**Question – Answer Pairs**

# Existing Tenants

**Q1: I’m renting a HDB flat. Can I use the unit to conduct my home business?**

Chatbot response:

No, you would not be able to use the unit to conduct your home business as the lease only allows you to use the unit for private dwelling purposes. The terms related to lease duration in the tenancy agreement include:

*(r) USE OF PREMISES*

*To use the Premises as a private dwelling house only and not for any illegal or other purposes. In the event of breach, this Tenancy Agreement shall be immediately terminated and the security deposit fully forfeited by the Tenant and will be paid to/confiscated by the Landlord without prejudice to any right of action of the Landlord in respect of any breach or any antecedent breach of this Tenancy Agreement by the Tenant.*

*Source: tenancy\_agreement\_HDBflat\_whole.pdf*

**Q2: I’m renting a condominium unit. Am I allowed to keep pets?**

Chatbot response:

It depends on the type of rental you are holding. If you are renting some bedrooms partially, you are not allowed to keep any pets in the premises. However, if you are renting the entire unit, you may be allowed to keep certain pets with permission from the Landlord subject to conditions imposed by him/her. The terms related to pets in the tenancy agreement include:

*(w) NO KEEPING OF PETS*

*Not to keep or permit to be kept in the Premises or any part thereof any animal or bird.*

*Source: tenancy\_agreement\_Condo\_bedroom.pdf*

*(w) PETS*

*Not to keep or permit to be kept in the Premises or any part thereof any animal or bird legally permitted to be pets without the prior written permission of the Landlord and to comply with any conditions imposed by the Landlord in the event such permission is granted.*

*Source: tenancy\_agreement\_Condo\_whole.pdf*

**Q3. Am I allowed to cook in the house?**

Chatbot response:

It depends on the type of property that you are renting. If you are renting some bedrooms partially, you are not allowed to engage in cooking that emits odours in the leased premises or common areas. This is because tenants are expected to not cause disturbances to other occupants in the premises as it is a shared living environment. However, if you are renting the entire apartment or landed housing, there are no prohibitions against cooking in the house. The terms related to cooking in the tenancy agreement include:

*(k) NO COOKING*

*Tenants shall not engage in cooking that emits unusual odors in the leased premises or the common areas. This includes, but is not limited to, cooking with strong spices, deep frying, grilling, or any other cooking method that produces strong odors. Tenants are expected to use the kitchen facilities in a manner that does not disturb other residents or create an unpleasant living environment. Failure to comply with this rule may result in penalties or termination of the lease agreement.*

*Source: tenancy\_agreement\_Condo\_ bedroom.pdf, tenancy\_agreement\_HDBflat\_bedroom.pdf*

**Q4. I’m renting a landed housing. Who is responsible for servicing and maintaining the air-con?**

Chatbot response:

The Tenant is responsible for servicing and maintaining the air-con and bear all costs related to servicing, repair and cleaning. The Tenant is also obliged to inform the Landlord for the chemical cleaning and appointment of contractor. The terms related to servicing and maintenance of air-con in the tenancy agreement include:

*(j) SERVICE OF AIRCON*

*To keep air-conditioning units fully serviced every three months. Cost of repair and replacement (including chemical cleaning and gas top up) to be borne by the Tenant. The chemical cleaning of aircon and the appointment of the contractor shall be notified to the Landlord.*

*(k) MAINTENANCE OF AIRCON*

*To keep the air-conditioning units in good and tenantable repair and condition provided. The Tenant shall bear the cost and expense for the repair, replacement or renewal of parts, except for those arising from fair wear and tear.*

*Source: tenancy\_agreement\_Landed.pdf*

**Q5. Can you recommend me an air-con cleaning contractor?**

Chatbot response:

I’m sorry that I can't provide specific contractor recommendations, but I can offer some tips on how to find a reliable air-conditioning cleaning service:

1. Search Local Directories: Websites like Yelp, Angie's List, or local Facebook groups can often have customer reviews and ratings of service providers.
2. Check for Licensing and Certification: A professional contractor should have the right certifications (like NATE or EPA) and be licensed to work in your area. This ensures they're trained and know what they're doing.
3. Get Multiple Quotes: Reach out to a few companies for quotes. This will give you a sense of the going rate and help you compare services.
4. Ask About Their Cleaning Process: A good air-con cleaning service should explain how they clean the system (e.g., cleaning coils, filters, and ducts) and whether they offer any additional maintenance services.
5. Look for Specialization: Some contractors specialize in air conditioning systems, which could mean more expertise and attention to detail compared to general HVAC contractors.
6. Check Reviews: Make sure to read through reviews on Google or Trustpilot for insights into customer satisfaction and reliability.

