

CEA's Response: Protecting property agents and consumers

17 June 2015

Dear Editor

We refer to the letter "***Property agents don't have it easy***" by Mr Palanisamy Ramadas (1 June 2015). Mr Ramadas had called on the Council for Estate Agencies (CEA) to do more to protect property agents, and consider legislating commissions due to them.

2. The CEA regulates estate agency work in Singapore and ensures that real estate salespersons comply with the Estate Agents Act. Consumers may choose to handle property transactions on their own or engage a salesperson to do so. Consumers are more likely to engage the professional services of salespersons who have good knowledge of estate agency work. The payment and amount of commission are contractual matters between the consumer and his salesperson. To safeguard the interests of both the consumer and salesperson, CEA has prescribed estate agency agreements for the sale, purchase or lease of residential properties in Singapore. CEA advises consumers and salespersons to use the prescribed agreements to put on record the commission agreed by both parties.

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Council for Estate Agencies

Letter to ST Forum

Property agents don't have it easy

Date: 1 June 2015

From: Palanisamy Ramadas

I SINCERELY hope our young people are not going to join the real estate industry in droves after reading last Friday's article about property agent-turned-"instant millionaire" Shirley Seng ("Millionaire at 26 with just one deal").

As a former managing director of a real estate agency, I can say that making it in this industry is no easy feat. After all, it took Ms Seng more than four years of hard work, and a huge dose of good luck, to pull off that mega deal.

With the property market now experiencing a dip, more agents are also losing their rightful commissions, as more tenants are bypassing them by dealing directly with the landlords.

The Council for Estate Agencies has to do more to protect such property agents, and perhaps even legislate commissions due to them, as many of them, who find the going tough, are leaving the profession ("Real estate agents forgoing licences as market cools"; Jan 23).

The increasing number of permanent residents working as property agents, with their close ties to their communities, is an added source of competition to the locals, who find it harder to make it in this profession.

Palanisamy Ramadas