



# my nice home

ROADSHOW



**RENOVA**  **ING AND MAINTAINING**  
**YOUR NEW HOME**



# Topics

- 1. Getting started**
- 2. Renovating responsibly**
- 3. Keeping my home in shape**



# 1. Getting started

- a) Engage only a contractor listed in the Directory of Renovation Contractors
- b) Ensure that the renovation permits have been approved before works commence





# 1. Getting started

It is a must to hire a contractor listed in the DRC to renovate an HDB flat!

Trained to protect structure of building

Can apply for renovation permits

Updated on guidelines for the works

Knows what works can be done



Certified demolition workers

BCA-Approved Windows Contractors

Licensed Electrical Worker

These jobs require specially-trained workers!



Licensed Gas Workers

BCA-Trained Air Conditioner Installer

Licensed Plumber

It is also an offence to not hire a contractor listed in the DRC to renovate an HDB flat



# 1. Getting started

Go to: [www.hdb.gov.sg](http://www.hdb.gov.sg)

- > My HDBPage
- > Singpass login
- > My Flat
- > Purchased Flat
- > Renovation

See the status of renovation permit applications and ensure they are in order before works commence

Read up on renovation guidelines specific to your home

My HDBPage >

## Purchased Flat - Renovation

View Renovation Permits and Renovation Restrictions pertaining to your Unit.

You are flat owner for the following:

- BLK [REDACTED], S([REDACTED])

Permit Number*	Submitted On	Status	Approval Date
B-PG-00021-2018	3 Jan 2019	Approved	4 Jan 2019
B-PG-00038-2018	3 Jan 2019	Pending	-
B-PG-00045-2018	6 Jan 2019	Pending	-

### Renovation Restrictions

Renovation Restrictions for specific designs pertaining to BLK [REDACTED], # [REDACTED], S([REDACTED])

Welcome to [REDACTED].

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 below before you renovate your flat.

Location	Renovation Restrictions
Service Yard	You may install windows but they must be similar in colour to the original HDB design. You may install external grilles, of <b>approved design</b> .
Air-conditioner Ledge	You are not allowed to install external grilles.
Other Rooms	You are not allowed to change the type of windows, the proportion or colour. For example, you are not allowed to change a casement window to a sliding one.

You can refer to the rest of our **renovation restrictions** which are applicable to all flats, for other works such as building, electrical, gas, or plumbing.



# 1. Getting started

<https://go.gov.sg/hdb-reno>

The screenshot shows the HDB renovation website interface. On the left is a navigation menu with links: Renovation, Looking for Renovation Contractors, Guidelines, Important Information, Applying for Approval, For Our Seniors, Home Maintenance, Fire Insurance, Sale of Recess Area, Keeping Pets, Changing Owners/Occupiers, My Neighbourhood, and Acquiring Private. The main content area is titled 'Renovation' and includes a sub-header 'Renovation' and a paragraph: 'If you are looking to renovate your flat, do remember to engage a contractor listed in the Directory of Renovation Contractors (DRC). This is to ensure that contractors do not damage the building structure when renovating your flat.' Below this is an image of a woman in a light blue shirt looking at a framed picture on a wall. At the bottom of the main content area are four sections: 'Looking for Renovation Contractors' (with a sub-header 'Use our e-Service for the DRC Contractors and BCA Approved Window Contractors.' and a 'Find out more' link), 'Guidelines' (with a sub-header 'Familiarise yourself with the guidelines for renovating your flat. These ensure that the all works carried out are safe and comply with statutory requirements.' and a 'Find out more' link), 'Important Information' (with a sub-header 'Home owners looking to have your flats renovated should keep in mind what you can and cannot do.' and a 'Find out more' link), and 'Applying for Approval' (with a sub-header 'Find out if the renovations in your flat requires a permit and how to obtain one if necessary.' and a 'Find out more' link). A red dashed box highlights these four sections. A dashed line connects the 'Find out more' link under 'Looking for Renovation Contractors' to a yellow callout box on the right.

Select any of these to find out more about HDB's general renovation guidelines

**1. Find out** what works require a permit, and what are those that do not

**2. Read up** on what are the works that can be allowed

**3. Go through** HDB's renovation guidelines on the works that can be allowed

Select this to look up the list of contractors that you can hire to renovate your HDB flat, and their details



# 1. Getting started

## Details of contractors listed in the DRC

1. Details of the owner of the renovation firm, including the types of works the contractor can carry out
2. Details of the renovation firm
3. Names of workers under the employment of the contractor who are trained to carry out windows-related works
4. Records of infringements committed by the renovation contractor within the past 2 years

Section A : Renovation Contractor's Details

Registration No. [REDACTED]  
Company Name [REDACTED]  
Registered Holder's Name [REDACTED]  
Status [REDACTED]  
Business Registration Date [REDACTED]  
Registration Expiry Date [REDACTED]  
Type of Works **Renovation and Window**

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

Address [REDACTED]  
Telephone No. [REDACTED]  
Fax No. [REDACTED]  
Email [REDACTED]

Section C : BCA Approved Window Installers

Name(s) [REDACTED]

Section D : Infringement History(past 24 months)

Suspension Period	Nature
NIL	NIL

Make sure your contractor can carry out windows-related works if you plan on changing or installing windows

This segment shows up only on the pages of contractors who can carry out windows-related renovations

Records of infringements against HDB's guidelines and policies  
Not indicative of the quality of the works by the contractor!



