

BCA BC BMSC/CIR/2020/13

Building Plan & Management Group

11 May 2020

Management Corporation
Chairperson/ Secretary/ Council Members

Dear Sir/Madam

RECOMMENDED ADJUSTMENT TO THE SERVICE LEVEL AND PERFORMANCE STANDARD EXPECTED OF A MANAGING AGENT DURING THE CIRCUIT BREAKER PERIOD

1 We note that there is a tightening on the number of managing agent individuals able to be deployed on site to work. Hence, both the management corporations (MCSTs) and the managing agents (MAs) would have to review the service level and performance standard expected of a MA during the control period.

2 BCA and the Singapore International Facility Management Association (SIFMA) had issued a 'Joint Advisory on Recommended Adjustments to Building Maintenance for Facilities Management During the Circuit Breaker Period' on 27 April 2020, which a copy of the advisory could be downloaded from this web link – <https://go.gov.sg/bca-sifma-recommended-adjustments-bldg-maintenance-fm-covid19>.

3 Some of recommendations put up in the BCA-SIFMA joint advisory could also be potentially adopted by MCSTs and MAs. These recommendations include adopting outcome-based approach, re-negotiating a reasonable response time, exercising understanding and restraint in imposing liquidated damages, and scaling up or leveraging on the use of technology on the management and maintenance of estate.

4 We urge MCSTs and MAs to work together to ensure their developments continue to be well managed and maintained. The condominium or building manager deployed on site should also help to ensure that residents comply with the safe distancing measures.

Commissioner of Buildings
Building and Construction Authority