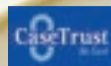


GUIDEBOOK FOR HOMEOWNERS



HELPING YOU NAVIGATE YOUR HOME
RENOVATION JOURNEY



BY THE CONSUMERS
ASSOCIATION OF SINGAPORE



Pre-Renovation Checklist

Start strong: use this checklist to guide your renovation journey.

Setting a Realistic Budget

- ☐ I did my research on the current renovation cost
- ☐ I've decided on the maximum amount I can afford to spend on my renovation

Progressive Payments

- ☐ I know how progressive payment works and the rules-of-thumb I need to follow to protect myself

Hiring the Right Professionals

- ☐ I'm aware of the difference between Interior Designers and Contractors
- ☐ I know how to assess the reliability of renovators
- ☐ I'm aware of the common credentials in the renovation industry, which credentials are relevant to me, and how to verify their legitimacy
- ☐ I understand the fair consumer policies to look out for when evaluating renovators (e.g. deposit protection, itemised pricing, progressive payments, feedback management, dispute resolution framework, warranty)

Key Considerations Before Renovation Begins

- ☐ I'm clear on the permits and licenses required for the property type I'm renovating
- ☐ I know the importance of setting expectations with my renovators and what to set expectations on

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1.0

INTRODUCTION

WELCOME TO YOUR
RENOVATION JOURNEY



PRESIDENT'S MESSAGE

Home renovation marks an important milestone for many consumers, symbolising the start of a new chapter in their lives. Yet, the renovation journey can also be complex and daunting — particularly for first-time homeowners who may be unfamiliar with the common pitfalls within the industry.

At the Consumers Association of Singapore (CASE), we understand these concerns. Every year, we hear from consumers who face unexpected challenges during their renovation journey. This is why our mission goes beyond resolving disputes. We are committed to equipping consumers with the knowledge and confidence to protect themselves before problems arise.

This renovation guidebook is part of that commitment. It is designed to guide consumers through each stage of the renovation process, highlight potential risks, and offer practical tips to help them make informed decisions. With clearer understanding comes greater confidence — and ultimately, greater peace of mind.

To further strengthen trust in the renovation industry, CASE introduced the CaseTrust Accreditation Scheme for Renovation Businesses. The scheme helps consumers identify firms that uphold transparent and fair business practices. With the support of the Ministry of Trade and Industry (MTI), this guidebook builds on that foundation by offering accessible and practical guidance for homeowners.

I would also like to express my heartfelt appreciation to our partners — the Housing & Development Board (HDB), HomeMatch, and the Singapore Renovation Contractors and Material Suppliers Association (RCMA) — for their strong collaboration and shared dedication to protecting consumers.

We hope this guidebook will be a trusted companion throughout your renovation journey — helping you avoid common pitfalls, safeguard your interests, and create a home that you can enjoy with confidence and peace of mind.

Melvin Yong

President
Consumers Association of Singapore (CASE)



WHAT IS CASETRUST?

As the accreditation arm of CASE, CaseTrust spearheads businesses from various industries to excellence, by recognising their commitments to fair business practices. This goal is aligned with the Consumer Protection (Fair Trading) Act's key principle of promoting fair trading between consumers and retailers.

HOW DOES CASETRUST WORK?

In order to qualify for the CaseTrust mark, businesses undergo a rigorous assessment process on their implementation of transparent business policies, honest and ethical advertising, and proper dispute resolution procedures. To consumers, it represents a promise of the highest possible standards in service quality that instils consumer confidence and trust.

CASETRUST ACCREDITATION SCHEMES FOR RENOVATION BUSINESSES

Identifying the right platforms for finding contractors and interior designers is a crucial step. Companies under the CaseTrust accreditation scheme offer consumer protection by safeguarding your deposits, laying out fair contract terms and service warranties.

CaseTrust offers two distinct accreditation schemes:

- **CaseTrust Accreditation**
(independently developed by CASE)
- **CaseTrust-Singapore Renovation Contractors and Material Suppliers Association Joint Accreditation Scheme.**

Under these schemes, businesses undergo audits based on stringent and comprehensive criteria covering areas such as store policies, advertising practices, dispute resolution procedures, as well as staff capabilities and training. Businesses that qualify are permitted to display the CaseTrust logo on their shopfronts, signifying their commitment to business excellence.

HOW TO IDENTIFY CASETRUST ACCREDITED BUSINESSES?



Simply spot the CaseTrust mark being displayed in the store, website or its marketing collaterals. Alternatively, you may refer to the list of CaseTrust accredited businesses on the CaseTrust website at: www.case.org.sg/casetrust.

