

## **Land Registry Trading Fund 30th Anniversary**

#### **Our Past 30 Years**

The Land Registry (LR) was established in 1993 as one of the first trading fund departments with greater resource flexibility in pursuing quality services and responding to customer needs. Since its establishment, the LR has successfully transformed the land registration system through digitalisation over the past 30 years to support the operation of the property market.



## **Path to Digital Transformation**

<u> 1984 - 1997</u>

#### 1984 - 1997: Computerisation of Land Registers

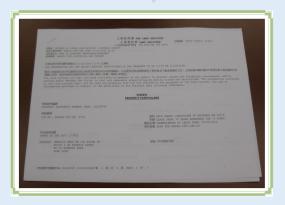
To pave way for implementing a Central Registration System (CRS) allowing access to the land registers across the territory speedily, the LR completed the conversion of 2 million paper-based land registers, which were in card form for Urban Land Office (1984 – 1991) and book form for New Territories District Land Offices (1994 – 1997), into computerised data.



Book Form Register (New Territories), 1950's



Register Card (Urban), 1960's



Computerised Land Register, 2024

In 1994, the LR introduced the Direct Access Services (DAS), enabling subscribers to make online search orders at their own offices through licensed network. It was revolutionary at the time to establish a new mode of Internet search of land registers, one further step towards the strategic goal of CRS.



Welcome to Direct Access Services

In January 1999 and October 2000, after completion of computerisation of land registers, the Cross District Search service was introduced in urban and New Territories districts respectively, enabling members of the public to conduct land searches across the whole territory in any search office. It is no longer required for them to visit the individual search office to conduct land search on properties located in that particular district.

#### 1996 - 2002: Digitalisation of Land Documents

- Parallel efforts were also made to convert the paper-based and microfilm-based records of land documents into digital images. The introduction of Document Imaging System (DIS) in 1996 marked a new era for LR's digital storage and retrieval system of land documents.
- Some 144 million pages of land documents were converted into electronic images and the mammoth project was completed in December 1998. Since then, search of land records could be provided in image form through DAS which was another big step forward.



All registered land documents stored on optical discs in our data centre



Scanning of land documents at Central Imaging Centre

> Under another project of Colour Imaging of Plans, approximately 3.5 million plans of registered documents were converted into electronic colour images in November 2002.



## 2005: Launch of CRS and Integrated Registration Information System (IRIS)

After successful implementation of DAS and DIS, the LR restructured its organisation and introduced CRS with IRIS in February 2005. Nine registries were reorganised into one single registration office in Queensway. Land documents irrespective of the property locations can be delivered at the Customer Centre in Queensway for registration. The lodging parties no longer need to deliver land documents affecting different districts to the respective nine registries for registration. Meanwhile, the launch of IRIS enabled central registration of land documents and provided public search services via the IRIS Online Services (www.iris.gov.hk). These measures have significantly improved the efficiency of the registration and land search services.



Customer Centre in Queensway with registration and search services

Today, IRIS contains over 3.2 million land registers covering over 27 million of imaged land documents. Searchers can conduct online search of all properties in Hong Kong with service hours of 20 hours a day, seven days a week.



Homepage of IRIS Online Services

#### 2015-2017: Launch of E-notification Services

To better support the vibrancy of the property market and safeguarding the security of banking facilities, two pioneer services were provided to property owners and financial institutions.

#### **Property Alert for Property Owners**



I o help property owners detect unexpected or suspicious documents delivered for registration against their properties early and so to take prompt appropriate action, the Property Alert was launched on 20 July 2015. A subscriber will receive an email alert when a document is delivered for registration against his/her property.

On-going value-added service options and more e-payment channels have been launched to further enhance the user-friendliness of the service. The fee for one-off subscription option has also been reduced to HK\$380 to encourage more adoption.

