Categories of complaints

Categories of complaints		29-4-2013 to 31-12-2013	1-1-2014 to 31-12-2014	1-1-2015 to 31-12-2015	1-1-2016 to 31-12-2016	1-1-2017 to 31-12-2017	1-1-2018 to 31-12-2018	1-1-2019 to 31-12-2019	1-1-2020 to 31-12-2020	1-1-2021 to 31-12-2021	1-1-2022 to 30-6-2022	Accumulative Total
(a)	Sales Brochure	4	10	12	9	6	16	22	3	5	3	90
(b)	Price List	1	1	0	4	1	1	0	2	2	1	13
(c)	Sales Arrangement	14	10	6	6	5	2	3	3	5	5	59
(d)	Show Flat	0	0	0	2	1	0	1	0	1	0	5
(e)	Viewing of	0	5	1	0	0	0	0	0	0	0	6
	Completed											
	Residential											
	Properties											
(f)	Preliminary	1	0	1	0	0	0	0	0	0	0	2
	Agreement for Sale											
	and Purchase											
	(PASP) and/or											
	Agreement for Sale											
	and Purchase (ASP)											
(g)	Register of	1	1	0	1	0	0	0	0	0	0	3
	Transactions											
(h)	Advertisement	2	6	15	27	7	7	12	6	10	1	93
(i)	Website	1	0	0	0	0	0	0	0	0	0	1

Categories of complaints		29-4-2013	1-1-2014	1-1-2015	1-1-2016	1-1-2017	1-1-2018	1-1-2019	1-1-2020	1-1-2021	1-1-2022	Accumulative Total
		to	to									
		31-12-2013	31-12-2014	31-12-2015	31-12-2016	31-12-2017	31-12-2018	31-12-2019	31-12-2020	31-12-2021	30-6-2022	
(j)	Misrepresentation	6	15	9	10	6	9	20	8	4	82	169
	and/or											
	Dissemination of											
	False or Misleading											
	Information											
(k)	Others	5	24	8	11	5	7	9	10	13	11	103
	Total	35	72	52	70	31	42	67	32	40	103	544