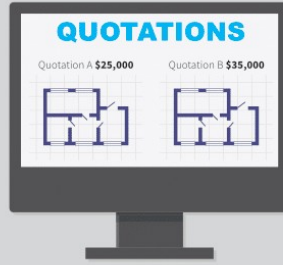




Engage a contractor from the Housing & Development Board's (HDB) Directory of Renovation Contractors (DRC) for renovation works on HDB apartments

- They are aware of the HDB's requirements when carrying out renovations
- You can find more details about the DRC on HDB's website



Request for quotations from different contractors

- Compare different quotations so that you will be less vulnerable against misrepresentation and overcharging



Insist on a clear contract

- The contract agreement should reflect clear itemised billing and description of scope of work
- Put all verbal commitments into writing



Work out a schedule with the contractor

- Ensure clear deadlines for completion and rectification works



Consider an accredited contractor from CaseTrust

- Consumers can be assured of the availability of dispute resolution mechanisms



Negotiate for progressive payment in accordance with the project milestones



Document outstanding defects

- Consumers can take photos of outstanding defects, and compile a defects list after completion, so that they can be resolved systematically