

CEA Ref: N15-20

Date: 9 April 2020

To: Key Executive Officers

Dear Sir / Madam

[NOTICE 15-20] FOR INFORMATION: PROVIDING URGENT ASSISTANCE TO AFFECTED SELLERS AND TENANTS DURING COVID-19 CIRCUIT BREAKER PERIOD

1. We have received some feedback that some sellers and tenants are unable to move into their new homes due to the stoppages of renovation works. Some tenants may not have any place to go when their leases expire.
2. We would like to seek your cooperation for your salespersons (RESs) to provide urgent assistance to their clients. For the affected seller who cannot move out yet, your RESs could help negotiate with the buyer for a temporary extension of stay for the seller in the sold property, or help the seller find another property to rent temporarily for a short period.
3. For the affected seller of a HDB flat, where the buyer is agreeable to let the seller extend his stay, your RESs could assist by writing to HDB at hdbresale@mailbox.hdb.gov.sg to apply for an extension of stay during these exceptional times, even though at the time of resale application, there was no extension of stay sought.
4. Similarly, for the affected seller of a private property, your RESs could help and facilitate the negotiation between the seller and the buyer for a delay in the resale completion date of the property or a short lease arrangement for

the seller to continue staying in the property if a delay of the resale completion date is not possible.

5. Some tenants could be affected if they are currently renting properties (be it HDB or private) and are due to shift out to their new rented homes which have been affected by the stoppage of renovation works. Again, your RESs could help these individuals to negotiate the extension of their old lease and a deferment to the start of their new leases.

6. We understand that the extension of stay or lease is a private agreement between the seller/buyer, and between landlord/tenant. Nevertheless, you and your RESs could play your part to assist the affected individuals during these challenging times. Please remind your salespersons that all assistance rendered to the affected parties should be done virtually or remotely.

7. Many thanks in advance and keep well.

Yours sincerely,

CHIA I-LING
DIRECTOR (LICENSING) & DIRECTOR (POLICY & PROFESSIONAL
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COUNCIL FOR ESTATE AGENCIES