#### E-Alert Service for Authorized Institutions

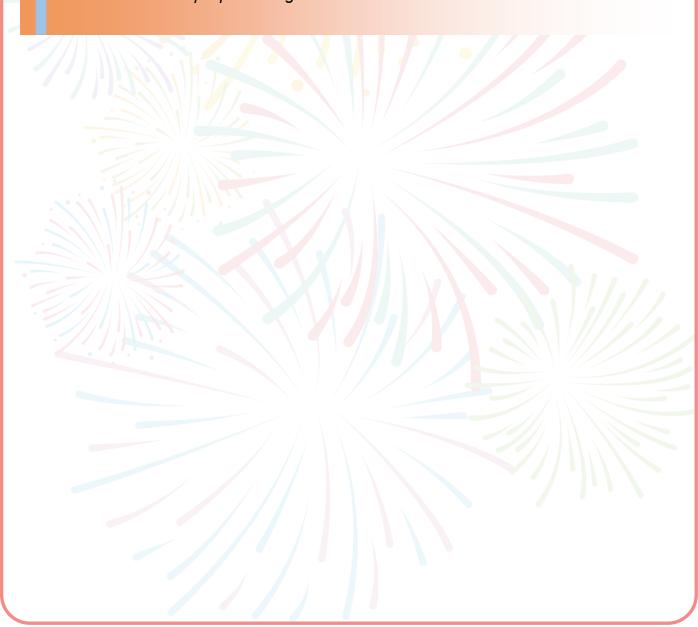
With collaboration of the Hong Kong Monetary Authority, an e-Alert Service for Authorized Institutions (Als) under the Banking Ordinance (Cap. 155) was launched on 1 February 2017 to help enhance Als' credit risk management. The service offers an effective tool to the Als, with consent from the property owners concerned, to receive electronic notifications from the LR when further charge/mortgage documents in respect of the properties mortgaged to the Als are lodged for registration.



#### **Looking Ahead**

The LR is always a pioneer in taking forward e-Government initiatives to support the development of digital government and smart city in Hong Kong. In the years ahead, the LR will continue its commitment to providing a secure, streamlined and customer-friendly land registration system and advanced information services to the public.

Another major commitment of the LR is to introduce a title registration system in Hong Kong. The Government has committed to introducing a title registration system by implementing the Land Titles Ordinance (Cap. 585) on newly granted land first to provide greater certainty to the titles of privately owned land. We are working closely with the key stakeholders to take forward the proposed legislative amendments.

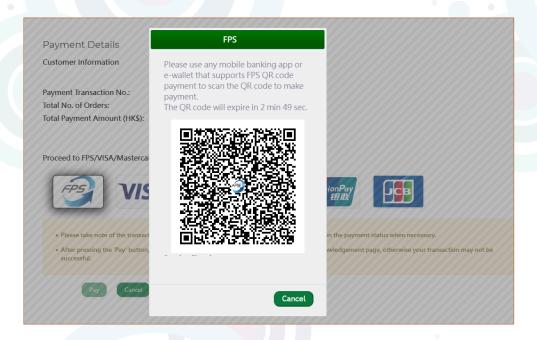


## **Service Updates**

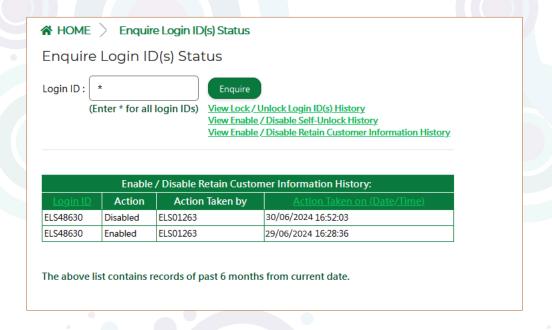
#### Integrated Registration Information System (IRIS) Enhancements

For enhancing customer experience and user-friendliness, the following features will be introduced on 29 June 2024:

To support online payment by Faster Payment System (FPS); and



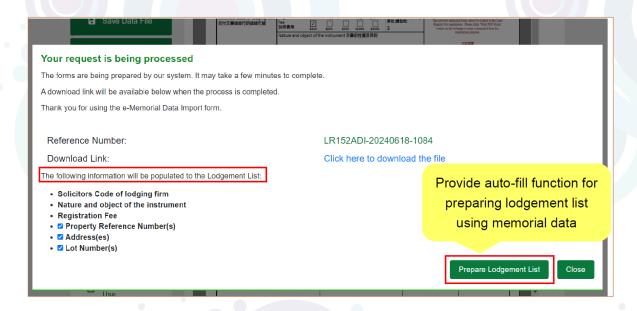
To add a new "View Enable/Disable Retain Customer Information History" function in the "Enquire Login ID(s) Status" page for subscribers.



