

6 May 2022

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Dear Sir/Madam

## **NEW CONQUAS 2022 STANDARD**

BCA is releasing the new CONQUAS 2022 standard, to help developers and builders continually improve their construction quality and processes to minimise defects incidences. BCA is also developing a new CONQUAS banding system to help home buyers better discern the workmanship quality and excellence of developers and builders based on their track records in private residential projects. Details for this banding system will be released later.

### **CONQUAS 2022**

2. CONQUAS (Construction Quality Assessment System) was first introduced in 1989 to measure the workmanship quality of building projects. Since then, it has evolved to keep pace with changes and improvements in processes and technology. The current CONQUAS 2019 edition was released on 20 December 2019

3. To better address homeowners' experience with workmanship quality, a defects study was conducted in early 2021 on recently completed private residential projects with Defects Liability Period (DLP) between 2016 and 2020 to facilitate the review of CONQUAS scope of assessment and scoring weightages. This was followed by extensive consultation with various Trade Associations and Chambers (TACs) and related Government Agencies to seek their feedback and endorsement of the new CONQUAS scope and enhancements as follows:

- (a) Expansion of scope to cover 3 key areas of recurring feedback relating to workmanship and poor quality of materials – water seepage, ponding at common areas, and glass shattering; and
- (b) Revision of score weightages arising from expansion of assessment scope

4. CONQUAS 2022 will apply to projects with construction tenders called from **1 June 2022**. The soft copy of the CONQUAS 2022 manual is available on the [BCA website](#).

5. The key changes to CONQUAS 2022 are summarised in the **Annex**.

## CONQUAS Banding

6. Firms will be banded based on criteria such as the firm's past CONQUAS track records. The quality of private residential CONQUAS projects will be reflected by bands too. The bandings will provide buyers with a more intuitive way to discern the quality performances of developers and builders and make a more informed decision, before committing to a purchase of a new private residential property. Home buyers will be able to access the CONQUAS banding on the Quality Housing Portal when the banding system is launched.

7. For developers, the banding can serve as branding for those who are committed to delivering quality developments. Developers who seek to be recognised with a good banding have to be consistent in showing good quality workmanship, as well as be responsible in responding to valid feedback and carrying out due defects rectification. As home buyers become more discerning of quality standards, it is important that developers appoint competent builders for its projects, to give better assurance of delivering good quality products. Developers can similarly use the CONQUAS banding on the Quality Housing Portal to appoint the good performing builders for their projects.

8. Correspondingly, builders should strive to deliver consistently high quality work, which would be reflected via the accorded CONQUAS bands. Builders with a consistent track record would be better regarded by developers and homebuyers alike. Selecting sub-contractors with good quality performance can ensure better consistency in the overall workmanship.

9. We would be grateful if you could disseminate the contents of this circular to your staff/members. Please contact Mr. Ken Ho at email: [ken\\_ho@bca.gov.sg](mailto:ken_ho@bca.gov.sg) if you need further clarifications on this matter.

10. Thank you.

Yours faithfully

CHIA YEN LING (MS)  
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for CHIEF EXECUTIVE OFFICER  
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## ANNEX

### Key changes in CONQUAS 2022

#### **A. Internal Finishes (For Private Residential Projects only)**

Based on the distribution of defects from complaints raised during Defects Liability Period (DLP), the weightages for internal finishes were adjusted to better commensurate with end users' expectation on quality

#### **B. Installation Methods Verification and Functional Tests (For Private Residential Projects only)**

- i. Introduced Water Flow Test for dwelling unit corridor, lift lobbies, footpath, exposed walkway in carpark and basement carpark to address issues of ponding at common areas
- ii. Introduced 100% EN 141179-2 heat soak test for tempered glass (including laminated tempered glass) used at balcony, roof canopy and shower screen (Self-Testing) + 3-year warranty for all glass to address issues of shattered glass within dwelling units and common areas

#### **C. External Work Assessment (For Private Residential Projects only)**

Added assessment of suspended Swimming Pool soffit for signs of water leakages

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