LIST OF CASETRUST
ACCREDITED BUSINESSES



WHY CHOOSE CASETRUST?



Prepayment Protection

CaseTrust-accredited renovation companies provide a deposit performance bond to safeguard deposit payments against closure, winding up and liquidation. So don't worry, your deposit is protected!



Transparent Contracts

They adopt the CaseTrust Standard Renovation contract which outlines each party's obligations, work schedules, progressive payment schedules, service warranty and itemised pricing.



Peace of Mind

Accredited businesses are committed to fair trading and good business practices.



Clear Dispute Resolution

When homeowners face unresolved disputes, accredited companies must attend mediation at CASE upon their request.



2.0

PRE- RENOVATION PLANNING

- 2.1 Setting a Realistic Budget
- 2.2 Understanding Progressive Payments
- 2.3 Hiring the Right Professionals
- 2.4 Key Considerations Before Renovation Begins

Understanding your renovation needs and maintaining clear communication helps your renovator propose suitable ideas.

2.1 SETTING A REALISTIC BUDGET

One of the first things you'll be asked to do is to set your budget. Providing a realistic figure gives your renovator a clear starting point and ensures recommendations align with your financial limits.

According to HomeMatch, a renovation portal that only features CaseTrust-accredited renovation companies, there are two steps to setting a realistic renovation budget:

1. Research Current Renovation Costs

Begin by researching the typical renovation cost range for your property type to establish a realistic baseline aligned with current market conditions.

Refer to credible sources that account for up-to-date material and labour costs. Be cautious of generic averages, which may be skewed by small sample sizes, income bias, or varying renovation scopes.



HomeMatch offers a more accurate cost estimate by analysing real-time material and labour data, adjusting for inflation, and incorporating standard industry profit margins. This methodology provides greater accuracy than traditional median or average-based estimates.

Renovation	BTO	Resale
HDB 2 Room	\$15,400 - \$31,600	\$28,100 - \$41,300
HDB 3 Room	\$32,800 - \$51,500	\$42,900 - \$66,600
HDB 4 Room	\$40,300 - \$62,300	\$55,700 - \$80,400



RENOVATION COST
IN SINGAPORE



For a detailed breakdown of renovation costs in Singapore, check HomeMatch's analysis. The renovation cost estimates in the table are accurate as of 2025 and may vary over time.

2. Set a Maximum Budget Boundary

Upon understanding your range of renovation costs, set a maximum budget boundary to ensure your spending is within manageable limits. It is important to note that renovation costs usually exclude expenses from furniture and appliances.

Also, consider how your home will serve you:

- If you're planning to move out in five years, focus on essential renovations.
- If it's your long-term home, you might want to invest in durable materials and customised features.



2.2 UNDERSTANDING PROGRESSIVE PAYMENTS

What Are Progressive Payments?

Progressive payments offer a fairer approach where you pay your renovators in stages as the renovation progresses rather than the full amount upfront.

This benefits both homeowners and renovators, homeowners avoid large upfront payments while renovators can cover material and labour costs throughout the renovation progress.

How Does Progressive Payments Protect You?

1. Protect you from making unnecessary upfront payments which minimises the risk of losing a large sum in the event of work stoppage (e.g. renovator winding up, scams, and other unforeseen circumstances)
2. Incentivise renovators to complete each stage satisfactorily to "unlock" the next payment
3. Reduce financial strains as you can spread out the payments

Tips for Ensuring a Fair Progressive Payment Schedule

As every renovation project is different, the structure of your payment schedule will differ based on the scope of work.



However, here are some rules-of-thumb that you should observe:

1. Never Pay More Than 20% in Upfront Deposits

Renovators often request upfront payments, which is fair as they have to commit to your project over others.

However, you should never pay more than 20% upfront before work begins, except for minor renovation projects involving a single task, like building wardrobes for one room.

2. Enforce a Withholding Payment

You should negotiate a withholding payment by retaining 5-10% of the final payment until all work is satisfactorily completed. This encourages renovators to promptly address rectifications and perform thorough pre-handover checks.

Sample of a payment schedule with progressive payments:

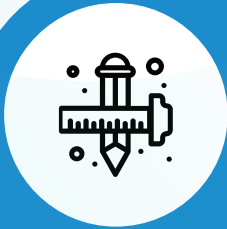
Payment	Renovation Stages
15%	Deposit upon signing renovation contract
25%	Upon commencement of renovation
25%	Upon commencement of masonry works
30%	Upon commencement of carpentry works
5%	Withheld till satisfactory completion and rectifications of all work

Important: While withholding payment gives you leverage, we strongly encourage you to exercise fairness. Treating your renovator with respect builds goodwill, ensuring their continued cooperation with post-sales services and future rectifications.

