

15 Sep 2025

**Attention**

MCST Office Bearers

**Dissemination of Survey Link to MCST Office Bearers to Participate in Managing Agent Performance Rating Survey (Part 2 of 2)**

As informed in our circular dated 1 Sep 2025, the Building and Construction Authority (BCA) has appointed Milieu Insight Pte Ltd to conduct the Managing Agent Performance Rating Survey. BCA now invites office bearers of residential MCST, comprising the Chairperson, Secretary and Treasurer, to participate in the survey to assess the performance and satisfaction levels of the Managing Agent serving your residential development. Each office bearer is eligible to submit one survey response for every residential MCST he/she represents.

2 Please complete the survey via the link: <https://survey.mili.eu/SwsLVkEsNYYz19bnvV5mYBqS1gPndENEiA3DMExXHi4zpWuG>. The survey takes approximately 15 minutes to complete. We would greatly appreciate your participation by **31 Oct 2025 (Fri)**. 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 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 Managing Agent managing this email address, please ensure you forward the email to the MCST Chairperson, Secretary, and Treasurer.

5 For common questions about the survey, please refer to the list of Frequently Asked Questions (FAQs) in the Annex. Should you have further clarifications regarding the survey, please email [cs@mili.eu](mailto:cs@mili.eu) or [BMSMA\\_Info@bca.gov.sg](mailto:BMSMA_Info@bca.gov.sg)

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

### Annex: Managing Agent Performance Rating Survey Frequently Asked Questions

SN	Question	Answer
1	Is participation in the survey compulsory?	Participation in this MA performance rating survey is voluntary. However, BCA highly encourages you to take part in the survey as your inputs are important to improve service quality and uplift the capabilities of the Managing Agent industry.
2	Will my inputs be kept confidential?	Yes, all inputs for the survey will be kept confidential.
3	Will the results from the survey be published?	Only aggregated results will be published publicly on the BCA corporate website after finalisation. Individual MCSTs will not receive specific results for their appointed Managing Agent.
4	I am the MCST office bearer for multiple MCSTs. Should I complete the same survey for each MCST?	Yes, you will have to fill in the survey for each MCST. As each MCST has its unique characteristics and requirements, please evaluate the Managing Agent's performance specific to each MCST.
5	I hold more than one office bearer roles within the same MCST. How many response should I provide?	If you represent more than one office bearer position within the same MCST, you only need to submit one response.
6	I am the MCST office bearer, but I did not receive the invitation. Why?	<p>The survey is currently intended for pure residential MCST developments. BCA may plan to expand the survey scope to include other types of MCSTs in future rounds.</p> <p>If you are the indeed the office bearer of a residential development, you may access the survey link shown in the circular.</p> <p>You will not receive the SMS invitation if your contact details, particularly your mobile number, were not provided in the MCST's AGM filing submitted to BCA.</p>
7	I made an error when filling out the survey, but it has already been submitted. Can I change my inputs after I submit the survey?	Yes, you may resubmit the survey with corrected information. We will take your latest submission as the final response.
8	My MCST has appointed other MAs in the past. Can I review those MAs too?	This survey focuses only on the current Managing Agent appointed by your MCST. Please provide feedback for the current Managing Agent only.
9	Is there any incentive for completing the survey?	Yes, each MCST office bearer who completes the survey will receive a \$10 Dairy Farm Group voucher as a token of appreciation. The

	How and when will I receive the voucher?	<p>voucher will be sent to the email address you provide, and you will receive it within 2 months after completing the survey.</p> <p>If you serve as an office bearer for more than one MCST, you will receive a \$10 Dairy Farm Group voucher for each MCST survey completed.</p> <p>If you hold multiple office bearer roles within the same MCST, you only need to submit one response and will receive a single \$10 voucher.</p>
10	How long does the survey take to complete?	The survey takes approximately 15 minutes to complete.
11	Who should I contact if I have questions regarding this survey?	<p>Should you have further clarifications regarding survey administration or questions, you may contact <a href="mailto:cs@mili.eu">cs@mili.eu</a></p> <p>BCA may be contacted for other queries relating to this survey at <a href="mailto:BMSMA_Info@bca.gov.sg">BMSMA_Info@bca.gov.sg</a></p>