



When a Property Agent Stops Being Your Property Manager

Description

CEA regulates estate agency work connected to a property transaction. An agent may separately agree to help with repairs, inspections or rent collection after the tenancy begins, but those property-management duties are outside CEA's regulatory scope unless the complaint concerns the original estate agency work.

This article is written for a Singapore landlord or tenant asking an agent to handle repairs, deposits or conduct after the tenancy starts and resolves one task: separate regulated estate agency work from a later property-management service and choose the correct dispute route. It is deliberately narrow. The decision should be made from the controlling condition and current evidence, not from a similar case or a convenient search snippet.

Put the issue in the right column

Your situation	Next move
The issue is advertising, offers or transaction documents	Treat it as estate agency work and preserve the agency agreement and messages
The issue is a repair or contractor after handover	Check the separate management agreement and the contracting party
The issue is rent or deposit handling	Trace who received the money and what written authority existed
The agent made a false statement before signing	Separate the pre-transaction representation from later management performance

For a property decision, the useful file is built around the property, parties, agreement, money trail and remedy. A label such as owner, agent or MCST is only the starting point. The document and the act determine what follows.

Start with the task, not the job title

A salesperson can perform regulated estate agency work and also take on a separate management service. The legal and complaint route turns on the activity, not the label used in chat. The controlling rule is set out by [CEA consumer questions 2026](#).

Action: Create a dated list of each disputed act and when it happened. Add the date and the document or screen used, so the conclusion can be checked without reconstructing it from messages later.

Find the estate agency agreement

CEA's prescribed agreement records representation, commission and the transaction scope. It does not automatically turn every post-handover request into regulated agency work.

Action: Match the disputed task to the signed scope. Add the date and the document or screen used, so the conclusion can be checked without reconstructing it from messages later.

Identify the contracting party

A repair may be arranged by the landlord, tenant, agent, agency or contractor. Liability cannot be inferred from who introduced the vendor.

Action: Keep the quotation, approval, invoice and payment record together. Add the date and the document or screen used, so the conclusion can be checked without reconstructing it from messages later.

Keep deposits and rent traceable

CEA advises consumers to pay the intended payee directly rather than pass property money casually through an agent. The companion procedure was checked against [CEA guide to engaging an agent](#).

Action: Use bank records to show sender, recipient, amount and purpose. Add the date and the document or screen used, so the conclusion can be checked without reconstructing it from messages later.

Split mixed complaints

A single dispute may contain a regulated misrepresentation, an ordinary contract issue and a workmanship problem. Combining them can send every issue to the wrong forum.

Action: Write one evidence row and desired remedy for each issue. Add the date and the document or screen used, so the conclusion can be checked without reconstructing it from messages later.

Do not invent a CEA remedy

CEA discipline and consumer compensation are different questions. The facts may also call for negotiation, mediation, a tribunal or legal advice.

Action: Ask the chosen forum whether it can grant the remedy sought. Add the date and the document or screen used, so the conclusion can be checked without reconstructing it from messages later.

Two LBRD tools to use

a task-by-task boundary matrix separating estate agency work from tenancy management

Build this from the facts above. Give every row one owner and one status: confirmed, pending or not applicable. Where a number is involved, show the input and arithmetic. Where a route or eligibility test is involved, show the condition that selected the branch. This is LBRD analysis, not an authority decision.

an evidence-routing worksheet that maps each issue to contract, payment, representation and remedy

Use this as the second-pass check. Link the conclusion to its source, record the date checked and attach the evidence that supports the next action. Unknowns stay visible; they are not filled with assumptions merely to complete the sheet.

Worked example

A landlord asks the agent who found the tenant to coordinate an air-conditioner repair three months later. The agent recommends a contractor, the landlord approves the quote and pays the contractor directly. A workmanship dispute is not converted into estate agency misconduct simply because the introduction came from an agent. A different answer may apply if the agent misrepresented the property before signing or mishandled money under the agency agreement.

The example changes one consequential fact at a time. That matters because the same headline question can produce a different route when the party, date, amount, document, location or service level changes. Treat the result as a worked analysis and confirm the live facts for the real case.

What the working file should contain

Field	What to record
Subject	a Singapore landlord or tenant asking an agent to handle repairs, deposits or conduct after the tenancy starts
Decision	separate regulated estate agency work from a later property-management service and choose the correct dispute route
Evidence date	The date each official page, record or notice was checked

Field	What to record
Owner	The person responsible for the next action
Fallback	The safe alternative if a condition is not met

Final check

1. Treat it as estate agency work and preserve the agency agreement and messages.
2. Check the separate management agreement and the contracting party.
3. Trace who received the money and what written authority existed.
4. Separate the pre-transaction representation from later management performance.
5. Write one evidence row and desired remedy for each issue.
6. Ask the chosen forum whether it can grant the remedy sought.

Before money or a deadline is committed, compare the signed document with the live regulator guidance. Preserve dated messages and do not merge a contractual claim with a regulatory complaint.

Limits and escalation

This is general information, not legal advice. The precise route depends on the written agreements, the act complained of, the party who contracted and the remedy requested.

If a material fact is disputed, stop before the irreversible step. Ask the controlling authority, operator or an appropriately qualified professional, and keep the reply with the working file. Do not turn an estimate, example or inference into a confirmed entitlement, deadline, price or outcome.

Continue with these LBRD guides

For the next adjacent task, read [Why a Property Agent May Ask for Your NRIC](#). A second useful route is [Property Payments: What Must Never Go Through Your Agent](#). Both links point to live pages with a different primary intent.

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