



EAA's new measure to publish licensees' disciplinary records

(27 April 2011) To facilitate the public to search for licensees' disciplinary records and to enhance the transparency of relevant information, the Estate Agents Authority (EAA) will launch an online search engine of the licensees' disciplinary records on 28 April 2011. To complement the new measure, the period of retaining the disciplinary records of licensees will be extended to two years from six months to one year adopted thus far.

At present, the disciplinary records of licensees are published through different channels including the licence register, the Government gazette and the EAA's website. Consumers have to take a number of steps in order to locate and gather the information they need.

The new search function will significantly reduce the steps and time needed to check the information and enable a more convenient and user-friendly search for the public. The new search engine can be found under the section "Disciplinary Proceedings" in the EAA's website. The public can find out the disciplinary records of any licensee in the past two years simply by inputting one of the following: the licensee's name, licence number or the licensee's business name.

The EAA website used to retain the disciplinary records for six months to one year. Upon the launch of the new measure, the period of retaining the records will be extended to two years. The records will also provide a brief description of the breaches committed by licensees.

Chairman of the Disciplinary Committee of the EAA Mr Ma Ho-fai said, "The EAA hopes that through this new measure, the image of estate agency trade as a profession which attaches great importance to ethics will be enhanced. The measure will also provide incentive to practitioners to refrain from violating the regulations. Besides, consumers' rights will be better protected by making available relevant information to members of the public."

Mr Ma added that the estate agency trade has been consulted prior to the launch of the measure. Generally supportive of the measure, the trade is



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of the view that the measure will highlight the trade's image as a profession which highly values professional ethics.

The new search engine will be launched tomorrow. Interested members of the public can use the engine under the "Disciplinary Proceedings" section of the EAA's website (www.eaa.org.hk) and follow the instructions provided to obtain the required information.

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