

STATISTICAL OVERVIEW

FY2012/13 (1 APRIL 2012 TO 31 MARCH 2013)

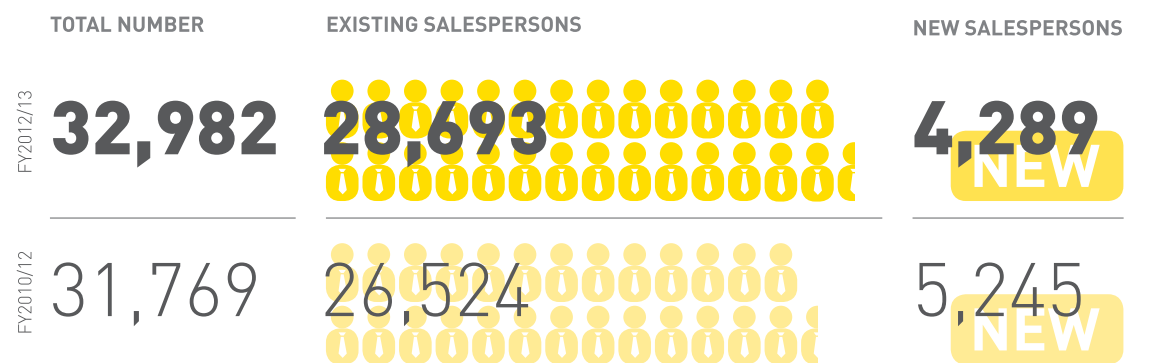
FY2010/12 refers to 22 October 2010 to 31 March 2012 (18 months).

