RENOVATING AND MAINTAINING YOUR NEW HOME
Topics

• Renovating right, by the right person
• Renovating responsibly
• Where to find information
• Keeping my home in shape
Renovating right, by the right person
Renovating right, by the right person

1. **Hire a contractor**
2. **Enter private agreement with contractor**
3. **Start renovating according to HDB’s guidelines and conditions**
4. **HDB approves renovation**
5. **HDB processes application**
6. **Start renovating**

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Hire the right contractor
Enter private agreement with contractor
Contractor submits renovation application
HDB approves renovation
HDB processes application
Start renovating according to HDB’s guidelines and conditions
Did you know…?

- Unauthorised hacking of walls
  Results in loss of structural support

- Raising floor level by more than 50mm (inclusive of floor tiles) with screed
  Causes floor structure to be overloaded
Did you know…?

Contractor listed in the Directory of Renovation Contractors
- Trained to protect structure of building
- Updated on guidelines
- Knows what works can be done

Unlisted contractor
- Untrained
- Does not know guidelines
- Unsure of what works can be done
Renovating right, by the right person

- Certified demolition workers
- BCA-Approved Windows Contractors
- Licensed Gas Workers
- Licensed Electrical Worker
- BCA-Trained Air Conditioner Installer
- Licensed Plumber
Renovating right, by the right person

- 24 December 1992
- Renovation contractor hacked structural column in a flat
- Households evacuated
- Culprits prosecuted in court
- Contractor sent to jail
- Flat owner bore cost of lodging for affected families - Amounting to more than $100,000!
Renovating right, by the right person

Bishan, 2014
Renovating responsibly
Renovating responsibly

× Inserting foreign objects into the door
× Blocking lift door with items
× Hogging the lifts

Lift breakdowns affect everyone!
Renovating responsibly

- Flushing debris and material waste down the toilet bowl
- Throwing debris down the refuse chute
- Leaving waste materials in common areas
Renovating responsibly

How can I provide feedback about these?

Also available in the app stores!

OneService.sg
Renovating responsibly

- Keep to the permitted duration and timings

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<tr>
<th></th>
<th>Monday</th>
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<tr>
<td></td>
<td>• Tiles cutting</td>
<td>• Hacking, excessive knocking</td>
<td>• Carpentry</td>
<td>• Not-so-noisy works</td>
<td>• Painting</td>
<td>• Plastering</td>
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6pm

Keep to the permitted duration and timings.
Renovating responsibly

- Keep to the allowable days

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<tbody>
<tr>
<td>9am</td>
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<td>And no noisy works on eve of MAJOR PH!</td>
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<td>Rest day!</td>
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<td>5pm</td>
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<td>Rest day!</td>
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<td>6pm</td>
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<td>Rest day!</td>
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Renovating responsibly

You can help by reminding your contractor to ensure...

• That a maximum of 2 power tools are in use at any one time

• The workers and staff are in attire with company name

• The notice of renovations is displayed throughout the renovation period
Helpful Tips

• Plan your renovations in advance to avoid “surprises”
• Check renovation permit
• Supervise your renovations as and when possible; spot-check on progress
• Remind your contractor to abide by regulations
Where to find information
Where to find information

- Collect these along with your house keys!

Also available on www.HDB.gov.sg

Read to find out more!

Allowed designs for external grilles (e.g., kitchen yard)
My Nice Home Gallery

We have refreshed our showflats! Visit us and discover new interior design ideas and inspirations.

Find out more

Welcome to HDB InfoWEB, how can we help you?
Specific guidelines!

Status of renovation permit application!

<table>
<thead>
<tr>
<th>Permit Number*</th>
<th>Submitted On</th>
<th>Status</th>
<th>Approval Date</th>
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<tr>
<td>B-PG-00021-2018</td>
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<td>B-PG-00038-2018</td>
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<td>B-PG-00045-2018</td>
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Renovation Restrictions

Renovation Restrictions for specific designs pertaining to BLK □, #□□□□, □□□□□□□□□, S(□□□□)

Welcome to □□□□□□□

We would like to share with you some renovation restrictions when you renovate your flat. Each HDB precinct is unique in its features, design and colour scheme. In order to maintain your precinct's uniqueness, please read and follow the renovation restrictions in the boxes...
Look for list of contractors here!
Looking for Renovation Contractors

When you become a home owner, you may be thinking of renovating your home to suit your personal taste and comfort.

You can search for a contractor from the Directory of Renovation Contractors (DRC) or a BCA Approved Window Contractor with our e-Service or via Mobile@HDB. The contractors listed in the DRC are aware of the HDB’s requirements when they carry out renovations and to protect the structural integrity of the building. HDB does not endorse nor guarantee the quality of their works.

Engaging these contractors is a private contract between you and the contractors, and HDB is not privy to it. The contractors are fully responsible for the contractual obligations towards their client, including the quality of their works. If there is any disagreement on the pricing, schedule, or quality of the renovation, both parties need to resolve the matter between yourselves. If the problem cannot be resolved, you may lodge a complaint with HDB through CARES.
Section A: Renovation Contractor's Details

- Registration No.
- Company Name
- Registered Holder's Name
- Status
- Business Registration Date
- Registration Expiry Date
- Type of Works
  
  **Renovation only**

Section B: Company Details (as provided by the company)

- Address
- Telephone No.
- Fax No.
- Email

Section C: Infringement History (past 24 months)
# Section A: Renovation Contractor's Details

<table>
<thead>
<tr>
<th>Details</th>
<th>Sample</th>
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<tbody>
<tr>
<td>Registration No.</td>
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<tr>
<td>Company Name</td>
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<tr>
<td>Registered Holder's Name</td>
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<td>Status</td>
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<tr>
<td>Business Registration Date</td>
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<tr>
<td>Registration Expiry Date</td>
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<tr>
<td><strong>Type of Works</strong></td>
<td>Renovation and Window</td>
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# Section B: Company Details (as provided by the company)

<table>
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<tr>
<th>Details</th>
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<tr>
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<tr>
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</table>
Disagreements with renovation contractor?

- Pricing and payments
- Work schedule
- Type and/or quality of works
- Quality of material
Disagreements with renovation contractor?

- Resolve amicably with contractor
- Approach the Consumers Association of Singapore (CASE)
- File a claim with the Small Claims Tribunal
- Take up civil suit
Know your rights

• Obtain proper documentation of agreed items
• Record all payments made
• Check through clauses and terms
• Learn more on www.case.org.sg
Helpful Tips

• Read and understand the guidelines!
• Design a safe and beautiful flat with HDB’s guidelines in mind
• Hire only a contractor found in the Directory of Renovation Contractors
• Check various sources for reviews of the contractor
• Agree on contractual terms before engaging contractor
Keeping my home in shape
Keeping my home in shape

Building Service Centre

Receive keys to your flat

1 year

Regular upkeep by flat owner
Helpful Tips

DIY maintenance tips

www.hdb.gov.sg/maintenance-tips

Professional service providers

www.hdb.gov.sg/minorrepairs
Helpful Tips

- Regular maintenance saves money
- Replace worn parts early
- Upkeep fittings and fixtures regularly
- Check your windows regularly to ensure that they are in good condition at all times
Useful links

Important information on renovations
www.hdb.gov.sg/homerenovation

Directory of renovation contractors
www.hdb.gov.sg/renocontractors

DIY home maintenance tips
www.hdb.gov.sg/homecareguide

Minor repair contractors
www.hdb.gov.sg/minorrepairs
My Home, I Care!

1. Get the right renovation contractor

2. Get the renovations done according to HDB’s guidelines

3. Upkeep your home regularly