



# CHAIRMAN'S REPORT 主席報告

Dear Members,

Please receive my best wishes for the year ahead!

各位會員：

祝願大家來年安好！

Looking back to 2022, the impact of the COVID-19 pandemic on Hong Kong's economy and even the property management industry is still enormous. The Omicron mutant strain caused the fifth wave of the pandemic in Hong Kong, and the number of confirmed cases increased significantly from February to April in 2022. Citizens have become accustomed to wearing masks, scanning with LeaveHomeSafe, working from home, or responding to Compulsory Testing Notices. Fortunately, the pandemic began to subside after May, and social distancing measures were gradually relaxed. The efforts of property management colleagues (including property management practitioners, security guards or cleaning staff) should be credited for their efforts. Because only they still need to go to work and stick to their posts under the worst situation of the pandemic, most of the colleagues have also been vaccinated to ensure the safety of themselves and the owners. On behalf of the Chartered Institute of Housing Asian Pacific Branch (CIHAPB), I would like to take this opportunity to pay my tribute to them once again!

回顧2022年，新冠疫情對本港經濟以致物業管理行業的影響仍然非常巨大。Omicron變異病毒株令本港爆發第五波疫情，在本年二至四月期間確診個案顯著攀升。市民對佩戴口罩、掃安心出行、在家工作或大廈強檢均已習以為常。幸而，疫情於五月後開始回落，社交距離措施亦得以逐步放寬。當中物業管理同僚（包括物業管理從業員、保安員或清潔員工）的努力應記一功。因只有他們在疫情最為惡劣情況下仍需照常上班堅守崗位，大部份同僚亦已接種疫苗，以保障自身及業戶的安全。本人藉此機會代表特許房屋經理學會亞太分會再一次向他們致敬！

## 1. Business Development of CIHAPB in Hong Kong

### a. Improve the Professional Code of Practice and Guidelines for the Licensing Regime of the Property Management Industry

The "Property Management Services Ordinance" (Chapter 626 of the Laws of Hong Kong) has come into force on August 1, 2020 and has provided clear guidelines for the application of licenses of property management company and property management practitioner. After the implementation of the licensing system, CIHAPB continued to maintain close contact with the Property Management Services Authority (PMSA) to provide professional advice on property management for PMSA to formulate various codes of conducts and related best practice guides for practitioners to follow. Time flies, the deadline of three-year transition period, July 31, 2023, is counted down less than several months. CIHAPB hereby once again encourages members to submit license applications to PMSA as soon as possible.

### b. 2021 Annual Assembly of CIHAPB

Affected by the pandemic, the secretariat of the CIHAPB had to be closed for a while. The 2021 Annual Assembly of CIHAPB was originally scheduled to be held on January 13, 2022. Due to the forced closure of the venue after 6:00 pm in compliance with the social distancing measures, the event could not be held as scheduled. CIHAPB finally strived to convene the adjourned meeting on May 30, 2022, to transact the business of CIHAPB.

## 1. 亞太分會在香港的工作情況

### a. 完善物業發牌制度的專業工作守則及指引

《物業管理服務條例》（香港法例第626章）已於2020年8月1日起正式生效，對物管公司牌照及物業從業員牌照的申領作出了清晰的指引。在發牌制度實施後，亞太分會繼續與監管局保持緊密聯繫，就監管局制定各類供業內人士遵守的專業工作守則及指引等工作提供物業管理專業意見。光陰似箭，三年的過渡期限2023年7月31日亦只剩下不到數個月的時間，亞太分會在此再次呼籲會員盡早向監管局提交牌照申請。

### b. 亞太分會2021年度大會

受到疫情影響，亞太分會秘書處須要一度關閉，而原定於2022年1月13日舉辦的亞太分會2021年度大會，因場地受社交距離措施限制在晚上6時後強制關閉，大會未能如期進行。亞太分會最終爭取於2022年5月30日進行延會，處理亞太分會會務事項。



### c. Abundant Professional Training Activities

Despite the severe impact of the pandemic, CIHAPB still arranged a number of activities for members in 2022, including: Defamation in Property Management; Introduction to the Competition Ordinance and Implications for the Property Management Industry; Introduction to the Anti-discrimination Laws and Implications for the Property Management Industry; Introduction of Municipal Solid Waste Charging Scheme and Pilot Scheme on Food Waste Collection; Briefing on Codes of Conduct for Property Management; Embrace Sustainable Development: Incorporate ESG into Property Management; Mitigation in Tree Management; Briefing on Rodent & Termite Control; and Site visit at Guangdong-Macau In-depth Cooperation Zone "Macao New Neighborhood" in Hengqin, etc.

