



# CONQUAS (Private Residential)

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## **Presentation outline**

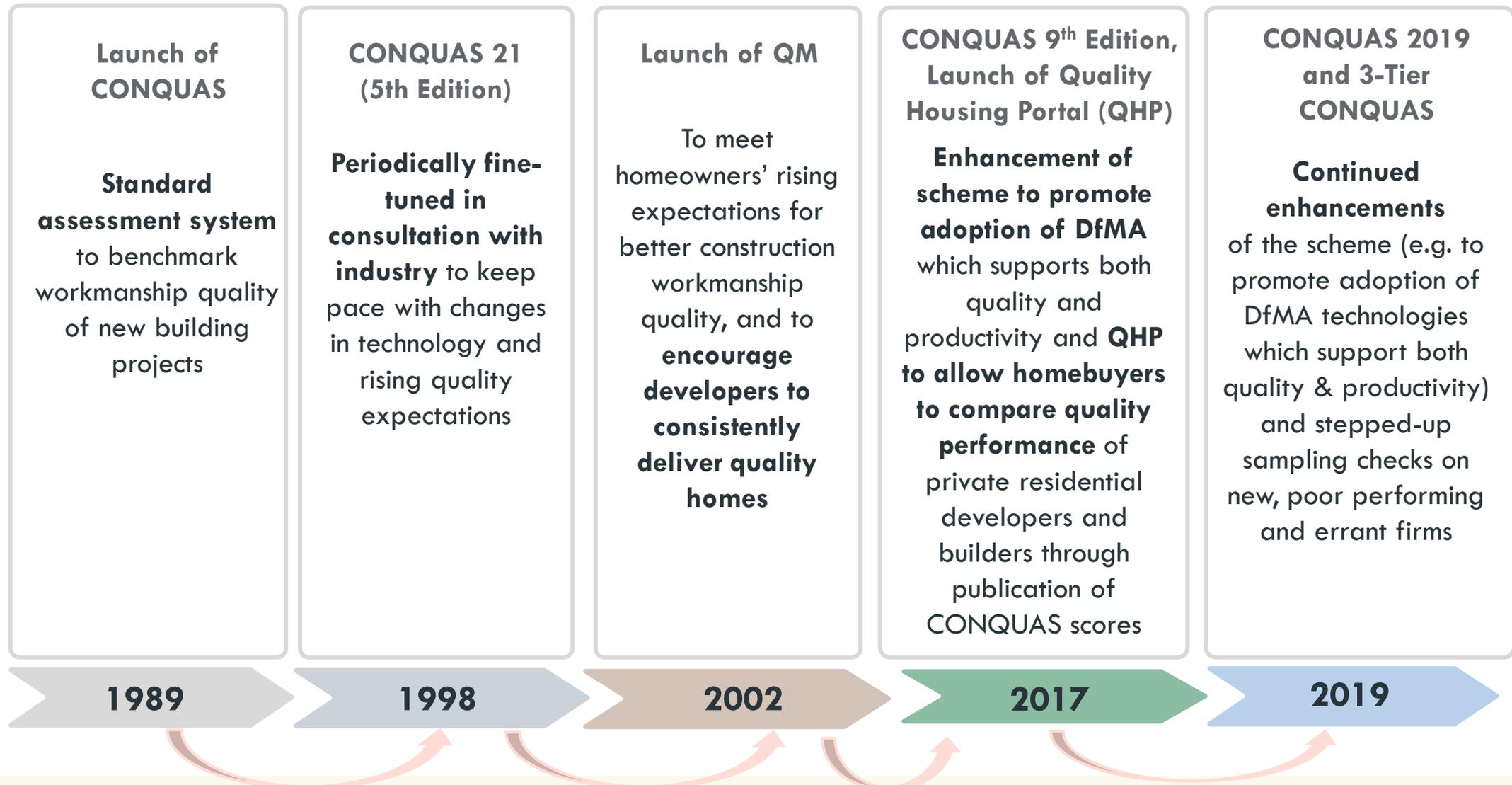
1. Background of CONQUAS Landscape and its' Evolution
2. Key Focus and Features of CONQUAS (Private Residential)
3. What's next

