

*Chartered Institute of Housing Asian Pacific Branch*

最後，在新的一年、我們將繼續奔跑、不停追求，為會員、為學會、為行業創造更多價值。祝各位會員朋友工作順利、身體健康！

**吳沂城**

*主席*

*英國特許房屋經理學會亞太分會*