

CEA Ref: N19-22

Date: 24 August 2022

To: Key Executive Officers and Real Estate Salespersons

Dear Sir / Madam,

[NOTICE 19-22] UPDATED ADVISORY ON PROPERTY TRANSACTION ACTIVITIES BY ESTATE AGENTS AND REAL ESTATE SALESPERSONS AS WE MOVE TOWARDS COVID-19 RESILIENCE

1. This notice is to update Key Executive Officers (KEOs) and Real Estate Salespersons (RESs) on the measures to observe in our journey towards achieving COVID-19 resiliency, from 29 August 2022 onwards.

Updated advisory

2. On 24 August 2022, the Multi-Ministry Taskforce (MTF) announced that the mask-wearing requirement for indoor settings will be removed except in public transport and select healthcare and residential care settings¹, from 29 August 2022.

3. This means that you will no longer have to wear a mask when you conduct estate agency work in indoor settings (e.g. viewings at your client's property, open houses or client meetings at the office), unless you are in public transport or select healthcare and residential care settings. You are however encouraged to continue to exercise responsibility and caution, for example, by wearing a mask if you are at a crowded place or interacting with vulnerable persons (e.g. the elderly or immunocompromised) in the course of your work.

4. Estate Agents (EAs) and RESs are advised to observe this notice and the attached guide from 29 August 2022 onwards, which supersedes the previous Notice 12-22 dated 22 April 2022. Please also refer to CEA's webpage (<http://www.cea.gov.sg/covid19>) for the latest COVID-19 updates.

¹ Please click [here](#) to refer to the Ministry of Health's (MOH) press release dated 24 August 2022 for details on the settings where the indoor mask-wearing requirement will continue to apply.

5. Thank you.

Yours sincerely,

KELLY NG
DEPUTY DIRECTOR (POLICY & PLANNING)
COUNCIL FOR ESTATE AGENCIES

[Annex – CEA Guide on Property Transaction Activities by EAs and RESs as We Move Towards COVID-19 Resilience \(24 August 2022\).](#)

As at 24 August 2022

**Annex to
CEA Notice 19-22**

CEA GUIDE ON PROPERTY TRANSACTION ACTIVITIES BY ESTATE AGENTS AND REAL ESTATE SALESPERSONS AS WE MOVE TOWARDS COVID-19 RESILIENCE

1. This Guide sets out how Estate Agents (EAs) and Real Estate Salespersons (RESs) can conduct your operations at your office and your property transaction activities as Singapore moves towards COVID-19 resilience. You should continue to remain vigilant and comply with any prevailing measures, as the situation can change rapidly in the face of new variants.
2. This Guide has been updated following the Multi-Ministry Taskforce's (MTF) announcement on 24 August 2022. In addition to this Guide, please also refer to all mandatory requirements and guidance issued by other government ministries and agencies (see [Appendix](#)).

CORPORATE FUNCTIONS

General requirements

3. Please click [here](#) to refer to Ministry of Manpower's (MOM) requirements for safe management measures at the workplace.

Group or mass activities

4. Where a group or mass activity is conducted in-person, EAs must comply with the relevant safe management measures and guidelines for events and activities².

² This includes consumer-facing events, such as property launches, roadshows and other marketing events. For safe management measures at work-related events or activities, please refer to MOM's [webpage](#). For safe management measures at Meetings, Incentive Travel, Conventions & Exhibitions (MICE) events, please refer to the Singapore Tourism Board's [webpage](#). For Vaccination-Differentiated Safe Management Measures (VDS) that apply to events and other settings, please refer to the Ministry of Health's (MOH) [webpage](#).

PROPERTY TRANSACTION ACTIVITIES

On-site property transaction activities

5. When conducting on-site property transaction activities, EAs and RESs are not required to keep your masks on unless you are in public transport or select healthcare and residential care settings³. You are however encouraged to continue to exercise responsibility and caution, for example, by wearing a mask if you are at a crowded place or interacting with vulnerable persons (e.g. the elderly or immunocompromised) in the course of your work.

6. EAs and RESs may adopt following precautions as additional safeguards to manage the risk of transmission (hereinafter referred to as the “**safety precautions**”):

- a. Ask an unwell person who turns up for the activity (e.g. exhibits respiratory symptoms and/or has a fever) to see a doctor and not participate in the activity.
- b. Take appropriate measures to reduce contact with surfaces:
 - i. Encourage all attendees to sanitise their hands.
 - ii. Open doors and windows, and switch on lights in the property so as to minimise your client touching these during the on-site activity. If the property is occupied, you may wish to request the occupant(s) to do so prior to the activity.
 - iii. Request your client not to touch surfaces within the premises. You may wear gloves to prepare and facilitate the viewing, handover or takeover with minimum contact of the property by your client.
 - iv. Use electronic means to deliver materials (e.g. marketing materials or documents relating to the handover or takeover such as end-of-tenancy checklist, inventory list or property condition report) to your client.