2.3 HIRING THE RIGHT PROFESSIONALS

2.3.1 Types of Renovation Service Providers

Homeowners typically engage one or more of the following types of renovators, depending on the scope and complexity of their renovation project:



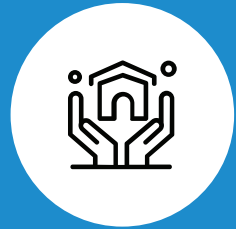
Interior Designers (IDs)

Interior designers offer a comprehensive, end-to-end renovation service. This includes space planning, material and colour selection, customised design proposals, and full project management. They serve as the single point of contact, coordinating all aspects of the renovation from concept to completion.



Main Contractors

Main contractors oversee the execution of renovation works based on your instructions. Homeowners are responsible for specifying the exact works to be carried out.



Sub-Contractors

Sub-contractors are trade specialists who perform specific tasks such as carpentry, tiling, electrical work, plumbing, and painting. If you engage an interior designer or main contractor, they will usually coordinate the necessary sub-contractors as part of the renovation process.

Choosing the right Service Provider

When deciding whom to engage, consider your experience level and the complexity of your renovation project.

If you are unfamiliar with space planning, interior design, materials selection, or the coordination of renovation works, engaging an Interior Designer is strongly recommended. They provide detailed advice on material selection, pros and cons of different renovation features, cost-saving tips etc.



2.3.2. CHOOSING A RELIABLE RENOVATOR

In Singapore, the renovation industry consistently ranks among the top sectors with the highest number of consumer complaints. Given the significant financial and emotional investment involved in home renovation, it is crucial to engage a reliable and professional renovator.

Reliability should always take precedence over price considerations or personal rapport with the contractor.

Step 1: Understand Fair Consumer Policies

Before shortlisting potential renovators, it is advisable to familiarise yourself with basic consumer protection principles and industry best practices. One of the most effective ways to ensure accountability and compliance with fair trading practices is to choose a CaseTrust-accredited renovator.

You can use the key policies followed by CaseTrust-accredited renovators as a helpful guide:

Deposit Protection	Your deposits are safeguarded by a performance bond in case of business closure or liquidation.
Itemised Pricing	Prices are broken down clearly and additional costs are disclosed upfront.
Progressive Payments	Payments are collected in phases or milestones, protecting your interests.
Feedback Management	Proper systems exist to handle feedback and resolve disputes during the renovation process.
Dispute Resolution Framework	Homeowners working with CaseTrust renovators can request mediation at CASE, which accredited renovators must attend.
Warranty	At least 12 months of workmanship warranty is provided.

Step 2: Use a Checklist to Assess Reliability

Once you've shortlisted renovators, use this checklist to evaluate their reliability:

Check Their Reviews	Fake reviews are rampant. Rely on neutral social media platforms and verify authenticity by checking their activity, profile photo, number of friends, and account creation dates etc.
Request Relevant Past Projects	Ask for examples of past projects that matches your property type and aesthetic preferences to ensure the renovator aligns with your vision.
Ask for Workmanship Samples	Reliable renovators won't hesitate to showcase their workmanship. This could include bringing you to completed projects, showrooms, or even ongoing renovations to provide proof of their quality.
Understand How They Manage Sub-Contractors	Interior Designers and Main Contractors depend on Sub-Contractors to execute the work. Reliable renovators typically have a trusted "dream team" of Sub-Contractors and should be transparent about their processes and partnerships.
Meet at Least Five Renovators	Meeting at least five renovators allow for meaningful comparisons and informed decisions. Meeting fewer renovators increases the risk of bias. For example, if you only meet three, you could end up with an unbalanced view: one might overcharge you, one might offer a fair price, and one might undercharge, possibly due to exclusions or cutting corners (as renovators typically face similar costs).

2.3.3 Common Credentials and How to Verify Its Legitimacy

Below is a list of common credentials displayed by renovators, what it signifies, and how to verify its legitimacy:

Credentials	Significance & Verification
CaseTrust & CaseTrust-RCMA Accreditation	CaseTrust accreditation are audited against stringent criteria, covering store policies, ethical advertising, dispute resolution, and staff competence and training.
HDB's Directory of Renovation Contractors (DRC)	Contractors in the DRC are authorised to renovate HDB flats and are familiar with HDB's renovation and structural guidelines. However, HDB does not endorse or guarantee the quality of their work.
RCMA Membership	RCMA is a non-profit organisation that promotes industry growth and works to improve the quality and standards of Singapore's construction and materials supply sector. As part of the application, companies have to meet the following criteria: 1. Be listed in the HDB's Directory of Renovation Contractors (DRC) 2. A minimum of S\$50,000 in paid-up capital 3. Have 2 years of audited financial statements 4. Able to provide at least 5 invoices worth at least \$5,000 each 5. A public liability insurance certificate with at least S\$500,000 insured
RCMA Certified Renovation Practitioner Course	The RCMA Certified Renovation Practitioner Course signifies that the candidate has attained an understanding of their role and responsibilities to clients and company, along with a clear knowledge of relevant laws to follow.

