

# 2026 Annual Service Improvement Plan of the National Property Administration, Ministry of Finance

## **I. Origin**

National property constitutes assets jointly owned by all citizens. Entrusted by the Government and accountable to the public, the National Property Administration (hereinafter referred to as the “Administration”) is responsible for the management of national non-public use real property, with the objective of creating asset value and achieving the effective utilization of national property. “Leasing” is a commonly understood concept among the general public for acquiring the right to use and derive benefits from property. Accordingly, providing national non-public use real estate to the public through leasing is one of the means adopted to revitalize and utilize national property.

The Administration manages a vast area and a large number of national non-public use real estates. Some national lands had been used for privately owned buildings prior to July 21, 1993, and have since served as residences and means of livelihood for the public, with long-standing factual use. Pursuant to Article 42 of the National Property Act and the Regulations for Leasing of National Non-public Use Real Estate, the Administration may lease national land to owners of buildings erected thereon for use as building lots through “direct leasing,” and execute standard national land site lease contracts. The lease expiration dates are uniformly determined by the Administration, with each lease term set at eight years and renewable upon expiration. In accordance with the Administration’s Letter Tai-cai-chan-shu-guan-zi No. 10640005730 dated July 21, 2017, leases commencing or contract exchange for renewal of lease between January 1, 2018 and December 31, 2025 shall expire on December 31, 2027. Lessees may apply for contract exchange for renewal of lease within two years prior to lease expiration to ensure the continuity of the leasing relationship.

According to statistics, the Administration manages over 110,000 national building lot lease contracts. In response to the fact that lessees may apply for contract exchange for renewal of lease starting January 1, 2026, this Plan adopts three core pillars – technology-enabled operations, refined services, and real-time communication – to establish standard operating procedures, improve implementation processes, assist lessees of national building lots in completing contract exchange for renewal of lease procedures, safeguard lessees’ rights to use the land, increase national treasury revenues, and achieve a win-win outcome for both the public and the Government.

## **II. Basis**

1. On January 9, 2017, the Executive Yuan issued Letter Yuan-shou-fa-she-zi No. 1061300008, “Government Service Improvement Plan.”
2. On January 2, 2020, the Ministry of Finance issued Letter Tai-cai-zhong-zi No. 10815932160, “Ministry of Finance Service Improvement Implementation Plan.”

## **III. Objectives**

### **1. Key Indicators**

To promote the periodic contract exchange for the renewal of leases of national building lots, this Plan is based on public needs and provides diversified renewal application channels, including counter services, on-site local services, applications by correspondence, and cross-agency lease renewal services (with regional branches or offices not under the Administration’s jurisdiction). In addition, for lessees with mobility impairments or elderly lessees, home-visit renewal services will be provided to meet diverse public needs. Through flexible and locality-based facilitation measures, the Administration seeks to safeguard lessees’ rights to use national land, and foster a friendly and harmonious social environment.

### **2. Quantitative Goals**

- A. During the implementation period of this Plan, all regional branches and offices of the Administration shall collectively conduct at least 60 on-site

local lease renewal service sessions, and at least 45 home-visit lease renewal services.

- B. During the implementation period of this Plan, the contract exchange for the renewal of lease application rate among national building lot lessees shall reach at least 95%.

#### **IV. Schedule of Plan**

From January 1, 2026 to December 31, 2027.

#### **V. Implementation Units**

The Administration and all of its regional branches and offices.

#### **VI. Analysis of Issues**

##### **1. Large Number of Building Lot Lease Contracts; Need to Establish Operational Mechanisms**

The Administration manages over 110,000 national building lot lease contracts. Given fixed budgetary staffing allocations, it is extremely challenging to carry out comprehensive contract exchange for the renewal of lease operations. It is therefore necessary to draw upon past experience to establish operational mechanisms, formulate a periodic contract exchange for the renewal of leases of national building lots plan as the basis for implementation, plan required manpower in advance, establish task forces, and conduct education and training to ensure the smooth execution of the two-year periodic contract exchange for the renewal of lease operations.

