ESTATE AGENCY AFFAIRS BOARD
OF SOUTH AFRICA

MEMORANDUM IN REGARD TO CPD COMPLIANCE AND DISQUALIFICATION

It has come to the attention of the EAAB that agents are confused as to the CPD disqualification application process. Agents are urged to take the trouble to read the information contained on the EAAB website, the agent's portal and the "my CPD" option, regarding CPD compliance and disqualification.

Agents who wish to remediate their disqualification as a result of CPD non-compliance, are required to make application via the online section 27 CPD disqualification button, or via the online query management system, choosing the section 27 CPD disqualification option, and submitting their documentation accordingly, via the portal.

Section 27 of the Estate Agents Affairs Act provides for an application process which the EAAB may implement, in order to allow disqualified agents to become compliant. This is not an automatic process, but requires a substantive application with the required application documents to be submitted, following which the application is assessed and the agent is advised of the penalty to be paid, and, in due course, the outcome.

Agents are kindly requested not to anticipate the process by making incorrect payment prior to following the process, or sending e-mail documents to various departments, or by submitting documents to the registrations department, as this will lead to delays and non-receipt of online queries by the correct department. It also requires a manual allocation of the payment to the agent's CPD liability, which delays the process.

Applications submitted via the online agents' portal are received by an administrator in the disqualifications department, who will assess the application and respond with a request for any outstanding documentation and then forward a penalty notice for payment. On receipt of proof of payment of the penalty (which differs according to circumstances of compliance), the application is finalised, and the agent is advised as to what extension has been granted and the conditions of such extension. Responses are sent via the portal using the activity reference number given to the agent on lodging the query, or via a no-reply e-mail address with any relevant documents for the agent's attention.

We confirm receipt of in excess of 2600 applications using the online portal, all of which are in process. Around 1000 agents who have submitted compliant applications have been granted an extension and their disqualification lifted conditionally.

Disqualifications Department: EAAB.