

Updated on 9 April 2020

FREQUENTLY ASKED QUESTIONS REGARDING ADVISORY ON CLOSURE OF SHOW GALLERIES ISSUED ON 3 APRIL 2020

Q1 Can developers arrange for viewings by prospective purchasers at the show galleries and for completed properties on an appointment basis?

All show galleries set up by developers must be closed from 7 April 2020 till 4 May 2020 (inclusive). Developers are strictly not allowed to conduct any viewings and marketing activities in their show galleries during this period. Developers should also not conduct any viewings of completed properties during this period as the aim of the one-month “circuit breaker” period is for everyone to stay at home and not go out except for essential activities such as buying food and groceries. The promotion and marketing of completed/uncompleted properties is not considered an essential service.

Q2 Can developers continue to showcase and market their projects digitally, such as having a video or live viewing of the show gallery or completed property?

Yes, developers can continue to showcase and market their projects using technology and digital platforms which do not involve in-person interactions. However, developers should not continue to open the show gallery and deploy staff or engage salespersons to conduct a webcast at the show gallery or completed property.

Q3 Does the closure of show galleries apply to non-residential projects?

Yes, the closure applies to all show galleries, including those for non-residential projects.

Q4 Can developers continue to sell units in their projects during the closure of show galleries?

Under the set of enhanced safe distancing measures announced by the government on 3 April 2020, all non-essential businesses that cannot be conducted through telecommuting from home will have to be suspended from 7 April 2020 to 4 May 2020 (inclusive). All physical, in-person meetings, whether at the show galleries or elsewhere, should also not be held during this period, or until such time when the relevant measures are removed.

However, developers can continue to showcase and market their projects using technology and digital platforms which do not involve in-person interactions, and use digital modes of payment and communication without in-person

interaction wherever feasible to continue conducting their business, in compliance with the enhanced safe distancing measures.

Q5 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, such as FAST, 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. Whilst we encourage the use of electronic payment modes, payment by cheques or cashier's order are currently still acceptable modes of payment in the OTP and S&PA.

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.

Q6 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.

Q7 Can developers go back to their offices for a while during the "circuit breaker" period to carry out administrative work related to sale of properties, such as issuing notices to purchasers and signing legal documents, such as the Sale & Purchase Agreement?

During the "circuit breaker" period, developers can continue to carry out their business via telecommuting, e.g. have legal documents posted/couriered to and signed by authorised employees or directors from their homes, and issuing notices via courier service, which is part of essential services that continue to operate during this period.

However, should there be any time-sensitive work that are critical to be executed but cannot be performed via telecommuting, please apply to MTI for a time-limited exemption through <https://covid.gobusiness.gov.sg>. We are prepared to support applications by developers for not more than 3 staff to work

at their offices for not more than 3 hours once a week for this purpose, subject to MTI's prevailing guidelines.

Q8 Can developers arrange to meet purchasers to hand over vacant possession of units and rectify defects reported by purchasers?

Under the additional safe distancing measures announced on 3 April 2020, all non-essential businesses that cannot be conducted through telecommuting from home will have to be suspended from 7 April 2020 to 4 May 2020 (inclusive). The aim of the one-month "circuit breaker" period is for everyone to stay at home and not go out except for essential activities such as buying food and groceries to minimise in-person interactions.

Developers should discuss with purchasers on the timing to hand over completed units and rectify defects reported during this period taking into consideration the enhanced safe distancing measures and consider deferring the handover if it is not critical. Should there be an urgent need to hand over units and rectify defects during this period, developers must apply the prevailing safe distancing measures such as minimising number of persons involved and physical interactions, maintaining a distance of at least one metre apart, and wearing a mask.