# 1. Background of CONQUAS Landscape and its' Evolution

- From development of standards for compliance to shaping behaviour and empowerment

# 1. Background of CONQUAS Landscape and its' Evolution

## Evolution of BCA's assessment frameworks for Quality:



With each new edition, quality standards continued to be refined and stayed relevant

# 1. Background of CONQUAS Landscape and its' Evolution

Shaping behaviour of industry through market forces and empowering stakeholders:

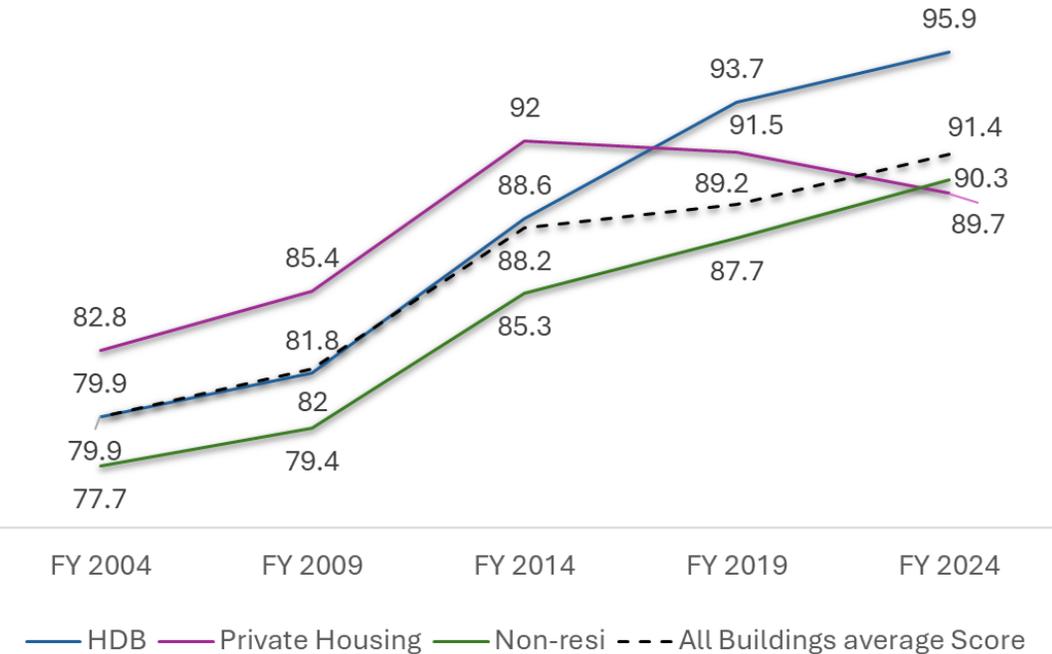


With each new edition, quality standards continued to be refined and stayed relevant

# 1. Background of CONQUAS Landscape and its' Evolution

With collaboration and efforts from both industry and Government Procurement Entities, workmanship quality has generally improved significantly across all types of building projects over the last 2 decades.

BCA will continue to review and enhance the CONQUAS scheme to ensure relevancy and effectiveness as a national standard for construction workmanship quality, with, the latest focusing on Private Residential developments.



