



**For Immediate Release**

(21 June 2004) The Estate Agents Authority (EAA) expresses its regret at the conflict among estate agents at the sales office of a certain development earlier. The EAA is also concerned with recent report on estate agent being victim in robbery case.

2. Ms Sandy Chan Pui-shan, Chief Executive Officer of the EAA, reiterates that the EAA takes altercations and unruly conduct among licensees in public places seriously and those who breach the relevant regulations are subject to penalties which could include the suspension of the licence of the offender. Estate agency companies have been repeatedly reminded of their responsibility to ensure the orderly practice of their employees and exercise effective supervision over them, especially in promotion activities for first-sale properties.

3. “Estate agents are professionals and practitioners must exercise self-discipline vigorously at all times. All practitioners should avoid any practice which may bring discredit to the estate agency trade. Estate agents should always conduct themselves properly when carrying out their business to avoid altercations in public places or causing inconvenience and harassment to others,” Ms Chan said.

4. The EAA has been in contact with the developer of the development where the incident occurred with a view to maintaining good order at the site. Indeed, many individual developers and estate agency companies are understood to have stepped up their efforts in sale-site management recently. EAA staff members are also inspecting the sale sites regularly. Members of the public harassed by estate agents should lodge complaints with the EAA, and make reports to the Police if the matter is of a serious nature.

5. In the meantime, EAA is concerned with recent reports on estate agent being victim in robbery case. The EAA expresses its best wishes for early recovery to the victim. The EAA would like to take this opportunity to draw the attention of both estate agency companies and individual practitioners to the following measures during the viewing of properties, as recommended by the Crime Prevention Bureau of the Hong



Kong Police Force:

- Check and record the Identity Card details of client(s) who inspect the property.
- As far as is practicable, the clients(s) should be accompanied by more than one estate agent.
- Ask the client(s) for contact telephone number, and verify the number before the inspection.
- Inform colleagues of your destinations before you go out with clients for property inspections, and keep in close contact with the office during the course of the inspection.
- Do not bring too much cash or wear expensive watches and jewellery.
- Closed-circuit television should be installed in the offices.



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