

## **Notice on Accepting Complaints Relating to Real Estate Registration in Guangzhou**

Jointly and voluntarily established by qualified real estate agencies, agents and relevant professionals in Guangzhou, the Guangzhou Association of Real Estate Agents is a non-profit organization registered with and approved by Guangzhou municipal authorities overseeing the registration and administration of non-governmental organizations. In order to improve the business environment, give full play to the role of public supervision, and promote impartial, standardized and efficient real estate registration, the Association has decided to launch a real estate registration complaint hotline (020-66676400) as of the date of this notice. Relevant details are hereby notified as follows:

**Any of the following situations encountered by an individual or enterprise during the course of real estate registration at any registration agency in Guangzhou may be reported to the Association:**

- (I) Unacceptable service quality or service attitude;
- (II) Failure to provide registration services at the dedicated enterprise service counters as specified by relevant requirements and procedures;
- (III) Failure to implement the accountability system for staff members who accept an application;
- (IV) Failure to provide all relevant information in writing to the applicant;
- (V) Failure to completely process the real estate registration application within the time limit specified on the receipt issued to the applicant. The Association will conduct independent investigations on all complaints received and provide feedback to the complainant.

Guangzhou Association of Real Estate Agents  
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