

# Statistical Overview

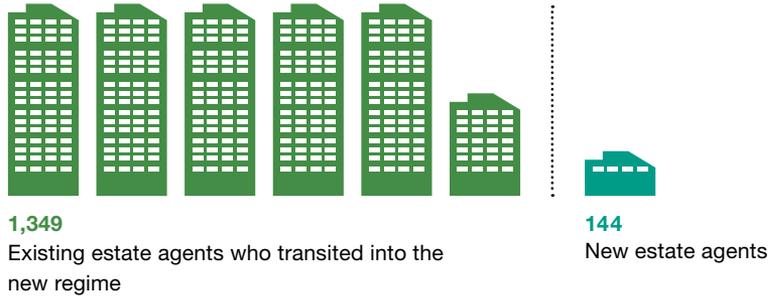
# Statistical Overview

As at 31 March 2012

## LICENSING & REGISTRATION

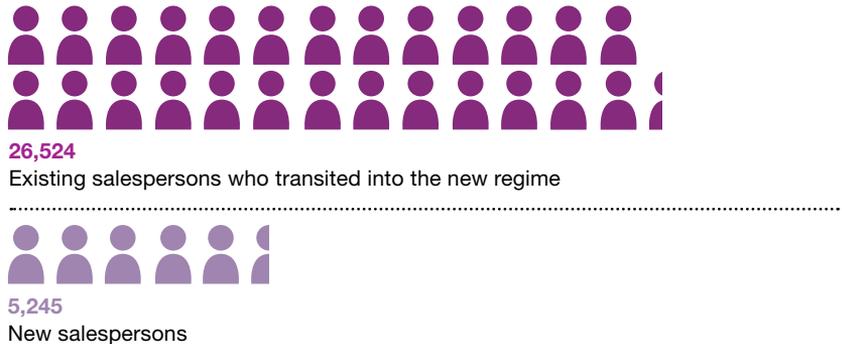
### TOTAL NUMBER OF LICENSED ESTATE AGENTS

