

# ENGAGING A PROPERTY AGENT

## FOR RESIDENTIAL RENTAL TRANSACTIONS

### CUSTOMER'S IDENTIFICATION DETAILS



**Are property agents allowed to collect my NRIC or other personal identification details (e.g. take photos or make photocopies of my ID)?**

Property agents can request to collect NRIC, FIN, or Work Permit numbers of their clients because they need to accurately identify an individual in a property transaction. The Personal Data Protection Act allows for organisations to collect personal data when it is necessary to verify or establish the identity of an individual to a high degree of fidelity.

### COMMISSION RATES



**How much commission should I be paying?**

You can discuss the amount and terms with your agent before he starts work. Check if there is GST payable on the commission. You are encouraged to use CEA's [Prescribed Estate Agency Agreement](#) to document the agreed commission amount. When the transaction is completed, honour and pay the agreed commission to the property agency, not to the agent himself.

### CUSTOMER'S PARTICULARS FORM



**What is this Form and why do I have to fill it up?**

The Council for Estate Agencies requires property agents to request their clients to fill in and sign the Customer's Particulars Form. This is a mandatory form that helps in preventing money laundering and terrorism financing.

### TENANCY AGREEMENT



**What is this Agreement and where can I find it?**

The *Tenancy Agreement* covers the terms and conditions of the renting of a property. You can find the [templates](#) for the renting of HDB flats and private residential properties on CEA's website.

These templates are just a guide, and you can amend the template or negotiate the terms contained in the templates with your agent to suit your needs and/or requirements.

### AGENT'S ROLE



**When does the property agent's role end in a rental transaction?**

Typically, a property agent's role ends after the landlord and tenant sign the tenancy agreement and the property is handed over to the tenant. If you require help with property management during the tenancy, you should check with your agent whether he would be willing to provide this service for a fee agreed upon by you and your agent.

Visit [www.cea.gov.sg/consumers/educational-materials/rental-transactions](http://www.cea.gov.sg/consumers/educational-materials/rental-transactions) for more information.



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