

## Frequently Asked Questions - Tenant Portal

### 1. What is the Tenant Portal?

The Tenant Portal is an online platform designed to provide tenants with convenient access to various services and information related to their tenancy.

### 2. Am I required to register my company onto SLA's Tenant Portal?

Yes. SLA's Tenant Portal is required for accessing essential services such as – updating contact information, tenancy and financial information. Additionally, the Tenant Satisfaction Survey will be rolled out via Tenant Portal. Tenants are encouraged to complete their registration soonest possible.

### 3. How do I access the Tenant Portal?

You can access the Tenant Portal by visiting [go.gov.sg/slatp](https://go.gov.sg/slatp) and logging in with your provided SingPass/CorpPass credentials. Please follow the user guide to allocate administrator and assign users to your portal's account.

### 4. What services are available in Tenant Portal?

The portal offers services such as

1. Access financial and tenancy information, announcements, and notices
2. E-submissions
3. Update contact information
4. Submit cases for property matters, sales/turnover figures
5. Payments and GIRO

### 5. I'm experiencing issues with the portal. What should I do?

If you encounter any technical issues or have trouble navigating the portal, please refer to the login guide by visiting [www.sla.gov.sg/contact-us](https://www.sla.gov.sg/contact-us)

### 6. Are there any user guides available for using the Tenant Portal?

Yes, please refer to the user guide by visiting [go.gov.sg/slatp](https://go.gov.sg/slatp). Upon log in, please navigate to the 'Document Download' tab at the menu bar of the portal page to download a copy of the user guide. Please click on 'More' if you do not see 'Document Download' in the menu bar.

## 7. Is there any login guide available for using the Tenant Portal?

Yes, please refer to the login guide by visiting [www.sla.gov.sg/contact-us](http://www.sla.gov.sg/contact-us).

## 8. Do I need SingPass/CorpPass to login to Tenant Portal?

[For tenancies under individual names/ non-corporate]

Yes. You will need to have a **SingPass** to login to the portal. If you do not have a SingPass account, we encourage you to apply for one to take advantage of the portal's features. You can apply for a SingPass account at [www.singpass.gov.sg](http://www.singpass.gov.sg).

[For tenancies under Corporate – companies, partnerships, government agencies]

Yes. You will need to have a CorpPass/SingPass to login to the portal. If you do not have a CorpPass/SingPass account, we encourage you to apply for one to take advantage of the portal's features. You can apply for a SingPass account at [www.singpass.gov.sg](http://www.singpass.gov.sg) or CorpPass account at [www.corppass.gov.sg](http://www.corppass.gov.sg).

If your organisation already has a CorpPass account, please contact your organisation's CorpPass Admin to create your account and ensure that your CorpPass Admin has granted you access to the e-service 'SLA Digital Land Applications' before logging in with CorpPass.

## 9. Can I login to Tenant Portal using my mobile phone or do I need a computer/desktop to do so?

The Tenant Portal works well on the following browsers and platforms:

For Desktop, you can use:

- Google Chrome
- Apple Safari

For Mobile Devices, you can use:

- (Android) Google Chrome
- (Apple iOS) Safari

However, due to diverse range of browsers, devices and screen sizes, we seek your understanding that your experience may vary according to your browser or device. Please use desktop for a better user experience.

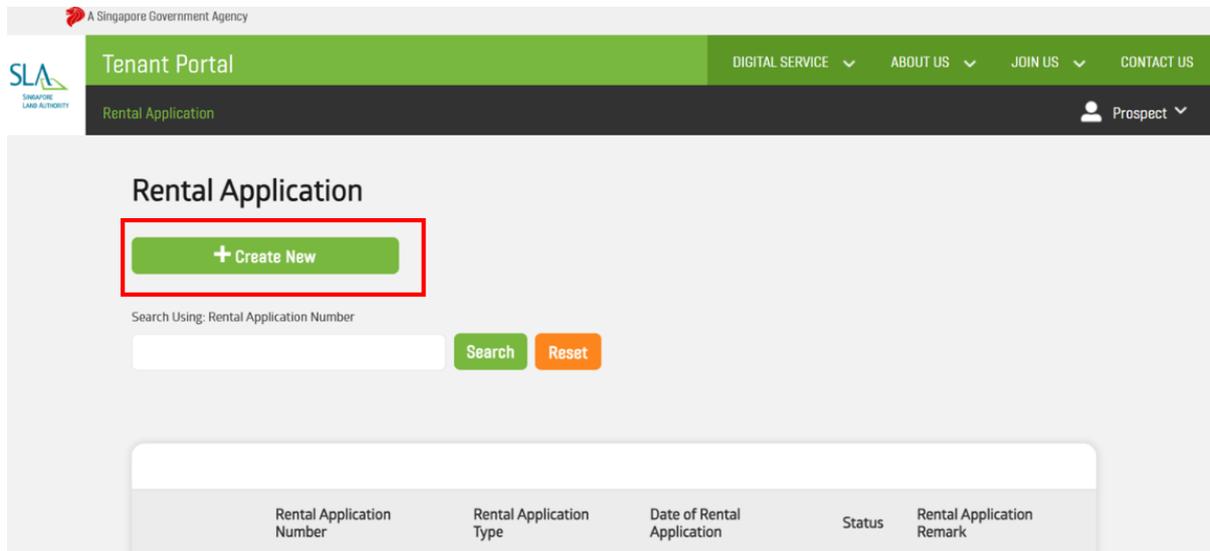
## 10. My Tenancy/ Temporary Occupation Licence has expired, and I am no longer an active tenant. Am I required to de-register myself from SLA's Tenant Portal?