# 1. Getting started



## Unauthorised renovations:

- Can be dangerous!
- Can cause inconvenience to everyone, including yourself!
- Can be costly to repair!



# 1. Getting started



Repairs being carried out after a case of unauthorised hacking in 2014. The cost of the reinstatement works were borne by the flat owner.

## Around 190 HDB flats breached renovation guidelines in past 3 years' inspections

Online Article  
ST Online  
Michelle Ng

Published Date: 6 Jun 2021



There were over 80 cases of both major and minor infringements in the 10-year period from 2005 to 2014. ST PHOTO: GAVIN FOO

SINGAPORE - Around 190 home owners and contractors of Housing Board flats were found to have carried out unauthorised renovation works infringing on the HDB's guidelines in the past three years.

More than 38,000 flats were inspected by the HDB from 2018 to 2020. Of [unclear] percent of flats were found to be in breach of the



# Resolving renovation disputes

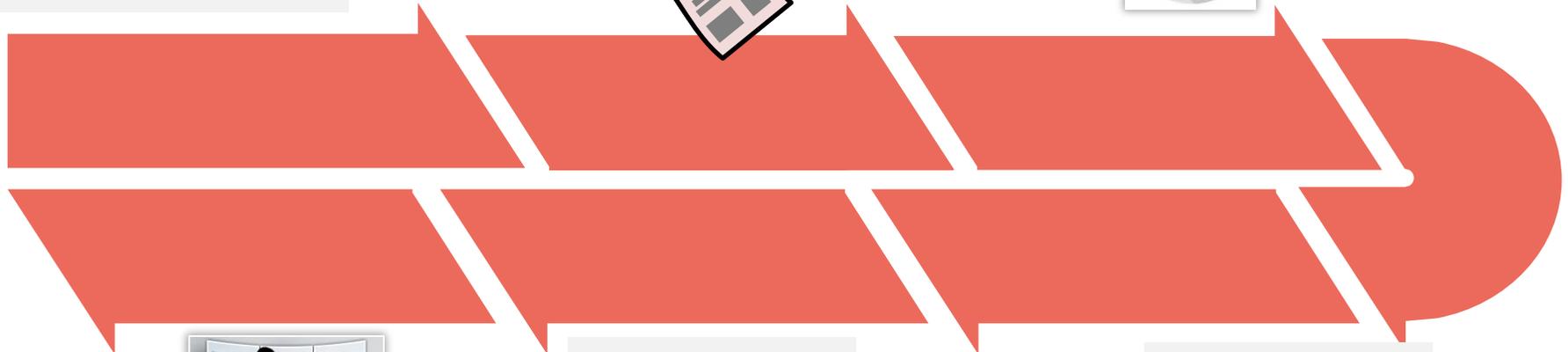
If you encounter a dispute on:

- Pricing & payments 
- Work schedule 
- Quality of material 
- Type and/or quality of works 

Go through the terms stated in the renovation contract



Resolve amicably with renovation contractor



If unable to resolve amicably



Take up a civil suit

File a claim with the Small Claims Tribunal



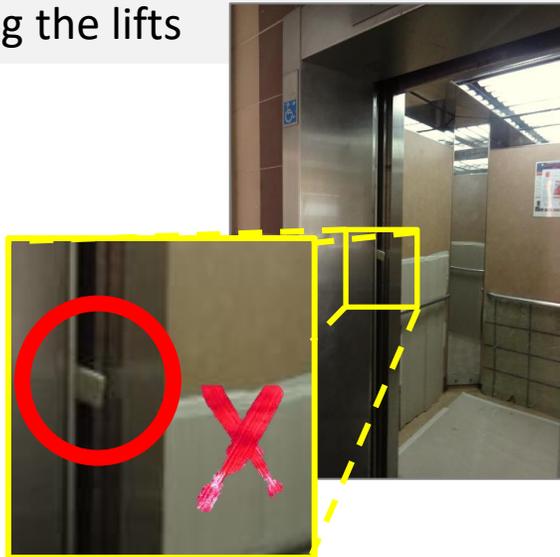
Approach the Consumers' Association of Singapore



## 2. Renovating responsibly

### Refrain from:

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



These actions can cause the lifts to break down



This causes inconvenience to everyone, including yourself



Remind your delivery personnel, material supplier, and contractor to use the lifts properly



# 2. Renovating responsibly

Mainly packaging material of appliances and furniture

Potential tripping hazard



Potential mosquito breeding grounds



Potential fire hazard



## Enforcement actions against culprits

Who?	Contractor listed in the DRC	Other parties (e.g. residents, delivery companies, suppliers)
What?	Subject to HDB's Terms	Subject to Town Council's by-laws and NEA's legislation
How?	Financial penalty and demerit points	Monetary fine

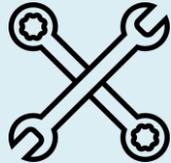
Do your part to keep your home environment clean!

