

## Respect Property Agents' Boundaries

Property agents frequently go out of their way to ensure that their clients receive the best service possible. However, that does not mean they are obliged to carry out every demand a client makes. More often than not, property agents could be acceding to clients' requests out of goodwill.

While property agents are expected to look out for their clients' best interests, consumers should also be aware of their own responsibilities and respect the limits of their agents' services.

### Boundaries of service of property agents

In a rental transaction, a property agent's responsibilities end <b>after the property has been handed over</b> to the tenant...	... and if the agent renders any help during the tenancy period, it is out of goodwill, and should not be expected.
If you choose to handle your property transaction yourself (i.e. without engaging an agent), <b>you should be familiar with the procedures and regulations involved</b> ...	... and you should not expect the other party's agent to help you with the paperwork or render any advice.
Discuss and agree on the commission rate <b>before your agent starts work</b> ...	... not while the agent is working, and not after the work has been completed.
<b>Pay the agreed commission</b> to your agent's agency after the transaction has been completed...	... promptly, and without further negotiation. Be fair to your agent for the services rendered.
<b>Sign the prescribed estate agency agreement</b> to protect the interests of both parties...	... instead of just agreeing verbally, even if the agent is a relative or a friend.
If you have queries about matters such as property valuation or legalities, <b>go to the subject matter experts for advice</b> ...	... and do not insist that your agent advise you on matters that are beyond their expertise.

Both your agent and you share the responsibility for building a harmonious relationship with each other. So make sure you know where your agent's limits are, and be a fair and responsible client!



*Consumers should respect the limits of their agents' services.*