

# CHAIRMAN'S REPORT

## 主席報告



Dear Members,

The Chartered Institute of Housing Asian Pacific Branch (APB) has achieved significant results in 2024, successfully undertaking various initiatives, including organising member activities, visits, tours, and seminars. I would like to express my sincere gratitude to the Executive Committee members for their dedication and to all members for their active participation, which has led to the APB's satisfactory achievements in various areas this year. With your support, the following is a report on the APB's work over the past year.

## 1. Membership Development and Enhanced Member Services

As a long-established professional institution with a 58-year history, the APB keeps pace with the times. Addressing important social issues and trends such as Greater Bay Area integration, technology utilisation, and youth development, the APB has responded to these trends this year and continued to advance and strengthen the following initiatives, seizing opportunities and further enhancing the member service experience.

### 1.1 Membership Growth

Through the collaborative efforts of the Membership Committee, Education and Training Committee, and Youth Affairs Committee, and active promotion at various external organisations and universities, the APB's membership has increased to 3,505 this year, representing a growth of approximately 4% compared to the previous year. In addition to Hong Kong, to meet the needs of members in Mainland China and Macao, the Education and Training Committee is developing bridging courses to train professionals in both regions to become Chartered Members. Furthermore, the APB has started to recruit members from Mainland China. These efforts lay a solid foundation for future membership growth.

各位會員：

在剛過去的2024年，特許房屋經理學會亞太分會（亞太分會）取得豐碩成果，成功展開多方面的工作，包括舉辦各種會員活動，為會員組織各種外訪、參觀及研討會活動。我借此機會衷心感謝各執行委員會成員的努力及各會員的積極參與，使亞太分會在本年度各方面的業務均取得滿意的成果。在會員的支持下，以下是過去一年亞太分會的工作報告。

## 1. 會務發展及提升會員服務

作為一個歷史悠久，成立達58年的專業機構，亞太分會一直與時並進，並就近年一些重要的社會議題及趨勢，例如加快融入大灣區、善用科技及關注青年人發展等，作出回應，並繼續推進及強化以下各項新業務，抓緊機遇及進一步提升會員服務體驗。

### 1.1 會員人數增長

在會籍事務委員會、教育及培訓委員會及青年事務委員會共同協作及努力下，積極向外界及多間大專院校推廣及介紹亞太分會，會員人數本年度已增加至3,505名，比上年同期增長約百分之四。除本港以外，為回應內地及澳門區會員的需求，教育及培訓委員會正在制定銜接課程，期望可培訓兩地業內的專業人員成為特許會員。此外，亞太分會開始吸納內地會員，這些工作均為亞太分會未來的會員人數發展進一步建立堅實的基礎。

## 1.2 Fellow Membership Application Assessment

Previously handled by the CIH headquarters in the UK, the vetting of Fellow membership applications has been delegated to the APB since 2023, following approval from the headquarters. This arrangement optimises the application review process for Fellow membership, enhances its smoothness and efficiency, and provides a more convenient application process for senior practitioners who have made significant contributions to the industry to obtain the “highest level of membership within the Institute.” In the past year, the APB has successfully approved 9 Fellow member applications.

## 1.3 Enhanced Member Services

To facilitate membership fee payment, the APB has added “Alipay” and “PPS” to the existing payment methods this year. Members can now use these 24-hour electronic payment methods, which not only provide convenience but also reduce the administrative workload of the APB Secretariat. Over the past few years, since the pandemic, the APB has introduced more online services for members, including “electronic application forms” for online seminars and APB activities. Considering the continued hosting of online seminars in the future, the APB will invest resources to provide a better online experience for members. The APB will continue to provide better and more convenient information and services for its members.

## 1.4 Further Development of Young Member Initiatives

Young people are the future of society. Since 2023, the APB has established the “Youth Affairs Committee” under the Executive Committee to further attract young professionals in the industry and enhance communication with them, enabling the APB to further improve and provide better services for members and the industry in the future.

