

CEA's response: Property agencies accountable for managing their agents
13 May 2021

We refer to Ms Angela Xu's letter, "No help in contacting missing property agent" (May 7).

The Council for Estate Agencies (CEA) requires all property agencies to be accountable for the management of their property agents.

Property agencies have a duty to supervise their agents to ensure that they comply with current regulations when facilitating property transactions and conduct their work professionally, in the interest of their clients.

Should the agent be unable to render services to his client, the property agency should assign another agent to take over his duties to continue servicing the client.

CEA has reached out to the property agency of Ms Xu's landlord's agent and instructed the agency to address the issues which Ms Xu experienced when her landlord's agent was uncontactable.

We understand that another agent has already been in touch with Ms Xu and is assisting her with her issues.

Chan Kwok Cheong
Director, Investigation & Inspection
Council for Estate Agencies

Letter to ST Forum

No help in contacting missing property agent

Date: 7 May 2021

From: Angela Xu Huifang

I am a Singaporean renting my family home.

The property agent representing the landlord has been uncontactable for more than a month.

As the landlord had been corresponding with me only through the agent, I now have no way to contact the landlord.

I wrote to PropNex, which the agent is registered with, and the Council for Estate Agencies.

Both said they have neither the obligation nor interest to help.

Who protects landlords and tenants when an agent goes missing? What is the purpose of having a body which regulates property agents when it is not willing to intervene in cases like this?