

Existing and planned measures on the promotion of racial equality

Rating and Valuation Department

The Rating and Valuation Department (RVD) is primarily responsible for the assessment of properties to rates and Government rent, maintaining accounts and issuing demand notes for their collection. We also provide property valuation advice to Government Bureaux and Departments, compile timely and reliable property market statistics and provide advisory and mediatory services on landlord and tenant matters.

Services
Concerned

- Major responsibilities of RVD are:-
 - (a) Assessment of properties to Rates and Government Rent under the Rating Ordinance (Cap. 116) and the Government Rent (Assessment and Collection) Ordinance (Cap. 515);
 - (b) Accounting and billing of Rates and Government Rent;
 - (c) Provision of property valuation services to Government bureaux/departments;
 - (d) Provision of property information to Government bureaux/departments, public bodies and the private sector;
 - (e) Administration of the Landlord & Tenant (Consolidation) Ordinance (Cap.7); and
 - (f) Provision of advisory and mediatory services to the public on landlord and tenant matters in respect of residential properties.

Existing
Measures

- We provide bilingual services in Chinese and English. Bilingual information leaflets and pamphlets in Chinese and English are available for distribution to the public.
- We provide language identification card at our enquiry counter to facilitate communication.
- We provide introductory leaflet relating to the new legislation to regulate tenancies of subdivided units in a

total of 10 languages for reference by people of diverse race.

- We will arrange translation of our documents for the service users of diverse race if necessary.
- We will arrange interpretation service for the service users of diverse race if necessary.

Assessment of Future Work

- We will collect data on service users of diverse race on regular basis to understand their needs in planning, assessing and reviewing the service provision.

Additional Measures Taken/To Be Taken

- Our frontline staff will provide feedback, if any, for enhancing the provision of language services to the management.

For enquiries concerning the existing and planned measures on the promotion of racial equality, please contact Mr Samuel TAM [Assistant Technical Secretary (2)] via the following channels -

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Rating and Valuation Department
May 2023