

# Track B - Example Questions & Answers

## Tenant Chatbot Contract-aware Responses

**Purpose:** This document provides example Q&A interactions that demonstrate how the tenant chatbot should respond to common tenant inquiries based on the tenancy agreement document.

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### Example Questions & Answers

Your chatbot should be able to handle queries like these based on contract documents:

#### Q1: What's the diplomatic clause?

##### Chatbot Response:

You may terminate **after the first 12 months** if you're **deported, refused permission to work/reside, or transferred/relocated out of Singapore**. You must give **2 months' notice** (or **2 months' rent in lieu**) and provide documentary proof. If you use this clause (or otherwise lawfully terminate), you must **reimburse the landlord's agent commission pro-rata** for the unfulfilled term. Note: **no diplomatic clause during a renewal term** unless both parties agree.

##### Relevant excerpts

"If at any time after the expiration of **12 months**... [the tenant] shall be (i) **deported**...; or (ii) **refused permission** ...; or (iii) **transferred or relocated** ... it shall be lawful for the Tenant to determine this tenancy by giving not less than **2 months' notice** or paying **2 months' Rent in lieu**... **Documentary evidence**... shall be provided on or before the last day of the termination date or date of handover." (Clause 5(c))

"If the Tenant lawfully terminates this Tenancy Agreement, **or pursuant to the exercise of the diplomatic clause**, the Tenant shall **reimburse the Landlord commission** paid to the agency **on a pro-rata basis** for the remaining unfulfilled term..." (Clause 5(d))

"...upon the same terms and conditions **EXCEPT ... the diplomatic clause (i.e. there will be no right to exercise diplomatic clause during the renewal TERM unless otherwise agreed by the parties)**." (Clause 5(f) excerpt)

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#### Q2: When things are spoiled/broken, who pays to repair?

##### Chatbot Response:

Here's who pays for repairs:

• **Minor repairs ≤ S\$200: You (tenant) pay** • **Repairs > S\$200: You pay first S\$200**, landlord pays the rest (need landlord approval first) • **Light bulbs/tubes: You replace** • **Air-con: Landlord** pays for 3-monthly servicing and repairs (unless you caused the damage) • **Fair wear & tear** on built-ins (wardrobe, toilet, wiring, water heater, walls, etc.): **Landlord's cost** • **Structural items** (roof, walls, main wiring, pipes): **Landlord** maintains and repairs • **Damage you caused: You** pay for it

##### Relevant excerpts

"At the Tenant's **own cost**... keep the interior... in good and tenantable repair... and **replace** the same with new ones **if damaged, lost or broken**, ... (**fair wear and tear** and damage by fire, lighting, earthquake, flood and acts of God or cause not attributable to the neglect of the Tenant **excepted**)." (Clause 2(e))

"To **replace electric bulbs and tubes** at the Tenant's own expense." (Clause 2(f))

"To replace any other items at the Tenant's own expense **up to S\$200 per item**. If... **more than S\$200**, the initial **S\$200** is to be borne by the Tenant and the **excess** by the Landlord... **Any replacement of built-in wardrobe and cabinets, toilet bowls, wash basin, electrical wires, electrical box, shower glass panel, water heater, air conditioning system, wall structures, window, ceiling due to fair wear and tear shall be at landlord's cost... except ... caused by Tenant's negligence.**" (Clause 2(g))

"Tenant... responsible for **all minor repairs**... **\*\*not exceeding S\$200 per job/repair/maintenance per item (excluding aircon units/system, water heater and structural repairs)\*\***... If any job... **exceeds S\$200**, then the initial **S\$200** shall be borne by the Tenant and the **excess** by the Landlord... **minor repairs shall not include** any repairs to any **water heater, air conditioning system, built-in wardrobes, cabinet, toilet bowl, wash basin, the ceiling, roof, wall structures, structural/main electrical wiring, electrical box** unless... caused by the Tenant's wilful act or negligence." (Clause 2(i))

"To keep **air con serviced every three months to be borne by the Landlord. Cost of repair and replacement (including chemical cleaning and gas top up) to be borne by the Landlord save where... caused by... Tenant...**" (Clause 2(j))

"...the Landlord shall **bear the cost**... arising from **fair wear and tear**." (Clause 2(k) excerpt)

"To keep the **roof, ceiling, main structure, walls, floors, internal/embedded wiring and pipes**... in good and tenantable repair... **execute any repairs... due to fair wear and tear within ... (14) days ... and bear all cost... subject to clause 2(i).**" (Clause 4(c))

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### Q3: What to do before returning the unit?

#### Chatbot Response:

Here's your move-out checklist:

✔ **Professional cleaning** to same standard as when you moved in ✔ **Dry-clean all curtains** ✔ **Remove nails/screws/hooks** and patch holes with white putty ✔ **Return unit in good condition** (normal wear & tear is okay) ✔ **No repainting needed** if only normal wear & tear ✔ **Joint inspection** with landlord ✔ **Hand over all keys and furniture**

💡 **Good news:** If repairs are needed after joint inspection, you won't pay rent during the repair period!

#### Relevant excerpts

"At the expiration or earlier termination... **deliver up** the Premises... (**fair wear and tear**... excepted). **No painting required**... if due to fair wear and tear. **Tenant to arrange same level professional cleaning** then return the unit to landlord and also **dry clean the curtains**." (Clause 2(y))

"The Tenant shall **remove the nails, screws and hooks and patch the holes with white putty prior** to the expiration of the Tenancy." (Clause 2(z))

"...upon expiration... the Tenant shall **deliver** the premises... with **all locks keys and the furniture** and with **curtains dry clean** to the Landlord **after a joint inspection**... Thereafter the Tenant shall not be under any liability... other than for damage **ascertained at the said joint inspection. During the process of obtaining a mutually agreed quotation till completion of rectification works, the Tenant will not be liable to pay any Gross Rent** for the said period." (Clause 6(o))

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## Implementation Guidelines

**For teams working on Track B:**

1. **RAG System:** Use these examples to test your Retrieval-Augmented Generation implementation

2. **Response Format:** Notice how responses combine:

- Direct, actionable answers in plain language
- Relevant contract excerpts for legal backing
- Clear formatting for readability

The format above is provided as a reference - you don't need to follow it exactly. The key principle is having **questions answered** with **excerpts as proof**, so users have better understanding. Feel free to adapt and improve this approach in your own way.

3. **Testing Benchmark:** Your chatbot should be able to handle variations of these questions and provide similarly structured responses