

Re-opening of Show Galleries and Resumption of Business Activities

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ADVISORY TO HOUSING DEVELOPERS

Who Should Know:

All developers with a sale licence

Effective Date:

With effect from 19 Jun 2020

1. The Multi-Ministry Taskforce (MTF) has announced that Phase Two of re-opening will commence after 18 June 2020, 2359 hours.
2. Under Phase Two, a broader range of activities will be allowed to resume operations, subject to safe management measures being implemented. In line with the announcement, all show galleries set up by developers may resume their operations from 19 June 2020, subject to safe management measures being implemented in the show galleries to minimise the risk of COVID-19 transmission, including:
 - a. Setting maximum capacity for show gallery and within show unit(s) based on 10 sqm per person;
 - b. Arrangement for viewing of show gallery by appointment only with not more than five persons per group (including salespersons and prospective purchasers);
 - c. Deploy SafeEntry system to log the check-in of all persons and ensure that all persons wear a mask that closely and completely cover the nose and mouth except for children 12 years and below and persons who have health condition that may result in breathing or other medical difficulties when a mask is worn for a prolonged period of time. In this instance, face shields may be worn;

- d. Safe-distancing measures put in place to ensure that there is a minimum 1m distance between groups and no inter-mingling of groups; and
 - e. Regular cleaning and sanitising of high-touch areas, with appropriate measures to reduce contact with surfaces.
3. All developers are required to submit a completed checklist ([see format attached](#)), setting out the safe management measures that will be put in place in the show galleries, to the Controller via email to ura_coh_registry@ura.gov.sg at least 2 working days before re-opening their show galleries. Developers can submit the checklist as soon as they are ready to do so.
 4. A set of Frequently Asked Questions relating to the show gallery operations and other related matters is attached.
 5. As the situation is still evolving, please continue to keep abreast of the latest announcements by the MTF and take immediate steps to comply with any new requirements. We seek your understanding and cooperation to reduce the risk of transmission of COVID-19.

Thank You.

CONTROLLER OF HOUSING
URBAN REDEVELOPMENT AUTHORITY

Frequently Asked Questions (FAQs)

1. Can developer's staff access the show galleries prior to 19 June 2020 to make preparations for the re-opening?

Developers can access the show galleries, subject to a cap of 3 persons for a maximum of 3 hours once a week if they need to prepare for the re-opening of show galleries. The relevant safe-distancing measures must be observed e.g. maintain safe distancing, wear mask. There should be no other persons at the show gallery at the same time.

2. Upon the re-opening of the show galleries, must all viewings be done on an appointment basis?

Viewing of the show galleries can only be arranged by appointment to ensure that the maximum capacity of the show gallery is adhered to and there is no over-crowding at the show gallery.

3. From 19 June 2020, will there be any restrictions on developers with regard to cleaning/upkeeping and taking of photographs/videos of the show galleries?

From 19 June 2020 onwards, developers are allowed to make their own arrangement for cleaning/upkeep or other activities at the show galleries, subject to the maximum capacity of the show galleries (calculated based on 10 sqm per person) not being exceeded at any time. Relevant safe management measures must be put in place to minimise the transmission risk. Refer to MOH's website (<https://www.moh.gov.sg/covid-19>) for more details.

4. Can developers carry out works to setup new show galleries and/or renovate the existing show galleries?

Developers who wish to erect new show galleries or carry out renovation works at existing show galleries will need to seek prior approval from BCA (<https://go.gov.sg/bca-construction-accounts>) before commencement of these works.

5. Can developer's staff and appointed salespersons work on site at the show galleries to manage the marketing and sale of the units?

In the interest of reducing physical contact between individuals, telecommuting must remain the default for all businesses where feasible. Should there be a need for developer's staff and appointed salespersons to work on site at the show galleries, the relevant safe management measures must be adhered to. The maximum capacity at the show galleries based on 10 sqm per person, which includes developer's staff and appointed salespersons, should not be exceeded at all times. Developers should comply with MTI's requirements on the resumption of business and safe management requirements. Refer to MTI's website (<https://covid.gobusiness.gov.sg>) for more details.

Existing Show Galleries

6. Developers have already submitted a safe distancing measure checklist to the Controller prior to the closure of the show galleries during the circuit breaker period. Are developers required to submit another checklist to the Controller?

A fresh checklist on the safe management measures must be submitted as there are differences in the measures to be adopted.

7. After submission of the completed checklist, would the Controller inform the developer if the safe management measures put in place are adequate?

Developers are responsible for ensuring that the safe management measures put in place in the show galleries are in accordance with the prevailing guidelines issued by the Government to minimise the transmission of COVID-19.

The Controller will monitor the situation and conduct audit inspection of the show galleries where necessary. Developers will be required to close show galleries if the safe management measures are not in place.

Completed Properties

8. For completed properties, must developers submit the completed checklist before making viewing arrangements?

For viewing of completed properties, there is no need for developers to submit the completed checklist, which is applicable for show galleries, to the Controller.

However, developers should comply with the safe management measures, and the guidelines for viewing of such properties as issued by the Council for Estate Agencies for salespersons, including:

- a. Viewing by appointment only;
- b. Only one group comprising not more than five persons, including any prospective purchasers, developer's staff and salespersons, is allowed into the completed property at any time;
- c. Deploy SafeEntry system to log the check-in of all persons and ensure that all persons wear a mask that closely and completely cover the nose and mouth except for children 12 years and below and persons who have health condition that may result in breathing or other medical difficulties when a mask is worn for a prolonged period of time. In this instance, face shields may be worn; and
- d. Regular cleaning and sanitising of high-touch areas, with appropriate measures to reduce contact with surfaces.

Sales of Properties

9. Can developers accept electronic payment from purchasers?

Yes, developers who wish to allow purchasers to pay the booking fees and progress payments using electronic payment can adopt the pre-approved amendments to the Option to Purchase (OTP) and Sale & Purchase Agreement (S&PA) to include payment by FAST, MEPS or GIRO, in addition to the existing modes via cheques

or cashier's orders or telegraphic transfer. Please refer to our circular issued on 9 April 2020.

Developers must ensure that all purchase price paid by purchasers, regardless of the mode of payment, are deposited into the project account of the housing project. The Controller of Housing will conduct ad hoc checks on developers' booking register to check for compliance.

10. Can developers provide the Particulars, Documents and Information (PDI) on the housing project, and issue Option to Purchase and Sale & Purchase Agreement digitally to purchasers?

Developers can provide the PDI in digital forms to intending purchasers provided that they can authenticate the identity of the intending purchasers and obtain their written acknowledgement of the PDI before accepting the booking fee. Developers should check with their solicitors on the conveyancing practice and guidelines if they wish to issue the Option to Purchase and Sale & Purchase Agreement digitally to purchasers to ensure that they comply with the relevant legislative requirements.

Sales of Properties

11. Can developers arrange to meet purchasers to hand over vacant possession of units?

From 19 June 2020 onwards, developers are allowed to hand over vacant possession of the units in-person, subject to the prevailing safe management measures being put in place. Refer to MOH's website (<https://www.moh.gov.sg/covid-19>) for more details.

12. Can developers carry out defects rectification works starting from 19 June 2020?

For construction projects which have attained TOP, the application for resumption of works to carry out defect rectification during DLP may be applied via Construction Account Works (<https://go.gov.sg/bca-construction-accounts>), if your company

wishes to deploy construction account work permit and S-pass holders for work.

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