



**Estate agents reminded of the importance of
Professional conduct at first-sale sites**

(4 August 2004) The Estate Agents Authority (EAA) has expressed concern over the orderliness of estate agency practice at recently launched sites of first-sale properties

2. A spokesman of the EAA indicated that from 27th July to 4th August, 65 cases of disorderly behaviour were discovered by EAA personnel during regular inspection of the first-sale sites. The Authority has since issued verbal warnings and letters of advice to estate agents suspected of such misbehaviour. Most of the cases pertained to canvassing for business in the middle of the road, or trying to stop vehicles in motion while standing on the edge of the pavement.

3. The spokesman reiterated the importance that the EAA attached to the way estate agents conducted their business in the promotion of first-sale properties. If estate agents engage themselves in altercations in public places, cause nuisance to citizens in the course of seeking business, or act in such a way that may cause danger to themselves and other road-users, they are in breach of the Code of Ethics promulgated by the EAA and may have even committed an offence against the law. Such acts will also bring the industry to disrepute. Offenders may be subject to penalties including the revocation of licence, and serious cases will be referred to the Police.

4. The EAA is deploying additional manpower for the inspection of first-sale sites, and estate agency companies have been cautioned to manage their employees effectively and to ensure that they practise in compliance with the law. Arising from the 65 above-mentioned cases, the employees of six estate agency companies are now under investigation.

5. The EAA has maintained close liaison with property developers and the Police for the maintenance of order in the vicinity of the first-sale sites. Members of the public who are harassed by estate agents as they canvass for business, or who have observed disorderly behaviour among estate agents, may call the EAA complaints hotline at 2117 8600, or report to the Police depending on the seriousness of the case.

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