2.4 KEY CONSIDERATIONS BEFORE RENOVATION BEGINS

2.4.1 Permits and Licenses

The permits and licenses required depend on your property type. Below are key pointers for each residential property type in Singapore.

1. HDB:

- Renovations in HDB flats are governed by the Housing & Development Board (HDB).
- According to the HDB, only Renovation Contractors listed in the Directory of Renovation Contractors (DRC) can renovate HDB flats as they've undergone necessary training on HDB regulations.
- Permits are needed for works affecting structural integrity (e.g. hacking of walls or tiles, replacement of windows)
- Typically, your renovators will handle the application process. Full guidelines and application forms are available on HDB's website.

***Legend for recurring terms:**

MCST = Management Corporation
Strata Title

URA = Urban Redevelopment
Authority

BCA = Building and Construction
Authority

QP = Qualified Person

2. Condominiums

- Condominium renovations are overseen by the property's appointed MCST.
- All works require an approved permit to ensure compliance with designated hours.
- Structural changes typically need endorsement from a licensed Professional Engineer (PE).
- As MCST rules vary, homeowners should check with their property management.

3. Private Landed Properties

- *Rebuilding*
 - * Full demolition and reconstruction require the approval of the URA and BCA, and the Singapore Civil Defence Force (SCDF) if the building exceeds three stories.
 - * Obtain a Temporary Occupation Permit (TOP) and Certificate of Statutory Completion (CSC) once the building is ready for occupation.
 - * Engage an Architect or QP for design and URA plan submission, a Professional Engineer for structural planning, and a Contractor for demolition and construction.

- *Additions and Alterations (A&A)*
 - * A&A works must not exceed 50% of the permitted Gross Floor Area (GFA) to avoid being classified as rebuilding.
 - * BCA approval is required for structural changes to ensure safety and compliance with building codes.
 - * Engage an Architect or QP for design compliance and permit applications, a Professional Engineer to endorse the structural changes, and a Contractor to execute the work.
- *Interior Works*
 - * Most interior works don't require permits since they do not involve structural elements. Specific exemptions are available on BCA's website.
 - * For non-structural changes, consult an Interior Designer or a Contractor for execution.
 - * If your renovation involves structural changes, BCA approval is required. Consult a Qualified Person (QP) if you're unsure whether your plans need permits or if you need guidance on building regulation compliance.

2.4.2 Setting Expectations

Expectations vary from person to person—what one homeowner considers acceptable may fall short for another. For example, while some may prioritise seamless laminate joints, others may be content with functional but modest workmanship. Regardless of preference, clearly setting and aligning expectations with your renovator is essential to avoid misunderstandings and ensure a smoother renovation experience.

Contractual Terms:

- Ensure that all verbal promises are documented in writing. Avoid relying solely on verbal agreements.

Quality & Workmanship Standards:

- Be explicit about your preferences, down to small but important details—such as the placement of electrical outlets, swing direction of doors, or acceptable colour and texture variations in tiles or laminates.
- Keep in mind that renovation work involves manual craftsmanship, and minor imperfections may occur due to inherent material or fabrication limitations. Setting realistic expectations will help avoid unnecessary disputes.

Before signing the renovation contract, it is important to align expectations in the following key areas:

Work Schedule:

- Request a renovation timeline that aligns with your scheduled move-in date.
- It should at least outline each major aspect of the renovation, along with the expected start and end dates.
- Buffer at least one to three weeks for any unforeseen delays.

Communication & Service Standards

- Align on preferred communication channels and main points of contact.
- Set expectations for the frequency and format of updates.
- Establish a clear process for addressing concerns that may arise during the renovation.

By establishing clear expectations from the outset, you lay the groundwork for a collaborative and transparent working relationship with your renovator—minimising the risk of delays, miscommunication, or disappointment down the line.

