

**Response to “List basic duties of estate agents”
– TODAY Voices, 13 Nov 2012**

23 Nov 2012

Dear Editor

We thank Mr Patrick Sio for his feedback in his letter, "List basic duties of estate agents" (Nov 13).

2 Information on the Estate Agents Act and Regulations, as well as the codes governing the professional practice, responsibilities, ethics and conduct of estate agents and salespersons, are found on the Council for Estate Agencies website (www.cea.gov.sg).

3 CEA holds regular dialogues and issues circulars to the industry to provide clarity on estate agency work and CEA's regulations. We have also developed a consumer resource centre on our website to help consumers make informed decisions. They can download the consumer guide for tips on engaging salespersons, and learn about the duties of salespersons. The resource centre includes case studies and useful information on public and private property transactions. Members of the public can sign up for consumer education talks through the centre, or download the CEA@SG mobile app.

4 As Mr Sio pointed out, it is important for parties involved in estate agency work to agree, in written form, on the scope of duties to avoid future misunderstanding. CEA has prescribed estate agency agreements for the sale, purchase or lease of residential properties here. We encourage consumers and estate agents to use the agreements, which serve to protect both their interests.

5 Those who have used the agreements can also use CEA's dispute resolution scheme to resolve contractual disputes. These agreements can be downloaded from the CEA website.

Yeap Soon Teck
Deputy Director (Licensing)
Council for Estate Agencies