

Annex A - Fact sheet on Construction Quality Assessment System (CONQUAS) and CONQUAS banding

CONQUAS

1. BCA introduced the **CONQUAS** scheme in 1989 to provide the Built Environment sector with a standard assessment framework for construction workmanship quality. The sector's quality standard has improved over the years, from an industry average of a Band 4 equivalent in 2012 to a Band 2 equivalent in 2022. We have also seen a 25% reduction in major defect types of non-compliances relating to inter-floor water seepage and proper internal wall tiles installation for inspections that were done in 2013-2022, as compared to inspections that were done from 2003-2012.
2. CONQUAS assesses the quality of building projects at the point of inspection. The assessment is based on a sampling of units¹ in a project and focuses on testing for major defects that could compromise functionality or impact liveability e.g. wall tiles popping off, water leakage. The assessment also covers internal and external finishes, and functional tests (e.g. window and toilet/bathroom watertightness tests).
3. The following projects and firms are required to undergo CONQUAS assessment:
 - a. New buildings constructed on Government Land Sales (GLS) sites, since 1992.
 - b. Public-sector building projects with contract value above \$5 million, since 1998.
 - c. New or poor performing developers, as a condition through the Housing Developers Licensing Scheme, since Nov 2019.
4. The CONQUAS adoption rate for private residential units is about 95% for the past three years i.e. 2020 to 2022.
5. The CONQUAS framework is regularly reviewed and enhanced (with inputs from industry stakeholders) to keep pace with changes and improvements in technology, and to help developers and builders continually improve their construction quality and minimise the incidence of major defects. The latest enhancements were made on 1 June 2022 to address three key areas of recurring feedback relating to workmanship and poor quality of materials - water seepage, ponding at common areas, and glass shattering.

¹ All units of a project must be made available for assessment. Hence, they have an equal chance of being selected for assessment.

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6. CONQUAS performance was previously published as a score (upon 100). After receiving feedback that the publication of percentile ranking based on CONQUAS scores was not intuitive enough, BCA launched the CONQUAS banding system on 25 May 2023 for homebuyers to better discern the performance of developers and builders based on their track records over the past six years.
7. Under the CONQUAS banding system, developers and builders will be assigned a rating from Band 1 (very low incidence of major defects) to Band 6 (higher incidence of major defects)
 - a. Bands 1 and 2 recognise the good performing firms² that have consistently delivered private residential projects with no or very low incidences³ of major defects. Those that perform well consistently will be able to stay at the top tier bandings.
 - b. The benchmarks and scores for each band are calibrated with reference to validated feedback⁴ on major defects received from homebuyers
8. The list of developers, builders, and private residential projects is published in BCA's website under the [Quality Housing Portal \(QHP\)](#).

² Banding of developers/builders are established based on firm's average CONQUAS scores over the past six years (i.e. track record).

³ Based on past data, projects in Band 1 were found to have an average of 0.6 dwelling units with major defects per 1000 dwelling units. Major defects are defects that significantly affect end-users' safety and liveability, e.g. shattered glass, water leakage, etc.

⁴ BCA will validate the feedback based on objective evidence, verification with the project team and monitor how the project team responds/resolves the disputes.

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Defects in Private Residential Developments

9. Although firms in Band 1 typically deliver projects with low incidence of defects, However, minor and/or aesthetic defects may arise due to the use of natural materials and the fact that most of the internal finishing works are done manually.
10. There could also be other reasons why homeowners perceive that there are defects in their homes, even though they are not considered major defects under BCA's CONQUAS assessments:
 - a. Subjective views on what constitutes a defect e.g. tonality of timber or natural stone flooring;
 - b. Design issues (referring to aesthetic preferences), material selection and durability of the materials used, which are not within the scope of CONQUAS assessment; and
 - c. Damages due to failure to protect or maintain the condition of the unit after it has been completed and assessed (wear and tear).
11. Homeowners should exercise their consumers' rights reasonably and to report any defects or issues to their developers during the DLP, to ensure timely rectification.

There is another type of defects known as 'latent defects' which do not surface immediately and may arise after the Defect Liability Period (DLP). These could include defects such as water seepage or unexplainable shattering of glass. Moving forward, the CONQUAS bands for projects will be determined by both CONQUAS assessment performance and consideration of validated feedback on post-inspection major defects from homeowners. This encourages developers and builders to take greater responsibility and ownership of their construction workmanship quality.