

Complaints against real estate agencies and agents

FY 2014/2015 FY 2015/2016

Advertisement/flier

For example, misleading/missing information, improper distribution of fliers

Number of complaints

305

315

Unprofessional/poor service

For example, wrong advice, not punctual, not following proper procedures

161

212

Misconduct

For example, use of threatening words, harassment, misrepresentation

121

131

Not acting in client's interest

For example, conflict of interest, refusing to co-broke, failing to convey offer

33

33

Unregistered property agent/ unlicensed property agency

46

55

Others

For example, dual representation, fraud, money lending, handling transaction monies

36

34

TOTAL

702

780

Source: COUNCIL FOR ESTATE AGENCIES STRAITS TIMES GRAPHICS