

# PROPERTY MANAGEMENT SERVICES AUTHORITY

## Executive Summary

1. Property management companies (PMCs) and property management practitioners (PMPs) play an important role in helping property owners to maintain proper management of their buildings. The Property Management Services Ordinance (PMSO — Cap. 626) provides for the establishment of the Property Management Services Authority (PMSA) and a licensing regime of PMCs and PMPs. Established in December 2016, the principal functions of PMSA are to regulate and control the provision of property management (PM) services by the licensing of PMCs and PMPs, to promote the integrity, competence and professionalism of the profession of PM services, and to maintain and enhance the status of the profession of PM services.

2. According to PMSO, PMSA consists of members including the Chairperson, the Vice-chairperson and not more than 18 ordinary members (hereinafter referred to as PMSA's members). The PMSA Executive Office, led by the Chief Executive Officer, assists and supports PMSA in discharging its PM regulatory duties and performing day-to-day work of various aspects. The Home Affairs Department (HAD), being the executive arm of the Home and Youth Affairs Bureau, is responsible for, among other duties, improving building management and serving as the policy interface with PMSA.

3. The provisions for the licensing regime under PMSO commenced on 1 August 2020, and it has been fully implemented since 1 August 2023 following a three-year transitional period. PMCs providing more than one category of the seven prescribed PM services to properties (subject to deed of mutual covenant and containing any number of flats comprising two or more levels) must hold licences. Only those PMPs who assume a managerial or supervisory role in a licensed PMC in relation to PM services provided by the PMC are subject to licensing. PMSA operates on a self-financing model, with income generated from levies and licence fees. In 2024-25, PMSA's income and expenditure amounted to \$49.5 million and \$38.8 million respectively. As at 30 April 2025, the Executive Office had 40 staff. The Audit Commission (Audit) has recently conducted a review of PMSA.

## Executive Summary

---

### Licensing services and professional development

4. *Scope for improving timeliness in processing licence applications.* According to PMSO, PMSA must not issue a licence unless it is satisfied that the applicant is a suitable person to hold the licence, meets all the prescribed criteria for holding the licence and has paid the prescribed fees. According to PMSA guidelines, under normal circumstances, the approval for a PMC licence application and a PMP licence application will be completed within 25 and 15 working days respectively from the next working day after the receipt of all necessary information and fees (see also para. 7). Audit noted that, as of August 2025, the dates of receiving all necessary information and fees were maintained in individual case files and such information was not readily available in a consolidated format. According to PMSA, if the applicant fails to provide all necessary information, PMSA will notify the applicant. If PMSA has issued the notification for the third time and the applicant still fails to provide the information before the specified time, PMSA will consider terminating the processing of the application. Audit noted that, as of August 2025, the timeframes for following up outstanding information were not specified in PMSA guidelines. Audit examined the records of 10 licence applications completed in 2024 and 2025 (up to April), and noted the following issues:

- (a) *Need to improve timeliness in following up outstanding information with licence applicants.* For the 10 applications, Audit noted that the time lapse between each follow-up (total 82 follow-ups) ranged from 1 to 325 working days (averaging about 46 working days); and
  - (b) *Need to improve timeliness in issuing notification letters for considering termination of application processing.* Of the 10 applications, 6 (60%) applications involved four or more follow-up actions taken by PMSA. For 4 applications, the number of follow-ups before issuing the notification letters for considering termination of application processing ranged from 4 to 17 per application (averaging about 8 follow-ups). For 2 applications, while the number of follow-ups were 7 and 11, PMSA did not issue such notification letters (paras. 2.3 to 2.5, 2.8 and 2.10).
5. *Need to enhance monitoring of compliance with requirements for licence renewal applications.* According to PMSO, an application for licence renewal must be made to PMSA within 6 to 9 months before the expiry of PMC licence, or within 3 to 6 months before the expiry of PMP licence. If an application is made after the specified period but before the expiry of the licence, PMSA may accept the application

## Executive Summary

---

if it considers that there is a good reason for doing so. Audit noted the following issues:

- (a) ***Need to enhance monitoring of compliance with statutory timeframes for licence renewal.*** Among the 228 applications for renewal of PMC licences made between August 2020 and April 2025, 101 (44%) applications were made in less than 6 months before the expiry of the licences (i.e. after the specified period). Among the 4,518 applications for renewal of PMP licences made during the same period, 1,536 (34%) applications were made in less than 3 months before the expiry of the licences (i.e. after the specified period), and 67 (1%) applications were made about 1 day to 15 months (averaging about 2 months) after the expiry of the licences. Audit examined the records for 10 renewal applications made after the specified period but before the licence expiry as well as 5 PMP licence renewal applications made after the expiry of the licences, and noted that the reasons for approving all the renewal applications were not documented. As of August 2025, the approval authorities for accepting such applications were not specified in PMSA guidelines; and
  - (b) ***Notices not issued to owners for late submission of renewal applications for PMC licence.*** According to PMSO, if a licensed PMC does not apply for the renewal of its licence within the specified period, PMSA must, by notice in writing given to the owners or owners' organisations of the property for which the PMC provides PM services, inform the owners or organisations of the fact. Audit examined the records of 5 PMC licence renewal applications which were not made within the specified period, and noted that notices were not issued to the owners or owners' organisations concerned, contrary to the statutory requirement. According to PMSA, if it had assessed that the PMC could complete the renewal before licence expiry, it might not be necessary to issue notice which otherwise might cause public alarm. However, Audit noted that, as of August 2025, PMSA had not specified the circumstances under which notices would not be issued in its guidelines (paras. 2.11 to 2.16).
6. ***Need to timely include clauses on safeguarding national security in licensing conditions and Code of Conduct.*** The Law of the People's Republic of China on Safeguarding National Security in the Hong Kong Special Administrative Region was implemented on 30 June 2020 and the Safeguarding National Security Ordinance took effect on 23 March 2024. Upon enquiry, PMSA informed Audit

## Executive Summary

---

in October 2025 that the arrangement for including clauses on safeguarding national security as prescribed conditions for new issue and renewal of licences for PMCs and PMPs and in the relevant Code of Conduct was being deliberated and would be put in place as soon as practicable (paras. 2.24 and 2.25).

7. ***Scope for enhancing performance measurement and reporting.*** Audit noted that, as of August 2025, while the licensing regime under PMSO had been fully implemented for about two years, apart from the performance pledge related to the timeframes for processing licence applications, the Executive Office had not formulated other performance pledges for discussion and endorsement by PMSA's members. Besides, PMSA had not published the achievement of the performance pledge for processing licence applications on its website. For 2024-25, the Executive Office reported to PMSA's members that the achievement of the performance pledge for processing licence applications was 100%. However, Audit noted that the related breakdown for the achievement was not readily available (para. 2.30).

8. ***Scope for improvement in detecting unlicensed activities.*** According to PMSO, a person commits an offence if the person, without a PMC licence or a PMP licence, acts as a PMC or a PMP or claims to be a licensed PMC or PMP. PMSA maintains a list of licensed PMCs with information on properties managed and number of flats of the properties. On the other hand, HAD maintains a database of all private buildings in Hong Kong (i.e. Building Management Information System (BMIS)) with information including name of buildings, number of storeys and units, and information on management organisations of the buildings. Audit noted the following issues:

- (a) ***Building information between records in PMSA and BMIS not readily matched.*** Audit examined the records in PMSA and BMIS as of April 2025 and noted that there were no common unique reference numbers for PMCs and buildings between the two records, and therefore information kept in both databases could not be readily matched for ascertaining the number of buildings managed by licensed PMCs. Besides, Audit compared the names of PMCs for 10 buildings in PMSA records against BMIS records and noted that for 5 (50%) buildings, the names of PMCs listed in PMSA records were different from those in BMIS records; and
- (b) ***Need to leverage BMIS records to detect suspected unlicensed PMCs.*** In mid-July 2023 (prior to the end of the three-year transitional period), based on the information from different sources (including BMIS records as of

## Executive Summary

---

September 2022), PMSA had compiled a list of PMCs requiring licences and those not requiring licences. Audit noted that 3 PMCs identified as not requiring licences in 2023 were identified by PMSA as suspected unlicensed PMCs as of June 2025, of which 1 PMC was subsequently concluded as an unlicensed PMC and, as of August 2025, the cases of 2 PMCs were under processing. Besides, Audit compared BMIS records as of September 2022 and April 2025, and noted that there were 7 new PMCs, of which 5 (71%) PMCs had not obtained valid licences as of April 2025. As of August 2025, no documentation was available showing that PMSA had investigated whether the 5 new PMCs were required to obtain licences. PMSA investigated the 5 PMCs after Audit's enquiry and found that they were not required to be licensed under PMSO (paras. 2.33 to 2.36).