**BCA Construction Quality Assessment System  
CONQUAS® (Private Residential)**

## **2. Key Focus and Features of CONQUAS (Private Residential)**

## 2. Key Focus and Features of CONQUAS (Private Residential)

<p><b>Key focus of Review</b></p>	<p><b>1</b></p> <p>Meet homeowners' needs, whilst supporting industry productivity and growth</p>	<p><b>2</b></p> <p>Refocus assessment priorities on major defects (MDs) that impact functionality and liveability</p>	<p><b>3</b></p> <p>Greater differentiation between projects' CONQUAS performance</p>
<p><b>Key Features</b></p>	<p><b>a. Streamlined Internal Finishes</b> defects categories</p> <p><b>b. Removed Installation Method Verification</b> assessments</p>	<p><b>c. Higher passing rate for windows water-tightness test</b></p> <p><b>d. Revised weightages of assessment components</b> with greater emphasis on functional tests that affect liveability</p> <p><b>e. Introduced 3X and revised classification of major defects</b></p>	<p><b>f. New scoring methodology,</b> with pre-requisites on critical tests</p>

## 2. Key Focus and Features of CONQUAS (Private Residential)

<b>Key focus of Review</b>	<b>1</b> Meet homeowners' needs, whilst supporting industry productivity and growth	<b>2</b> Refocus assessment priorities on major defects (MDs) that impact functionality and liveability	<b>3</b> Greater differentiation between projects' CONQUAS performance
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### Feature (a)

**Streamlined current defects categories by dropping checks** for approximately 30% of the IF defects category that posed minimal impact on homeowners e.g. removable stains, floor tonality, etc

### Feature (b)

**Removed Installation Method Verification** \* assessments to streamline assessment process



**Industry should continue to uphold quality standards in these areas**

*\* IMV for waterproofing works to bathrooms/toilets, stone/tiling installation works, timber floor installation and window installation will be carried during the construction stage.*

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## Feature (c)

**Higher passing rate for windows water-tightness test** to 10% non-compliance (from current 15%) to focus on MDs and drive greater ownership in developers and builders

## Feature (d)

**Revised weightages of assessment components** with greater emphasis on functional tests that affect liveability

Components	Weightages
Internal Finishes (IF)	40%
Functional Tests (FT)	40%
External Finishes (EF)	20%

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**Introduced 3X and revised classification of major defects** to place greater emphasis on areas with greater impact on homeowners in terms of liveability and functionality i.e. Finishings (1X) and Functionality/Liveability (2X or 3X).

- **Builder to rectify 2X and 3X defects** and completion of rectification to be declared by QP. BCA reserve the right to audit the rectification work.



