



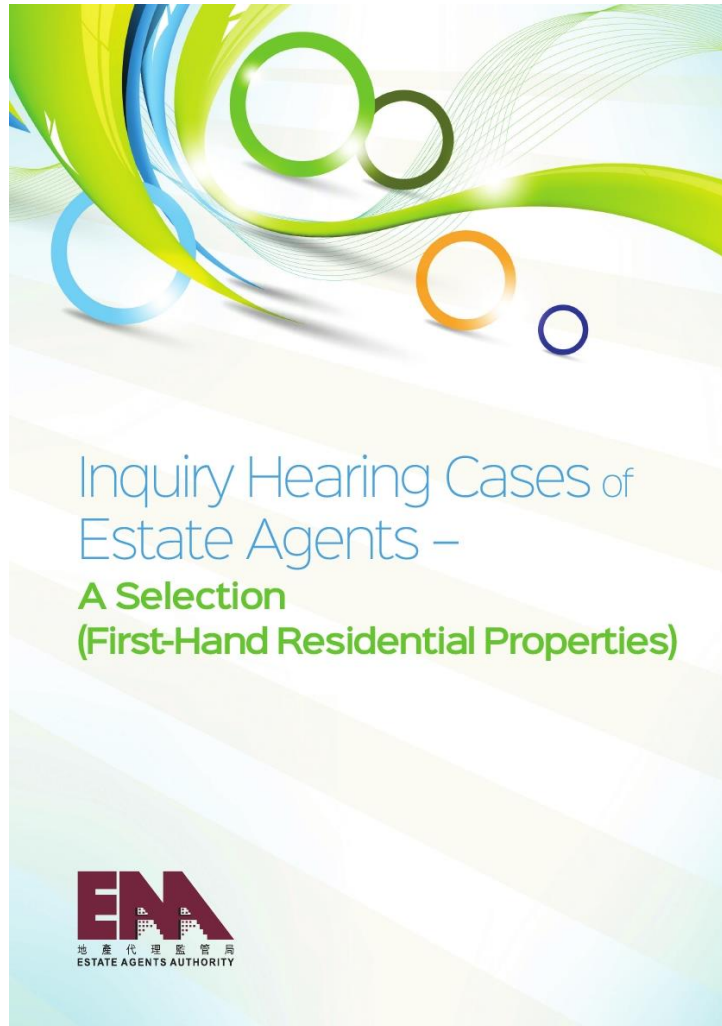
The EAA published a new booklet “*Inquiry Hearing Cases of Estate Agents – A Selection (First-Hand Residential Properties)*”

(21 January 2016) As more and more estate agency practitioners participate in the sales of first-hand residential properties, the public has high expectations of their conduct and services. To enhance estate agents’ understanding of the relevant regulatory requirements when participating in the sale and purchase of first-hand residential properties, the Estate Agents Authority (“EAA”) has published a new booklet titled “*Inquiry Hearing Cases of Estate Agents – A Selection (First-Hand Residential Properties)*”.

The new booklet illustrates the relevant regulations, guidelines and ethics that estate agents should comply with when handling first-hand residential property transactions through real inquiry hearing cases.

The EAA Chief Executive Officer, Ms Ruby Hon, said, “The EAA has been very concerned about the conduct of estate agents in promoting the sales of first-hand residential properties. The public also has high expectations of the services provided by these estate agents who assist them in purchasing such properties. We therefore publish this new booklet to remind the trade of the proper practices to follow in order to provide a quality service to the consumers.”

Estate agents and the public may obtain a free copy of the booklet at the EAA office (48/F, Hopewell Centre, 183 Queen’s Road East, Wanchai, Hong Kong). It can also be downloaded from the EAA website (www.eaa.org.hk).



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