## 1.2 資深會員申請審批工作

過去資深會員審批工作由特許房屋經理學會英國總部處理，自2023年度起，會籍事務委員會已獲總部同意將資深會員申請的審批工作交由亞太分會自行審理及負責處理，有關安排優化資深會員的申請審核程序，以提升審批過程的流暢度及效率，讓業內曾為業界作出貢獻的資深從業員，能獲得更便捷的申請流程，取得這一個「學會內最高級別」的會員資格。在過去一年，亞太分會已成功審批了9名資深會員的申請。

## 1.3 增強會員服務工作

為方便會員繳交會費，亞太分會本年度在原有的會員繳費方式的基礎上增設了「支付寶」及「繳費靈」，會員已可使用這些24小時運作的電子支付方式，除了方便會員外，亦減輕了亞太分會秘書處有關處理會費的行政工作。過去數年，自疫情後亞太分會開始為會員帶來更多線上服務，包括引入「電子申請表」，以方便會員登記網上講座和申請參加亞太分會的活動。考慮到未來網上講座亦會持續舉辦，亞太分會將會投入資源，為會員出席網上講座時提供更佳體驗，並繼續為會員提供更好更便捷的資訊和服務。

## 1.4 進一步推展青年會員的工作

青年人是未來社會的主人翁，亞太分會自2023年起在執行委員會下增設「青年事務委員會」，期望一方面進一步吸納業內的青年專才，亦希望透過與更多業內青年的交流，能讓亞太分會未來可進一步完善為會員及業界提供更多更好的服務。



This year, the Youth Affairs Committee has undertaken various initiatives, successfully attracting a total of 1,482 young members. Over the past year, the committee has continued to operate social media groups for young members, organised various activities for them, including “Happy Hour with HKIS PFM” co-organised with the Hong Kong Institute of Surveyors, “Snooker Funny Course,” and “Professional Resume Writing Workshop,” strengthening connections and providing career development opportunities for young members.

Additionally, a volunteer team has been established and joined the Hong Kong Community Volunteer Group under the Agency for Volunteer Service, becoming a group member of the organisation, recruiting more young members to participate in volunteer work and contribute to society. As an internationally connected housing management professional organisation, the APB is planning an international student exchange programme with the UK headquarters to provide students enrolled in CIH-accredited courses with opportunities to interact with international housing professionals.

## 2. Further Development and Deepening of Asia Pacific Business

The Chartered Institute of Housing is committed to promoting the housing management profession and providing professional guidance and information to those aspiring to join the industry. One of the APB’s missions is to strengthen cooperation and connections among related professional organisations in the Asia Pacific region, positioning the APB as a hub for professional collaboration in the region and promoting membership development. This year, the APB has actively organised and participated in various activities to promote exchanges and cooperation with Mainland China and continue to strengthen close communication with colleagues and members in Macao, achieving fruitful results.

本年度青年事務委員會展開了多項工作，成功吸納了共1,482名青年會員。在過去一年繼續營運供青年會員交流的社交媒體群組，舉辦了多項供青年會員參與的活動，包括與香港測量師學會合辦「Happy Hour歡樂時光with HKIS PFM」、「Snooker Funny Course桌球體驗班」、「專業履歷寫作工作坊」等，加強與青年會員間之聯繫及為青年會員增加仕途發展的機會。此外，亦成立了義工隊，加入義務工作發展局屬下之香港義工團，成為該組織之團體會員，招募更多青年會員，投入義務工作，回饋及貢獻社會。

作為具國際視野及聯繫的房屋管理專業機構，亞太分會正與英國總會策劃國際學生交流活動，為參加CIH認證課程的學生提供國際房屋專業人士接觸的機會。

## 2. 進一步推展及深化亞太區業務

特許房屋經理學會一直秉持著促進房屋管理專業為使命，為有志投身房屋管理行業之人士提供專業指導及資訊。亞太分會其中一個使命是加強亞太區相關專業團體的合作與聯繫，將亞太分會定位為該地區專業合作的樞紐，並促進該地區的會員發展。在這一年，亞太分會積極舉辦及參與了不同的活動，以促進與中國內地同業交流與合作，並持續加強與澳門區同業及會員之密切交流，成果豐碩。

## 2.1 Accelerating Integration into the Greater Bay Area and Continuing to Strengthen Exchanges with Mainland China Colleagues

With the aim of integrating into the Greater Bay Area and strengthening exchanges with Mainland China colleagues, the APB organised and participated in several exchange activities in Mainland China and the Greater Bay Area this year.

In April, the APB successfully organised a five-day study tour to Shanghai and Hangzhou. In Shanghai, the delegation visited various property management companies and real estate developers and toured four landmark projects. The tour then attended an academic event in Hangzhou, the International Property Management Curriculum System Teaching Seminar, organised by Zhejiang Shuren University to celebrate its 40th anniversary.

In July, the Mainland China Affairs Committee under the APB Executive Committee also organised an exchange activity for Mainland property management practitioners to visit Hong Kong. Together with the Shenzhen Institute of Property Managers, they organised over 30 Mainland property management professionals to visit a private housing estate in Hong Kong with over 40 years of history. Both sides engaged in extensive exchanges on various aspects of property management, with Mainland practitioners actively studying the successful management methods of the 40-year-old estate.