3.0

GETTING STARTED WITH RENOVATION

3.1 Initial Inspection of the Site

3.2 Coordinating with
Contractors and Designers

3.3 Ensuring Quality Control

Renovating your home requires proper planning for it to be a smooth and rewarding journey. This guide aims to provide you with the knowledge and structure needed to stay on track and make informed decisions throughout your renovation journey.

3.1 INITIAL INSPECTION OF THE SITE

Before commencing renovation works, conduct a thorough site inspection to ensure that the property has been properly handed over. If any defects or issues are identified, the developer may be required to address and rectify them prior to the start of renovation.

According to HomeMatch, here are 7 “spot-checks” you should do:

GENERAL CHECKS

- Check for scratches, peeling laminates, chipped corners, or patchy paint.
- These small issues are easier to fix before renovation begins.

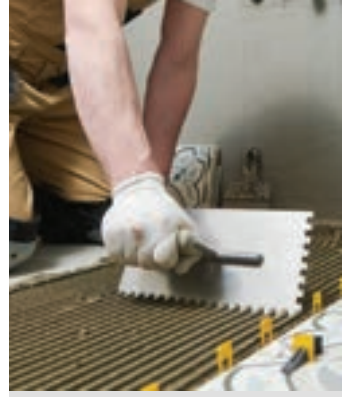


ELECTRICALS

- Test every power socket and light switch to make sure they work.
- If anything feels loose or isn't working properly, flag it early for repair.

HOLLOW TILES

- Hollow tiles are typically caused by uneven or insufficient application of adhesive beneath the tile.
- Tap gently on the tile surface to check for hollowness.
- Tiles that emit a low-pitched, hollow sound may not be properly bonded and could require further inspection or rectification.



WATER FLOW

- Wet area flooring should have a sufficient gradient to ensure proper water drainage.
- Test by pouring water to observe if it flows smoothly towards the floor trap or pooling occurs.
- Poor water flow may indicate inadequate slope and require correction.

FLOOR LEVELLING

- Check if the floor is even — uneven flooring can cause tiles to warp, make furniture unstable, and become a safety risk.
- Use a spirit level for the most accurate check.



FITMENTS

- Open and close all doors, windows, and cabinets a few times — slowly and quickly.
- Look out for loose hinges or misaligned parts, which can cause faster wear and tear.



TOILET FITTINGS

- Run the taps and check for leaks around sinks and showers.
- Gently push each fitting — if it moves or feels loose, it may need fixing to prevent future damage or mould.

3.2 COORDINATING WITH CONTRACTORS AND DESIGNERS

This is the time to solidify your design direction and define your renovation objectives with clarity and precision.



**6 Months Before
Key Collection:
Finalise Your Vision**



Recommended Actions:

- Schedule consultation sessions with interior designers to discuss your ideas, review design proposals, and get cost estimates.
- Utilise 3D design tools and explore showrooms or sample mock-ups to visualise materials and finishes.
- Engage only certified renovation professionals with a proven track record. For added assurance, choose companies under the accreditation scheme jointly developed by CASE and RCMA.

➤ 1 Month Before Key Collection: Confirm All Details

With handover drawing near, all major decisions should be finalised to ensure a smooth and timely renovation commencement.



Recommended Actions:

- Confirm the selection of all key materials, furnishings, fixtures, and fittings.
- Review and verify the renovation schedule with your interior designer or contractor.
- Coordinate delivery date for major items so they arrive on time for installation.



➤ After Key Collection: Renovation Commences

Once you receive your keys, your renovation team will begin the transformation of your space.

Recommended Actions:

- Keep in touch with your designer or contractor regularly to monitor progress and address any concerns.
- Promptly resolve issues as they arise to prevent disruptions to the schedule.



3.3 ENSURING QUALITY CONTROL

A successful renovation is not solely defined by aesthetics, it must also meet standards of quality, functionality, and reliability. Vigilance at every stage is essential to achieving your intended outcome.

Key areas to monitor:

Space Planning

Choose space-saving, multi-functional furniture to maximise space while maintaining a clean and organised environment.

Unexpected Costs

Set aside a contingency fund – about 10% of your budget - to accommodate unforeseen expenses or adjustments.

Material Quality

Personally inspect material samples or visit showrooms to verify the quality, durability and appearance of finishes.

Project Timeline

Adhere to the agreed timeline by monitoring progress regularly and addressing potential bottlenecks early.

4.0 DURING THE RENOVATION

- 4.1 Monitoring the Progress of Work
- 4.2 Managing Disruptions and Delays
- 4.3 Dealing with Unexpected Issues
- 4.4 Maintaining Clear Communication
- 4.5 Inspections at Key Milestones
- 4.6 Managing Your Budget During the Renovation

Once renovation works commence, active oversight and clear communication are essential. This phase involves coordinating with the renovation team, addressing emerging issues, and ensuring the project stays on track in terms of quality, cost, and timeline.

