

31 August 2026

Attention: Management Corporations and Managing Agents

Dear Sir/Madam

Facilitating the Entry of Authorised Officers into Condominium Premises

1. From 1 September 2026, the Government will introduce enhancements to facilitate the resolution of neighbour disputes. This includes the introduction of Mediation Directions (MDs) nationwide, which will require residents involved in neighbourly disputes to attend mediation. Further details on the enhancements are available in the press release at (<https://go.gov.sg/cdmf-aug2026>).

2. The People's Association (PA) has been empowered under the Community Disputes Resolution Act 2015 (CDRA) to issue MDs to residents involved in neighbourly disputes, with the aim of encouraging early and amicable resolution of such disputes.

3. PA officers may be required to enter private residential strata development premises (e.g. condominiums) when carrying out their duties under the CDRA. To minimise disruptions to residents, PA will apply the following engagement guidelines:

a. Prior to the Visit

- i. Before a visit, PA officers will contact the resident(s) by phone or other appropriate means to arrange a mutually convenient time for the visit.
- ii. Concurrently, PA officers will provide advance written notice to the MCST or MA, explaining the purpose of the visit. This is to ensure that the management is aware of and will be prepared to facilitate the visit.
- iii. Visits will generally be conducted during office hours on weekdays. Where a visit is required outside of office hours or on weekends, PA officers will provide advance notice to the MCST or MA to allow sufficient time for arrangements to be made.

b. During the Visit

- i. Upon arrival, PA officers will present their PA staff passes as proof of identity and authorisation. A sample of the PA staff pass is provided at **Annex A** for reference. MCST/MA staff should request to see the PA staff pass before facilitating access to the premises.

PA's Request for Support from MCSTs and MAs

4. PA seeks the support of MCSTs and MAs to cooperate fully with PA officers and to facilitate their entry and the carrying out of their duties on the common property. Specifically, this includes:

- a. Granting prompt access to the condominium common property;
- b. Where possible, arranging an enclosed room or private space within the condominium to allow confidential discussions to take place between PA officers and the residents concerned; and
- c. Refraining from obstructing or hindering PA officers in the discharge of their duties.

5. The support of residential MCSTs and MAs in facilitating PA officers' access and providing a conducive environment for engagement would be greatly appreciated. Doing so will go a long way in helping to resolve neighbourly disputes early and preserve community harmony.

6. For clarification on this circular, please contact PA officers: Ms Loretta Tan, Deputy Director (North East Community Development Division), at Loretta_TAN@pa.gov.sg or 6340 5173, or Ms Tan Bee Yen, Senior Manager (North East Community Development Division), at TAN_Bee_Yen@pa.gov.sg or 6340 5396.

Ms Ann Tang
Director / Building Management Department
Building and Construction Authority
For and on behalf of the Commissioner of Buildings

Annex A: Sample PA Staff Pass

Front	 The front of the pass features a red background. On the left, a white box contains the text "Photo of PA Officer". To the right, the text "people's association" is written in white. Below this, a white box contains the text "Name of PA Officer". At the bottom right, there is a logo consisting of three interlocking red circles and the text "People Bringing Together".
Back	 The back of the pass has a red background. At the top, it reads "The Singapore Public Service INTEGRITY, SERVICE, EXCELLENCE". Below this is a white wavy line and a red line drawing of a building. A large block of white text states: "The cardholder is an employee of the People's Association. This card is not transferable. Unauthorised use of this card is an offence. If the card is lost/damaged, the staff must report to People's Association HQ immediately. The staff must bear the replacement cost for the card. The staff must surrender this card before leaving the service of the People's Association. If found, please return to People's Association, 9 King George's Avenue, Singapore 208581." At the bottom right, there is a barcode.