

UPDATED AS OF 2 MAY 2020

SUSPENSION OF ACTIVITIES AT WORKPLACE PREMISES TO REDUCE COVID-19 TRANSMISSION – FAQs FOR URGENT WINDOW REPAIR AND REPLACEMENT WORKS

Q1. Are window works considered an essential service?

A1. Installation of windows in new projects or in premises that are under renovation are not considered as essential services. These works are required to cease until 1 June 2020, 2359.

However, urgent window repair and replacement works (not limited to inspection, removal of dislodged window panels, replacement of fasteners for casement windows, replacement of friction stays for casement windows, installation of safety features for sliding windows, and other necessary repair works to restore safety of the windows) fall within the scope of essential services as set out in MTI's Guidance and an application for approval may be submitted to the MTI for such essential services to be performed.

Upon MTI's approval of your application for essential services to be performed, you may continue to carry out the relevant works for essential services when the work suspension is in force subject to you also obtaining BCA's SHN exemption approval for all work permit holders and S Pass holders in the construction sector to leave their ordinary places of residence only to perform the relevant work. No other permission from BCA is needed to carry out essential services. However, you must declare that you are providing essential services at <https://covid.gobusiness.gov.sg>

Safe distancing practices must be in place, for employees who work on site.

Q2. Can the Approved Window Contractors attend to urgent window repair and replacement works?

A2. Yes, all firms (Approved Window Contractor registered under RW01 of the BCA Contractors Registration System) involved in the provision of urgent window repair and replacement works (not limited to inspection, removal of dislodged window panels, replacement of fasteners for casement windows, replacement of friction stays for casement windows, installation of safety features for sliding windows, and other necessary repair works to restore safety of the windows), may continue to perform these essential services and operate from on-site premises, subject to BCA's SHN exemption approval for all work permit holders and S Pass holders in the construction sector to leave their ordinary places of residence only to perform the relevant work and with safe distancing practices in place.

Q3. Are homeowners allowed to postpone their window repair and replacement works during this period?

A3. Homeowners are required to carry out window repair and replacement works immediately if there are window safety issues. Other temporary measures to address the window safety should be implemented while homeowners are pending confirmation from the Approved Window Contractor to carry out the works.

Q4. There is ongoing renovation work carried out within a unit in the development. Can the renovation works still proceed during this period?

A4. The renovation works (including installation of windows) should have been safely stopped since 7 April 2020, 0000 hours. Upon the suspension of work coming into force, no renovation works can proceed until further notice is issued by the Government.

Q5. Can I continue to carry out urgent window repair and replacement works?

A5. Yes, the provision of **urgent window repair and replacement works** (not limited to inspection, removal of dislodged window panels, replacement of fasteners for casement windows, replacement of friction stays for casement windows, installation of safety features for sliding windows, and other necessary repair works to restore safety of the windows) fall within the scope of essential services. Upon MTI's approval of your application for essential services to be performed, you may continue to carry out such works when the work suspension is still in force subject to obtaining BCA's SHN exemption approval for all work permit holders and S Pass holders in the construction sector to leave their ordinary places of residence only to perform the relevant work.

Q6. Can I continue with new window installation works?

A6. No, all window installation works which are part of renovation works are required to cease until 1 June 2020, 2359 hours.