4.1 MONITORING THE PROGRESS OF WORK

RCMA recommends conducting regular site visits, requesting weekly progress updates, and using photo documentation to track milestones. Be proactive in asking questions and clarifying doubts promptly.



4.2 MANAGING DISRUPTIONS AND DELAYS

Renovation schedules can be affected by unforeseen events such as permit delays, manpower shortages, or material unavailability.

Common Causes of Delays:

- Delayed permit approvals
- Material delivery issues, especially for imported items
- Inadequate workforce or scheduling conflicts
- Poor project coordination



Preventive Measures:

- Place orders for key materials in advance, especially those with long lead times.
- Maintain consistent communication with your contractor to anticipate and manage delays.
- Establish buffer time in your project timeline to accommodate minor setbacks.

4.3 DEALING WITH UNEXPECTED ISSUES

Even with careful planning, some problems may only arise once renovation work begins.

4.3.1 Structural Concerns

Issues such as hidden leaks, mould, pest damage, or faulty wiring can emerge mid-renovation, especially in older properties.

How to Mitigate:

- Conduct a professional pre-renovation inspection to uncover potential issues in advance.
- Allocate 10–15% of your budget for contingency repairs.
- Engage contractors experienced in handling structural retrofitting or remediation.

4.3.2 Permit Issues

Unclear regulations or missing approvals can result in work stoppages or fines.

How to Mitigate:

- Verify the necessary permits early in the planning stage.
- Ensure your contractor or designer is familiar with regulations and submission procedures.
- Do not proceed with restricted works without formal approval.

4.4 MAINTAINING CLEAR COMMUNICATION

Effective communication between homeowners and renovation professionals is essential to minimise misunderstandings.



Tips for Effective Communication:

- Schedule regular check-ins or site inspections.
- Keep written records of agreed changes or instructions.
- Use visual aids (e.g., drawings, samples, mock-ups) to communicate preferences accurately.



4.5 INSPECTIONS AT KEY MILESTONES

Conduct inspections at critical stages of the renovation to verify workmanship and material quality before proceeding to the next phase.

Key Inspection Points May Include:

- Post-demolition / pre-tiling
- Completion of electrical and plumbing installations
- Pre-painting or finishing
- Final walk-through before handover

Engage a third-party inspector if you are unsure how to assess the work.

4.6 MANAGING YOUR BUDGET DURING THE RENOVATION

Budget overruns are one of the most common renovation challenges, often caused by unforeseen repairs, changes in design direction, or poor initial planning.



Common Pitfalls:

- Discovering hidden issues like mould, leaks, or substandard wiring
- Changing designs or materials mid-project
- Underestimating the cost of fittings, finishes, or labour

How to Stay Within Budget:

- Conduct thorough inspections before starting.
- Define a clear scope of work and avoid changes once the renovation begins.
- Set aside a contingency fund (10–15% of total budget) for unexpected expenses.
- Review invoices and variation orders promptly to avoid surprises.

The Bottom Line: Plan, Communicate, and Stay Involved

The key to a successful renovation is being proactive: plan thoroughly, do your research, hire certified professionals, set a clear budget, and maintain open communication. With the right approach, you can avoid common pitfalls and enjoy a smooth, rewarding renovation experience.

5.0 COMPLETION OF RENOVATION

5.1 Final Walkthrough and Quality Assurance

5.2 Handing Over of Documents and Warranties

5.3 Final Payment and Settling Accounts



Congratulations – the renovation of your new home is now complete. Before settling in and enjoying your newly transformed space, it is essential to carry out a thorough final review to ensure all works have been completed to your satisfaction. This section provides a structured approach to the handover process, with expert guidance from RCMA and CaseTrust.

5.1 FINAL WALKTHROUGH AND QUALITY ASSURANCE

Conduct a comprehensive walkthrough of your home with your contractor. Examine every room closely, paying particular attention to flooring, walls, carpentry, electrical fittings, plumbing, and appliances. Any discrepancies or defects should be raised immediately for rectification.

Pay attention to the following:

Flooring

Check for scratches, hollow sounds, or uneven tiling.

Walls and Paintwork

Look for stains, cracks, or uneven finishes.

Carpentry

Test doors, drawers, and hinges for alignment and smooth function.

Electrical Points

Confirm the installation of switches, lights, and sockets, and ensure they are operational.

Plumbing

Test water pressure, drainage, and fixture stability.

Appliances and Fixtures

Verify correct installation and functionality.