No additional follow-ups are required for Tenants whose account has expired.

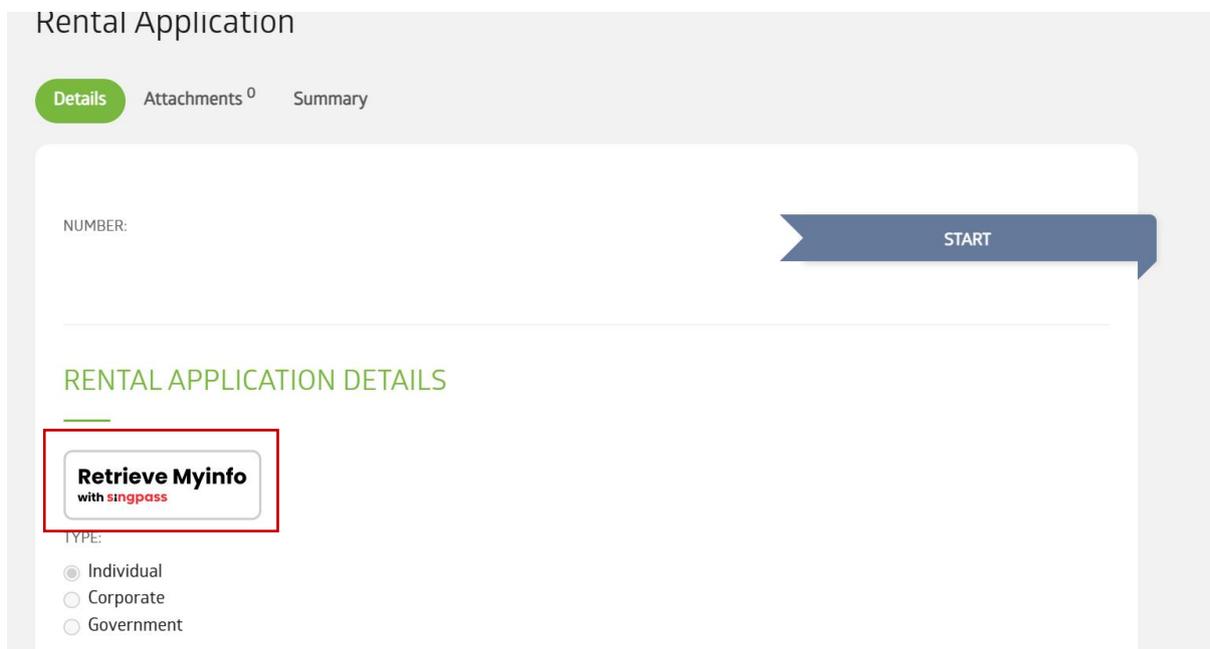
**11. If you are not an existing tenant and are interested in renting State properties, please refer to the following steps:**

### Steps for Individual Applicants

1. Click on Rental Application.



2. Once you clicked on 'Create New', you will be directed to the Rental Application Form. You can retrieve your personal information by clicking on the 'Retrieve Myinfo with SingPass'.



3. You will be redirected to the SingPass authentication page, where you will be asked to agree to the Terms and Conditions before retrieving all the data.
4. Click on 'I Agree' to proceed.