##### **2. Nationwide Distribution of Leased Building Lots; Inconvenience of Counter Services**

National building lots leased by the Administration are distributed nationwide. Some are located in remote areas, or involve lessees who are elderly or have mobility impairments. Even though contract exchange for the renewal of lease applications may be submitted by correspondence, lessees often prefer to complete procedures in person for peace of mind, resulting in long travel distances and inconvenience. To serve residents in remote areas, while addressing the needs of elderly or mobility-impaired lessees and

reducing travel time or costs for engaging land administration agents, it is imperative to enhance facilitation measures.

### **3. Contract Exchange for the Renewal of Lease Subject to Time Limits; Failure to Apply Results in Loss of Use Rights**

Lessees intending to renew their leases shall apply for contract exchange for the renewal of lease within two years prior to lease expiration (starting January 1, 2026). Upon verification by the leasing authority that the lessee has not breached lease conditions, has no outstanding rental payments or use compensation fees (excluding approved exemptions, deferred payments, or installments not yet due), and meets renewal requirements, contract exchange may be approved. If a lessee fails to apply within the prescribed period and the lease expires, the leasing relationship will be terminated, the lawful right of use will be lost, and the lessee must reapply in accordance with applicable regulations to obtain lawful use rights, thereby affecting the lessee's interests and increasing the Administration's administrative burden.

## **VII. Implementation Strategies and Specific Measures**

### **1. Leveraging Technology to Accelerate Administrative Processing**

#### **A. Integrating lease data systems and completing preparatory work prior to renewal:**

- a.** Inventory of building lot lease contracts: Using the National Non-Public Use Property Management System (hereinafter referred to as the "System"), the Administration shall inventory national building lot leases expiring by the end of 2027, and screen sites subject to non-renewal, lease management requirements, or cases where failure to apply prior to expiration would preclude reapplication, or require reapplication under different regulations. Such sites shall be compiled into registers for monitoring and management.
- b.** Monitoring lease changes: Each April and October, the Administration shall coordinate with the Fiscal Information Agency of the Ministry of Finance to compare changes in lessees' household

registration status or death records. For cases flagged with changes, lessee household registration data or dates of death shall be verified through the Household Registration Information System. Results from the October 2025 inquiry shall be compiled and managed to complete lease management matters prior to issuing renewal notices.

- c. Verification of lease data accuracy: Lease special provisions requiring addition or deletion shall be batch-processed through system database updates. The System shall generate contract exchange for the renewal of lease operation lists to verify lease validity, number of renewal cases, lessees, leased property descriptions, area, rent, and special provisions. Lease contracts shall be generated in advance through the System, for batch execution of official seals.

**B. System-based progress control and rolling plan adjustments:** The System shall be regularly used to screen cases where applications for contract exchange for the renewal of lease have not yet been submitted, to calculate renewal application rates, and to monitor pending cases, so as to enable continuous control of implementation progress and the rolling review and revision of the Plan for the periodic contract exchange for the renewal of lease of national building lots.

## **2. Designing Refined Services to Meet Public Needs**

### **A. Advance outreach and tailored service planning:**

- a. Multi-channel publicity: Publicize the acceptance of contract exchange for the renewal of lease applications starting January 1, 2026 through online platforms and social media (official websites, Facebook “National Property e-Services”), cross-agency channels (bulletin boards, electronic displays, assistance from township and district offices), written notices (notations on rent payment notices), and news media (local newspapers, cable television channels, and radio stations).

- b. Targeted service planning: Plan counter services and on-site local service measures based on the number of lease cases, regional characteristics, transportation accessibility, lessee age demographics, and local practices to enhance convenience, lessen crowds, and reduce waiting times. For contract exchange for the renewal of lease cases requiring consultation with competent authorities, preliminary inquiries shall be conducted in advance, to enable on-site completion of renewal procedures, and shorten processing time.
- c. Provision of complete information: Contract exchange for the renewal of lease notification documents shall be printed and mailed to lessees, specifying the time and location of counter or on-site services, and explaining the availability of correspondence and cross-agency renewal applications to enhance convenience. For leases that cannot be re-applied for upon expiration, or must be re-applied for under different regulations, such information shall be clearly stated in renewal notices to remind lessees to apply prior to lease expiration, to protect their rights.
- d. Multiple reminder methods: In the second half of 2027, lessees who have not yet applied for renewal shall be individually reminded via telephone calls, text messages, or through assistance from local township and district offices, village heads, and neighborhood officers.