Refer to [CONQUAS \(Private Residential\) Manual](#) for full list

Unit:	Location	Floor						Wall			Ceiling		Door			Window			Component		M&E Fittings			
		Finishings		Functionality / Liveability		1X	2X	3X	1X	2X	3X	1X	2X	3X	1X	2X	3X	1X	2X	3X	1X	2X	3X	
		1X	2X	3X	1X																			2X
P		Stains (exclude stains that can be easily removed)																						
S		Alignment																						
C		Jointing																						
		Damages - Scratches, dent, chip																						
		Unevenness (> 6mm/1.2m)																						
		Hollowness (for tiled floor as long as it is hollow)																						
		Damages - Cracks, Open veins felt with hand (<0.5mm width and >100mm length), Chipped timber																						
		Deamination (≥1 spot on timber flooring)																						
		Lippage for tiled floors (felt by touch)																						
		Cracks on plastered walls																						
		Patchy/roughness																						
		Alignment																						
		Jointing																						
		Damages - Scratches, Dent, Chip																						
		Unevenness (>6mm/1.2m)																						
		Squareness (>8mm over 300mm)																						
		Hollowness (for tiled wall as long as it is hollow)																						
		Damages - Visible cracks on finished walls OR open veins felt with hand (>0.5mm width and >100mm length)																						
		Hollowness (for tiled wall as long as it is hollow)																						
		Deamination (≥1 spot on timber finishing)																						
		Stains (exclude stains that can be easily removed)																						
		Patchy/roughness																						
		Alignment																						
		Jointing																						
		Damages - Hairline cracks on plastered ceiling, chip, dent, scratch																						
		Damages - Cracked ceiling board (>0.5mm width and 100mm length)																						
		Inconsistent joints/gaps																						
		Damages - Scratches, Dent, chip																						
		Unevenness (>6mm/1.2m)																						
		Fitting - movement, difficulty in open/closing, loose, functionally deficient																						
		Misalignment & unevenness (>5mm or 1.2m spirit level)																						
		Damages - Cracked timber door/frame																						
		Accessories Defects - Missing/broken/improper fixing of accessories, corroded accessories etc																						
		Inconsistent joints/gaps																						
		Damages - Scratches, Dent																						
		Unevenness																						
		Fitting - movement, difficulty in open/closing, loose, functionally deficient																						
		Damages - Cracked/chipped frame, cracked/chipped/broken window panes																						
		Accessories Defects - Missing/broken/improper fixing of accessories, corroded accessories etc																						
		Inconsistent joints/gaps																						
		Unevenness																						
		Tonality																						
		Damages - Scratches, Dents																						
		Misalignment																						
		Fitting - movement, difficulty in open/closing, loose, functionally deficient																						
		Damages - Cracked WC, cracked/chipped/broken shower screen, mirror and any glass items																						
		Accessories Defects - Missing/broken/improper fixing of accessories, corroded accessories etc																						
		Inconsistent joints/gaps																						
		Unevenness																						
		Damages - Scratches, Dents																						
		Misalignment																						
		Fitting - movement, difficulty in open/closing, loose, functionally deficient																						
		Damages - All types of damages e.g. crack, chip, etc, fan coil unit leaking																						
		Accessories Defects - Missing/broken/improper fixing of accessories, corroded accessories etc																						

## 2. Key Focus and Features of CONQUAS (Private Residential)

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### Feature (f)

**New scoring methodology**, with pre-requisites on critical tests to provide greater differentiation (by banding) between projects' CONQUAS performances

Project Band	Thresholds				
	Project weighted Non-compliance (NC) rate	Windows water-tightness tests (WTT) NC rate	Wet-area water-tightness tests (WPT) NC rate	Status of the following functional tests (based on QP's declarations and supporting documents on test results): a. Pull-Off-Tests for internal wall tiles b. Heat soak tests + 3-year warranty for all glasses c. WTT self-test d. WPT self-test	
1	<6%	≤1 no.	≤1 no.	Completion of requirements with full compliance i.e. no NC	
2	≥6% to <10%	>1 no. to <10%	>1 no. to <2%	Completion of requirements but with NCs	
3	≥10% to <15%				
4	≥15% to <20%				
5	≥20% to <25%	≥10%	≥2%	Failure to complete requirements	
6	≥25%				