The image shows a Singpass authentication screen. At the top, the Singpass logo is displayed. Below it, a message states: "Singpass retrieves personal data from relevant government agencies to pre-fill the relevant fields, making digital transactions faster and more convenient." This is followed by a bolded statement: "This digital service, OneLeasing, by Singapore Land Authority, is requesting the following information from Singpass, for the purpose of form filling." A list of requested information fields is shown, each with a right-pointing chevron: > NRIC/FIN, > Name, > Hanyu Pinyin Name, > Sex, > Date of Birth, > Residential Status, > Nationality/Citizenship, > Country/Place of Birth, and > Pass Type. Below the list, a note says: "Clicking the 'I Agree' button permits this digital service to retrieve your data based on the Terms of Use." At the bottom, there are two buttons: "Cancel" and "I Agree". The "I Agree" button is highlighted with a red rectangular border.

5. Enter the mandatory information required in the form.

## REQUIREMENT

POSTAL CODE:   
Enter Postal Code to retrieve Address

ADDRESS OF PREMISE\*:

INTENDED USAGE FOR THE APPLIED PREMISES\*:  0 / 255

PROPOSED DATE OF TENANCY COMMENCEMENT\*:  dd-MMM-yyyy  PROPOSED EXPIRY DATE:  dd-MMM-yyyy 

BUDGET / RENTAL OFFERED\*:  UOM\*:  Monthly  PSM

## LIST OF INTENDED OCCUPIERS (TO BE FILLED IN BY BIDDER / APPLICANT)

## 6. Review and acknowledge the Terms and Conditions.

### TERMS AND CONDITIONS

#### Section A - Application for Residential or Commercial Property by an Individual or Company/Firm

1. Please complete the application form and upload the required documents under 'Attachments' before selecting 'Submit for Processing'.
2. If the applicant is applying for a Residential Property, please fill in the section under 'List of Intended Occupiers'. This section does not apply to application for Commercial Property.
3. SLA and/or its agent will contact the applicant by letter, email, phone call or text message to communicate the application status.
4. SLA and/or its agent reserves the right to reject any or all applications without giving any reasons thereof.

I/We acknowledge that I/We have read and agree to the above terms and conditions for the State Property rental application.

## 7. Click 'Next' to proceed. Upload all the required documents.

### ATTACHMENTS

**i** You have the following documents to upload:

Computerised payslip for the past 3 months; OR a copy of latest Income Tax Notice of Assessment; OR original letter from employer stating monthly salary earned (Compulsory)  
Copy of Intended Occupiers' NRIC/EP/SP/WP/DP (Compulsory)

Please ensure that each file does not exceed 10 Megabytes (10240 KB)

#### Attachments

 Upload

Attachment Type	File Name	File Size	File Description	Time(s) Downloaded
No items				

#### upload attachments

Attachment Type	File to Upload	Description
Computerised payslip for the past 3 months; OR a copy of latest Income Tax Notice of Assessment; OR original letter from employer stating monthly salary earned	<input type="button" value="Choose File"/> No file chosen	<input type="text"/>
Copy of Intended Occupiers' NRIC/EP/SP/WP/DP	<input type="button" value="Choose File"/> No file chosen	<input type="text"/>
<input type="text"/>	<input type="button" value="Choose File"/> No file chosen	<input type="text"/>
<input type="text"/>	<input type="button" value="Choose File"/> No file chosen	<input type="text"/>
<input type="text"/>	<input type="button" value="Choose File"/> No file chosen	<input type="text"/>

8. Once uploaded, click on 'Submit For Processing'.

Attachment Type	File Name	File Size	File Description	Time(s) Downloaded
 	Copy of Intended Occupiers' NRIC/EP/SP/WP/DP	Screenshot 2023-12-01 221738.png	243 Kbs	0
 	Computerised payslip for the past 3 months; OR a copy of latest Income Tax Notice of Assessment; OR original letter from employer stating monthly salary earned	Upload Test.docx	16811 Kbs	0

**1** 2 item(s) total

[← Previous](#) [Next →](#) **Submit For Processing**

## Steps for Corporate Applicants

1. Click on Rental Application.

A Singapore Government Agency

Tenant Portal

DIGITAL SERVICE ▾ ABOUT US ▾ JOIN US ▾ CONTACT US

Rental Application

Prospect ▾

### Rental Application

**+ Create New**

Search Using: Rental Application Number

**Search** **Reset**

Rental Application Number	Rental Application Type	Date of Rental Application	Status	Rental Application Remark
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2. Once you clicked on 'Create New', you will be directed to the Rental Application Form. The information will be pre-filled in the Rental Application form.