LICENSING & REGISTRATION

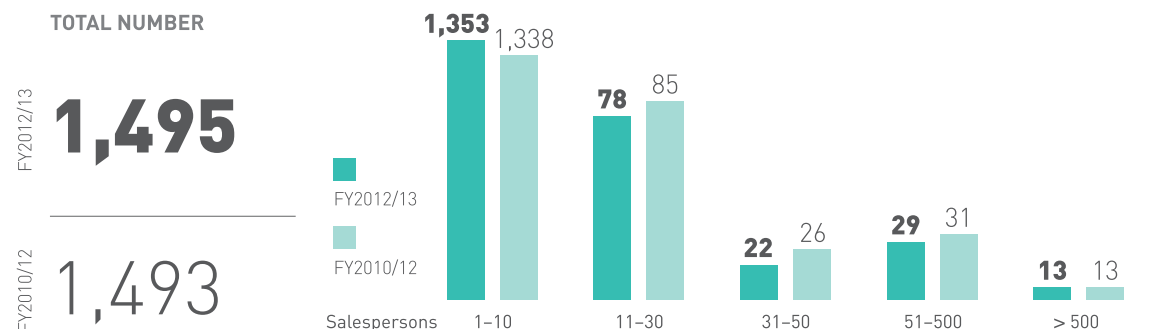
NUMBER OF LICENSED ESTATE AGENTS



NUMBER OF REGISTERED SALESPERSONS

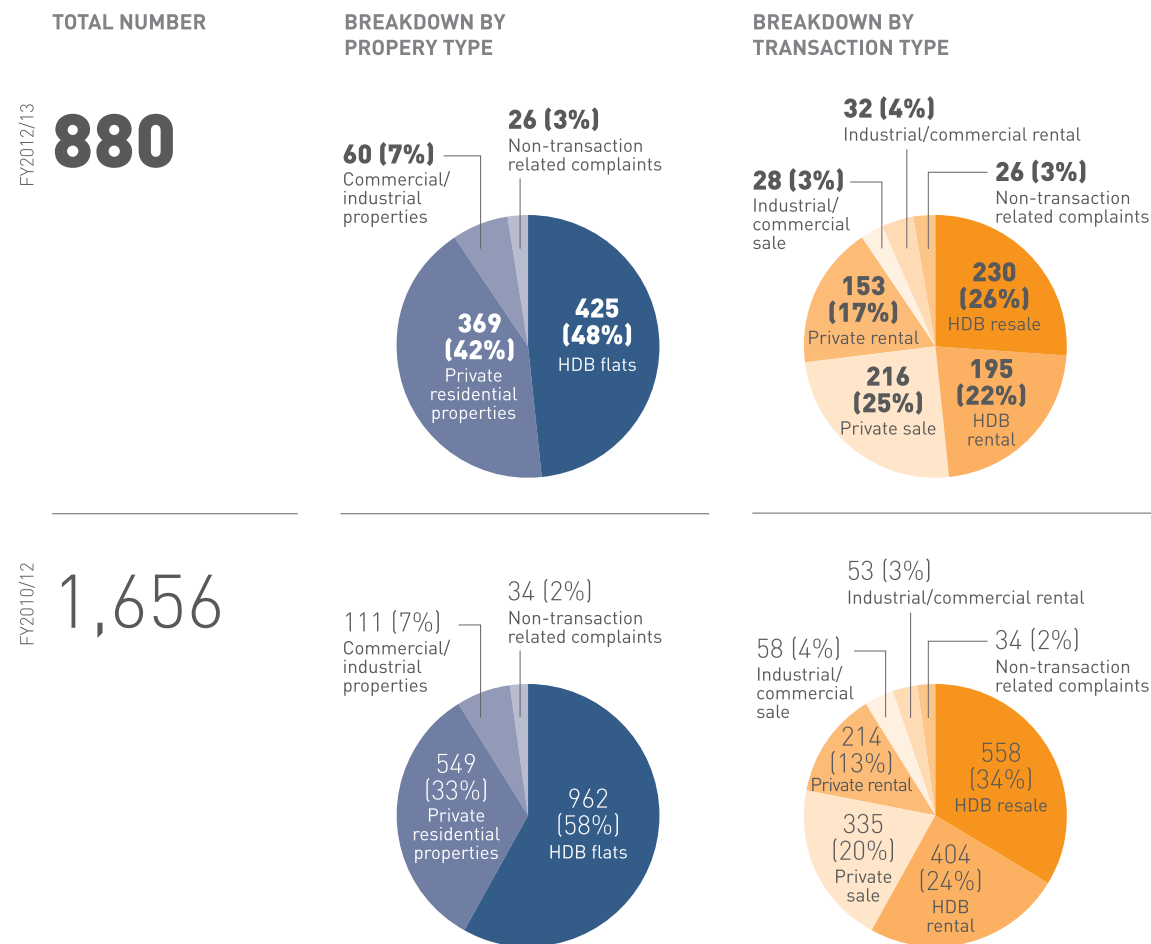


BREAKDOWN OF LICENSED ESTATE AGENTS BY SIZE



COMPLAINT MANAGEMENT

TOTAL NUMBER OF COMPLAINT CASES



FY2010/12 refers to 22 October 2010 to 31 March 2012 (18 months).

COMPLAINT MANAGEMENT

NATURE OF COMPLAINTS

Nature of Complaints	Number of Complaints	
	FY2010/12	FY2012/13
Unprofessional/poor service (e.g. wrong advice/not punctual/not following proper procedures)	729 (44%)	255 (29%)
Advertisement/flyer (e.g. misleading/missing information/improper distribution of flyers)	272 (16%)	319 (36%)
Misconduct (e.g. use of threatening words/harassment/misrepresentation)	261 (16%)	143 (16%)
Not acting in client's interest (e.g. conflict of interest/refusing to co-broke/failing to convey offer)	116 (7%)	44 (5%)
Unregistered salesperson/unlicensed estate agent	83 (5%)	48 (5%)
Dual representation	79 (5%)	14 (2%)
Fraud	43 (3%)	4 (1%)
Moneylending	8 (<1%)	9 (1%)
Handling transaction monies	N.A.	9 (1%)
Others (e.g. recruitments/seminars)	65 (4%)	35 (4%)
Total	1,656	880

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COMPLAINT MANAGEMENT

CATEGORIES OF CONCLUDED COMPLAINTS

Categories	Outcomes	Number of Complaints	
		FY2010/12	FY2012/13
Resolved by estate agents	Complaints resolved by estate agents	267	275
Substantiated	Letter of Advice/Warning served on salespersons and estate agents	177	150
	Disciplinary action	1	7
	Prosecution	-	7
Unsubstantiated	Insufficient evidence to substantiate claim	275	101
	Assessed by CEA that there was no wrongdoing by the salesperson	143	192
	Baseless/frivolous complaints	4	4
Referred to other bodies/Government agencies	Small Claims Tribunals	52	4
	Police (for investigation)	22	7
No further action	After investigation, established that the cases were not under CEA's purview (e.g. landlord and tenant issues)	139	68
Total		1,080	815

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COMPLAINT MANAGEMENT AND COMPLIANCE CHECKS

NUMBER OF PROACTIVE CHECKS & COMPLIANCE ACTIVITIES

Types	Number of Cases
Advertisement, media & internet scan	221
Field surveillance (e.g. at seminars, property exhibitions, property launches)	42
Inspections on estate agents	9

ACTIONS TAKEN (INCLUSIVE OF COMPLAINT CASES AND COMPLIANCE CHECKS)

