



Charter on the Sales of First-hand Residential Properties of Property Developers

Commitment Statement

We understand and agree that:

- Order at the sale-sites of first-hand residential properties is essential. We believe that good order provides consumers with an ideal environment to make important purchasing decisions.
- The recent fighting incidents among estate agents and unlicensed persons nearby the sale-sites and show flats of first-hand residential properties are unacceptable. We reiterate that any improper or violent behaviour of any estate agents and unlicensed persons at the sale-sites and show flats is not allowed.
- Providing an ideal environment to consumers is important. It is strictly forbidden for any person to disrupt the order at the sale-sites and show flats.

Execution

1. We reiterate that we will spare no effort in providing consumers with a desirable sales environment. Only licensed agents wearing estate agent cards / staff cards will be allowed to work at the sale-sites and show flats. We promise we will not welcome and will not allow any unlicensed employees of estate agency companies to participate in any promotional or sales activities nearby the sale-sites.
2. We will strongly condemn any unruly, impolite, swearing, harassing, improper or violent behaviours. We will take strong penalising action against the estate agency company(ies) involved and its/their concerned employee(s), including suspending that company(ies) and/or its/their employee(s) from conducting sales activities at the sale-sites and/or imposing fines on the company(ies) accordingly.