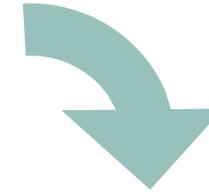
Remind your:

- Delivery personnel
- Material supplier
- Renovation contractor



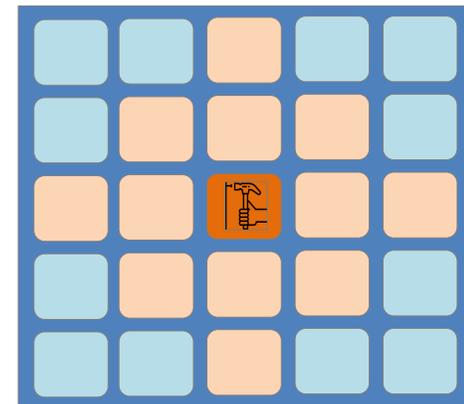
# 2. Renovating responsibly

Type of works	Allowed on	NOT allowed on
 <p><b>General renovations</b></p> <p>Plastering, laying of floor screed, painting, and other works that do not generate loud noises</p>	 <p>Monday – Saturday 9am – 6pm</p>	 <p>Sunday and Public Holidays</p>
 <p><b>Noisy renovations</b></p> <p>Demolishing of walls, removing wall/ floor finishes, cutting of tiles, and any work that involves excessive drilling and hammering</p>	<p>Monday – Friday 9am – 5pm</p>	<p>Weekends, Public Holidays, and eve of major public holidays*</p>



Remind your contractors to serve advanced notice to the neighbours:

- 2-units all round
- 5 days in advance



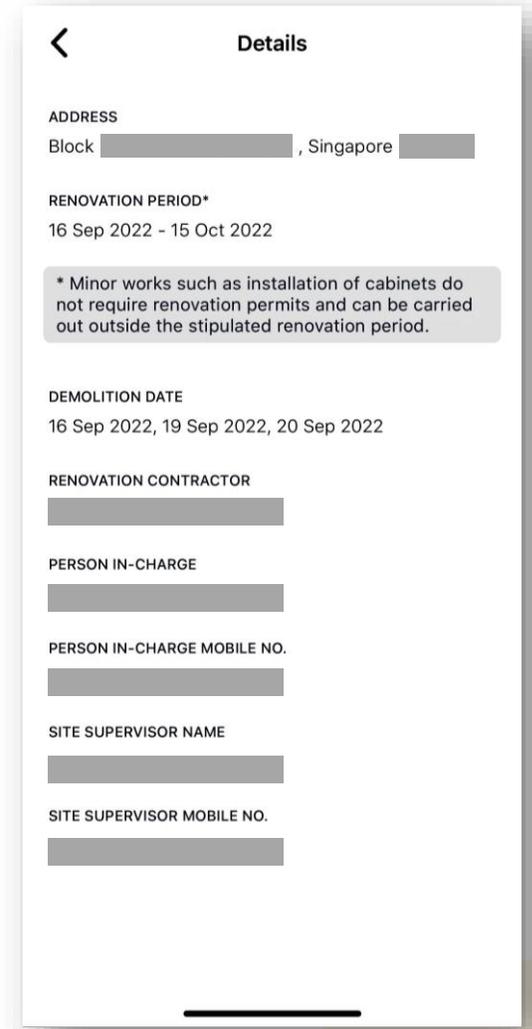
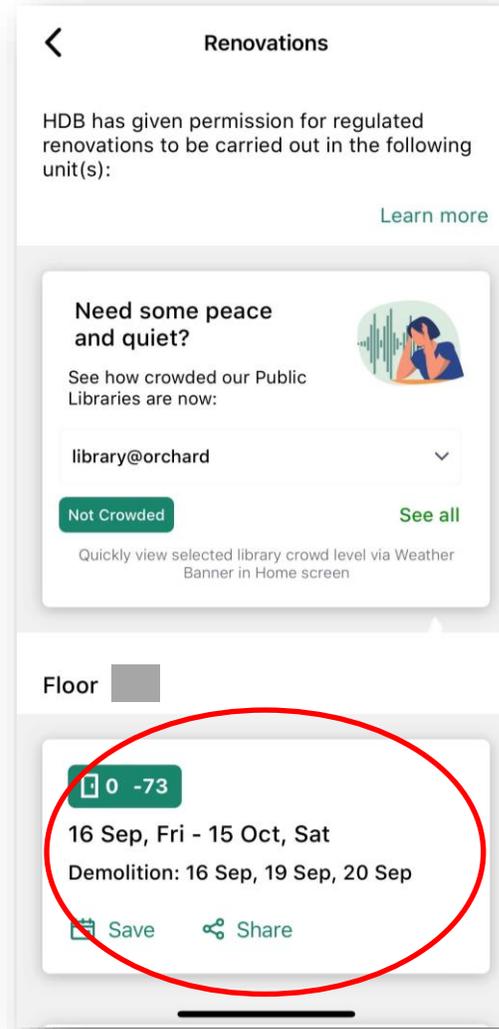
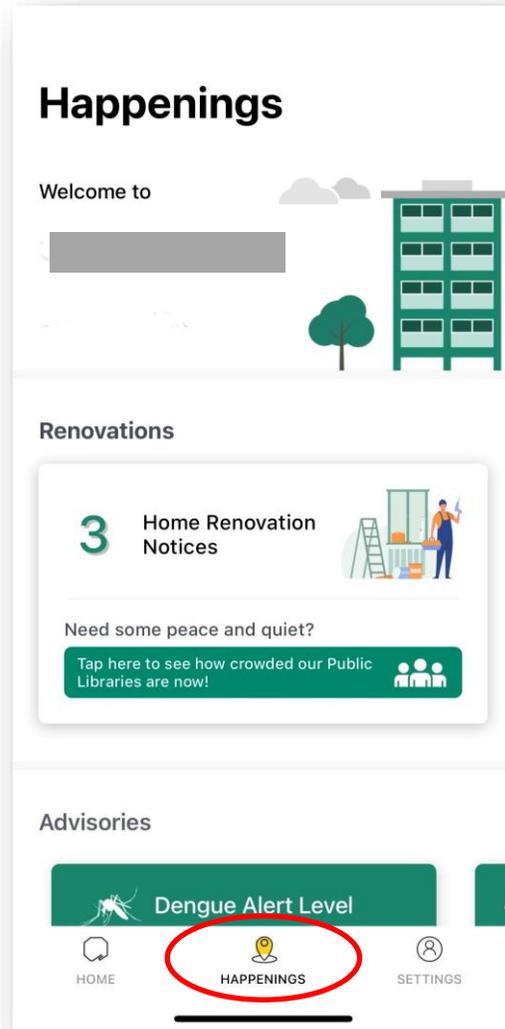
**The “Major” Public Holidays are** New Year’s Day, Lunar New Year, Hari Raya Puasa, Deepavali and Christmas