**B. Convenient service delivery and appropriate service environments:**

- a. Multiple application methods: Provide counter, on-site local, correspondence, and cross-agency renewal application options. For lessees who are elderly or mobility-impaired, home-visit renewal services shall be provided. Where a lessee holds two or more building lot contracts, joint renewal applications may be submitted. Site leases of the same category and nature may be consolidated for

renewal.

- b. Simplification of renewal documents: Contract exchange for the renewal of lease application forms shall be generated by the System with integrated declarations, or combined application and declaration forms shall be generated with pre-filled lessee information to reduce completion time. Lessees who have lost their original lease contracts may submit a declaration of loss when applying for renewal.
- c. Enhanced counter services: As 2026 coincides with the adjustment of announced land values, prior to comprehensive system updates of land value and rent data, additional internet-enabled computers shall be provided at service counters for on-site inquiries of announced land values. Land value and rent data shall be promptly updated in the System to generate contracts for renewal processing. Queue management systems shall display the number of waiting applicants, and QR code scanning services shall be provided for public reference.
- d. Assistance with lease preservation: L-shaped document folders bearing policy promotion messages (e.g., anti-fraud awareness) shall be produced and distributed together with new lease contracts during contract exchange for the renewal of lease procedures, to facilitate document preservation and policy outreach.

### **3. Real-Time Internal and External Communication to Resolve Public Concerns**

- A. Establishing comprehensive operational mechanisms and enhancing professional service capacity:** Regional branches of the Administration shall convene meetings with subordinate offices to deliberate execution methods for each stage of contract exchange for the renewal of leases of national building lot operations, establish systematic, concrete, detailed, and efficient operational mechanisms, formulate periodic contract exchange for

the renewal of lease of national building lot plans for implementation, plan required manpower, establish task forces, conduct training, and, where necessary, coordinate cross-division support or engage personnel to assist with related operations.

**B. Caring for diverse service recipients through cross-disciplinary consultation teams:** On-site local services shall be conducted in coordination with local language practices (Taiwanese Hokkien or Hakka), with explanations and renewal services provided by staff fluent in such languages. Teams composed of personnel from leasing, occupancy management, and inspection functions shall provide consultation services to the public.

## **VIII. Expected Benefits**

### **1. External Benefits**

**A. Public stability and livelihoods:** Through the contract exchange for the renewal of leases operations for national building lots, leasing relationships between the Administration's regional branches and lessees are maintained, enabling lessees to continue enjoying lawful use rights and to live and work peacefully in privately owned buildings on national building lots.

**B. Enhanced agency image:** Through people-oriented and facilitative contract exchange for the renewal of lease measures implemented by regional branches, including on-site and home-visit services for lessees with transportation difficulties or mobility impairments, the public may complete contract exchange for the renewal of lease procedures nearby or at home, thereby effectively enhancing the Administration's public image.

### **2. Internal Benefits**

**A. Sustainable fiscal revenue:** Through the contract exchange for the renewal of leases of over 110,000 national building lot nationwide, rental payments made by lessees in accordance with lease contracts provide the Government with a stable and long-term source of revenue, increase national treasury income, and support fiscal sustainability.

**B. Enhanced work value:** Recognition and appreciation from the public for the contract exchange for the renewal of leases services provided by regional branches enhance staff members' sense of work value and institutional identity, facilitating the continued advancement of national property administration operations.

### **3. Prospects for the Future**

**A. Upgraded service quality:** Serving the public requires concrete action, and innovation represents the evolution of service. In an era of customer-oriented governance, the public are the customers of government services. Continuous refinement, empathy, and adaptation to changing times are essential to keeping pace with rapid societal changes.

**B. Establishing operational benchmarks:** Given the complexity of national non-public use property administration, this Plan establishes a benchmark for leasing operations, serving as a model for other administrative functions and enhancing overall service effectiveness.

## **IX. Administration and Assessment**

1. Regional branches of the Administration (consolidating data from subordinate offices) shall regularly report the implementation status of the quantitative goals under this Plan to the Administration.
2. The Administration shall consolidate implementation results from regional branches, supervise outcomes, and continuously refine service quality and improvement measures.
3. Matters concerning assessment, rewards, and disciplinary actions shall be handled in accordance with the applicable reward and discipline regulations for personnel of the Administration and its subordinate agencies.