

27 April 2020

Management Corporation  
Chairperson/ Secretary/ Council Members

Dear Sir/Madam

**Guidance Notes on Convening of General Meeting via Alternative Electronic Means amid COVID-19 Situation**

1 In light of the COVID-19 situation, management corporations (“**MCSTs**”) have difficulties holding the annual general meetings (“**AGM**”) within the timeline stipulated in the Building Maintenance and Strata Management Act (“**BMSMA**”).

2 The COVID-19 (Temporary Measures) Act 2020 provides for general meetings of MCSTs to be held via alternative arrangements including electronic communication, video conferencing, teleconferencing or other electronic means.

3 The COVID-19 (Temporary Measures) (Alternative Arrangements for Meetings for Management Corporations, Subsidiary Management Corporations and Collective Sale Committees) Order 2020 (“**Order**”) contains details as to how general meetings may be conducted partially or wholly by electronic means, during the period from 27 March 2020 up to and including 30 September 2020 (“**Relevant Period**”).

4 General meetings convened and conducted in accordance with the Order during the Relevant Period are deemed to satisfy the requirements relating to the general meetings of MCSTs under the BMSMA.

5 MCSTs which decide to hold the AGM in accordance with the Order during the Relevant Period may wish to refer to the guidance notes published by BCA (please see **Annex A**). For the avoidance of doubt, MCSTs which have held their AGMs

during the Relevant Period are still required to comply with Regulation 10 of the Building Maintenance (Strata Management) Regulations by serving the requisite written statement containing the stipulated information in respect of the AGM on Commissioner of Buildings / BCA within 30 days after the date of AGM.

6 Please note that the Order only applies to general meetings of MCSTs convened and conducted during the Relevant Period. After the Relevant Period, the BMSMA requirements will apply in full to the general meetings of the MCSTs.

7 MCSTs may defer holding their AGMs beyond their statutory due date, if necessary. However, deferrals are not permitted under the Order after 30 September 2020. MCSTs that intend to defer their AGMs, should inform the Commissioner of Buildings by writing to us via our online feedback form: <http://www.bca.gov.sg/feedbackform> (select Category: Strata Management/ MCST, Subcategory: AGM/ EOGM/ Council Meeting).

Commissioner of Buildings  
Building and Construction Authority

## **Annex A: Guidance Notes for Conducting General Meetings of MCSTs via Alternative Electronic Means**

The COVID-19 (Temporary Measures) (Alternative Arrangements for Meetings for Management Corporations, Subsidiary Management Corporations and Collective Sale Committees) Order 2020, published on 27 April 2020, allows all Management Corporations (“**MCSTs**”) the option to conduct general meetings (annual general meeting or extra-ordinary general meetings) by tele-conferencing, video conferencing or other electronic means. The Order applies to a general meeting held during the period from 27 March 2020 up to and including 30 September 2020 (“**Relevant Period**”).

Should an MCST wish to conduct the next general meeting in accordance with the Order during the Relevant Period, the MCST should refer to these guidelines. Other than the alternative arrangements provided for in the Order, the relevant provisions in the Building Maintenance and Strata Management Act (“**BMSMA**”) relating to general meetings shall continue to be in force.

---

### (A) Council to Decide Adopting Electronic Means

The Council should decide, in a council meeting, whether to conduct the next general meeting using the alternative means provided for in the Order.

### (B) Notice of General Meeting

An MCST shall serve a notice of a general meeting on every subsidiary proprietor (“**SP**”) at least 14 or 21 days before the general meeting, as the case requires, in accordance with the BMSMA. The notice shall contain such information as may be necessary to inform SPs of the alternative arrangements for conducting the general meeting, including how SPs can use and access the relevant electronic system / portal to attend the general meeting and how SPs may cast their votes in the course of the meeting, such as providing the user ID and password for login. The notice may be accompanied by any other documents that are relevant to the meeting.

The notice shall also inform SPs of the areas to take note, including a reminder that SPs shall exercise all due care and diligence to ensure their login details are not disclosed to any other party, and to ensure that no other party is present at all times throughout the conduct of the meeting, and abide by the rules set for discussion or deliberation of each motion in the course of the meeting. Further, the notice shall provide an email address to which SPs can submit their queries or questions, in relation to the motions tabled in the agenda of the general meeting, which the Chairperson of the general meeting shall address

in the general meeting. The MCST may set a cut-off time before the general meeting is held, for the SPs to submit such queries or questions.

If an MCST emailed the notice of meeting to an SP, the MCST needs not send a physical hard copy of the notice to the same SP.

(C) Requisition for motions to be included in agenda for general meeting

MCSTs shall send a circular to SPs via email (where SPs' email addresses are contained in the strata roll), to inform SPs of the MCST's email address, as provided to the Commission of Buildings /BCA, for the purpose of SPs serving notice or written request on the MCST by email. The notice or written request of an SP includes a notice requesting for the inclusion of a motion in the agenda of the general meeting, provided that the SP serves such notice on the MCST before the MCST sends the notice of general meeting.

MCST may also display the MCST's email address on their notice boards and at prominent locations in the development, such as lift lobbies or letterbox area.

(D) Quorum of Meeting

MCSTs should ensure that the electronic portal used will enable the Secretary of MCSTs to identify and verify the identities of SPs who 'attend and participate' in the meeting conducted via the electronic portal. The Chairperson of the meeting shall also acknowledge the presence or attendance of these SPs. The quorum of a meeting should include SPs and proxies who 'attend and participate' in the meeting via the electronic portal.

(E) Proxy

An MCST should provide its email address for SPs to send their signed proxy forms (in electronic form or scanned copy), from the SP's email address maintained in the strata roll. Alternatively, SPs can send or post the proxy form (in hard copy) to the registered address of the MCST.

(F) Voting Process

MCSTs should adopt an electronic voting system that will allow all SPs who participate in the general meeting to cast votes in respect of a motion tabled in that meeting.

The electronic voting system used must also be capable of collating, recording and displaying the voting results. Further, the MCST should ensure all records of the electronic voting process are retained and may be audited.

MCSTs shall ensure any declarations of the voting results of the motions or resolution, as well as the election of council members, made by the Chairperson of the general meeting are communicated to the SPs at the meeting. For example, depending on the system used, this can be made through a microphone (for tele-conferencing) or in front of the video camera (for video-conferencing), for which recordings can be made.