# 2. Renovating responsibly



Download the OneService app from the app stores





# Watch where you throw



## DOs

- ✓ Bag your rubbish
- ✓ Ensure bagged rubbish is smaller than hopper opening

## DON'Ts

- ✗ Long objects
- ✗ Bulky and semi-bulky items
- ✗ Heavy items
- ✗ Flammable items and burning objects
- ✗ Renovation debris



# Watch where you throw



✓ Contact your Town Council for disposal of bulky items

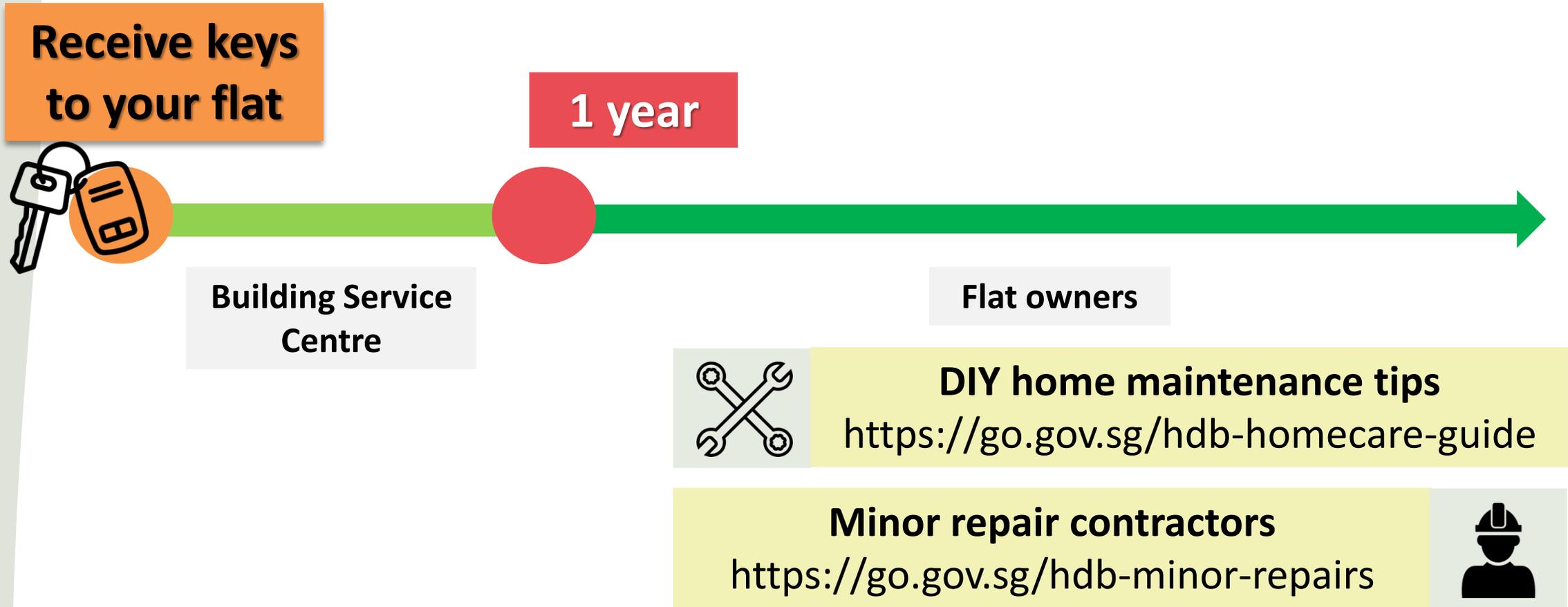
✓ Keep noise levels down

✓ Ensure that your renovation contractor disposes renovation debris correctly

✓ Report indiscriminately discarded items via the Municipal Services Office's OneService app



# 3. Keeping my home in shape





# Useful links

**Important information on renovations**

<https://go.gov.sg/hdb-reno>



**Directory of renovation contractors**

<https://go.gov.sg/hdb-reno-contractors>

**DIY home maintenance tips**

<https://go.gov.sg/hdb-homecare-guide>



**Minor repair contractors**

<https://go.gov.sg/hdb-minor-repairs>



# 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*

English



Mandarin



Malay



Tamil





# Special segment by RCMA

The following contains content by the Renovation Contractors and Material Suppliers Association (RCMA), as presented during the roadshow



