

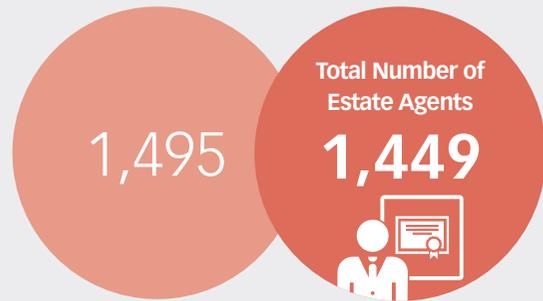
Statistical Overview

FY2013/14 (1 April 2013 to 31 March 2014)

LICENSING & REGISTRATION

NUMBER OF LICENSED ESTATE AGENTS

FY12/13 FY13/14



Existing Estate Agents

1,260 | 1,368

New Estate Agents

235 | 81

NUMBER OF REGISTERED SALESPERSONS

FY12/13 FY13/14



Existing Salespersons

28,693 | 30,437

New Salespersons

4,289 | 3,061

BREAKDOWN OF LICENSED ESTATE AGENTS BY SIZE

FY12/13 FY13/14

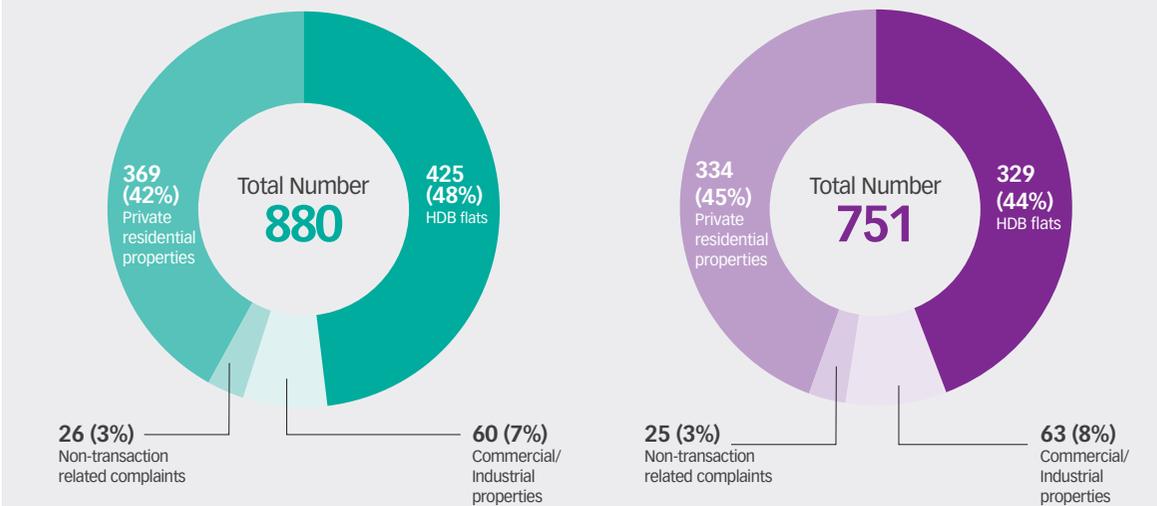


COMPLAINT MANAGEMENT

TOTAL NUMBER OF COMPLAINT CASES

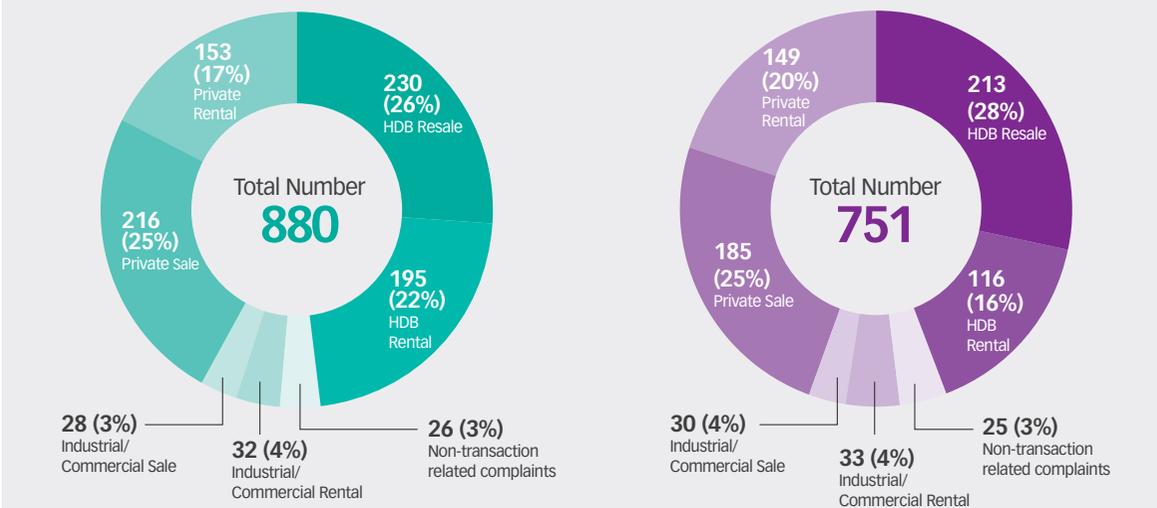
Breakdown by Property Type:

FY12/13 FY13/14



Breakdown by Transaction Type:

FY12/13 FY13/14



Statistical Overview

FY2013/14 (1 April 2013 to 31 March 2014)

COMPLAINT MANAGEMENT

NATURE OF COMPLAINTS

Nature of Complaints	Number of Complaints	
	FY2012/13	FY2013/14
Advertisement/flyer (e.g. misleading/missing information/improper distribution of flyers)	319 (36%)	318* (42%)
Unprofessional/poor service (e.g. wrong advice/not punctual/not following proper procedures)	255 (29%)	183 (24%)
Misconduct (e.g. use of threatening words/harassment/misrepresentation)	143 (16%)	129 (17%)
Not acting in client's interest (e.g. conflict of interest/refusing to co-broke/failing to convey offer)	44 (5%)	33 (4%)
Unregistered salesperson/unlicensed estate agent	48 (5%)	36 (5%)
Dual representation	14 (2%)	6 (1%)
Fraud	4 (1%)	1 (<1%)
Moneylending	9 (1%)	12 (2%)
Handling transaction monies	9 (1%)	15 (2%)
Others (e.g. recruitments/seminars)	35 (4%)	18 (2%)
Total	880	751

*includes 182 cases involving advertisements that were handled by estate agents with more than 100 salespersons

COMPLAINT MANAGEMENT

CATEGORIES OF CONCLUDED COMPLAINTS

Categories	Outcome	Number of Complaints	
		FY2012/13	FY2013/14
Resolved by estate agents	Complaints resolved by estate agents	8*	23
Substantiated	Letter of Advice/Warning served on salespersons and estate agents	150	363
	Letter of Advice issued on salespersons by estate agents for less serious advertisement complaints	–	127
	Disciplinary action	7	15
	Prosecution	7	5
Unsubstantiated	Insufficient evidence to substantiate claim	101	92
	Assessed by CEA that there was no wrongdoing by the salesperson	192	119
	Baseless/frivolous complaints	4	4
Referred to other bodies/ Government agencies	Small Claims Tribunals	4	0
	Police (for investigation)	7	9
No further action	After investigation, established that the cases were not under CEA's purview (e.g. landlord and tenant issues)	68	66
Total		548*	823

*adjustments were made to these figures

Statistical Overview

FY2013/14 (1 April 2013 to 31 March 2014)

COMPLAINT MANAGEMENT AND COMPLIANCE CHECKS

NUMBER OF PROACTIVE CHECKS & COMPLIANCE ACTIVITIES

Type	FY2012/13	FY2013/14
Advertisement, media & internet scan	221	77
Field surveillance (e.g. at seminars, property exhibitions, property launches)	42	36
Inspections on estate agents	9	22

ACTIONS TAKEN (INCLUSIVE OF COMPLAINT CASES AND COMPLIANCE CHECKS)

Actions Taken	Number of Cases	
	FY2012/13	FY2013/14
Letter of Advice (LOA)/Warning	287 LOAs issued to estate agents/salespersons (arising from 176 cases)	644 LOAs issued to estate agents/salespersons (arising from 458 cases)
Court prosecution	7 cases (4 concluded)	19 cases (13 concluded)
Disciplinary action	7 cases (4 concluded)	17 cases (7 concluded)
Composition Fines	6 cases (3 concluded)	32 cases (28 concluded)

DISPUTE RESOLUTION: MEDIATION AND ARBITRATION CASES

In FY2013, 18 cases had gone to mediation under the Dispute Resolution Scheme. The mediation cases were held at all three Approved Mediation Centres.

Approved Mediation Centres	FY2012/13	FY2013/14
Consumers Association of Singapore	26	12
Singapore Institute of Surveyors & Valuers	5	5
Singapore Mediation Centre	1	1

Approved Arbitration Centres	FY2012/13	FY2013/14
Singapore Institute of Surveyors & Valuers	3	0

The other approved centre is Singapore Institute of Arbitrators.

INDUSTRY DEVELOPMENT

NUMBER OF INDUSTRY ENGAGEMENT ACTIVITIES

Platforms	Number of Activities	
	FY2012/13	FY2013/14
KEO briefings	5	12
Salespersons focus group discussions	–	2

NUMBER OF CORE CPD COURSES APPROVED BY CEA