³ Face shields should not be used as a substitute for mask wear, except for certain exceptions as permitted by the Ministry of Health (MOH). Please click [here](#) to refer to MOH’s frequently-asked questions on masks and click [here](#) to refer to MOH’s press release dated 24 August 2022 for details on the settings where the indoor mask-wearing requirement will continue to apply.

Listing and marketing properties

7. If you engage in door-to-door marketing activities (e.g. canvassing from door to door to market your services to owners of unlisted properties) or other marketing activities in public and common areas such as public transport nodes or retail malls (e.g. distributing flyers or manning pop-up booths), you should do so in a safe and responsible manner, and not block paths or cause any obstruction.

8. EAs and RESs may also enter properties to photograph or film the properties in order to conduct online viewings thereafter, subject to the consent of the seller or landlord.

9. If you lease enclosed premises in buildings zoned for retail use such as malls to conduct property transaction activities, you are to comply with any safe management measures and guidance for retail establishments that have been set out by Enterprise Singapore (ESG), Housing & Development Board (HDB), Singapore Tourism Board (STB) and Urban Redevelopment Authority (URA).

Meeting your client

10. You may continue to use IT tools in place of face-to-face interaction, such as video or virtual conferencing platforms to meet with your client.

Conducting viewings

11. You may arrange for virtual viewings first before conducting viewings in person to reduce the number of physical viewings that your client will need to decide on the property.

12. When conducting physical viewings and open houses, you are encouraged to exercise responsibility and caution, for example, by wearing and encouraging persons present to wear a mask if the viewing or open house is crowded or where vulnerable persons are present, and by preventing crowds from forming outside the property. You may also adopt the safety precautions as stated in paragraph 6 as additional safeguards.

13. Where advisories have been issued by relevant authorities in relation to clients' business activities, EAs and RESs should adhere to these advisories and advise their clients accordingly.

Signing and delivering estate agency agreement and property transaction documents

14. You may use IT tools and solutions as much as possible to expedite your work. This means that you may:

- a. Use electronic means to deliver and receive the documents from your client.
- b. Arrange for a phone, video or virtual meeting to go through and explain the clauses in the documents to your client. You must give your client sufficient time to read and understand the meaning and consequences of the provisions in the documents.
- c. Use electronic signatures in place of “wet-ink” signatures for signing of the estate agency agreement.

15. Different organisations such as banks and the transacting parties may have their own policies or preferences on the use of electronic signatures. Contracting parties may consider the use of secure electronic signatures for property transactions for greater assurance, such as “Sign with SingPass”, which allows SingPass users to use the SingPass mobile application to digitally sign an electronic document. You should seek advice from appropriate professionals such as lawyers if you or your client have any doubt in relation to the use of electronic signatures for these documents.

16. Please note that HDB currently does not allow the grant or exercise of the option to be done remotely or electronically. Forms prescribed by HDB, such as its Option to Purchase form, require “wet-ink” signatures.

Handing or taking over rental properties

17. You may assist to facilitate the handover or takeover of rental properties. You may also arrange for virtual meetings first to discuss handover or takeover matters to expedite the process.










CONCLUSION

18. Where mandatory requirements and guidance by other government ministries and agencies have been issued, you should take note of them and advise your client accordingly. These authorities include MOH, MOM, Ministry of Trade and Industry,

Building and Construction Authority, ESG, HDB, STB, URA, and Singapore Land Authority. You may refer to the resource reference at the [Appendix](#).

19. As we move towards achieving COVID-19 resilience as a nation, we seek your continued support and cooperation to remain vigilant and adhere to any prevailing measures to protect the health and safety of your employees, RESs and the community.

LIST OF KEY GOVERNMENT MINISTRIES AND AGENCIES WITH GUIDANCE AND ADVISORIES RELEVANT TO THE REAL ESTATE AGENCY INDUSTRY

<p>[CEA] COVID-19</p>  <p>http://www.cea.gov.sg/covid19</p>	<p>[MOH]</p>  <p>https://www.moh.gov.sg/news-highlights/details/emerging-safer-and-stronger-together</p>	<p>[MTI] GoBusiness</p>  <p>https://gobusiness.gov.sg/COVID</p>	<p>[MOM] Safe management measures at the workplace</p>  <p>https://www.mom.gov.sg/covid-19/requirements-for-safe-management-measures</p>	<p>[ESG, HDB, STB and URA] Safe Management Measures: Retail establishments and lifestyle-related services</p> 
<p>[BCA] Built Environment sector COVID-19 information</p>  <p>https://www1.bca.gov.sg/COVID-19</p>	<p>[HDB]</p>  <p>https://www.hdb.gov.sg/cs/infoweb/homepage</p>	<p>[URA]</p>  <p>https://www.ura.gov.sg/Corporate</p>	<p>[SLA]</p>  <p>https://www.sla.gov.sg/</p>	<p>https://www.enterprisestb.gov.sg/covid-19/safe-distance</p>