



EAA response to anonymous allegations

(14 July 2006) The Board of the Estate Agents Authority (EAA) held meetings on 3 July and today (14 July) to receive detailed accounts from the Administration on certain anonymous allegations made against it recently and to deliberate on the same.

In essence, the allegations touched on complaint cases backlog; excessive Administration's spending; and the Chief Executive Officer's potential conflict of interest in staff employment matter. After in-depth discussion and consideration, the Board concluded that the anonymous allegations were unsubstantiated. There is no complaint cases backlog. It is imperative for the Authority to handle each and every complaint case strictly in accordance with the law. The Administration only incurs expenses on need basis and in compliance with the Authority's prescribed procedures. There is no nepotism in staff recruitment. The Board does not see the need to further pursue the matter.

To tackle the increasingly heavy workload of the Authority and the rising public expectation, EAA staff have been facing correspondingly added work pressure. In tandem with the aforesaid, the Authority has also undergone considerable evolvement in the EAA committee structure and that of the directorates' responsibilities allocation. The Board therefore decides to review the administration system established since inception to further strengthen the Authority's governance.

The Authority remains committed to its mission and its strife for excellence, and will continue to regulate and promote professionalism in the estate agency industry.

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