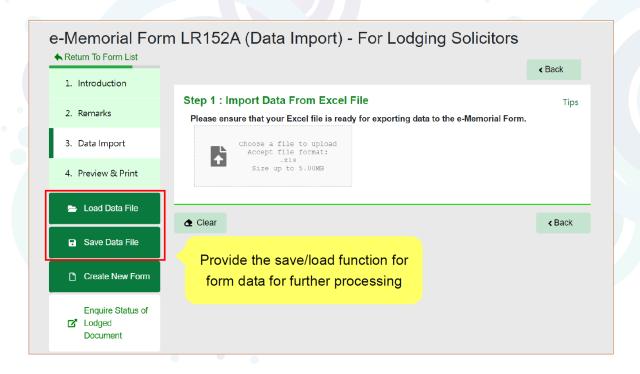
#### **Enhanced Features of Web Version of e-Memorial Form**

**T**o improve the user friendliness of the web-based memorial form, the LR will release enhanced features and improved user interface on 29 June 2024. Some salient features are:

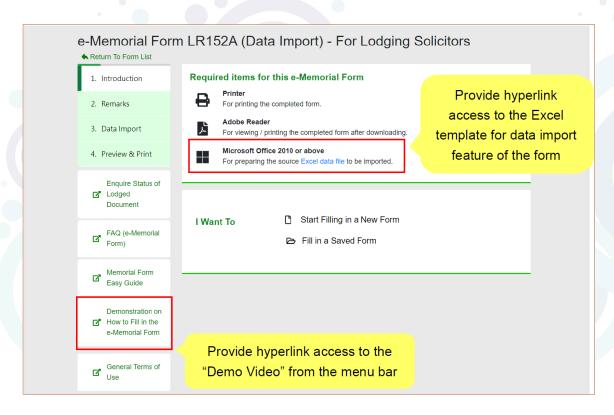
Provide auto-fill function for preparing lodgement list using memorial data;



Provide the save/load function for form data for further processing; and



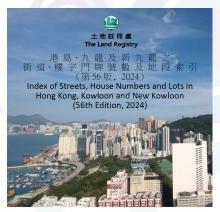
Provide hyperlink access to the "Demo Video" and Excel template for data import feature of the form from the menu bar.



Please visit the "Frequently Asked Questions" or demonstration videos posted on the e-Memorial Form webpage on the LR's website. For any enquiries, please contact us at 2867 5704.

## Sale of Street Index (SI) (56th edition) and New Territories Lot/ Address Cross Reference Table (CRT) (25th edition)

The latest editions of the SI and CRT were released for sale on 30 April 2024. They are handy tools to help customers correlate property addresses, building names or lot numbers for conducting land searches.



The price of the SI and CRT on compact disc is HK\$370 each. The respective licence fees are HK\$2,960 for a computer network linked to less than 50

terminals and HK\$5,920 if linked to 50 terminals or more. You can obtain the information leaflets and order forms here.

The SI and CRT are also available online on the LR website for free browsing. Both publications are also accessible through the hyperlink on the IRIS Online Services website.



#### **Title Registration**

**W**e continue to actively prepare for the implementation of the title registration system on newly granted land first ("new land first" proposal).

The Land Titles Ordinance Steering Committee meeting was held on 19 February 2024. At the meeting, we updated key stakeholders and relevant Government departments on the latest developments and the legislative timetable.





We are preparing an Amendment Bill to implement the "new land first" proposal. In parallel, other preparatory work including preparing draft subsidiary legislation and development of a new information technology system is underway.

#### **Events and Activities**

## Briefing to the Law Society of Hong Kong on the Enhanced Web -based Memorial Form (Web form)

A briefing session for promoting the use of the enhanced web form to solicitors' firms in collaboration with the Law Society of Hong Kong was delivered on 27 May 2024. Coupled with the hands-on demonstration on the enhanced features of the web form, the session was well received by 108 participants.



## Training Scheme in Common Law for Mainland Legal Officials 2023/24

One Mainland legal official was attached to the Legal Services Division of the LR from 11 to 14 June 2024 under the Training Scheme in Common Law for Mainland Legal Officials 2023/24 organised by the Department of Justice.

**D**uring the attachment, the legal official was briefed on the proposed introduction of title registration system under the Land Titles Ordinance (LTO) and the progress of the post-enactment review of the LTO. He also attended a guided tour to our Customer Centre and Central Imaging Centre for familiarisation of our registration, search and owners' corporation services.

