

Performance Pledge

2021-22



Rating and Valuation Department
The Government of the Hong Kong Special Administrative Region

Vision

To be a world-wide model as a public agency in property valuation and information services.

Mission

- To provide equitable valuations for the efficient and timely collection of rates and Government rent.
- To deliver quality property information and related services tailored to the needs of the community.
- To contribute to a transparent and efficient property market through information and technology sharing.
- To develop a dynamic corporate culture and workforce in partnership with staff.

Values

Customer Satisfaction

We proactively identify customers' needs, and take every opportunity to enhance customer satisfaction.

Accountability

We accept our accountability to the Government and community for our service standards and performance.

Professionalism

We apply appropriate professional knowledge, skills and experience, and uphold the highest standard of integrity in our work.

Innovation

We anticipate new challenges and opportunities, and respond to these in a timely and creative way.

Respect

We value our colleagues, partners and customers, and look to work with them in a spirit of mutual respect and trust.

Value for Money

We strive to provide the best service to our customers and partners in the most cost-effective manner.



Services Pledged

This performance pledge covers the major functions of the Department which involve the public, namely: Enquiry Service, Rates & Government Rent Assessments and Accounts, Property Information, as well as Landlord and Tenant Services.

We are committed to delivering quality customer service. Enquiry service will be provided immediately to callers visiting our office or telephoning us during our operating hours.

To communicate with us, please choose any of the following options:

Enquiry	Telephone	Fax
General Enquiry	2152 0111	2152 0123
General Revaluation	2152 0111	-
Rates and Government Rent Accounts	2152 0111	2152 0113
Landlord and Tenant Matters	2152 0111	2152 0115
24-hour Automated Telephone Enquiry Service	2152 2152	-
Property Information Online	www.rvdp.gov.hk Enquiry: 2150 8836 E-mail Address: pio_enquiries@rvd.gov.hk	
Customer Service Officer	2150 8833	2152 0138
E-mail Addresses	enquiries@rvd.gov.hk billing@rvd.gov.hk complaints@rvd.gov.hk	
Internet Homepage	www.rvd.gov.hk	

Performance Standards and Targets 2021-22

(2020-21 Targets and Achievements included for easy comparison)

Service	Performance Standard	2020-21 Achievement (Target)	2021-22 Target
1. Rates & Government Rent Assessments and Accounts			
1.1 Assessment to rates and/or Government rent.	To notify a ratepayer and/or rentpayer of the rateable value of that property within 8 months from the date when rates and/or Government rent first become payable: (i) a new property issued with an occupation permit; (ii) a village-type house issued with a Certificate of Compliance and occupied thereafter.	86% (85%) 99% (85%)	85% 85%
1.2 Review, on objection, of the rateable value of a property.	To notify the objector of the result of the review within 4 months from the expiration date of the objection period: (i) arising from an interim valuation; (ii) arising from a general revaluation.	99% (90%) 80% (85%)	90% 85%
1.3 Allocation of building number.	To allocate a building number to a new building within 1 month upon receipt of completion document: (i) in an urban area; (ii) in a rural area where there is an established numbering scheme.	100% (95%) 100% (90%)	95% 90%
1.4 Request for change of payer's particulars.	(i) Within 20 minutes if made <u>in person</u>. (ii) Within 1 working day if made <u>by telephone</u> (only applies to the change of correspondence address), or <u>submitted online</u> via GovHK (www.gov.hk). (iii) Within 10 working days if made <u>by post / fax / e-mail</u>.	100% (95%) 100% (95%) 98% (90%)	95% 95% 90%

Service	Performance Standard	2020-21 Achievement (Target)	2021-22 Target
1.5 Application for refund of rates and/or Government rent.	To process the application for refund of rates and/or Government rent within 4 weeks.	99% (90%)	90%
1.6 Autopay instruction.	To set up or delete an autopay instruction within 7 working days of receipt of the bank notification.	100% (95%)	95%
2. Property Information Services			
Hong Kong Property Review Monthly Supplement.	To make available to the public via website within the first 6 working days of every month.	100% (90%)	90%
3. Landlord and Tenant Services			
3.1 Endorsement of a notice of new letting or lease renewal.	To endorse the notice within 1 month.	99% (99%)	99%
3.2 Issuing a substantive reply to a written or electronic enquiry on tenancy matters.	To reply within 2 weeks.	100% (90%)	90%
4. Handling of Suggestions, Comments and Complaints			
4.1 Telephone service through Hotline 2150 8833:			
(i) voice mail left before 5:00 pm on a working day;	To return call within 3 hours after receiving the voice mail.	99% (95%)	95%
(ii) voice mail left after 5:00 pm on a working day or during Saturdays, Sundays and public holidays.	To return call by 12:00 noon on the next working day.	100% (95%)	95%
4.2 Written enquiries, suggestions and complaints.	(i) To provide a reply, or an interim reply, within 10 days from the date of receipt.	99% (100%)	100%
	(ii) To provide a substantive reply within 1 month from the date of receipt for cases where interim replies have been issued.	99% (90%)	90%



