

## Questionnaire for the Services in the proposed Property Information Hub (PIH)

### Introduction

Property-related data provided by Government are now obtainable from two sources, i.e. search on registered particulars in land register (in person or by dedicated line - Direct Access Service) provided by the Land Registry (LR) and the Info-Hotline fax service provided by Rating and Valuation Department (RVD) separately. The six main items of data are :

- Current Ownership and encumbrance
- Year of Completion
- Government Lease
- Floor area (i.e. Saleable area)
- User restriction
- Term of Government Lease to be granted

The Government now plans to develop a Property Information Hub (PIH) which will provide one-stop Internet access with improved search and online payment functions. More data (e.g. property sales data, rateable value) will be included in the PIH and customers may obtain different packages of integrated data according to their needs through various interactive search methods. The PIH will be a bilingual system to allow access of information in either Chinese (where applicable) or English.

### Value of the Proposed PIH

1. How do you rank the following proposed new features?

	Low			High	
	1	2	3	4	5
<u>New Features</u>					
Internet/Web-based Access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access in Chinese	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Integrated Search of RVD & LR Data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Integrated Payment without prior registration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. What is the overall % improvement in service when compared to the present separate Info-Hotline and LR access requiring dedicated line?

- 0%     1-10%     11-20%     21-30%     31-40%     40-50%     51% & above

Additional comments \_\_\_\_\_  
\_\_\_\_\_

3a) Will you use the proposed PIH when it is launched?

- Yes, I will use  
 Not sure  
 No, I will not (please answer (b) below)

b) If not, please state the reasons.

\_\_\_\_\_

### Search Method

4) Other than the search functions now provided by RVD's Info-Hotline and LR's Direct Access Service, the proposed PIH will include a **general search** whereby a group of properties could be identified or requested, e.g. by a price range or a property type or a floor area in a particular geographical location. The same search function could also be used to drill down to identify a particular property.

What is your preference in using these additional search functions? Please select 3 search functions below and rank your selections in order of priority (1 = highest priority).

- i) By property type (e.g. residential, commercial etc.)
- ii) By floor area (e.g. 50m<sup>2</sup> - 60m<sup>2</sup>)
- iii) By date of transactions (e.g. sales in 2001)
- iv) By year of completion (e.g. post 2000)
- v) By price (e.g. \$1 million - \$1.5 million)
- vi) By location 
  - By building name/street name/development name
  - By pre-defined district (e.g. Hong Kong Central & Western, Hong Kong Eastern)
  - By user defined location in a digital map
- vii) Others (please specify) \_\_\_\_\_

**Type of data and Pricing**

- 5) The below data items could be provided in packages through the PIH :
- (a) Floor area
  - (b) Year of Completion
  - (c) User restriction
  - (d) Property sales (price and transaction date)
  - (e) Rateable value
  - (f) Annual rates and Government rent payable
  - (g) Online enquiry of outstanding rates/Government rent payment
  - (h) Online request for an official copy of outstanding rates/Government rent payment

Notes 1) Items (a), (b) and (c) are currently provided through the Info-Hotline fax service, at the fee of \$14.5

2) For item (e) on Rateable Value, free online search is available in April and May each year. Charge is levied outside this period at \$140 per record (certified form) and \$75 per record (not in certified form).

3) For item (h), official copies are currently available at \$70 per copy.

Out of the above data, please indicate two preferred packages of data (say, 2 to 4 items of data) you wish to obtain, the demand and the price level you will pay for :-

<p>First Package</p> <p><input type="checkbox"/> a    <input type="checkbox"/> b</p> <p><input type="checkbox"/> c    <input type="checkbox"/> d</p> <p><input type="checkbox"/> e    <input type="checkbox"/> f</p> <p><input type="checkbox"/> g    <input type="checkbox"/> h</p>	<p>Monthly Demand in terms of no. of requests</p> <hr/> <p>(1 request for 1 package)</p>	<p>Price per package</p> <p><input type="checkbox"/> \$0 - \$10</p> <p><input type="checkbox"/> \$11 - \$20</p> <p><input type="checkbox"/> \$21 - \$30</p> <p><input type="checkbox"/> \$31 - \$40</p>
<p>Second Package</p> <p><input type="checkbox"/> a    <input type="checkbox"/> b</p> <p><input type="checkbox"/> c    <input type="checkbox"/> d</p> <p><input type="checkbox"/> e    <input type="checkbox"/> f</p> <p><input type="checkbox"/> g    <input type="checkbox"/> h</p>	<p>Monthly Demand in terms of no. of requests</p> <hr/> <p>(1 request for 1 package)</p>	<p>Price per package</p> <p><input type="checkbox"/> \$0 - \$10</p> <p><input type="checkbox"/> \$11 - \$20</p> <p><input type="checkbox"/> \$21 - \$30</p> <p><input type="checkbox"/> \$31 - \$40</p>

6) When conducting a general search, PIH will provide a listing of properties according to the input of request. If payment is required for this search, what is your preferred method of charging?

a) According to the number of properties returned  What is the price you are willing to pay for a listing of 10 properties, for example?	<input type="checkbox"/>  \$_____
b) According to the duration of search  What is the price you are willing to pay for a search lasting for 15 minutes?	<input type="checkbox"/>  \$_____

**Payment facilities**

7) What is the preferred payment method you wish to have in the PIH?

- Pay by credit card
- Pay by debit card (e.g. EPS)
- Pay by PPS
- Pay by deduction in pre-paid account

Please indicate your preference by inserting 1, 2, 3 and 4 (1 = most preferred)

**Others**

8) What is the business of your organization?

- a) Solicitor
- b) Real Estate Agent
- c) Finance/Banking
- d) Surveyor
- e) Other (please specify \_\_\_\_\_)

9) Are you a current LR's Direct Access Service subscriber?

- Yes
- No

10) Are you a current RVD's Info-Hotline fax service user?

Yes

No

11) How many persons are employed in your organization?

0-5

6-10

10-20

20 and above

12) Other comments (if any) : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

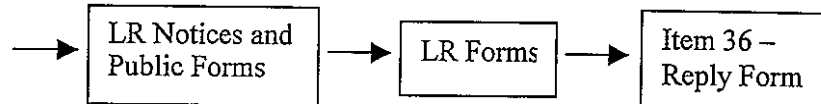
- Thank You -

*Please return the completed questionnaire on or before 20th December 2003*

- *by mail to: Customer Services and Administration Section, 18/F., Queensway Government Offices, 66 Queensway, Hong Kong or*
- *by fax to : 2523 0065.*

*If you wish to reply via e-mail, please fill in the on-line questionnaire in the Land Registry Homepage*

*at [www.info.gov.hk/landreg/](http://www.info.gov.hk/landreg/)*



*For enquiries, please call 2867 2882.*