### d. Hong Kong Alliance of Professional Housing, Property & Facility Management

CIHAPB joined Hong Kong Alliance of Professional Housing, Property & Facility Management in year 2021 with aims to promote professional housing, property and facility management services in Hong Kong, exchanges between Hong Kong, the Mainland and overseas, and enhancing the overall image and competitiveness of housing, property and facility management in Hong Kong. Professional bodies and associations of the Alliance include (in alphabetical order): Building Services Operation and Maintenance Executives Society/Chartered Institute of Housing Asian Pacific Branch/Hong Kong Association of Property Management Companies/Hong Kong Association of Property Services Agents/Hong Kong Institute of Facility Management/Hong Kong Institute of Housing/Hong Kong Institute of Real Estate Administrators/Hong Kong Institute of Surveyors Property and Facility Management Division/Housing Managers Registration Board/International Facility Management Association Hong Kong Chapter/Royal Institution of Chartered Surveyors. Following the relax in pandemic control measures, the Alliance plans to organize a spring dinner in February 2023 to enhance communication of the professions.

### c. 豐富的专业培訓活動

儘管受到疫情嚴重影響，亞太分會於2022年度仍為會員安排多項活動，包括：物業管理中的誹謗、《競爭條例》簡介及對物業管理業的影響、反歧視法律介紹及對物業管理行業的啟示、都市固體廢物收費計劃及廚餘收集先導計劃簡介、物業管理行為守則簡介會、邁向可持續發展：於物業管理融入ESG、樹木管理的緩解措施、滅鼠及白蟻簡介及橫琴粵澳深度合作區「澳門新街坊」項目考察等等。

### d. 香港房屋、物業及設施管理專業聯盟

亞太分會於2021年參與了香港房屋、物業及設施管理專業聯盟。聯盟的宗旨是推動香港房屋、物業及設施管理專業服務，推廣香港與內地及海外的交流，提升香港房屋、物業及設施管理的整體形象及競爭力。聯盟的成員（10會1局）包括有（按英文名稱排列）：屋宇設備運行及維修行政人員學會／特許房屋經理學會亞太分會／香港地產行政師學會／香港物業管理公司協會／香港物業服務公司協會／香港設施管理學會／香港房屋管理學會／香港測量師學會物業設施管理組／房屋經理註冊管理局／國際設施管理協會香港分會／皇家特許測量師學會。隨著疫情管控措施的放緩，聯盟有意於2023年2月舉辦春茗晚宴，藉此加強業界的交流。

## 2. Looking to the future

At present, non-Hong Kong permanent residents have to pay up to 30% heavy tax (15% buyer's Stamp Duty and 15% new Ad Valorem Stamp Duty) when buying property in Hong Kong. Talents who have lived in Hong Kong for 7 years and become permanent residents can apply for a refund of the additional Stamp Duty they have paid for buying properties in Hong Kong. It is believed that the policy will help the long-term growth of the property market in Hong Kong. I would like to share the future trend of housing and property management development from three perspectives of Professionalism and Word of Mouth, Application of New Technology as well as Embrace Sustainable Development: Incorporate ESG into Property Management as below.

### a. Professionalism and Word of Mouth

With the licensing regime under the "Property Management Services Ordinance", the professional recognition of the property management industry has been further established. Of course, the professional recognition of the industry does not only confine to its own professional development by means of the continuous improvement and enhancement of housing management industry or recognition by legislative means, but also the actual service delivery to the majority of owners/occupants. Property management is quite a tough job. We hope all members will start from their hearts and do everything to the best, so as to win the long-term trust and word of mouth from the owners/occupants.

### b. Application of New Technology

The current owners/occupants have a strong demand for high-quality property management services. They are no longer satisfied with general traditional services such as routine security, cleaning, gardening, and repair and maintenance. They hope to seek more contemporary, more advanced, more multi-functional, more convenient and user-friendly management services. To this end, the industry should try to adopt different types of new solutions.