新加坡装修同业商联会  
SINGAPORE RENOVATION CONTRACTORS  
AND MATERIAL SUPPLIERS ASSOCIATION



**Creating  
yourNiceHome  
InteriorDesign  
& Renovation  
Journey**



新加坡装修同业商联会  
SINGAPORE RENOVATION CONTRACTORS  
AND MATERIAL SUPPLIERS ASSOCIATION



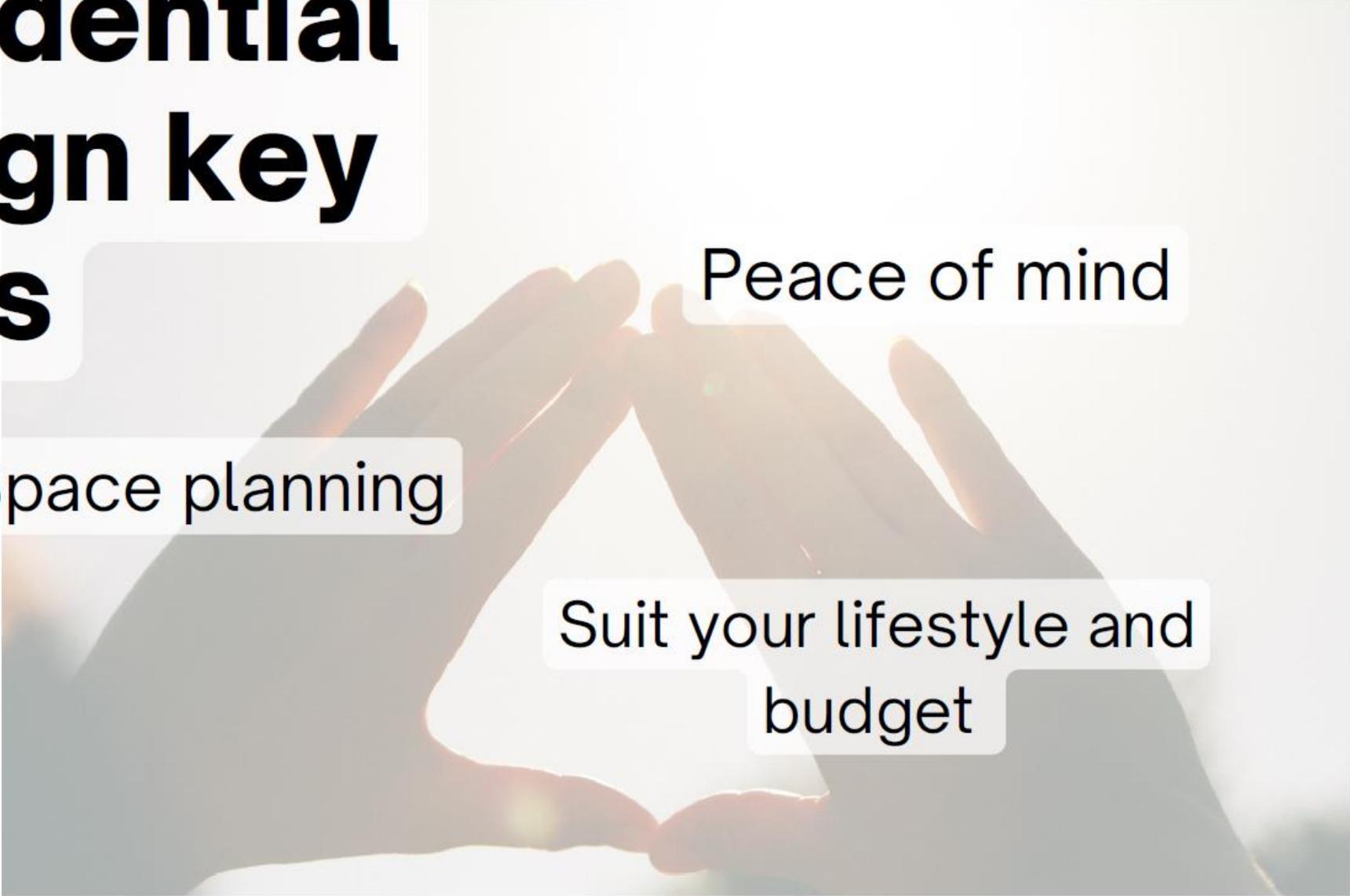
# About us

Singapore Renovation Contractors and Material Suppliers Association (**RCMA**) is a non-profit organisation founded in 1980s.

Led by voluntary business owners, driven to uplift the interior renovation industry, with myNiceHome homeowners as an important priority