#### Land Registrars Development Officers' Conference 2024

The Land Registrars Development Officers Conference (LRDOC) 2024 was held in Tasmania, Australia from 18 to 21 June 2024. LRDOC provides an excellent platform for delegates from different jurisdictions to share knowledge and experience in land registration. This year's Conference was hosted by the Department of Natural Resources and Environment of Tasmania with delegates coming from different states of Australia, Hong Kong and New Zealand. Mr Wesley LUK, Senior Solicitor and Ms Evian WONG, Assistant Registry Manager were Hong Kong delegates attended the Conference online.

The presentations and discussions covered a wide range of topics including cyber security, IT innovation, digital plans lodgement and customer management. Our representatives were delighted to give a presentation on the LR's up-to-date and planned cyber security policies and measures in enhancing land registration services.





## Visit by the Hong Kong Institute of Surveyors to the LR Archive

Two guided tours to the LR Archive were arranged for about 22 members of the Hong Kong Institute of Surveyors on 21 June 2024. During the visit, we introduced various types of manual land records including original land grant documents dated back to the 1840s and memorial plans with archival value. The visitors showed keen interest in the land records.









#### Visit by Hong Kong Institute of Vocational Education (Sha Tin)

As part of the public education initiatives, the LR has been introducing its services and the land registration system to the education community. A visit to LR with the guided tour of the Customer Centre was arranged for the Business and Legal Studies students of the Hong Kong Institute of Vocational Education (Sha Tin) on 24 June 2024.

All students showed great interest in our work and they had strengthened their understanding of our services as well as the land registration system in Hong Kong.







## **Corporate Citizenship**

#### **Business-School Partnership Programme**



We continued to participate in the Business-School Partnership Programme launched by the Education Bureau to promote better co-operation and closer alliance between the business sector and schools.

On 27 March 2024, a half-day workplace visit was organised for students from Tsuen Wan Public Ho Chuen Yiu Memorial College under the

Programme. Apart from visit of various operational sections of the LR, they also participated in career talk and sharing session to learn more about different job types of the department. The students expressed that the visit was fruitful and gained valuable insights for their future study and career planning.



#### **Standard Chartered Hong Kong Marathon 2024**

The Standard Chartered Hong Kong Marathon is a well-known international sports event that focuses on fostering a healthy lifestyle and promoting the spirit of marathon within the community of Hong Kong.

This year, the event took place on 21 January and a total of six colleagues from the LR participated in the Half Marathon or 10 km Race.



The Registry Manager and Members of Staff Recreation Club Executive Committee gathered to demonstrate their support for our colleagues' participation in the event.



#### **Controlling Officer's Environmental Report 2023**



In May 2024, we released our Controlling Officer's Environmental Report 2023 on the LR's website. It sets out our environmental policy, objectives and measures, as well as reports on our environmental performance in 2023 and environmental targets for 2024.

#### **Land Registry Volunteer Work**

**D**uring the first half of 2024, the LR Volunteer Team has actively participated in the following volunteer activities to reach out to those in need in the community:

Visiting elderly home in the Kwai Chung district under the "Generations Connect" Project, initiated by the School of Nursing, LKS Faculty of Medicine, The University of Hong Kong on 6 January 2024;





 Distributing free meal boxes, in collaboration with the Care Team (Tsuen Wan -Hoi Bun), to the elderly in the Tsuen Wan district on 6 January 2024;



現屆政府積極有爲,部門帶動關愛文化

襯住新年,#荃灣 區 #海濱 #關愛隊 與 親子義工及 #土地註冊處 義工,探訪海 濱區30户,超過40位長者 ♣

同時嚮關愛隊服務點,免費派發餸菜包 俾當區長者及有需要人士 ❤

睇下d相,就能夠感受到義工、小朋友同老友記有幾開心啦 ⇔





Visiting homes and cleaning houses for the elderly residing in Ma Tau Wai Estate and Chun Seen Mei Chuen during the "Love Action in Chinese New Year 2024" on 28 January 2024, with the support of Forever Peace Foundation and Agency for Volunteer Service;



Writing "Fai Chun" for festive celebration, in collaboration with Intergeneration Foundation Limited, on 3 February 2024, led by the Land Registrar;