**Note: The criteria to derive project band are subject to change by BCA as appropriate**

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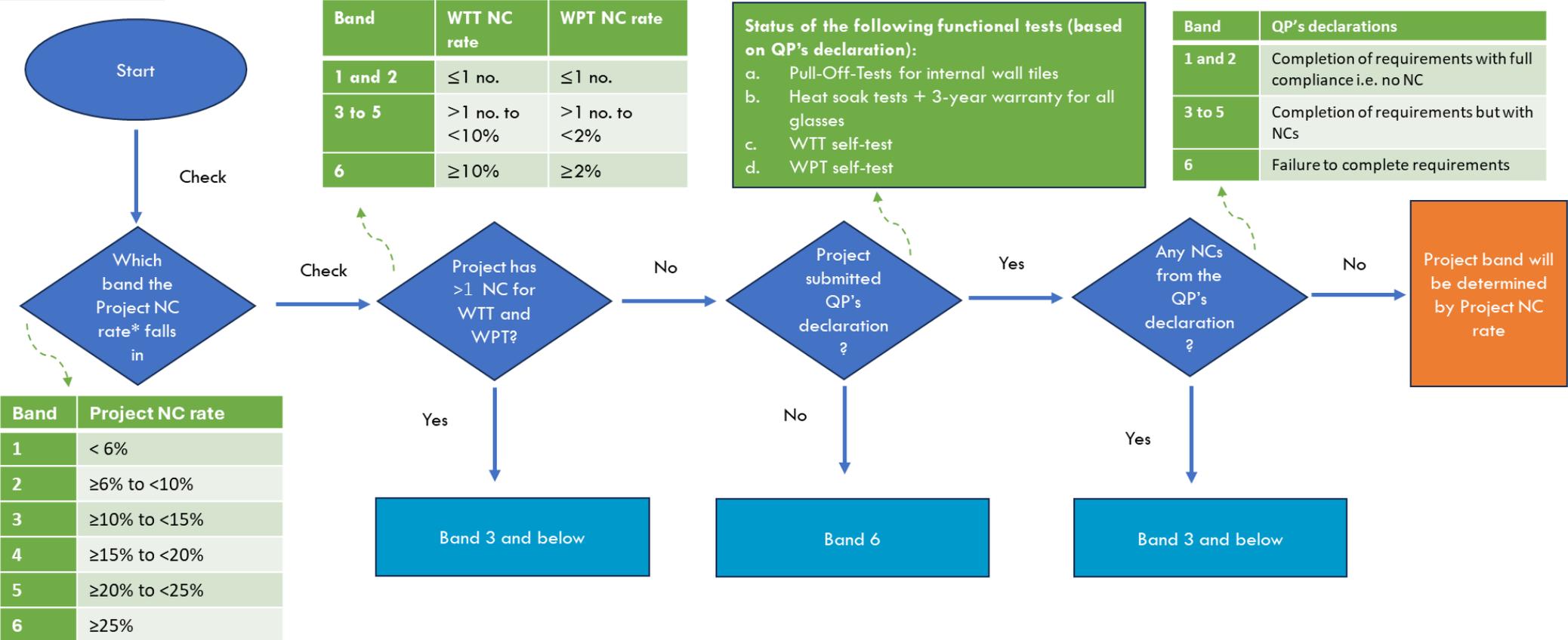
Feature (f)	New scoring methodology, with pre-requisites on critical tests to provide greater differentiation (by banding) between projects' CONQUAS performances
Project NC rate	<p>Derived from weighted NC results from all assessment items covered under CONQUAS i.e. Internal Finishes (IF) at 40%, Functional Tests (FT) at 40%, and External Finishes (EF) at 20%.</p> <ul style="list-style-type: none"> <li>• <b>Project NC rate = IF %X* 0.4 + FT %X *0.4 + EF %X *0.2</b></li> </ul>
IF NC rate	<p>Calculated by dividing the total number of NCs across floors, walls, ceilings, doors, windows, components, and M&amp;E by the total applicable number of NCs, multiplied by 100%.</p> <ul style="list-style-type: none"> <li>• <b>IF %X = (Total no. of X for Floor, Wall, Ceiling, Door, Window, Component, M&amp;E/ Total applicable no. of NCs for all these assessment items) *100%</b></li> </ul>
FT NC rate	<p>Calculated by dividing the total number of NCs in Windows Watertightness Tests (WTT) and Wet area Watertightness Tests (WPT) by the total applicable number of NCs performed, multiplied by 100%.</p> <ul style="list-style-type: none"> <li>• <b>FT %X = (Total no. of X for WTT and WPT / Total applicable no. of NCs for WTT and WPT) *100%</b></li> </ul>
EF NC rate	<p>Calculated by dividing the total number of NCs in roof, external walls, and external works by the total applicable number of NCs, multiplied by 100%.</p> <ul style="list-style-type: none"> <li>• <b>EF %X = (Total no. of X for Roof, Ext Wall and Ext works/ Total applicable no. of NCs for these assessment items)*100%</b></li> </ul>

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**Feature (f)**

**New scoring methodology**, with pre-requisites on critical tests to provide greater differentiation (by banding) between projects' CONQUAS performances



