What is DormWatch

DormWatch makes it convenient for foreign workers to electronically submit feedback about their dormitories. The feedback will be routed to their respective dormitory operators, and also shared with MOM. Using the app, dormitory operators will be able to effectively track and manage the feedback of their residents. They would also be able to provide details on how the issues have been resolved.

The app promotes co-responsibility at the dormitories. It aims to encourage dormitory operators to engage their residents often and work with them to improve living conditions and environment.

Where to Download
The app can be downloaded for free from the App Store or Google Play from 12 September 2018 onwards.

How it works

Key Functions	Description
Report	• Enter the location of the dormitory • Provide a short description of the issue. • Upload photos or a video. • Submit feedback.
Track & Communicate	• Dormitory operators will be alerted to feedback on their dormitories. • Dormitory operators will be able to acknowledge the feedback, or post messages to the resident to gather more information about the issue. • Foreign worker will have a record of the feedback on his own DormWatch account and will receive alerts if the operator sends a message or takes action. • Dormitory operators will state how the issue has been resolved.
Accept or Disagree	Once the dormitory operator indicates that the issue has been resolved: • The foreign worker may choose to accept the resolution or disagree with it. • MOM will be alerted if the matter remains unresolved.

Other Features

Features	Description
Languages	English and Chinese for a start. Bengali and Tamil will be added shortly after.
Notifications	The app will alert users whenever there is action taken on an issue.