

UPDATED AS OF 10 APRIL 2020

SUSPENSION OF ACTIVITIES AT WORKPLACE PREMISES TO REDUCE COVID-19 TRANSMISSION – FAQs FOR MANAGEMENT CORPORATIONS (MCSTs) AND MANAGING AGENTS (MAs)

Convening of Annual General Meeting (AGM)

Q1. How long can MCST defer the AGM?

A1. BCA is closely monitoring the COVID-19 situation and will issue further advisories where appropriate, including whether other modes may be used by MCSTs to conduct their AGMs. MCSTs that defer holding their AGMs are to inform BCA in writing at BMSMA_Info@bca.gov.sg.

Q2. Can MCST conduct AGM by electronic means rather than attend in person?

A2. Under the Building Maintenance and Strata Management Act, all SPs will need to attend the AGMs in person. However, BCA is currently looking into amending the provisions to allow the convening of general meetings by alternative arrangements such as electronic means. More details will be shared later.

Q3. Can the Managing Council still proceed with council meetings with not more than 10 persons?

A3. All MCSTs are advised to observe the enhanced safe distancing measures issued by the Government to reduce the risk of local transmission of COVID-19. MCSTs should conduct council meetings via electronic means. Guidelines on holding a council meeting can be found in the Strata Management Guide: <https://www1.bca.gov.sg/regulatory-info/building-maintenance-and-strata-management/management-corporation-strata-title-mcst/strata-management-guides>

Safe Distancing Measures

Q4. Should the MCST limit/suspend or cease operation of common facilities amid the COVID-19 situation?

A4. All common facilities in strata-titled developments that are used for sports and recreational purposes such as the swimming pool, playground, club house / function room, tennis court, gym room, barbeque pits, roof top gardens etc **must be closed** with effect from 7 April 2020. These are areas where crowds may congregate. The closure of these areas is in line with the enhanced safe distancing measures announced by the Government to help curb the spread of COVID-19 in the community. The MCST should notify residents of the closure of common facilities. Walkways, access paths, lifts and escalators, etc. which are necessary for movement remain open, and safe distancing measures should be practised there.

Q5. Can residents exercise outdoors during the circuit breaker period?

A5. Those who wish to exercise outdoors are to ensure that they exercise on their own or only with family members within their own household, and around the immediate neighbourhood in open, uncrowded places. Safe distancing measures must be observed at all times. For further info, please refer to the advisory on [Sport and Physical Exercise and Activities for the control period of 7 April 2020 to 4 May 2020](#) issued by Sport Singapore (SportSG).

Q7. Our MCST is not following the guidelines to close facilities that are used for sports and recreation. What will BCA do?

A7. Please write to BCA at <http://www.bca.gov.sg/feedbackform> and we will follow up with the MCST on your feedback.

Q8. Some residents are not following guidelines to maintain safe distancing and are still gathering beside the pool, what can we do?

A8. Social gatherings of any size, in homes, or public spaces will no longer be allowed under a proposed law that will grant the Government various powers to combat the coronavirus outbreak.

Q9. Does the advisory to close common facilities also apply to non-strata titled buildings?

A9. For non-strata titled buildings, building owners should refer to the prevailing guidelines and advisories issued by MOH on closure of public facilities like gym and swimming pools: <https://www.moh.gov.sg/news-highlights/details/circuit-breaker-to-minimise-further-spread-of-covid-19>

[Operation of preschools in MCST developments](#)

Q10. Are preschool operators allowed to remain in operation within MCST developments during the circuit breaker period?

A10. Preschools are deemed as 'Essential Services' that should continue during the general closure of workplace premises to serve a limited group of parents/guardians who are working in essential services. For more information, please refer to the advisory issued by the at <https://www.ecda.gov.sg/PressReleases/Pages/Advisory-to-Parents-Keeping-Our-Children-Safe-Against-COVID-19-Preschools-to-suspend-general-services.aspx>.

[Maintenance of Common Property](#)

Q11. The MCST would still be maintaining the common facilities while they are closed. However, some residents are asking if their monthly contribution to the

maintenance fees can be reduced as the common facilities are closed. What can MCSTs do?

A11. The determining of the MCST fund has to be discussed in a general meeting. We understand that MCSTs may not be able to hold an AGM during this period; as such, BCA is looking into allowing MCSTs to convene general meetings by alternative arrangements such as electronic means (refer to Q2). More details will be provided when available.

Q12. Can MCSTs continue to maintain the swimming pools and water fountain within the estate during this period?

A12. All swimming pools and water fountains are to be closed during the circuit breaker period. Should the contractor engaged by the MCSTs be required to maintain the water features during this period, the water treatment contractors shall ensure that no more than 2 water treatment personnel are allowed to visit the site once every 2 weeks to conduct necessary water treatment. For more information, please refer to NEA's guidelines:

- a) <https://www.nea.gov.sg/docs/default-source/default-document-library/guidelines-for-managing-water-quality-for-cooling-towers-swimming-pool-and-water-fountains-during-the-period-of-heightened-safe-distancing-measures.pdf>
- b) <https://www.nea.gov.sg/our-services/pollution-control/water-quality/cooling-towers-and-fountains>
- c) <https://www.nea.gov.sg/our-services/pollution-control/water-quality/swimming-pools>

Managing Agent Services as Essential Services

Q13. How many employees from the Managing Agent (“MA”) can be deployed on site within a development?

A13. MAs will need to submit details of your operations at <https://covid.gobusiness.gov.sg/essentialservices> in order to continue operating. Employees who report for work on site must be kept to a minimum. Safe distancing practices must be in place, for employees who must work on site. For work that can be done off site, such as backend operations, employees should telecommute.

Q14. How will MAs ensure that their service level to MCSTs is not affected by the restrictions?

A14. MAs should ensure that essential services continue to be carried out in the developments. The MA should advise the MCST on the types of essential services required in the development and the service level or standard of performance expected of the managing agent during this period.

Q15. There is ongoing renovation work carried out within a unit in the development. Can the renovation works still proceed during this period?

A15. The renovation works should be wound down to a state where works may be safely stopped by the time the suspension of work comes into effect on 7 April 2020, 0000 hours. Upon the suspension of work coming into force, no renovation works can proceed until further notice is issued by the Government.

Other Essential Services

Q16. Are residents allowed to engage electricians and plumbers for emergency repair works during the circuit breaker period?

A16. Yes. Residents may engage the following essential services for emergency repair works. However, safe distancing measures must be observed at all times.

- • Air-conditioning and mechanical ventilation systems;
- • Fire protection systems;
- • Security and surveillance systems (such as CCTVs);
- • Electrical and plumbing works; and
- • Building management systems

All non-essential services, such as the routine servicing of air-conditioning units in residential units and new installation of equipment must be suspended.

Q17. Are residents allowed to engage window contractors during the circuit breaker period?

A17. Installation of windows in new projects or in premises that are under renovation are not considered as essential services. These works are required to cease with effect from 7 Apr 2020, 0000 hours to 4 May 2020, 2359 hours (both dates inclusive).

However, urgent window repair and replacement works (not limited to inspection, removal of dislodged window panels, replacement of fasteners for casement windows, replacement of friction stays for casement windows, installation of safety features for sliding windows, and other necessary repair works to restore safety of the windows) fall within the scope of essential services as set out in MTI's Guidance. Safe distancing measures must be observed at all times.