9. *Scope for improving timeliness in recognition of training activities/courses.* Since 1 August 2023, PMSA has implemented the Continuing Professional Development (CPD) Scheme on a mandatory basis in stages. PMP licensees may participate in training activities/courses which meet specified criteria, including those pre-recognised by CPD Scheme (e.g. recognised through application). According to PMSA, in general, the processing of applications for training activities/courses organised by recognised professional bodies (RPBs) is completed in 14 working days. However, such timeframe was not specified in PMSA guidelines, nor was there a timeframe set for applications from other organisations/institutions. For applications received from RPBs, as of August 2025, the processing completion dates for recognition were not maintained by CPD System and hence, the processing time of the applications could not be ascertained readily. For 83 applications (involving 402 activities/courses) received from other organisations/institutions in 2024 and 2025 (up to June), the processing of 3 (4%) applications (involving 38 activities/courses) was completed in more than 14 working days and up to 23 working days (averaging about 20 working days) from receipt of the applications (paras. 2.47, 2.49 and 2.53).

### **Monitoring of property management companies and property management practitioners**

10. *Need to enhance monitoring of compliance with notification requirement and lay down related guidelines.* According to PMSO and the Property Management Services (Licensing and Related Matters) Regulation (Cap. 626B), licensees must notify PMSA within 31 days after any change of the prescribed matters. On

## Executive Summary

---

10 September 2024, PMSA's members endorsed a classification mechanism for non-compliant cases, under which changes of prescribed matters were classified into three categories (i.e. very minor, minor or major changes) with different follow-up actions for delayed notifications. For example, for delay in notifications of minor changes, administrative advisory letters or acknowledgement letters (if PMCs can provide reasonable justifications for the delay) will be issued to the licensees. However, PMSA had not laid down guidelines for handling notification of changes (e.g. the timeframes for issuing administrative advisory letters or acknowledgement letters). Audit also noted the following issues:

- (a) ***Need to take timely follow-up actions on non-compliances.*** Audit examined 51 notifications of changes submitted by 20 licensees between 11 September 2024 and 30 April 2025, and noted that there were delays in submission of 15 (29%) notifications (ranging from 3 to 196 days). While the 15 notifications involved minor changes, no administrative advisory letters or acknowledgement letters had been issued as required to the licensees for 12 (80%) notifications that had been submitted to PMSA for 2 days to about 7.1 months (averaging about 3.8 months) as of April 2025; and
- (b) ***Need to strengthen checking on notifications of changes submissions by relevant licensed PMCs.*** Audit examined the records of 10 licensed PMPs (previously employed by 9 licensed PMCs) that had submitted notifications of changes in October 2024 involving cessation of employment. As of April 2025, 6 (67%) of the 9 PMCs had not submitted the corresponding notifications of changes and there was no documentation available to show the follow-up actions taken by PMSA regarding the non-compliances (paras. 3.2, 3.3, 3.5, 3.6 and 3.9).

11. ***Scope for improving compliance inspections.*** Since August 2023, PMSA has conducted compliance inspections on the properties managed by licensed PMCs. In March 2024, the Executive Office informed PMSA's members that it planned to cover all licensed PMCs in compliance inspections by July 2024. From August 2023 to April 2025, PMSA conducted 1,098 compliance inspections. Audit noted the following issues:

- (a) ***Not all PMCs covered in compliance inspections.*** Of the 815 licensed PMCs as of April 2025, compliance inspections had not been conducted on properties managed by 154 (19%) PMCs. According to PMSA, 137 PMCs meeting specified criteria had been excluded from inspections and only

## Executive Summary

---

17 PMCs were identified as requiring compliance inspections as of June 2025. However, Audit noted that there were four exclusion criteria, and the specific criterion met by each of the 137 PMCs was not readily available as of August 2025. Besides, the criteria for excluding PMCs from compliance inspections had not been specified in PMSA guidelines; and

- (b) ***Selection criteria for properties to undergo compliance inspections and required inspection frequency not specified in guidelines.*** Among the 661 PMCs with inspections conducted on properties under their management, the number of property inspections per PMC ranged from 1 to 55 times (averaging about 2 times). Of the 1,098 inspections conducted, 29 and 1,040 properties were inspected twice and once respectively, and the number of inspections conducted each month ranged from 9 to 245 (averaging about 52) inspections. As of August 2025, PMSA had not specified the selection criteria for properties and PMCs to undergo inspections and the required frequency of inspections in its guidelines (paras. 3.12, 3.13, 3.15 to 3.19).