Paying home visits to the elderly in the Sham Shui Po district during the Lantern Festival on 24 February 2024 jointly organised by Hong Kong Animal Social Enterprise Limited and Sik Sik Yuen Ho Kin District Community Centre for Senior Citizens;





Assisting in sorting and arranging secondhand books donated by the public for charity sale at the "Books for Love @ \$10" on 9 March 2024, led by the Registry Manager. The volunteer team provided a continuous support to this charity event on 20 April 2024;



 Preparing and distributing "Love Rice Boxes" to the underprivileged at two "Ginkgo House" restaurants located in Yau Tong and Cheung Sha Wan on 13 April 2024;



Accompanying 30 children residing in the Ho Man Tin district to experience golf game at The Jockey Club Kau Sai Chau Public Golf Course, jointly organised by the Civil Engineering and Development Department Volunteer Team, our volunteer team led by the Land Registrar, Civil Service Bureau and the Hong Kong Jockey Club on 5 May 2024; and



Participating in a Chinese acupressure massage service for the elderly and their caregivers living at Shun Lee Estate, organised by Junior Chamber International (Lion Rock) and Hong Kong Christian Service Shun Lee OPlus, on 15 June 2024, led by the Land Registrar.



#### **Achievements**

#### Award of 15 Years Plus Caring Organisation Logo



The LR has been participating in the Caring Company Scheme organised by the Hong Kong Council of Social Service (HKCSS) for eighteen consecutive years, demonstrating our consistent and strong commitment to

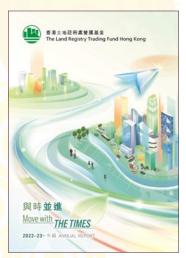
fulfilling our corporate social responsibility.

In recognition of our department's achievement in caring for the community, the environment and our employees, the HKCSS has awarded us the "15 Years Plus Caring Organisation Logo" for 2023/24.

# Awards for Land Registry Trading Fund (LRTF) Annual Report 2022/23

The LRTF Annual Report 2022/23 won the Gold Award of the League of American Communications Professionals 2022/23 Vision Awards under the category of "Print-Based Annual Reports – Government – City/State/National" and the Silver Award of the Mercury Excellence Awards 2023/24 under the category of "Annual Reports - Online - Interactive".

These two awards recognised our unfailing efforts in pursuit of service excellence and encouraged our continuous quality production of annual reports.



#### Land Registry Best Frontline Staff Award



The Best Frontline Staff Award recognises the outstanding performance of our frontline staff.

We extend our congratulations to Miss LAM Po-wah, Clerical Assistant/Search Services Section, for being honored with the Individual Award for the second half year of 2023.

### **Fraud Prevention**

### Registered SMS Sender ID "#LandReg" for Property A!ert



The LR has participated in the SMS Sender Registration Scheme launched by the Office of the Communications Authority on 19 April 2024. Under the scheme, members of the public can easily identify whether an SMS message is from a Registered SMS Sender by looking for the prefix "#" in the SMS Sender ID.

The Property Alert is a service of the LR allowing subscribers to receive SMS/email notifications when a document is delivered for registration against his/her property to safeguard against property fraud. With effect from 26 June 2024, all SMS reminders provided by the LR upon issuance of Property Alert notifications would be sent to subscribers' designated Hong Kong mobile phone number under the Registered SMS Sender ID "#LandReg", thereby enhancing protection against fraudulent SMS.

Interested to know more about the Property Alert Service? Please visit the LR's website or call our Customer Service Hotline at 3105 0000 for more details.

#### Check it out with "Scameter+"!

Apart from subscribing our Property Alert to protect your property from fraud, Scameter+ recently launched by the Cyber Security and Technology Crime Bureau of the Hong Kong Police Force is a one-stop scam and pitfall search engine which helps the public to identify fraudulent calls and websites. The public can also report suspicious calls and websites immediately via the Scameter+ to achieve all-round CyberDefence.



**S**cameter+ can automatically compare incoming calls and visited websites against the latest scam database and real-time alerts will be issued if potential scam or cyber security risks are detected.



Members of the public can make good use of Scameter+ to enhance their anti-scam awareness and safeguard their own property and interests. For details, please refer to the website of CyberDefender (www.CyberDefender.hk) or download Scameter+by scanning the QR code on the left.