# 1,493



### TOTAL NUMBER OF REGISTERED SALESPERSONS

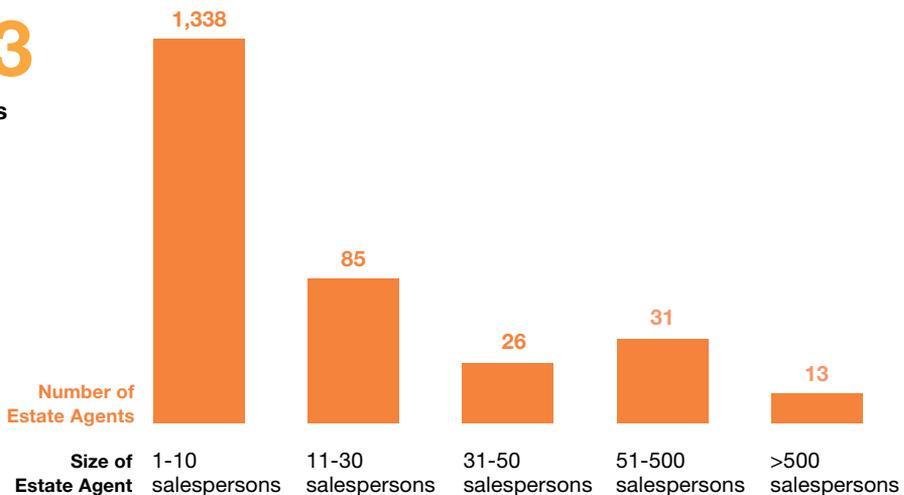
# 31,769



### BREAKDOWN OF LICENSED ESTATE AGENTS BY SIZE

# 1,493

Estate Agents

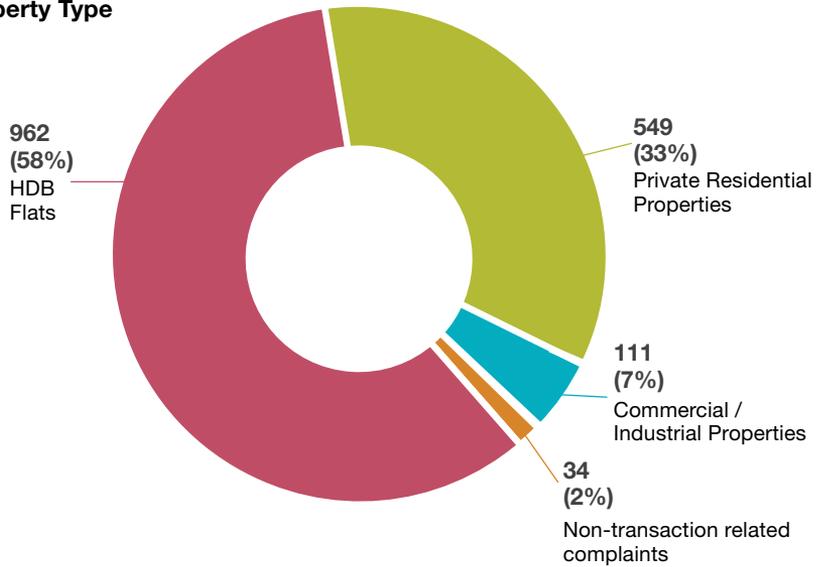


## COMPLAINT MANAGEMENT

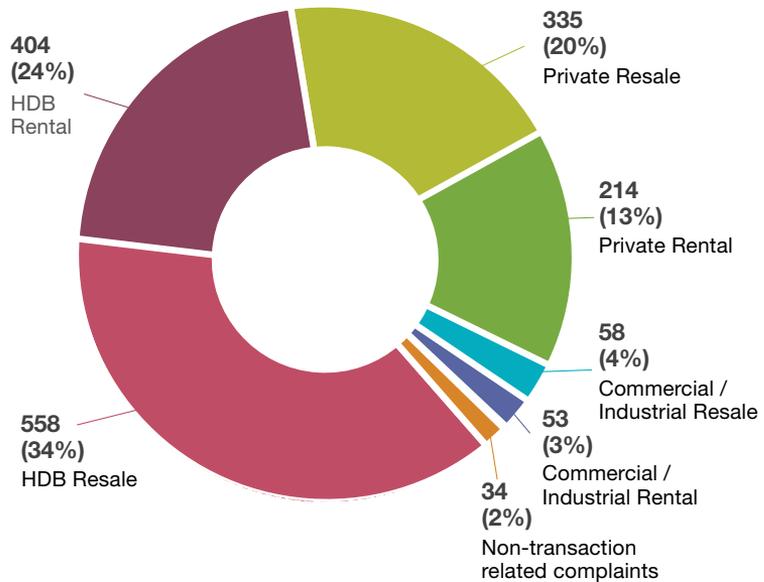
### TOTAL NUMBER OF COMPLAINT CASES

# 1,656

#### Breakdown by Property Type



#### Breakdown by Transaction Type



## NATURE OF COMPLAINTS

Nature of Complaints	Number of Complaints
Unprofessional / poor service (e.g. wrong advice / not punctual / not following proper procedures)	729 (44%)
Advertisement / flyer (e.g. misleading / missing information / improper distribution of flyers)	272 (16%)
Misconduct (e.g. use of threatening words / harassment / misrepresentation)	261 (16%)
Not acting in client's interest (e.g. conflict of interest / refusing to co-broke / failing to convey offer)	116 (7%)
Unregistered salesperson / unlicensed estate agent	83 (5%)
Dual representation	79 (5%)
Fraud	43 (<3%)
Moneylending	8 (<1%)
Others (e.g. recruitments / seminars)	65 (4%)
<b>Total</b>	<b>1,656</b>

## CATEGORIES OF CONCLUDED COMPLAINTS

Categories	Outcomes	Number of Complaints
Resolved by estate agents	Complaints resolved by estate agents	267
Substantiated	Letter of Advice / Warning served on salespersons and estate agents	177
	Disciplinary action	1
Unsubstantiated	Insufficient evidence to substantiate claim	275
	Assessed by CEA that there was no wrongdoing by the salesperson	143
	Baseless / frivolous complaints	4
Referred to other bodies / Government agencies	Small Claims Tribunals	52
	Police (for investigation)	22
No further action	After investigation, established that the cases were not under CEA's purview (e.g. landlord and tenant issues)	139
<b>Total</b>		<b>1,080</b>

**ACTIONS TAKEN (INCLUSIVE OF COMPLAINT CASES AND COMPLIANCE CHECKS)**

Actions Taken	Total
Letter of Advice (LOA) / Warning	283 LOAs issued to estate agents / salespersons (arising from 238 cases)
Court prosecution	3 cases (1 concluded)
Disciplinary action	5 cases (1 concluded)

**DISPUTE RESOLUTION: MEDIATION AND ARBITRATION CASES**

As at 31 March 2012, 14 cases had gone for mediation/arbitration under the Dispute Resolution Scheme. In one case\*, the mediation session was unsuccessful and the parties went on to arrange for an arbitration session. The mediation cases were held at two of the three Approved Mediation Centres, and the arbitration case at one of the two Approved Arbitration Centres.

Approved Mediation Centres	In Progress	Concluded
Consumers of Association in Singapore (CASE)	0	10
Singapore Institute of Surveyors & Valuers (SISV)	0	2*

Approved Arbitration Centres	In Progress	Concluded
Singapore Institute of Surveyors & Valuers (SISV)	1*	1

The other approved centres are the Singapore Mediation Centre (for mediation) and Singapore Institute of Arbitrators (for arbitration).

## INDUSTRY DEVELOPMENT

### NUMBER OF INDUSTRY ENGAGEMENT ACTIVITIES

Platforms	No. of Activities
KEO briefing cum dialogue sessions (Oct 2010 to end-Mar 2012)	20
Familiarisation visits to estate agents (Aug 2011 to Feb 2012)	14

### NUMBER OF CORE CPD COURSES APPROVED BY CEA

#### Breakdown by Provider

