



### **Safety when taking clients to view properties**

(22 November 2007) The Estate Agents Authority (EAA) is concerned about a recent incident in which an estate agency practitioner was robbed and injured when taking clients to view a property. EAA reminds all practitioners to pay attention to their personal safety while at work.

EAA has sent its regards to the injured practitioners. Chief Executive Officer Ms Sandy Chan said, “As the property market heats up, estate agency practitioners often have to accompany their clients to view properties. We urge all practitioners to take necessary measures to ensure their own safety while at work.”

EAA calls on practitioners to be on the alert for suspicious clients and to follow the safety measures suggested by the Crime Prevention Bureau of the Hong Kong Police Force.

The suggested safety measures are as follows:

- Check and record the information about the identity of the clients viewing properties;
- Arrange for two staff members to take clients to view properties, whenever possible;
- Request clients to leave their contact telephone numbers, and test to see if these numbers are genuine prior to viewing properties;
- Inform other members of staff of the route and destinations of the visit to properties with clients, and stay in close contact with the office;
- Avoid carrying too much cash, expensive watches or jewellery;
- Set up CCTVs and a video recording system in the office as a security measure.

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