

**1 Sep 2025**

**Attention**

MCST Office Bearers

**Introduction to Managing Agent Performance Rating Survey (Part 1 of 2)**

The Building and Construction Authority (BCA) has appointed, Milieu Insight Pte Ltd, to conduct the Managing Agent (MA) Performance Rating Survey. This survey is intended for the office bearers of the MCST, comprising the Chairperson, Secretary and Treasurer, to assess the performance and satisfaction levels of the MA serving your residential development. Each office bearer is eligible to submit one survey response for every residential MCST he/she represents.

2 BCA will disseminate the survey link to MCST's email address in the coming weeks. Please look out for part 2 of this circular containing the survey link. For officer bearers who have provided contact numbers in the Annual General Meeting filing, BCA will be sending an SMS through gov.sg to reach out to you. During the survey period, Milieu may also reach out via phone call regarding the survey.

3 As a token of appreciation, each office bearer will receive an incentive of \$10 Dairy Farm Group voucher upon survey completion. To facilitate disbursement of the voucher, please fill in your personal particulars within the survey.

4 As the survey link will be sent to the official email address of the residential MCST, the recipient of this email **must** strictly forward this email to the MCST Chairperson, Secretary and Treasurer. If you are the MA managing this email address, please ensure you forward the email to the MCST Chairperson, Secretary, and Treasurer.

5 BCA will publish the survey findings on our website once the results are finalised. MCSTs are encouraged to use the information to better understand their MA's performance and make informed decisions when appointing an MA.

Ms. Ann Tang  
Director  
Building Management Department  
For Commissioner of Buildings