For example, new buildings can install Smart Building Frameworks and apply Building Information Modeling technology to optimize the related experience of energy efficiency, control, communication and wellness concepts. For old buildings, 5G technology can be considered to cooperate with the Internet of Things (composed of various sensors, such as Temperature & Humidity sensors, Power Meter Monitoring sensors, People Counting sensors, Water Leakage sensors, Air Quality sensors or Dry Contact sensors) system, so that practitioners can effectively monitor the building conditions and find out potential problems in a timely manner.

## 2. 展望未來

現時非香港永久性居民在港置業要交高達30%重稅(15%買家印花稅及15%新從價印花稅)，港府在施政報告內推出吸引高端人才留港計劃，合資格外來人才在港住滿7年成為永久居民後，便可申請退還在港置業已繳付的額外印花稅。相信政策有助本港物業市場的長遠上漲發展。以下我想從專業化與口碑、新科技應用和邁向可持續發展：於物業管理融入(ESG)等三方面，分享房屋及物業管理發展的未來趨勢。

### a. 專業化與口碑

伴隨著「物業管理服務條例」之發牌制度，進一步確立物業管理行業的專業認受性。當然，行業的專業認受性除了源於行業的不斷提升，法例上的監管及完善外，最重要的還是廣大業戶的實際體驗。物管非閒事，希望各會員從心出發，將每一項事情做到最好，從而贏得業戶的長期信任及口碑。

### b. 新科技應用

現時的業戶對優質物業管理服務的需求非常殷切。他們不再滿足於一般的傳統服務，如常規保安、清潔、園藝以及維修和保養。他們希望尋求更富時代感、更加先進、更為多功能、更為便捷及友善的管理服務。為此，業界應多嘗試採用不同類型的新式解決方案。

例如新建大廈可安裝智能建築框架及應用建築資訊模型技術，優化能源效益、控制、通訊和健康概念的相關體驗。舊式大廈則可考慮應用5G科技配合物聯網(由各種傳感器，如溫濕度傳感器、電錶監控傳感器、人數傳感器、漏水傳感器、空氣質量傳感器或乾接觸傳感器組成)系統，從而讓從業員有效監控建築物的狀況並及時檢出潛在問題。

In addition, the financial situation of the building will be benefited in the long run if manpower shortage problem can be solved or even some redundant human resources can be cut by making good use of new AI technologies such as patrol robots, cleaning robots or robot concierges.

During the severe pandemic, the workload and pressure of the frontline cleaning staff are huge. If the anti-COVID-19 nano coating is sprayed in areas where many people pass by, such as the interior of the lift cars and the wall areas of lift lobby, the disinfection effect can last for nearly half a year, certain routine workload will be sharply reduced.

Smartphones have become an indispensable personal belonging for human beings nowadays. Therefore, famous property management companies have developed their own management systems, real-time messages such as the latest information or property notices/management fee payment advices can be sent to property owners through relevant tailor-made mobile apps. Upon installation of such apps, it would simplify some of our routine duties and strengthen our connection with the owners/occupants, thereby the overall management standard would be improved.

### c. Embrace Sustainable Development: Incorporate ESG into Property Management

I believe no one feels unfamiliar with the term of Environmental, Social and Corporate Governance (ESG). In fact, the reason why countries around the world are committed to implementing ESG is its importance towards sustainable development. Since sustainable operation has become the consensus and goal of global companies, ESG performance is not only an evaluation of a company's contribution to society, but also an indicator for investors and corporate stakeholders to check whether the company can operate in the long run. The scores of ESG will directly affect the confidence of investors and corporate stakeholders in the company. In other words, when a company supports the concept of ESG, it can gain the support of investors and stakeholders, so it can operate for a long time.

