

## **GUIDE ON THE SMEs GO DIGITAL PROGRAMME FOR THE REAL ESTATE AGENCY INDUSTRY**

1. The Council for Estate Agencies (CEA) has worked with the Infocomm Media Development Authority (IMDA) and Enterprise Singapore (ESG) to introduce pre-approved digital solutions for the real estate agency industry, under the SMEs Go Digital programme. This initiative aims to help estate agents (EAs), especially the small and medium-sized EAs, use digital technologies and build stronger digital capabilities to raise productivity.
2. Eligible EAs can adopt digital solution(s) with up to 50% funding support from the Productivity Solutions Grant (PSG). Generic digital solutions that cut across different industries (e.g. in the areas of accounting management, customer relationship management, and human resource management) are also available for adoption with PSG funding support. CEA encourages small and medium-sized EAs to adopt the pre-approved digital solution(s) and enjoy the funding support available.

### **Eligibility**

3. To apply for the PSG, EAs must meet the following eligibility criteria at the point of application:
  - a. Registered/incorporated and operating in Singapore.
  - b. Have at least 30% local shareholding.
  - c. Company's Group annual sales turnover must not be more than S\$100 million, or Company's Group employment size must not be more than 200 employees. (Note: This employee criterion does not refer to your real estate salespersons who are associates of your company.)
  - d. Purchase/lease/subscription of the IT solution/equipment/consultancy service must be used in Singapore.
  - e. Must not have:
    - i. Made any payment to a supplier, vendor or third party in relation to the purchase/lease/subscription of the IT solution/equipment/consultancy service.
    - ii. Signed any contract with a supplier, vendor or third party in relation to the purchase/lease/subscription of the IT solution/equipment/consultancy service.
4. Each EA is subject to an annual grant cap of \$30,000 for digital solutions supported by ESG, starting on 1 April and ending on 31 March the following year. EAs which have fully utilised their grant caps will not be eligible for further support within the validity period of the grant cap. EAs can apply for the PSG for new digital solutions in the next period when the grant

caps are refreshed. EAs are encouraged to plan the use of the PSG for their adoption of digital solutions.

## Sector-Specific Digital Solution(s) for the Real Estate Agency Industry

5. More details on the pre-approved digital solution(s) for the real estate agency industry can be found below.

### a. Document Management and Transaction Records Management

S/N	Digital Solution
1.	<p><b>Solution:</b> Redoc – Document Management Version 1.0  <b>Vendor:</b> Real Estate Doc Pte Ltd</p> <p><b>Description:</b>  Redoc is a smart cloud-based document management platform.</p> <p>Launched in Dec 2020, the Document Management package enables users to manage documents (e.g. create contracts with templates and smart fields; digitally sign contracts with video conferencing and Sign with SingPass); manage clients and their assets (e.g. upload, track and retrieve past transactions; set reminders for follow-ups); manage inventory (e.g. upload photos and floorplans); and gain real-time data insights on business performance.</p> <p>Benefits of Redoc include increasing business flow through digital automation by up to 43% and reducing business turnaround time by up to 80%.</p> <p><b>Packages:</b>  Redoc – Document Management is available in packages for up to 5, 10, 20, 40 or 60 users.</p> <p><a href="#">Package 1 (Up to 5 users)</a>  <a href="#">Package 2 (Up to 10 users)</a>  <a href="#">Package 3 (Up to 20 users)</a>  <a href="#">Package 4 (Up to 40 users)</a>  <a href="#">Package 5 (Up to 60 users)</a></p> <p><b>Contact Information:</b>  Real Estate Doc Pte Ltd  Tel: +65 9180 1197  Email: <a href="mailto:admin@realestatedoc.co">admin@realestatedoc.co</a></p>

	Website: <a href="http://www.realestatedoc.co/">www.realestatedoc.co/</a>
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## Application

6. To apply for the PSG, EAs can:
  - a. Visit [GoBusiness](#) to access the list of pre-approved digital solution(s) for the real estate agency industry and identify relevant digital solutions that best suit your business needs.
  - b. Get a quotation from the pre-approved vendor.
  - c. Submit an application on the [Business Grants Portal \(BGP\)](#). EAs will need to have a [CorpPass](#) account to transact on the BGP.
7. EAs may click [here](#) for a step-by-step guide, covering:
  - a. Application submission.
  - b. Acceptance of Letter of Offer.
  - c. Claims submission.
8. For the latest list of pre-approved digital solution(s) for the real estate agency industry, please visit [GoBusiness](#).

*Updated on: 8 Jul 2024*

**Contact Information****Business Grants Portal (BGP) Helpdesk**

Tel: +65 6708 7288

Enquiry Form: <https://go.gov.sg/bgphelpdesk>

Website: [www.businessgrants.gov.sg](http://www.businessgrants.gov.sg)

Operating Hours: Monday to Friday, 8.30am – 5.30pm  
(Closed on weekends and public holidays)

**CorpPass Helpdesk**

Tel: +65 6335 3530

Email: [support@corppass.gov.sg](mailto:support@corppass.gov.sg)

Feedback Form: [www.corppass.gov.sg/corppass/common/feedback](http://www.corppass.gov.sg/corppass/common/feedback)

Website: [www.corppass.gov.sg](http://www.corppass.gov.sg)

Operating Hours: Monday to Friday, 8.00am – 8.00pm, Saturday, 8.00am – 2.00pm  
(Closed on Sundays and public holidays)

**Enterprise Singapore (ESG)**

Tel: +65 6898 1800

Enquiry & Feedback Form: <https://go.gov.sg/helloesg>

Website: [www.enterprisesg.gov.sg](http://www.enterprisesg.gov.sg)

Operating Hours: Monday to Friday, 8.30am – 5.30pm  
(Closed on public holidays)

**Council for Estate Agencies (CEA)**

CEA Customer Service Hotline:







1800 643 2555 / +65 6643 2555 (for overseas calls)

Feedback Form: [www.cea.gov.sg/feedback](http://www.cea.gov.sg/feedback)

Website: [www.cea.gov.sg](http://www.cea.gov.sg)

Operating Hours: Monday to Friday, 8.30am – 5.00pm  
(Closed on weekends and public holidays)

## Resources

<p><b>CEA</b> SMEs Go Digital programme for Real Estate Agency Industry</p>  <p><a href="http://www.cea.gov.sg/smesgodigital">www.cea.gov.sg/smesgodigital</a></p>	<p><b>Enterprise Singapore</b> Productivity Solutions Grant (including step-by-step guide and FAQs)</p>  <p><a href="https://www.enterprisesg.gov.sg/financial-support/productivity-solutions-grant">https://www.enterprisesg.gov.sg/financial-support/productivity-solutions-grant</a></p>	<p><b>GoBusiness</b> Pre-scoped IT solution(s) for Estate Agency</p>  <p><a href="http://www.gobusiness.gov.sg/productivity-solutions-grant/all-psg-solutions/">www.gobusiness.gov.sg/productivity-solutions-grant/all-psg-solutions/</a></p>
<p><b>GoBusiness</b> Productivity Solutions Grant</p>  <p><a href="http://www.gobusiness.gov.sg/productivity-solutions-grant/">www.gobusiness.gov.sg/productivity-solutions-grant/</a></p>	<p><b>Business Grants Portal (BGP)</b></p>  <p><a href="http://www.businessgrants.gov.sg/">www.businessgrants.gov.sg/</a></p>	<p><b>CorpPass</b></p>  <p><a href="http://www.corppass.gov.sg/">www.corppass.gov.sg/</a></p>