12. ***Need to enhance monitoring of manning ratios of PMCs.*** A licensed PMC must engage a certain number of licensed PMPs that meets the minimum manning ratios specified by PMSA. Audit noted the following issues:

- (a) ***Need to take timely actions against PMCs not meeting required manning ratios.*** Based on the Licensing System records as at 30 June 2025, 14 PMCs did not meet the required manning ratios. In 7 cases, the time lapse between identification of the non-compliances by PMSA and 30 June 2025 ranged from about 1.1 months to about 1.2 years (averaging about 7.9 months), and the time lapse between each follow-up action (total 16 actions as of August 2025) ranged from the same day to about 1.2 years (averaging about 3.8 months). In 4 cases, no documentation was available to show that follow-up actions had been taken by PMSA as at 30 June 2025, and the time lapse between identification of the non-compliances by PMSA and 30 June 2025 ranged from 9 days to about 1 year (averaging about 5.4 months). For the remaining 3 cases, according to PMSA, the PMC complied with the required manning ratios as at 30 June 2025, either after taking into account a reduction in the number of properties under management or after rectifying input errors in the system. Audit also noted that PMSA had not specified in its guidelines the procedures for handling non-compliant cases related to manning ratios of licensed PMCs; and

## Executive Summary

---

- (b) ***Need to improve accuracy and timeliness of licensee information updates.*** Based on the Licensing System records as at 30 June 2025, 45 licensed PMPs were recorded as working full time in two licensed PMCs concurrently, and no documentation was available to show that PMSA had followed up on the duplication as of August 2025. According to PMSA, the duplication was due to several reasons including error in data input and simultaneous updates by different PMSA staff. Besides, the notification requirement was not always complied with by the licensed PMCs (see para. 10(b)), which might affect the compliance status of the PMCs' manning ratios (paras. 3.21 to 3.25).
13. ***Room for improvement in recording complaint information and timeliness in handling complaints.*** PMSA records information about complaints in Complaints and Enforcement Case Management System (CEM System). Audit noted the following issues:
- (a) ***Need to improve complaint classification.*** In the 2024-25 PMSA annual report, PMSA reported that it received 1,107 complaints in 2024-25. Audit examined the CEM System records and found that PMSA received 657 complaints from the public during the period. Regarding the difference of 450 cases, 109 cases were recorded as "enquiry" in CEM System and 341 cases were PMSA self-identified non-compliant cases concerning contravention of licensing conditions and referrals from other government departments or law enforcement agencies, and the timeframes for handling complaints (see (b) below) were not applicable to these cases. According to PMSA, the figure reported in PMSA annual report referred to the number of complaints and suspected non-compliant cases received and handled by PMSA. However, Audit noted that the breakdown of the complaint figure (e.g. by public complaints and internally identified cases) was not provided in the annual report, and the definition of complaints was not specified in PMSA guidelines; and
- (b) ***Room for improving timeliness of complaint handling.*** According to PMSA, once sufficient information has been obtained for a complaint case, the case is generally handled and completed within 6 months. Audit noted that, as of August 2025, the dates of obtaining sufficient information for complaints were not readily available. According to CEM System records, PMSA received 2,667 public complaints between August 2020 and April 2025. Audit also noted that, as at 30 April 2025, the time lapse

## Executive Summary

---

between the receipt of the complaints and completion of handling the complaints for 237 (11%) of 2,206 completed complaints ranged from over 6 months to about 2.4 years (averaging about 10.5 months). Besides, 230 (50%) of 461 complaints under processing had been received more than 6 months ago, with durations ranging up to about 3.8 years (averaging about 1 year) (paras. 3.37, 3.39 to 3.44).

14. ***Scope for improvement in review of Codes of Conduct and their coverage in compliance inspections.*** PMSA may issue Codes of Conduct containing any practical guidance that it considers appropriate in determining whether a licensee commits misconduct or neglect in a professional respect. As of August 2025, PMSA issued 24 Codes of Conduct. Of the 23 Codes of Conduct that had been issued for more than 1 year and up to about 5 years, 7 (31%) had been updated, and 1 (4%) would be reviewed and updated in the third quarter of 2025. No documentation was available to show that the remaining 15 (65%) had been reviewed. Besides, PMSA had only covered 2 (8%) of the 24 Codes of Conduct in its compliance inspections, and there was no documentation available to explain the rationale for inclusion of only selected Codes in compliance inspections (paras. 3.49 to 3.52).