**Q6. Who should be responsible for paying the property tax on the premises?**

Chatbot response:

The Landlord should be responsible for paying the property tax unless the Tenant has other arrangements with the Landlord. The terms related to property tax in the tenancy agreement include:

*(b) PAYMENT OF PROPERTY TAX*

*To pay all property tax, rates and assessments in respect of the Premises other than those agreed to be paid by the Tenant herein.*

*Source: tenancy\_agreement\_Landed.pdf, tenancy\_agreement\_Condo\_ bedroom.pdf, tenancy\_agreement\_HDBflat\_bedroom.pdf, tenancy\_agreement\_Condo\_ whole.pdf, tenancy\_agreement\_HDBflat\_whole.pdf*

# New tenants

**Q1: I’m looking for a two room HDB unit to rent in Hougang. Can you recommend me some available units with monthly rental below $2,200?**

Chatbot response:

Yes, we have some 2 ROOM HDB units available for you to rent in Hougang that fits your budget! Here is a list of units with their address and rental price:

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| town | flat\_type | block / building | street\_name | storey | floor\_area\_sqm | flat\_model | lease\_commence\_date | property\_type | rental\_type | rental\_price |
| HOUGANG | 2 ROOM | 986A | BUANGKOK CRES | 07 | 47 | Model A | 2012 | HDB Flat | 2 ROOM | 2000 |
| HOUGANG | 2 ROOM | 987B | BUANGKOK GREEN | 16 | 47 | Model A | 2015 | HDB Flat | 2 ROOM | 2100 |
| HOUGANG | 2 ROOM | 998B | BUANGKOK CRES | 01 | 38 | Model A | 2019 | HDB Flat | 2 ROOM | 2100 |
| HOUGANG | 2 ROOM | 991A | BUANGKOK LINK | 01 | 47 | Model A | 2019 | HDB Flat | 2 ROOM | 2100 |
| HOUGANG | 2 ROOM | 998B | BUANGKOK CRES | 13 | 47 | Model A | 2019 | HDB Flat | 2 ROOM | 2000 |
| HOUGANG | 2 ROOM | 986A | BUANGKOK CRES | 01 | 47 | Model A | 2012 | HDB Flat | 2 ROOM | 2000 |
| HOUGANG | 2 ROOM | 994A | BUANGKOK LINK | 04 | 47 | 2-room | 2021 | HDB Flat | 2 ROOM | 2100 |

If you are interested in renting any of the units, please contact our property agent.

**Past Drafts (Don’t use)**

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| No. | Question | Answer | Reference |
| 1 | How much is the item excess? | \* Bot should prompt for type of accommodation  HDB Flat - $200  Condo / Apartment - $500  Landed - $1000 | Tenancy agreement: Clause 2(g), 2(i) |
| 2 | Who is required to pay the water and electricity bills? | The Tenant is required to pay all water and electricity bills. | Tenancy agreement: Clause 2(c)  “*To pay all charges due in respect of any telephone, supply of water, electricity, gas and any water-borne sewerage system and/or other equipment installed at the Premises, including any tax payable thereon*.” |
| 3 | If the water heater is damaged and required replacement, how much would I be required to pay? | If the water heater is damaged by the Tenant, the Tenant is required to replace any items at the Tenant's own expense up to S$ 200 per item. If the water heater is more than S$ 200, the initial S$ 200 would have to be borne by the Tenant and the excess would be borne by the Landlord.  However, if the damage is caused by fair wear and tear, the Landlord is required to replace the item at the landlord’s cost. | Tenancy agreement: Clause 2(g), 2(i)  “*To replace any other items at the Tenant's own expense up to S$ 200 per item. In the event the item is more than S$ 200 per item, the initial S$ 200 is to be borne by the Tenant and the excess to be borne by the Landlord… due to fair wear and tear shall be at landlord's cost to replace except for the replacement was caused by Tenant's negligence*.” |
| 4 | Can I sublet part of the apartment? | The premises shall not be sublet to another person without the prior written consent of the Landlord. | Tenancy agreement: Clause 2(p)  “*Not to assign, sublet or part with the possession of the Premises or any part thereof without the prior written consent of*  *the Landlord* …” |
| 5 | Am I covered under any insurance? | The Tenant shall provide the tenant’s own insurance against theft, loss or damage by fire. The Landlord would be responsible to obtain fire insurance for the loss and/or damage of the property which does not cover the Tenant’s belongings. | Tenancy agreement: Clause 2(u)  “*To insure for Tenant's own personal chattels against theft, loss or damage by fire*.”  Tenancy agreement: Clause 4(d)  “*To insure the Premises against loss or damage by fire and to pay the necessary premium punctually. For the avoidance of doubt, such insurance coverage shall be for the loss and/or damage of the Landlord's property and shall not cover any loss and/or damage of the Tenant's property*.” |
| 6 | I’m going to be transferred out of Singapore for my work and would have to terminate my rental agreement prematurely. Am I still required to pay the remaining unused period? | If the Tenant is transferred out of Singapore into another country for valid reasons and is after 12 months from the date of commencement of the Tenancy Agreement, the Tenant is allowed to terminate the tenancy by giving not less than 2 months' notice or paying 2 months' Rent in lieu of such notice under the Diplomatic clause. Documentary evidence shall be provided before the termination date. | Tenancy agreement: Clause 5(c)  “*That if at any time after the expiration of 12 months from the date of the commencement of the Tenancy Agreement, … (iii) transferred or relocated from Singapore to another country … 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 of such notice. Documentary evidence of (i), (ii) or (iii) shall be provided on or before the last day of the termination date or date of handover*.” |