Service Highlight in 2021-22

1. Property Information Online (PIO)

Listed below is a summary of the services available on the PIO platform:

- Enquiry on saleable area, age and permitted occupation purposes of domestic properties (excluding village type houses).
- Public inspection of the newly declared Valuation List and Government Rent Roll. *(Information will be displayed online after the declaration of the Valuation List and Government Rent Roll in mid-March and up to 31 May every year.)*
- Enquiry on rateable values contained in the Valuation Lists and/or Government Rent Rolls for the latest 3 years of assessment.
- Enquiry on rates and/or Government rent accounts.
- Enquiry on saleable area and age for individual rates or Government rent payers of domestic properties (excluding village type houses).

We will further explore the possibility of collaboration with other Government departments with a view to improving our online service.

2. Electronic Submission of Forms and Notices

We accept electronic submissions of statutory forms and notices required to be served under the Rating Ordinance, the Government Rent (Assessment and Collection) Ordinance and the Landlord and Tenant (Consolidation) Ordinance.

As a convenient alternative to the conventional mode of serving a form by post or in person, this electronic mode of service has further been expanded since November 2018 to provide a web accessible and mobile-friendly design. Detailed information on “Electronic Submission of Forms” is available on our Homepage at www.rvd.gov.hk. Enquiries may also be made to us on 2152 0111.

3. Consolidated Billing and Payment Service

All payers with multiple properties may apply to us for a consolidated bill which lists the quarterly demand for each individual property, thus saving the trouble of receiving and paying individual bills for a number of properties every quarter.

About 2 100 consolidated accounts involving some 150 000 individual property accounts have now been set up. This service will continue to be expanded to meet the needs of payers with multiple properties.

4. Electronic Demand for Rates and Government Rent Service

Registered users can log on eRVD Bill system to use a wide range of services: retrieve and download their electronic demands, view payment history, update correspondence addresses, receive notification messages about the issue of “Requisition for Particulars of Tenements” and utilize the hyperlink to submit information electronically. Consolidated accounts may also be applied and updated online. Notification messages will be sent to the registered users informing the issue of an electronic demand and reminding users to pay on or before the due date. By receiving electronic demands, there would be no delay or mail loss due to postage and it can also help support environmental protection. Payers who have to settle multiple eBills can pay their demands in one single transaction through the eRVD Bill system. We will continue to expand the service to meet the needs of payers. For detailed information about the service, please visit our Homepage at www.rvd.gov.hk or call 2152 0111.

5. Electronic Payment Channels for Settling Rates and Government Rent

We offer a variety of electronic channels for fast and convenient payment of rates and Government rent. Payers can make payment quickly by using any supporting mobile banking applications or stored value facilities to scan the FPS payment codes on the quarterly demands or available at our online Account Enquiries Service. The FPS service was extended to first demands in September 2020. Other time-saving and convenient means of electronic payment channels include the PPS, internet banking payment service and e-Cheque/e-Cashier's Orders. Payers can also obtain a “payment QR code” from our online Account Enquiries Service for making payment at post offices and convenience stores.



Effective Monitoring

The Department's performance is monitored by the Commissioner. Of the service levels or targets set for the 11 work items listed in the 2020-21 Performance Pledge, 9 of which were either achieved or exceeded.

Service Environment

We are committed to providing an efficient, courteous and professional service to the public in a pleasant environment at our office. Staff at the enquiry counter are available during office hours to provide timely assistance to the public.