In August, the APB became a member of the Property and Facilities Management Association of the Greater Bay Area, assisting in promoting and establishing qualification certification for practitioners in the Greater Bay Area's service sector.

In October, the APB was invited to attend the Guangdong-Hong Kong-Macao Greater Bay Area Property Management Innovation and Development Forum in Shenzhen to promote members' understanding of the latest developments in the domestic industry.

## 2.1 加快融入大灣區及持續加強與中國內地同業的交流

本著融入大灣區及持續加強與中國內地同業的交流，亞太分會本年度舉辦及參加了多個國內及大灣區的交流活動。

在本年4月，亞太分會成功安排了一次上海、杭州五天訪問交流團。在上海拜訪了不同的物業管理公司及地產發展商代表，參觀了四個地標性項目。交流團其後在杭州出席浙江樹人學院為慶祝其辦學40周年而舉辦的學術活動：物業管理國際課程體系教學研討會。

在本年7月，亞太分會執行委員會轄下的中國內地事務委員會亦組織了一個由內地業內從業員到訪香港的交流活動。聯同深圳市物業經理人學會一起聯繫組織了30多位內地物業管理專業人士到香港超過40年的私人屋苑參觀考察學習，雙方就物業管理各方面進行了廣泛交流，而內地從業員更會積極研究40年的屋苑之管理有道方法。

在本年8月，亞太分會已成為香港粵港澳大灣區物業及設施管理聯合會的會員，協助推動及確立粵港澳大灣區行業服務領域從業員的資格認證。

在本年10月，亞太分會應邀出席在深圳舉行的粵港澳大灣區物業管理創新發展論壇，促進會員了解國內業界的最新發展。

In December, the APB also organised a visit to Shenzhen to visit China's first property management estate and China's first property management company. Hong Kong members also participated in the "Guangdong-Hong Kong-Macao Property Managers Salon" to exchange views with Mainland property management colleagues on the management of ageing properties.

## 2.2 Deepening Communication with Macao Colleagues and Members

Since the establishment of the Regional Committee (Macao) in 2023, the APB has continued to actively promote and deepen communication and exchanges with colleagues and members in Macao. Under the coordination of the Regional Committee (Macao), an unofficial social media group (WeChat group) for Macao regional members was established in May 2024, with group regulations and guidelines established to provide a convenient channel for obtaining APB information.

In June, the Regional Committee (Macao) hosted Professor Paddy Gray, former President of the UK headquarters from Northern Ireland, and three representatives from Connswater Homes. They visited "One Central Macao" in Macao, accompanied by the property management company of the project, touring the shopping mall and clubhouse and sharing property management experiences.

The Regional Committee (Macao) and the Education and Training Committee also maintained close contact this year, preparing and developing bridging courses, hoping to open the pathway for professionals in Macao to obtain the "Chartered Member" qualification of the Institute in the near future.

To further enhance exchanges between Macao and Hong Kong colleagues, the APB spares no effort in maintaining good and close communication and visits with the Property Management Business Association Macao, Macao Real Estate Management Professional Technicians Association, and Macao Property Management Professionals Association. It is expected that exchanges between Hong Kong and Macao will become more frequent in the future.

在本年12月，亞太分會亦組織了到深圳參觀中國物業管理第一村和中國第一家物業管理公司，香港會員還參加了「粵港澳物業經理人沙龍」，與內地物業管理同行就物業老化的管理事宜進行了交流。

## 2.2 深化與澳門區同業及會員的溝通

亞太分會自2023年設立澳門區域委員會以來，繼續積極推展深化與澳門區同業及會員的溝通與交流。在澳門區域委員會的統籌下，於2024年5月設立澳門區域會員非官方社交群組（微信群），制定群組章程和守則，提供便捷途徑以獲取亞太分會的資訊。

此外，於6月澳門區域委員會接待來自北愛爾蘭的英國總會前主席Paddy Gray教授及Connswater Homes三名代表，並安排到澳門「壹號廣場」，在該項目物業管理公司陪同下，參觀了商場和住客會所，並分享物業管理經驗。

澳門區域委員會與教育及培訓委員會本年度亦保持緊密聯繫，籌備及制定銜接課程，期望在不久將來為澳門業內的專業人員開啟取得本會「特許會員」資格的道路。

為進一步加強澳門及香港同業之交流，亞太分會不遺餘力積極與澳門物業管理商會、澳門不動產管理專業技術人員協會及澳門物業管理專業人員協會保持良好及緊密交流及拜訪。可以預期，未來港澳兩地的交流活動將更加頻繁。

### 3. Continuing Close Cooperation with Local Government Departments, Regulatory Bodies, and Professional Organisations to Enhance Industry Standards and Promote Professional Development

The APB actively communicates with government departments and industry organisations and strengthens connections with related professional organisations. In the past year, the APB participated in or organised 154 industry events, an increase of 20% compared to the previous year.