# Residential design key ideas



Space planning

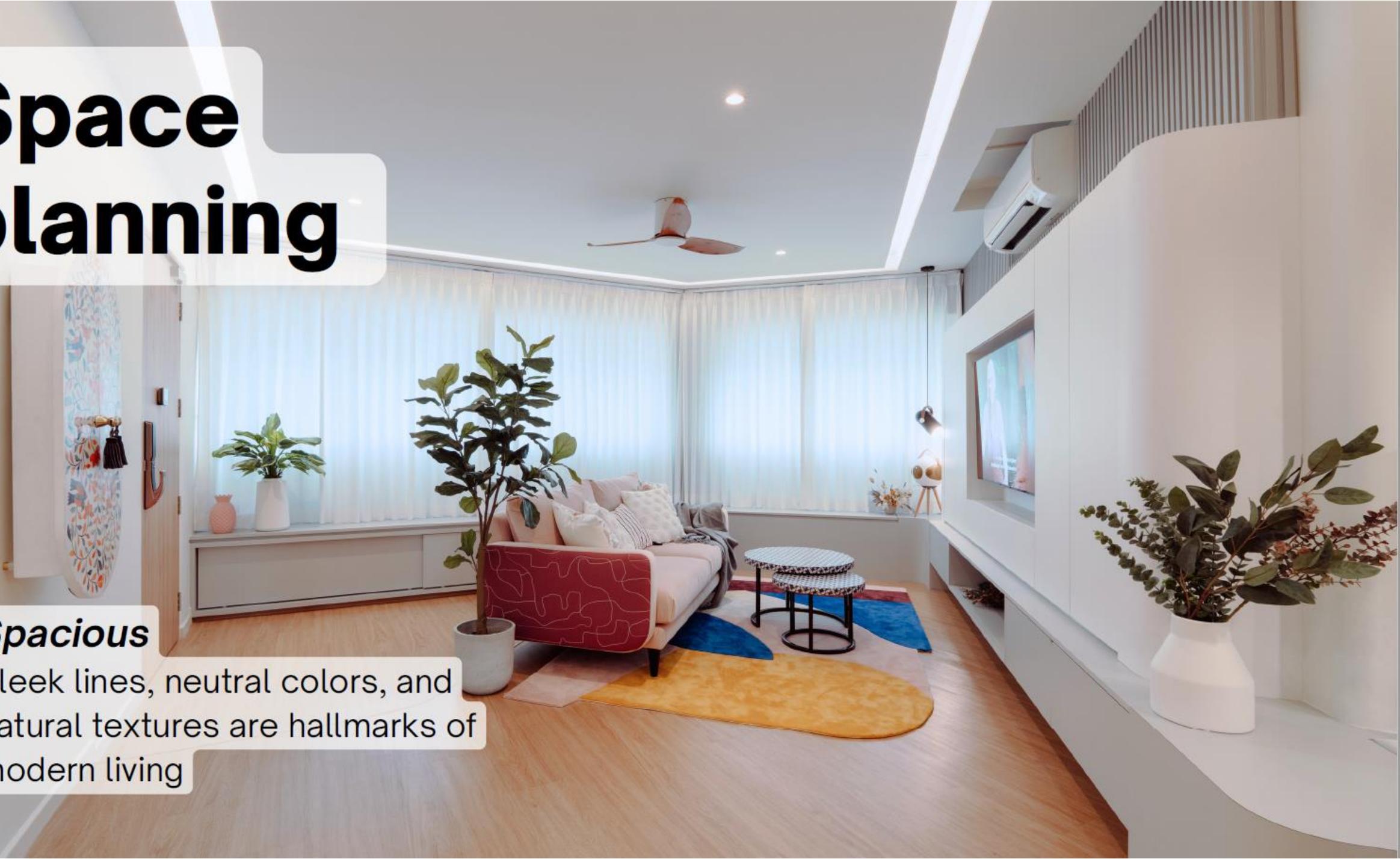
Peace of mind

Suit your lifestyle and  
budget

# Space planning

## *Spacious*

Sleek lines, neutral colors, and natural textures are hallmarks of modern living



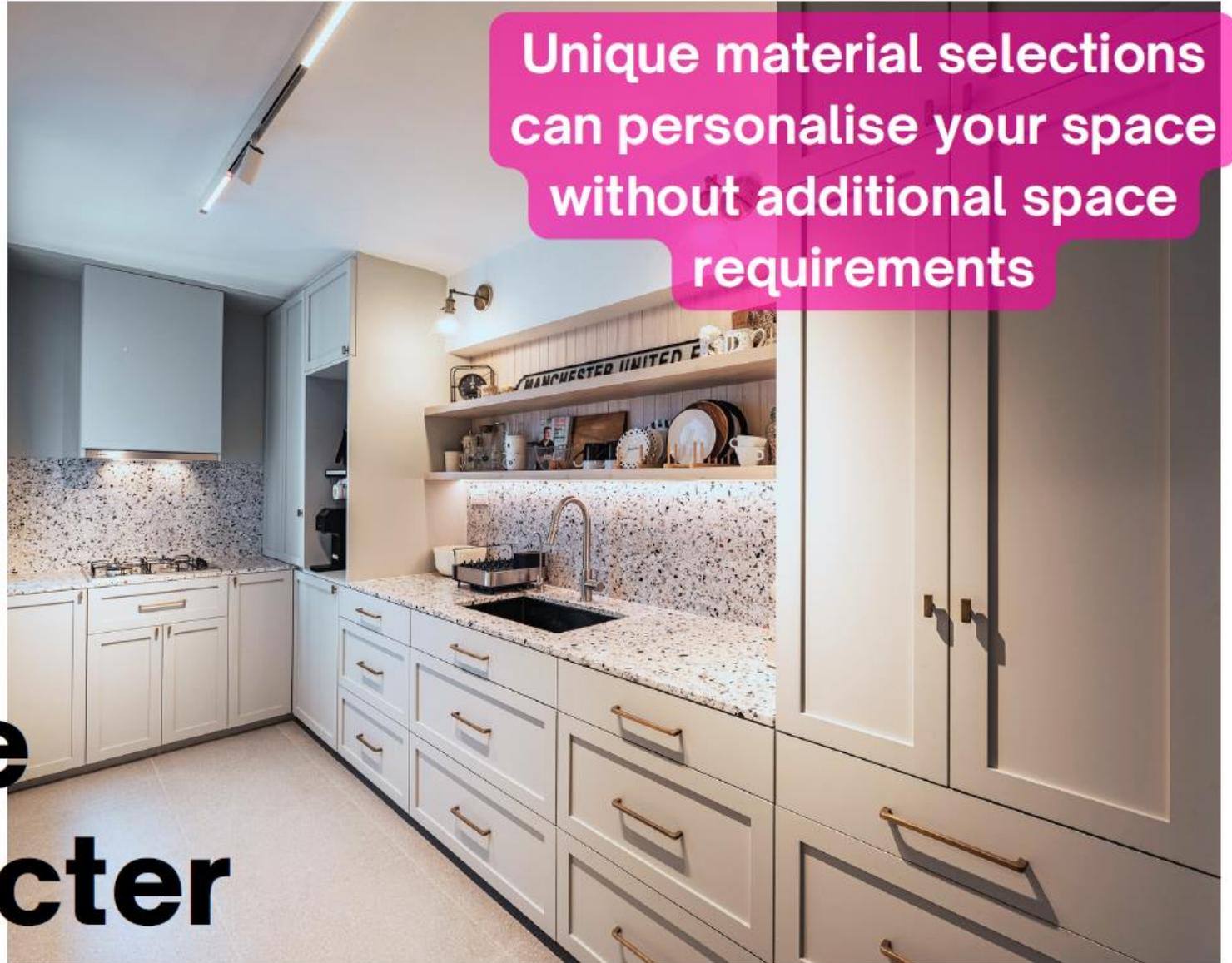


Muted natural background with various colour in loose furnishing allow for fun while maximising space





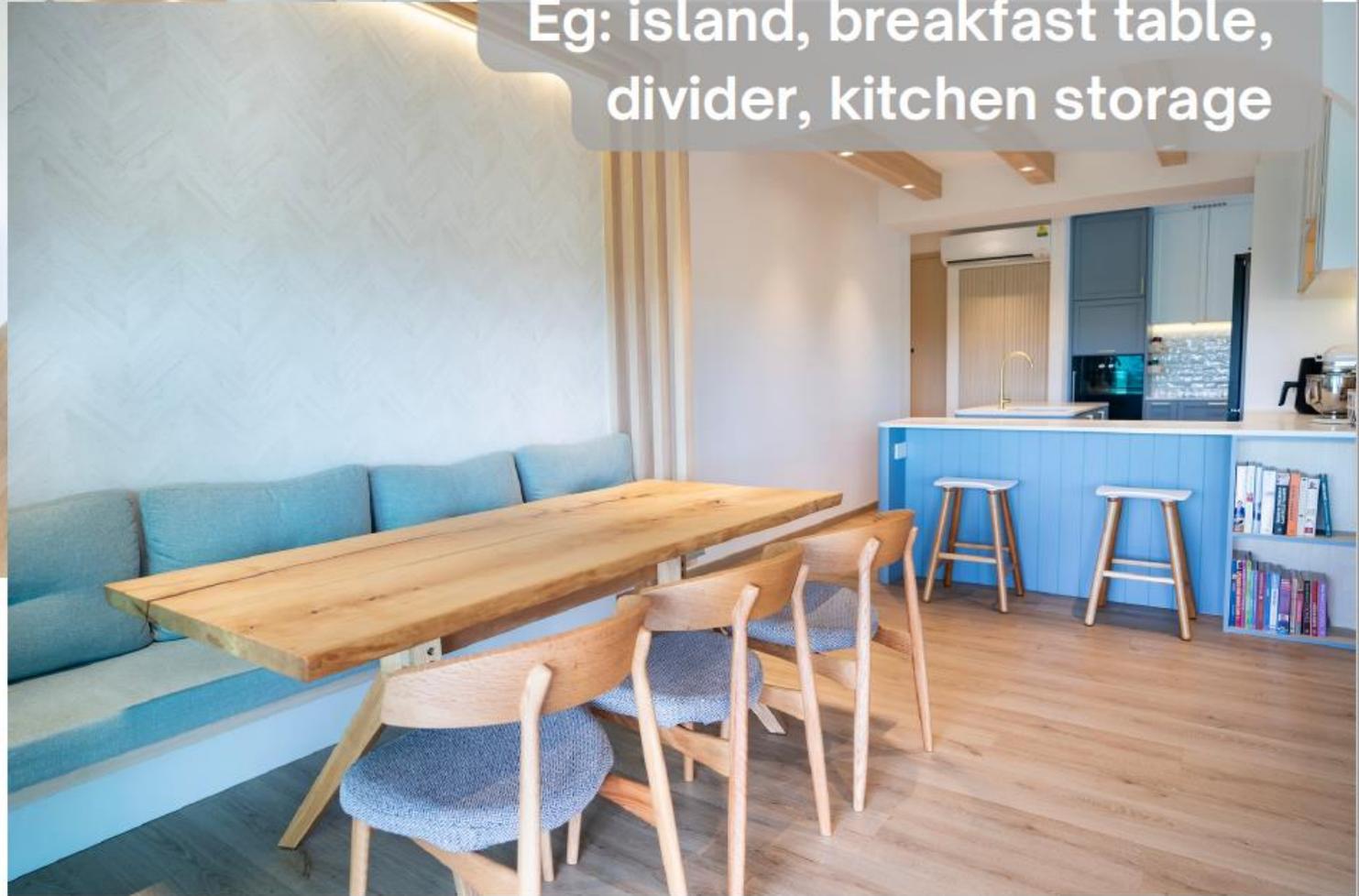
**Lifestyle  
& Character**



Unique material selections  
can personalise your space  
without additional space  
requirements

Customised carpentry can allow multi-function of surface and storage spaces

Eg: island, breakfast table, divider, kitchen storage





**How?**

**Home + Homeowner +  
Renovation Practitioner**

# Rogue companies plague the industry

## Consumers helpless, taken advantage and fall prey

Singapore

### Transparent pricing, clear deadlines among recommended practices for renovation industry



05 May 2022 04:13PM  
Updated 05 May 2022 04:13PM

Do you know what to look out for when engaging interior design or renovation services? (Photo: Stock)