Actions Taken	Number of Cases	
	FY2010/12	FY2012/13
Letter of Advice (LOA)/Warning	283 LOAs issued to estate agents/salespersons (arising from 238 cases)	287 LOAs issued to estate agents/salespersons (arising from 176 cases)
Court prosecution	3 cases (1 concluded)	7 cases (4 concluded)
Disciplinary action	5 cases (1 concluded)	7 cases (4 concluded)
Composition fines	0	6 cases (3 concluded)

DISPUTE RESOLUTION: MEDIATION AND ARBITRATION CASES

In FY2012, 35 cases had gone for mediation/arbitration under the Dispute Resolution Scheme. The mediation cases were held at all of the three Approved Mediation Centres, and the arbitration cases at one of the two Approved Arbitration Centres.

Approved Mediation Centres	Number of Cases	
	FY2010/12	FY2012/13
Consumers Association of Singapore	14*	26
Singapore Institute of Surveyors & Valuers	3*	5
Singapore Mediation Centre	0	1

Approved Arbitration Centres	Number of Cases	
	FY2010/12	FY2012/13
Singapore Institute of Surveyors & Valuers	2	3

*includes 5 additional cases that were not featured in FY2010/12's report
The other approved arbitration centre is the Singapore Institute of Arbitrators.

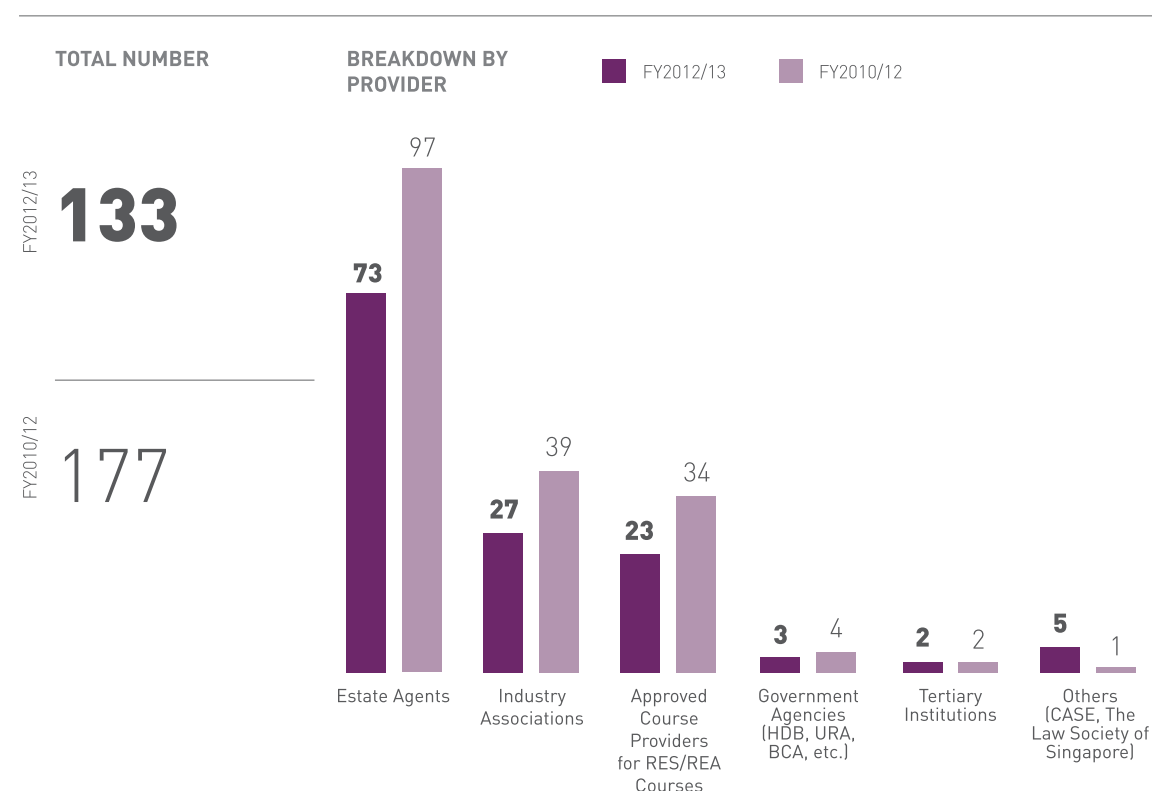
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INDUSTRY DEVELOPMENT

NUMBER OF INDUSTRY ENGAGEMENT ACTIVITIES

Platforms	Number of Activities	
	FY2010/12	FY2012/13
KEO briefings	20	5
Familiarisation visits and best practices visits to estate agents	14	6

NUMBER OF CORE CPD COURSES APPROVED BY CEA



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