

[Translation]

香港特別行政區政府

The Government of the Hong Kong Special Administrative Region

運輸及房屋局

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27 May 2016

Dr Hon KWOK Ka-ki  
Room 812  
Legislative Council Complex  
1 Legislative Council Road  
Central, Hong Kong

Dear Dr Hon KWOK,

**Examination of Estimates of Expenditure 2016-17**  
(Question Serial No.: R104)

I refer to the above question which you raised during the examination of the estimates of expenditure for 2016-17 regarding the handling of complaints by the Estate Agents Authority (EAA). Our reply is as follows.

According to the information provided by the EAA, the number of complaint cases found substantiated by the EAA from 2011-12 to 2015-16 is as follows -

Financial Year	Number of cases
2011-12	180
2012-13	237
2013-14	256
2014-15	167
2015-16	158

The above cases are mainly related to the provision of inaccurate or misleading property information (e.g. area of the property and mortgage application); improper handling of the provisional agreement for sale and purchase or provisional agreement for lease or failure to explain such agreement to clients; failure to sign with clients or explain to them the estate agency

agreement; and failure to conduct land search or provide clients with a copy of the result of the land search, etc.

The EAA has meted out disciplinary sanctions against the subject licensees, including admonish, reprimand, imposing a fine, attaching condition(s) to licence, temporary suspension of licence and revocation of licence.

Yours sincerely,

( Original Signed )

(Jerry CHEUNG)

for Secretary for Transport and Housing

c.c.

Clerk to the Legislative Council Finance Committee (Attn: Mr Daniel SIN)

Secretary for Financial Services and the Treasury (Attn: Ms Emily TSANG)