## 2. Key Focus and Features of CONQUAS (Private Residential)

### Recap on CONQUAS banding

- **Greater recognition, differentiation and clear reflection of quality performance** of (i) developers, (ii) builders and (iii) private residential projects, represented by 6 bands:



Remember to check your CONQUAS performance regularly on :



BCA's Quality Housing Portal (QHP) - <https://www.go.gov.sg/bca-qhp>



## 2. Key Focus and Features of CONQUAS (Private Residential)

### Summary of enhancements according to assessment components

#### IF

- Dropped checks
- Introduced 3X and revised classifications of defects

#### IMV and FT

- Removed IMV assessments
- Tightened the passing rate of WTT from 15% to 10%

#### Project CONQUAS performance

- New scoring methodology for projects – no more CONQUAS score
- Revised weightages for IF, FT and EF

### **3. What's next ?**

### 3. What's next?

#### Applicability:

Applicable to private residential projects and the residential component of private mixed development projects with construction tenders called from **1 April 2026**.

#### Potential benefits

##### Developers/Builders

- CONQUAS (Private Residential) is expected to achieve cost and time savings for developers and builders through:
  - a) A **more focused approach** that prioritises checks on major defects affecting functionality and/or liveability - achieve a better balance between construction productivity and quality ; and
  - b) A **streamlined assessment** framework where developers and builders will be subject to fewer checks.
- These improvements would offer potential cost reductions, particularly for project teams with proven track records of quality delivery. Firms with good CONQUAS bandings (band 1 or 2) will also benefit from assessment time savings of about 20% from reduced checks (on a case by-case basis).

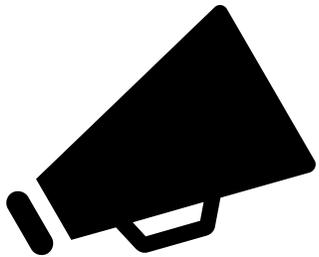
##### Homeowners

- BCA is refocusing our assessment priorities on functionality and liveability defects that matter most to homeowners, e.g. water seepage and excessive ponding.
- Look forward to less functionality/liveability related major defects

### 3. What's next?

**BCA is exploring adoption of technology to streamline inspection process and improve objectivity.**

**We seek partnership with industry to achieve this ! Do say YES when we approach you !**



# Commonly Asked Questions

## 1. Will the revised scoring method be for all CONQUAS projects, even those that already have their banding?

CONQUAS (Private Residential) is only applicable for private residential projects and the residential component of private mixed development projects with construction tenders called from 1 April 2026. It will not be applied retrospectively.

## 2. How will the new banding method affect my firm's banding?

With the direct project banding, there will no longer be any conversion of CONQUAS score to band. Moving forward, the firms' banding will be calculated by averaging the projects' CONQUAS bands completed in the past 6 years. For example, a firm achieving average CONQUAS band of 2.4 will be rounded to Band 2 while a firm with average CONQUAS band of 2.5 would be rounded to Band 3.

## 3. What are considered major defects? What was the basis for removing some of the minor internal finishes defects from the assessment framework?

Major defects are largely classified as defects that affect functionality and liveability. Examples are: water seepage through floors, ceilings, walls or windows, broken window panes, shower screens, mirrors and any glass items, visible cracked tiles/stones, etc. The decision was based on BCA's analysis of homeowner feedback during the Defects Liability Period (DLP), validated against non-compliances identified in CONQUAS assessments. Feedback from industry stakeholders was sought and incorporated.

## 4. Are there plans in the future to review CONQUAS assessments for all other types of projects?

BCA will review the CONQUAS requirements for other project types at an appropriate juncture, following industry engagement.

## 5. Is there any changes to Quality Mark (QM) scheme?

We are still reviewing the QM scheme and will update on any changes when they become available.

# Questions





**Thank You**



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