Finishing Touches

Ensure all surfaces are clean, silicone joints are neatly applied, and no debris remains.

Final touch-ups, including paint corrections, polishing, or alignment adjustments, should be completed before handover.
Remember: this is your last opportunity to raise concerns before closure.

5.2 HANDING OVER OF DOCUMENTS AND WARRANTIES

Ensure the contractor provides all essential documents upon completion, including:

- Completion Certificate
- Warranty cards for installed appliances and materials
- User manuals and care guides
- After-sales support contact information

These documents will be crucial for warranty claims, product servicing, and long-term maintenance. Store them safely for future reference.

5.3 FINAL PAYMENT AND SETTLING ACCOUNTS

Make the final payment only after all rectification works are completed to your satisfaction and all documentation has been received. Request a final invoice, and keep a record of all receipts and communications. Note that most renovation contracts include a 12-month Defect Liability Period, during which the contractor is responsible for addressing workmanship-related issues. With these final steps, your renovation journey has come to a close. By following the recommended procedures and guidance from RCMA and CaseTrust, you can enjoy peace of mind and confidence as you move into your newly completed home.

6.0

POST- RENOVATION CARE AND MAINTENANCE

6.1 Warranty and After Sales Service

6.2 Post Renovation Issues

6.3 Home Maintenance Tips



6.1. WARRANTY AND AFTER SALES SERVICE

If you've followed the pre-renovation checklist, you should already be informed of your renovator's after-sales support and warranty terms. HomeMatch recommends homeowners to request for a workmanship warranty period of at least 12 months, during which the renovator is responsible for rectifying any defects arising from poor workmanship at no additional cost.

Understanding Workmanship Warranty Coverage

The following key points outline how workmanship warranty typically operate:

- **Limited Coverage**

The warranty generally applies only to the specific defective area, and not to the full replacement of the item or fixture.

- **Exclusions for Natural Characteristics**

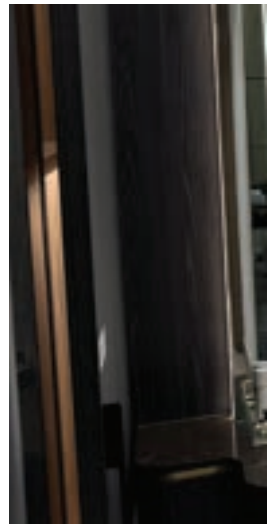
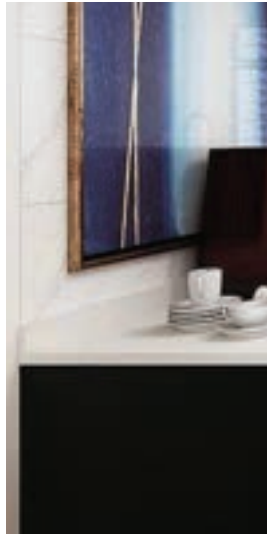
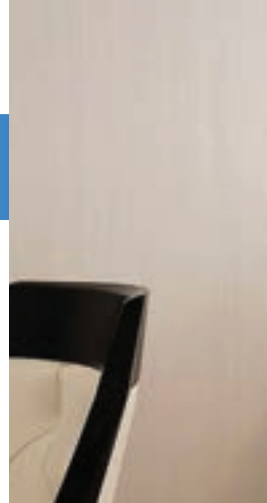
Imperfections that form naturally, such as vein lines in marble, are not considered defects in workmanship and are therefore excluded from warranty claims.

- **Allowable Product Variations**

Reasonable variations between product samples (e.g., showroom tiles or laminates) and actual product are not covered under workmanship warranty.

- **Owner-Supplied Materials**

If the homeowner chooses to supply materials independently (e.g., tiles, sanitary fittings), the renovator may reserve the right to void the warranty for works involving those materials.





6.2. DEALING WITH POST RENOVATION ISSUES

It's normal to encounter minor defects post-renovation. A responsible and professional renovator should proactively inspect the home and address any visible issues prior to handover. Most contractors will also offer a short grace period (usually 14 days) for homeowners to identify and report additional defects.

01 — Hollow Tiles

Hollow sounds beneath tiles are often caused by uneven application of adhesive. You can check by gently tapping on the tiles with a solid object. A low-pitched or echoing sound may indicate a hollow tile, which can lead to future cracking or detachment.

02 — Water Flow in Wet Areas

Flooring in bathrooms, kitchens, and balconies must be properly sloped to ensure efficient drainage. You can check by pouring a small amount of water and observe its flow. Water should naturally move towards the floor trap without stagnation.

