

CEA Ref: N30-20

Date: 2 July 2020

By Email

To: Key Executive Officers and Salespersons

Dear Sir / Madam,

[NOTICE 30-20] SUPPLEMENTARY INFORMATION ON RECORD KEEPING TO FACILITATE COVID-19 CONTACT TRACING

1. Please refer to [Notice 26-20](#) on advisory on Phase Two resumption of property transaction activities by estate agents (EAs) and real estate salespersons (RESs) after the circuit breaker period.
2. We have received feedback from the industry regarding the following statement in Appendix II of Annex to CEA Notice 26-20 which reads “*If you are the RES representing the seller or landlord, you should record the record the entry of all persons into the premises*”. Some RESs are concerned about allowing the other party’s RES to record contact details of their clients as the other EAs and RESs may approach their clients directly to communicate on matters relating to the potential property transaction.
3. We would like to reiterate that it is important for RESs to collect the records to facilitate effective contact tracing when the need arises. Hence, we can leave it to each RES to record the entry of his client(s) and any person accompanying him into premises where safe management measures are not in place (e.g. at a client’s place of residence) or at the transaction property (whether occupied or unoccupied).
4. We have updated Paragraph 7(b) and Appendix II of Annex to Notice 26-20. Please refer to CEA’s [COVID-19 webpage](#) for Notice 26-20 with the updated Paragraph 7(b) and Appendix II.

Yours sincerely,

GAVIN NG
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COUNCIL FOR ESTATE AGENCIES