此外，若有效善用巡邏機械人、清潔機械人或機械人禮賓司等人工智能新科技來解決物業管理人手不足問題，甚或減省多餘的人力資源成本，長遠來說對大廈財政狀況都有裨益。

在疫情嚴峻時間，前線清潔服務員的工作量及壓力龐大，若在大廈多人流經過的地方，如升降機內部、升降機大堂等範圍噴灑抗COVID-19納米保護塗層，便可在半年內達致消毒抗菌效果，大大減省工作量。

智能電話已是現今人類不可或缺的隨身物品，因此各大物業管理公司都開發自己的管理系統，並透過手機應用程式，向業戶發放最新資訊或物業通告和繳交管理費等即時訊息。應用程式安裝後，除可簡化從業員的一些日常工作，亦可加強與業戶間的溝通，從而提高整體管理水平。

### c. 邁向可持續發展：於物業管理融入(ESG)

環境、社會及企業管治(ESG)這一名詞，相信大家已不再陌生。其實，世界各國致力實行ESG的背後原因，是它對可持續發展的重要性。由於永續經營已是全球企業的共識及目標，ESG表現不單只是評估企業對社會的貢獻，它更是投資人及企業持份者檢視該企業是否能長期經營的一項指標。ESG評分的高低，會直接影響投資人及企業持份者對該企業的信心。換句話說，當一間企業支持ESG概念，就能獲得投資人及持份者的支持，因而可以長久經營。

As long as you understand the above concepts, you will realize that the introduction of ESG can enhance the competitiveness of property management companies in the market. So, how can ESG be integrated into property management? Actually, it is not too difficult. First of all is the protection of the natural environment, such as using double-sided photocopying to reduce waste of paper, using LED lamps to reduce energy consumption, saving water and using reusable tableware, using chiller with environmentally friendly refrigerants and so on. The core idea of sustainable management is "take from society, use from society". Large-scale property management companies regularly hold some scholarships or charitable activities to give back to owners or the general public. In addition, corporate executives should also consider internal and external risk management, such as strengthening occupational safety and health training, replacing A-ladders with platform ladders or working platforms, etc. In a nutshell, if property management companies respond to ESG, they should not only pursue outstanding performance, but also take into account environmental protection and sustainable development factors, so as not to be abandoned by investors and corporate stakeholders.

只要清楚上述理念，大家就會明白引入ESG便可提升物管公司在市場上的競爭力。那麼，究竟如何能將ESG融入物業管理呢？其實亦不是太困難。首先，當然是對自然環境的保護，例如使用雙面影印減少浪費紙張、採用LED光管減少能源損耗、節約用水及使用可重用的餐具、採用環保雪種的製冷機等等。永續經營的核心思想是「取之社會、用之社會」。大型物管公司均會定期舉辦一些獎學金或慈善活動，回饋業戶或社會大眾。此外，企業高層也要考慮企業內在及外在的風險管理，例如加強職安健培訓、以梯台或工作台取代A字梯等。概括而言，如物管公司響應ESG，便不能單單地追求業績亮麗，更要兼顧環保及可持續發展因素，才不致最終被投資人及企業持份者所離棄。

As we all know, the Hong Kong government has introduced policies such as Northern Metropolis Development Strategy, accelerating brownfield development, and accelerating construction of public housing and transitional housing to solve the problem of insufficient supply of public housing. The market also expects that the housing supply in Hong Kong will continue to increase in the future. Factors such as mass migration wave and interest rates hike have recently put pressure on property values. However, with the gradual easing of the pandemic, Mainland China has relaxed its anti-pandemic policies, and it is believed that resumption of normal traveler clearance between Hong Kong and Mainland China will be possible in the near future. The industry has also normalized disinfection cleaning work and social distancing practices. Hong Kong will embark on the road to resume normal in 2023. As long as we continue to strengthen ourselves in adversity, cherish the advantages brought by the licensing regime and the application of new technologies, continuously improve the quality of professional management services and take into account the principle of sustainable development, the future prospects of the industry will be on a brighter path.

眾所周知，港府推出北部都會區發展策略、加速棕地發展、加速興建公屋及過渡性房屋等政策以解決公營房屋供應不足的問題，市場亦預期本港未來房屋供應會陸續增加，再加上移民潮及息口上升等因素，令近期物業價值受壓。然而，隨著疫情逐漸緩和，中國國內對防疫政策的放寬，相信在不久的將來便可與本港通關。業界亦已將清潔消毒工作、減少社交接觸措施恆常化，2023年香港將會踏上復常之路。只要我們繼續逆境自強，配合發牌制度及新科技應用帶來的優勢，不斷提升專業管理服務質素並兼顧可持續發展思維，行業未來前景將步進康莊大道。

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