03 — Floor Levelling

Uneven flooring can cause instability in furniture placement, warping of tiles and pose safety hazards. You can check the evenness of the flooring using a spirit level tool or by checking for wobbling of flat-based furniture.

During this period, you are encouraged to conduct a thorough check of your home. Below is a list of seven common areas to inspect:

04 — Fitments

Check the functionality of all hinges, door frames, cabinetry, and window tracks. Open and close them several times at different speeds to detect misalignments, friction, or loose components that could lead to long-term wear and tear.

05 — Toilet Fittings

Leaks or loose fittings in basins, taps, or shower fittings can cause water damage and mould growth over time. You can check by running the tap on your basin, and lightly pushing your fittings to see if it moves.

06 — Electricals Points & Lighting

Ensure all electrical outlets, switches, and light fixtures are properly installed and operational. Report any loosely fitted components or flickering lights immediately for prompt rectification.

07 — General Inspection

Look out for general defects in renovated areas for visible defects such as scratches on materials, peeling laminates, uneven painting etc.

6.3. REGULAR HOME MAINTENANCE TIPS

After moving into your newly-renovated home, regular maintenance is key to preserving its condition, extending the lifespan of materials and preventing costly repairs. Below are some tips tailored for typical Singaporean homes and climate conditions:

General Maintenance:



Air Out the Home: Ventilate your home for at least three days after renovation to reduce dust, fumes, and residual odours.



Control Humidity: Use a dehumidifier or moisture absorbers in damp rooms to prevent mould, mildew, and dust mites.



Paint Care: Avoid wiping newly painted walls for the first two weeks to allow the paint to fully cure.



Cleaning Tips: Always start with a damp cloth for stains. Use chemical cleaners only when necessary.



Hairline Cracks: Occasional cracks may appear on walls or ceilings due to natural settlement. Touch up promptly with paint to prevent further deterioration.



Floor Care: Vacuum and mop regularly. For vinyl and wooden flooring, use a slightly damp (not wet) mop to avoid water damage.



Furniture Protection: Attach felt pads to furniture legs to prevent scratches on flooring.



Skirting Boards: Check for looseness; reattach with adhesive or nails as needed.

Electrical & Ceiling

Socket Safety:

Test power outlets regularly. If a socket sparks or feels loose, engage a licensed electrician immediately.

Ceiling Fixtures:

Clean ceiling fans and light fittings regularly to minimise dust accumulation and mould growth.

Doors, Carpentry & Digital Locks

Hinge Maintenance:

Lubricate door hinges, cabinet hinges, and sliding tracks every three months.

Digital Locks:

Monitor battery levels and keep spare batteries accessible to prevent lockouts.

Windows & Curtains

Track Cleaning:

Clean window tracks and sliding rail systems to reduce dust buildup and wear.

Seals:

Inspect rubber seals around windows periodically to ensure they remain watertight and free from detachment.

Kitchen Countertops & Cabinets

Surface Care: Wipe surfaces with a pH-neutral cleaner to maintain material integrity.

Waterproofing: Inspect for water seepage under sinks and along countertop edges. Reapply silicone sealant where necessary.

Gas Stove Safety: For homes using gas, check for leaks by applying soapy water to the gas hose. Bubbles indicate leakage and should be addressed immediately.



Tiles & Grouting



Floor Tile Care: Avoid dragging heavy furniture or appliances across tiled surfaces to prevent cracking.

Grout Maintenance: Check grout lines regularly. RegROUT or reseal any cracked or missing grout to prevent water ingress.

Bathroom Maintenance:

Mould Prevention: Clean grout lines weekly with a mixture of vinegar and baking soda. Ensure bathrooms are always well ventilated.

Drainage Checks: Clear and inspect floor traps to prevent water pooling. Ensure covers are not clogged.



General



Leak Detection: Regularly inspect taps, exposed pipes, and under-sink plumbing for signs of leakage.

Exhaust Fans: Clean exhaust fans to maintain effective ventilation and reduce moisture buildup.

Drain Maintenance: Avoid flushing anything other than toilet paper to prevent clogs. Pour hot water or appropriate cleaners down the floor trap monthly to dissolve soap scum and hair.

Rust Prevention: Wipe down stainless steel fixtures regularly to prevent rust formation, especially in high-moisture areas.

By adhering to a regular maintenance routine, homeowners can ensure their renovated home remains safe, comfortable, and in excellent condition for years to come.



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Consumers Association of Singapore

170 Ghim Moh Road, #05-01 Ulu Pandan
Community Building Singapore 279621

+ (65) 6277 5100

<https://www.case.org.sg/>