### Other related issues

15. ***Room for improvement in administration of Anti-epidemic Support Scheme for Property Management Sector (ASPM).*** HAD commissioned PMSA to implement two rounds of ASPM under the Anti-epidemic Fund of the Government in 2020 and 2022 to provide financial support to eligible properties and their frontline PM workers. PMSA received a total of about \$3,206.5 million from the Government for implementing ASPM. In February 2023, HAD sent an email to PMSA mentioning that the outstanding balance for ASPM would continue to be used as disbursement to frontline PM workers (if still required) and administration fee to PMCs/owners' organisations. Audit noted that a fund balance of \$123.3 million for ASPM was shown in PMSA's audited accounts for 2023-24, which were submitted to PMSA's members (including HAD) in July 2024. Following Audit's enquiry on the fund balance on 15 May 2025, HAD issued demand notes to PMSA, which subsequently returned \$123.7 million (including interest) to HAD in June 2025. Audit noted that no documentation was available showing that HAD and PMSA had discussed the arrangement of the residue balance of ASPM after February 2023 and prior to Audit's enquiry on 15 May 2025 (paras. 4.2 to 4.4 and 4.6).

## Executive Summary

---

16. ***Room for improvement in procurement of stores and services.*** Audit examined the records of 20 procurement cases with value at \$100,000 or above in the period from 2023-24 to 2025-26 (up to June), and noted the following issues:

- (a) ***Need to obtain written procurement approval from designated level of authority.*** According to PMSA's procurement guidelines, if there is an insufficient number of written quotations obtained, approval from a higher-level authority should be obtained. Audit noted that in one case, while there was an insufficient number of quotations obtained, the procurement was not approved by a higher-level authority as required. In another case, the procurement value triggered the requirements for tendering and approval by PMSA's members. Of the 12 PMSA's members giving approval for the procurement, 6 members responded by emails and the other 6 members only by telephone; and
- (b) ***Need to include General Conditions of Contract in contracts.*** Since 2024, PMSA has incorporated specific clauses on safeguarding national security in its General Conditions of Contract. Of the 20 procurement cases, 17 were conducted in the period from 2024 to 2025 (up to June). For 9 (53%) of the 17 cases, there was no evidence to show that PMSA had provided the General Conditions of Contract, including the specific clauses on safeguarding national security, to the suppliers for their attention and compliance. According to PMSA, it had implemented a standard practice with effect from 1 May 2025 whereby the General Conditions of Contract were provided to all suppliers for contracts valued at \$50,000 or above. However, as of August 2025, such requirement was not specified in PMSA guidelines (paras. 4.10, 4.12 and 4.14).

17. ***Need to enhance declaration of interest process for PMSA's members.*** According to PMSO, a member of PMSA must disclose to PMSA any interest that the member has which is of a class or description determined by PMSA on the member's first appointment to PMSA and at the beginning of each calendar year after the member's appointment. PMSA had 20 members appointed for a three-year term, from 1 December 2022 to 30 November 2025. The Secretariat (i.e. the Executive Office) had set deadlines for submission of declaration of interest by the members. For 18 members, 14 (78%) submitted their declarations late on 1 to 3 occasions each, with the delays ranging from 1 to 111 days (averaging about 27 days). The remaining 2 members were government officials. The declarations of interest for the first appointment of two government officials as members in

## Executive Summary

---

February 2025 were submitted 3 and 111 days after their appointments. The declarations of interest for previous government officials appointed as members were not available. Besides, according to PMSO, PMSA must keep a register relating to any disclosure made, and make the register available for inspection at the offices of PMSA and through the Internet. As of August 2025, while the declarations of interest for 18 members were available on PMSA's website, those for the 2 government officials appointed in 2025 were not (paras. 4.24 and 4.26).

18. *Need to enhance management information for monitoring regulatory and administrative work.* Audit noted that some management information (e.g. highlights or summaries) for monitoring PMSA's licensing and regulatory work was not readily available or regularly compiled, such as compliance with the specified timeframes for submission of licence renewal applications and notifications of changes by licensees. Besides, while the achievement of the performance pledges for processing licence applications was reported to PMSA's members, the related breakdown for the achievement was not readily available (para. 4.48).