Singapore Government Agency

Tenant Portal

DIGITAL SERVICE ▾ ABOUT US ▾

Rental Application

### Rental Application

NUMBER:  **START**

Attachments 0

Summary

#### RENTAL APPLICATION DETAILS

TYPE:  Individual  Corporate  Government

APPLICANT NAME\*: A Pte Ltd

COUNTRY\*: Singapore

STATE: Singapore

CITY: Singapore

BLOCK/HOUSE NUMBER:

STREET NAME\*: ABC Street

FLOOR/UNIT NUMBER:  -

POSTAL CODE\*: 123456

BUSINESS IDENTITY\*: A123456

CONTACT NAME\*:  CONTACT NUMBER\*:

CONTACT EMAIL\*:  SALUTATION\*:

3. Enter the remaining mandatory information required in the form.

## REQUIREMENT

POSTAL CODE:   
Enter Postal Code to retrieve Address

ADDRESS OF PREMISE\*:

INTENDED USAGE FOR THE APPLIED PREMISES\*:  0 / 255

PROPOSED DATE OF TENANCY COMMENCEMENT\*:   PROPOSED EXPIRY DATE:  

BUDGET / RENTAL OFFERED\*:  UOM\*:  Monthly  PSM

## LIST OF INTENDED OCCUPIERS (TO BE FILLED IN BY BIDDER / APPLICANT)

4. Review and acknowledge the Terms and Conditions.

## TERMS AND CONDITIONS

### Section A - Application for Residential or Commercial Property by an Individual or Company/Firm

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2. If the applicant is applying for a Residential Property, please fill in the section under 'List of Intended Occupiers'. This section does not apply to application for Commercial Property.
3. SLA and/or its agent will contact the applicant by letter, email, phone call or text message to communicate the application status.
4. SLA and/or its agent reserves the right to reject any or all applications without giving any reasons thereof.

I/We acknowledge that I/We have read and agree to the above terms and conditions for the State Property rental application.

5. Click 'Next' to proceed.

## 6. Upload all the required documents.

Rental Application

Details

Attachments <sup>0</sup>

Summary

NUMBER: START

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### ATTACHMENTS

**You have the following documents to upload:**

- Copy of NRIC / passport / S-Pass / Employment Pass / Work Pass of applicant and intended occupiers (Compulsory)
- Latest print-out on the company/firm from ACRA (Compulsory)
- Past 2 years audited financial statements (Compulsory)

Please ensure that each file does not exceed 10 Megabytes (10240 KB)

**Attachments**

[Upload](#)

Attachment Type	File Name	File Size	File Description	Time(s) Downloaded
<i>No items</i>				

## 7. Once uploaded, click on 'Submit For Processing'.

		Copy of NRIC / passport / S-Pass / Employment Pass / Work Pass of applicant and intended occupiers	Screenshot 2023-12-01 170120.png	38 Kbs	0
		Latest print-out on the company/firm from ACRA	Screenshot 2023-12-01 232524.png	223 Kbs	0
		Past 2 years audited financial statements	Screenshot 2023-12-02 134459.png	10 Kbs	0

**1** 3 item(s) total

[Previous](#) [Next](#) [Submit For Processing](#)

## **SLA TENANT SATISFACTION SURVEY**

(If you are an existing tenant participating in the SLA Tenant Satisfaction Survey, please refer to the below FAQs.)

### **12. How do I access the tenant satisfaction survey?**

Please verify if you have signed up for the Tenant Portal as an account user at [go.gov.sg/slatp](http://go.gov.sg/slatp). Once you have signed up as an account user in the tenant portal, you will be able to view your pending tasks in your tenant portal inbox.

### **13. How can I get help or support if I encounter issues while carrying out the survey in the Tenant Portal?**

If you have any questions, please email to [tss@sla.gov.sg](mailto:tss@sla.gov.sg) or contact the officers managing your tenancy account. You may also refer to the survey user guide by visiting [go.gov.sg/slatp](http://go.gov.sg/slatp). Upon log in, please navigate to the 'Document Download' tab at the menu bar of the portal page to download a copy of the survey user guide. Please click on 'More' if you do not see 'Document Download' in the menu bar.

### **14. Are all the survey questions mandatory to be filled in?**

Yes, all questions are mandatory, and the survey recipient must provide at least one response for each question. If you do not have a comment for the open-ended survey questions, please enter "Nil" in the comment box.

### **15. Why can't I view my survey questions or survey response tasks in the Tenant Portal after registering an account?**

After registration, please allow approximately 5 minutes for system processing. You will receive an email (from [noreply\\_OLS@sla.gov.sg](mailto:noreply_OLS@sla.gov.sg)) once the survey is ready and may access the Tenant Portal to view and respond to the survey. If you are unable to view the survey task in Tenant Portal, please try logging in to your Tenant Portal again.

If you have any questions, please email to [tss@sla.gov.sg](mailto:tss@sla.gov.sg) or contact the officers managing your tenancy account.