

## **CEA's reply to Lianhe Zaobao forum letter “防止房地产客户滥投诉”**

### **Unsubstantiated complaints not condoned**

We agree with Mr Fu Cheng Yuan that unsubstantiated complaints against property agents (LHZB, 21 July 2016, p. 33) should not be condoned.

CEA receives complaints from consumers who are aggrieved by or dissatisfied with the actions or conduct of property agents involved in property transactions.

Sometimes, complaints arise due to miscommunication or misunderstanding between the client and property agent, but the agent had not flouted CEA's rules. In such cases, we encourage consumers to resolve their disputes amicably with the property agencies that the agents represent.

Through our outreach initiatives, CEA has been actively sharing with consumers the scope of duties of property agents, and how consumers have a shared responsibility to achieve hassle-free and well-executed property transactions.

Mr Fu suggests that CEA charge a fee to those who want to lodge a complaint. This is not a common practice by regulatory bodies and may inadvertently penalise consumers who have genuine reasons to lodge a complaint.

CEA assures the public and agents that we investigate complaints fairly and objectively. It is an offence to furnish false or misleading statements to CEA.

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Council for Estate Agencies

## CEA's reply to Lianhe Zaobao forum letter “防止房地产客户滥投诉”

Publish date: 26 July 2016

### 不会容忍无理投诉

谨答复《联合早报·交流站》于7月21日刊登的傅成源读者投函《防止房地产客户滥投诉》：

对房地产代理在交易过程中的行为觉得不满的客户，可以向房地产代理理事会投诉。

有时候，造成投诉的原因是客户和代理之间沟通不良或有误解，但代理并没有违反理事会的条例。对于这样的案例，我们会鼓励客户同代理的公司和平地解决纠纷。

通过一些社区计划，理事会积极地协助客户了解房地产代理的工作，也让客户知道他们自身也有责任确保交易顺利完成。

傅先生建议理事会考虑向要投诉的人收取一笔手续费。这不是监管机构的一般做法，也有可能对有很好理由提出投诉的客户不公。

我们会公平与公正地调查任何投诉，这一点公众和代理可以放心。向理事会提供虚假或具误导性信息是违法的。

房地产代理理事会

司长（政策与执照颁发）

王云杰

## **Translation of original forum letter “防止房地产客户滥投诉” in Lianhe Zaobao**

**Publish date: 21 July 2016**

### **Prevent property consumers from abusing complaint system**

Zaobao published a forum letter from Fu Cheng Yuan, who claims to be a property agent with 18 years' experience.

Fu mentioned that he is glad to know that since CEA's formation in 2011, the professionalism, quality and image of property agents has been enhanced. Credit should be given to CEA for this.

Fu said that a fellow property agent shared her grievances about a client who had complained to CEA about her after completing a transaction. It appeared that this complaint was pre-mediated. The client apparently used a mobile phone to record a conversation with the agent, and tried to coerce the agent to breach the regulations.

Fu claimed the client's intention was to get the agent “disciplined” by CEA for unprofessional service, in order that the client need not pay commission. Fortunately, the CEA officer thoroughly investigated the case and did not let the client achieve his objective.

Fu mentioned that he had heard from fellow agents about similar cases. These allegations were unsubstantiated after investigations were done, but resulted agents wasting their times. The agents involved have also suffered emotionally.

Fu hopes that while CEA undertakes its regulatory role, it will also educate consumers to be more understanding towards responsible and honest agents. Undeniably, there will be black sheep in the industry. However, there are also consumers who abuse the complaint channels in a bid to save on commissions payable to agents.

He hopes that CEA will consider charging a fee of between \$100 to \$200 to agents or consumers who lodge complaints. This could deter those who are trying to abuse the system, while those with genuine grievances could have their complaints processed faster. This would also give responsible agents a peace of mind.

## Original forum letter in Lianhe Zaobao

Publish date: 21 July 2016

<http://www.zaobao.com.sg/forum/views/talk/story20160721-643943>

### 防止房地产客户滥投诉

政府自 2011 年成立法定机构“房地产代理理事会”（Council for Estate Agencies，简称 CEA）以来，喜见房地产经纪无论在专业、素质或公众形象方面都有正面的提升。在这个方面，CEA 居功不小。

本人在这行业已有 18 年的经验，想在此提出一些个人观点与建议，希望能获得 CEA 的正视。

有一天，我跟一位同行闲聊，她对我大吐苦水。原来她有一名客户在组屋完成交易手续后，竟然找了一些很牵强的理由，到 CEA 那里去投诉她。据悉，那位客户似乎早有预谋，以电话录音企图引导她触犯经纪守则，其目的不外乎是希望她上 CEA 听证会，被判有抵触职守或没尽责，以此为理由他就可以理直气壮地不还中介费。所幸的是，CEA 官员明察秋毫，才没让他得逞。诸如此类事件，时不时都会听到同行抱怨本身的类似经历。有些被调查后虽得以证明清白，但在精神与时间上的折磨和损失，却是苦不堪言。

在此，我恳请 CEA 在整顿经纪行业的同时，也应教育公众体谅那些老老实实、认真尽责的经纪。

无可否认，这个行业确实有一些害群之马，但也确实有一些消费者会滥用投诉的管道，来企图省下应还的经纪费。

我建议 CEA 考虑不论是经纪或是公众呈上投诉，每一次都得缴交一笔手续费，数目也许介于 100 元至 200 元。如此一来，相信或多或少可剔除那些想滥用投诉管道的消费者。而那些真正需要投诉的，也可以得到更快捷的处理。与此同时，那些尽责的经纪，也不用担心随时会招来无妄之灾。