#### 3.1 Providing Continuing Professional Development (CPD) Activities Recognised by the Property Management Services Authority (PMSA)

After the three-year transition period for the property management licensing system, the PMSA implemented the “Continuing Professional Development Scheme,” requiring different levels of property management licence holders to participate in continuing education in phases to promote the industry’s continuous improvement and enhance its professional standards and status. As one of the first professional bodies recognised by the PMSA, the APB provided a total of 18 PMSA-recognised CPD activities/courses for members and industry professionals this year, strengthening the industry’s property management knowledge and skills and assisting members and industry professionals in meeting the PMSA’s continuing education requirements.

#### 3.2 Continuing to Assist the PMSA in Formulating Codes of Conduct and Providing Professional Advice

The PMSA issued several codes of conduct for property management practitioners in the past year. The APB continued to be invited by the PMSA to join relevant focus groups and provide advice before the issuance of the codes, particularly on specific content and implementation details, continuing to actively offer professional advice to the PMSA.

### 3. 繼續與本地政府部門、監管機構及專業團體保持緊密合作，提升業內水平，促進專業發展

亞太分會積極與政府部門及同業組織溝通，加強與相關專業團體的聯繫。在過去一年，亞太分會參與或籌辦了154項業界活動，較去年增加多20%。

#### 3.1 提供物業管理業監管局認可的持續進修活動

監管局於物管業發牌制度三年過渡期完結後已隨即開始實施「持續專業發展計劃」，分階段向不同級別的物管人牌照持有人要求參與持續進修，以推動物管業界與時並進，提升專業水平及地位。亞太分會作為首批獲監管局認可的專業團體，本年度為會員及業內人士提供合共18個獲監管局認可的「持續專業發展計劃」活動／課程，一方面繼續加強業界的物業管理知識和技能，另一方面也協助會員及業內人士達到監管局的持續進修要求。

#### 3.2 繼續協助物業管理業監管局制定操守守則，提出專業意見

監管局在過去一年內發出多份供物管從業員參考的操守守則，亞太分會繼續獲監管局邀請在守則發出前加入相關焦點小組並提供意見，特別在個別守則的內容，以至執行上的細節問題等，繼續積極向監管局提出專業意見。

## Conclusion and Future Outlook

Over the past year, the APB has achieved fruitful results in various areas, thanks to the dedication and support of the Executive Committee, sub-committees, and members.

Looking ahead, the APB, the industry, and Hong Kong will face more changes and challenges. In regional affairs, the APB will continue to maintain and strengthen its position as a hub for professional exchange in the region, promoting interaction among different regions, mutual learning, and drawing on each other's good work experiences to continuously enhance the professional standards of housing and property management in the region. We anticipate more frequent cross-border exchanges within the industry in the future.

In addition, the APB will closely follow the overall industry trends and provide more activities or seminars on topics such as Greater Bay Area integration, youth affairs, technology application, and ESG, so that members can continue to enhance their knowledge, acquire the latest information, and maintain their competitiveness.

Finally, I wish all members a successful and healthy new year!

### **Romulus Wong**

*Chairman*

Chartered Institute of Housing Asian Pacific Branch

## 總結及展望將來

總結過去一年，亞太分會在工作各方面均取得豐碩的成果，這實有賴執行委員會、各小組委員會及各會員的付出和支持。

展望未來，不論是亞太分會、業界以至香港均面臨更多的變化和挑戰。在區域事務上，亞太分會將繼續維持及強化亞太分會作為區內專業交流的樞紐地位，促進不同區域的交流互動，互相學習及借鑒彼此良好的工作經驗，不斷提升區內的房屋及物管專業水平。我們預期，未來業界的跨境交流將會更為頻繁。

此外，亞太分會亦會緊隨業內整體趨勢，就大灣區融合、青年事務、科技應用及ESG等主題提供更多活動或講座，以便會員可繼續不斷增值，獲取最新知識，保持競爭力。

最後，在新的一年，謹祝各位會員朋友工作順利、身體健康！

### **黃英傑**

*主席*

特許房屋經理學會亞太分會