

10 May 2021

[REDACTED]

By email only: [REDACTED]

Dear [REDACTED]

**Official Information Act #20.191 - Real estate agent commissions**

1. We refer to your request received on 14 April 2021 for information about whether the Commerce Commission (**Commission**) has received any complaints about real estate agent/agency commissions in the past year.
2. We have treated this as a request for information under the Official Information Act 1982 (**OIA**).

**Our response**

3. We have decided to grant your request.
4. Our complaints database contains searchable fields for the following information:
  - 4.1 complaint reference number;
  - 4.2 date received;
  - 4.3 contact type (complaint or general enquiry);
  - 4.4 complainant name;
  - 4.5 trader name;
  - 4.6 complaint description;
  - 4.7 complaint status and outcome; and
  - 4.8 relevant legislation (added by the Commission).

5. Our complaints database does not contain a field for the issue(s) complained about (e.g. real estate agent/agency commissions).
6. We have keyword searched our database for complaints received during the past year<sup>1</sup> containing the search terms “commission” and “real estate” or “realestate” or “estate agent” or “estateagent” in the complaint description, and manually reviewed the results for relevance to your request.<sup>2</sup> If there are additional or alternate search terms you would like us to use, please let us know.
7. Based on this search, the Commission has received two complaints about real estate agent/agency commissions during the period from 23 April 2020 to 23 April 2021. The Commission decided not to take further action in relation to either of the complaints.
8. Please note the Commission will be publishing this response to your request in the OIA register on our website.<sup>3</sup> Your personal details will be removed from the published response.
9. Please do not hesitate to contact us at [ويا@comcom.govt.nz](mailto:ويا@comcom.govt.nz) if you have any questions about this request.

Yours sincerely

*Mary Sheppard*  
OIA Coordinator

---

<sup>1</sup> 23 April 2020 and 23 April 2021.

<sup>2</sup> Please note that these searches rely on the information provided by consumers in making a complaint to the Commission (i.e. the words or phrases used).

<sup>3</sup> <https://comcom.govt.nz/about-us/requesting-official-information/oia-register>