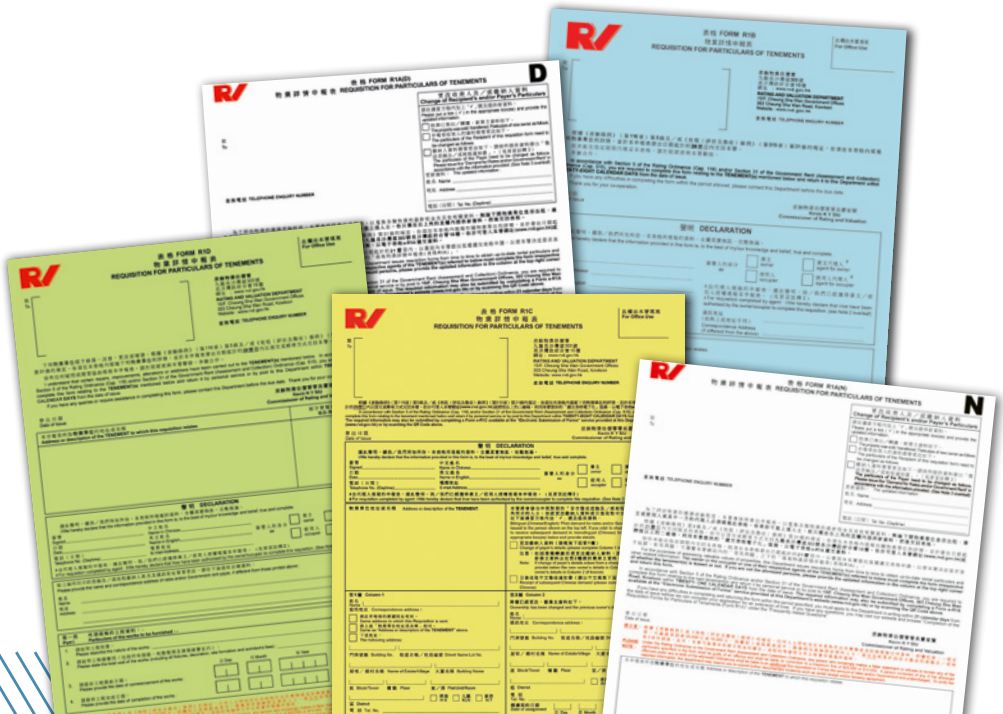
The Public's Role

1. Paying Rates and/or Government Rent by the Due Date

You must pay rates and/or Government rent by the due date. Otherwise, surcharge for late payment will be imposed.

2. Lodging Returns and Documents within Specified Time

To enable us to carry out our statutory duties efficiently, you must provide us with complete and accurate information on our requisition forms/documents within the specified time.



3. Keeping RVD Informed

If there is any need to change the rates and/or Government rent payer's name and/or address, you should fill in and submit an electronic form or reply slip as follows or notify us in writing:

Form / Reply Slip	Hypertext Link on RVD Homepage
Electronic Form	
(i) Online Service – “Change of Payer’s Particulars”(e-form)	Please click “Change of Payer’s Particulars” under “Billing and Payment” of our Homepage (www.rvd.gov.hk).
(ii) Form RVD 1006 – “Notification of Change in Rates and/or Government Rent Payer’s Particulars”	Please click “Forms – Billing and Payment” under “Billing and Payment” of our Homepage (www.rvd.gov.hk).
Reply Slip	
(iii) Reply slip at the back of the “Demand for Rates and/or Government Rent”.	Not applicable.

4. Making Suggestions, Comments or Complaints

If you have any suggestions, comments or complaints on the services we provide and the way in which these services should be delivered, please address them to the Commissioner at:

Rating and Valuation Department
15th Floor, Cheung Sha Wan Government Offices
303 Cheung Sha Wan Road, Kowloon

Alternatively, you can write to, or telephone our Customer Service Officer on 2150 8833 to give your suggestions and comments or to lodge a complaint (e-mail: enquiries@rvd.gov.hk or complaints@rvd.gov.hk).

5. Completing a Questionnaire

To obtain feedback on our service standards, questionnaires are enclosed randomly with our reply letters to members of the public. These questionnaires are also made available to callers at our Enquiry Counter. Please feel free to complete a questionnaire in order to help us improve our service.



Other Services

We collect and analyse extensive property information when carrying out our principal functions, and statistics are published in the annual “Hong Kong Property Review”. We also publish the “Names of Buildings” which contains a comprehensive list of building names and their addresses, as well as the year of completion of the building if known. The “Names of Buildings” is updated quarterly. The abovementioned publications can be accessed through our Homepage at www.rvd.gov.hk.

Further Information

General information on rates, Government rent, landlord and tenant matters as well as certain property statistics are available from our 24-hour Automated Telephone Enquiry Service (2152 2152), or our Homepage at www.rvd.gov.hk. Pamphlets explaining various aspects of rates and Government rent assessment and payment as well as landlord and tenant matters, are available from our Enquiry Counter, or at any Home Affairs Enquiry Centre of the District Offices.

Our Rent Officers attend specified Home Affairs Enquiry Centres of the District Offices at set times each week and the Lands Tribunal on each working day. We would be pleased to provide free advisory and mediatory services on landlord and tenant matters. Please telephone our Tenancy Services Section at 2294 2555 for the time and dates of these visits.