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| No. | Question | Answer | Reference |
| 1 | Am I allowed to keep my pet? | \* Bot should prompt for whether renting whole unit or just 1 bedroom  1 bedroom – Strictly not allowed.  Whole unit – Not allowed without landlord’s permission. | Tenancy agreement template: Clause 2(w)  “*Not to keep or permit to be kept in the Premises or any part thereof any animal or bird legally permitted to be pets without the prior written permission of the Landlord and to comply with any conditions imposed by the Landlord in the event such permission is granted*.” |
| 2 | How much security deposit do I need to pay? | The Tenant is required to pay 2 months of rental as a security deposit. | Tenancy agreement template: Clause 2(b)  “*Security Deposit: The security deposit required is 2 months of rental*.” |
| 3 | If there are defects found in the first 10 days, who is responsible to rectify the defect? | The defect free period is 30 days from the first day of tenancy or the date the premises is handed over. Within this period, the Landlord shall not hold the Tenant responsible for any defects of any item, furniture and/or fittings in the Premises that are identified by the Tenant and brought to the Landlord's attention in writing. | Tenancy agreement template: Clause 2(d)  “*The Parties agree that there shall be a defect-free period of 30 days which commences on the first day of the tenancy indicated above or date the Premises is handed over to the Tenant (whichever is later) where the Landlord shall not hold the Tenant responsible for any defects of any item, furniture and/or fittings in the Premises that are identified by the Tenant and brought to the Landlord's attention in writing.*” |
| 4 | What documents do I need to prepare for signing the tenancy agreement? | If you are a Singapore citizen or Permanent Resident, your original identity cards and/or other identification documents if identity card is not available shall be provided to the Landlord and/or his representing Salesperson for verification. If you are a foreigner, a valid employment pass, work permit, travel document or other papers granted by relevant government agencies shall be produced to the Landlord and/or his representing Salesperson for verification. In addition, you are required to produce the following documents and provide copies for retention to the Landlord and/or his representing Salesperson: (1) their original identity cards/passports and other relevant documents evidencing their legal entry into Singapore for their stay/work before the commencement of this Tenancy Agreement; and (2) their original identity cards/passports and other relevant documents evidencing their renewal or extension of their lawful stay/work in Singapore before the expiry thereof. | Tenancy agreement template: Clause 3(b), 3(c)  “*8. Documents required to provide: Where any of the Tenant and/or occupier are Singapore Citizens or Permanent Residents, the Tenant shall: (i) Personally verify their original identity cards and/or other identification documents …”* |
| 5 | Am I allowed to renew the tenancy agreement after its expiry? | On the written request of the Tenant made not less than 2 calendar months before the expiry of the tenancy and provided there shall not be any breach or non-observance of any of the terms and conditions by the Tenant during the term of the tenancy, the Landlord shall grant to the Tenant a tenancy of the said Premises for a further term of 1 year from the expiration of the tenancy hereby created at the prevailing market Rent and upon the same terms and conditions. | Tenancy agreement template: Clause 5(f)  “*That the Landlord shall on the written request of the Tenant made not less than 2 calendar months before the expiry of the tenancy and PROVIDED there shall not be any breach or non-observance of any of the terms and conditions by the Tenant during the term of the tenancy, the Landlord shall grant to the Tenant a tenancy of the said Premises for a further term of 1 year from the expiration of the tenancy hereby created at the prevailing market Rent and upon the same terms and conditions*…” |