### Rogue contractor pleads guilty to cheating 110 people of S\$247,400 in HDB renovation works



Lydia Lam  
@LydiaLamCNA  
14 Feb 2022 06:34PM  
Updated 14 Feb 2022 04:14PM

Rogue contractor pleads guilty to cheating 110 people of S\$247,400 in HDB renovation works

File photo of the State Courts in Singapore. (Photo: CNA/Jeremy Long)

BUSINESS

LOG IN

### Singapore family's 5-month renovation nightmare



The family had to start a court action against the rogue contractor who went missing after collecting about \$18000 of the total payment. PHOTO: ST. HELENE

### How to avoid a renovation nightmare: Tips from home owners and experts



A view of a living room after renovation was completed. (Photo: Ms Chao)

Cheryl Lin  
@CherylLinCNA  
16 Apr 2022 06:05AM  
Updated 16 Apr 2022 11:25AM

THE STRAITS TIMES

SINGAPORE

LOG IN

### 10 people left in the lurch after paying for renovation; 2 victims file police report





# Homeowner's Due Diligence

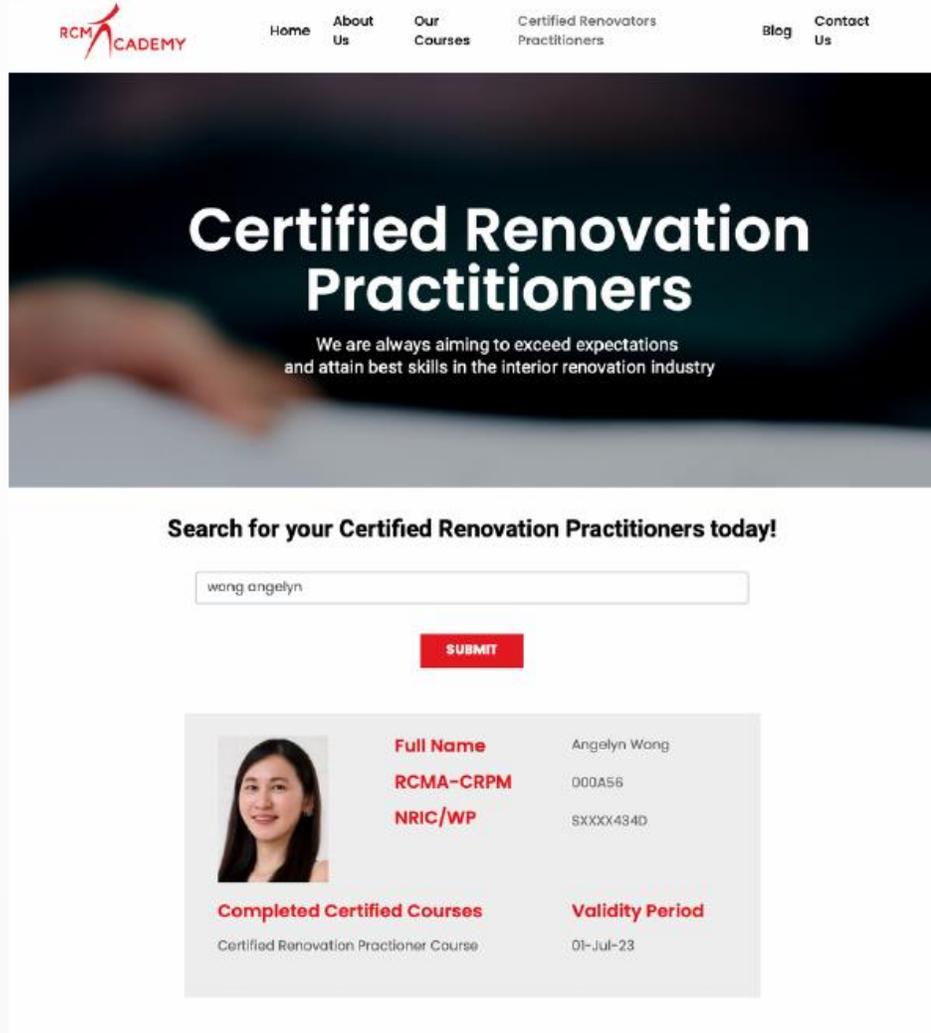
## Renovator Practitioner

- Listen to your needs, lifestyle and budget
- Responsive (1 to 3 working days)
- Knowledgeable and Open
- Certified Renovation Practitioners



# Work in progress

# Let's do our part



RCM ACADEMY

Home About Us Our Courses Certified Renovators Practitioners Blog Contact Us

## Certified Renovation Practitioners

We are always aiming to exceed expectations and attain best skills in the interior renovation industry

Search for your Certified Renovation Practitioners today!

**SUBMIT**

	<b>Full Name</b> RCMA-CRPM NRIC/WP	Angelyn Wong 000A56 SXXX434D
<b>Completed Certified Courses</b>	<b>Validity Period</b>	
Certified Renovation Practitioner Course	01-Jul-23	



Scan to verify your renovator

# Enquiry booth today only for BTO Owners





# THANK YOU





The information contained herein is correct as at 1 July 2023.

HDB reserves all rights to amend the information in the presentation material at any time, without further notification.

This set of material may not be reproduced, whether in part or in full, without HDB's prior expressed permission to do so.