### Audit recommendations

19. **Audit recommendations are made in the respective sections of this Audit Report. Only the key ones are highlighted in this Executive Summary. Audit has *recommended* that the Chief Executive Officer of Property Management Services Authority should:**

#### *Licensing services and professional development*

- (a) **enhance guidelines to specify the timeframes for following up outstanding information with applicants for PMC and PMP licences, the approval authorities for accepting licence renewal applications made after the statutory period, and the circumstances under which notices will not be issued to the owners or owners' organisations of the properties managed by PMCs that failed to submit licence renewal applications within the specified period (para. 2.31(a));**
- (b) **enhance monitoring of compliance with the statutory timeframes for the submission of PMC and PMP licence renewal applications (para. 2.31(b));**

## Executive Summary

---

- (c) take measures to ensure that clauses on safeguarding national security are included as prescribed conditions on licences for PMCs and PMPs and in the relevant Code of Conduct as soon as practicable (para. 2.31(e));
- (d) formulate performance pledges for PMSA's licensing services for discussion and endorsement by PMSA's members as soon as practicable (para. 2.31(g));
- (e) enhance monitoring of the achievement of performance pledges, including maintaining documentation to support reported achievements, and publish those achievements (para. 2.31(h));
- (f) strengthen detection of suspected unlicensed activities, including considering to revisit the PMCs identified as not requiring licences in 2023 (para. 2.44(a));
- (g) lay down guidelines for the timeframe for processing applications for the recognition of training activities/courses under CPD Scheme, and enhance monitoring of timeliness in processing these applications (para. 2.60(b) and (c));

### *Monitoring of PMCs and PMPs*

- (h) enhance monitoring of compliance with the statutory timeframe for submission of notifications of changes by licensed PMCs and PMPs, take timely follow-up actions on non-compliances in accordance with the classification mechanism, and lay down guidelines for handling the notifications (para. 3.10(a), (b) and (d));
- (i) enhance guidelines for conducting compliance inspections to incorporate selection criteria for properties and PMCs and the frequency of inspections, and take measures to ensure compliance (para. 3.35(a));
- (j) strengthen measures to ensure that all licensed PMCs are covered by compliance inspections, and where exclusions occur, justifications should be documented (para. 3.35(b));

## Executive Summary

---

- (k) lay down guidelines for the procedures for handling non-compliant cases related to manning ratios of licensed PMCs and take measures to improve the timeliness of follow-up actions on non-compliant cases (para. 3.35(d));
- (l) take measures to improve accuracy and timeliness of licensee information updates in the Licensing System (para. 3.35(e));
- (m) provide a breakdown of the complaint figures in the PMSA annual report to enhance transparency (para. 3.47(a));
- (n) clearly define complaints in guidelines and enhance measures to ensure that complaint cases are correctly classified and recorded in CEM System (para. 3.47(b));
- (o) enhance monitoring of compliance with specified timeframes for handling complaints (para. 3.47(d));
- (p) lay down requirements for review of issued Codes of Conduct for PM industry in guidelines, and review the coverage of Codes of Conduct for PM industry in compliance inspections (para. 3.54(a) and (b));

### *Other related issues*

- (q) review the procurement guidelines to specify the requirement for providing the General Conditions of Contract to all suppliers for contracts of a specified value (para. 4.20(b));
- (r) take measures to ensure that written procurement approvals are obtained from a designated level of authority (para. 4.20(c));
- (s) step up measures to facilitate all PMSA's members to make declarations of interest for their first appointment and annual declarations in a timely manner, and publish all related declarations in accordance with PMSO (para. 4.38(a)); and

## Executive Summary

---

- (t) regularly compile management information to facilitate monitoring of the discharge of PMSA's functions (para. 4.51(a)).
20. Audit has also *recommended* that the Director of Home Affairs and the Chief Executive Officer of Property Management Services Authority should:
- (a) take measures to facilitate matching of PMC and building information in BMIS and PMSA records with a view to enhancing accuracy of related information in both databases for monitoring, and explore the use of common unique reference numbers for PMCs and buildings for sharing of the related information (para. 2.43(a)); and
  - (b) consider establishing a mechanism for sharing PMC and building information (e.g. new PMCs) to facilitate PMSA in identifying suspected unlicensed PM activities (para. 2.43(b)).
21. Audit has also *recommended* that the Director of Home Affairs should enhance monitoring of the return of unspent government funds in cases where an implementation agent is engaged to implement similar funding schemes in future (para. 4.19).

### **Response from the Government and the Property Management Services Authority**

22. The Director of Home Affairs and the Chief Executive Officer of Property Management Services Authority agree with the audit recommendations.