



CONSUMERS ASSOCIATION OF SINGAPORE

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MEDIA RELEASE

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CASE and RCMA collaborate to develop a joint accreditation scheme for Renovation industry

The Consumers Association of Singapore (CASE) and the Singapore Renovation Contractors and Material Suppliers Association (RCMA) will be signing a Memorandum of Understanding on the 11th of August 2014 to jointly develop a voluntary CaseTrust – RCMA accreditation scheme for the renovation industry.

Complaints against contractors have been increasing across the years, from 1,488 complaints in 2011, 1,532 complaints in 2012 to 1,779 complaints in 2013. There are 813 complaints from January to July this year. The top nature of complaint usually involves unsatisfactory services and failure to honour the contractual agreement. Home renovation is one of the larger expense items incurred by consumers and it usually involves payment of large sums of deposit to the contractor even before the renovation is completed. We hope that the joint accreditation scheme will help to strengthen and uplift industry standards and promote fairer business practices in the renovation industry.

Consumers can look forward to added protection through a Performance Insurance Bond when they patronise a CaseTrust – RCMA accredited contractor. The Bond will act as a buffer for non-performance of contractors and provide greater peace of mind to consumers who are renovating their homes.

Additionally, there will be:

- A standard contract signed between the consumer and the contractor which will set out clearly the policies on fees and fee refund.
- A redress system with proper and clearly defined dispute resolution mechanisms for the business and consumers. This will include compulsory mediation by the CASE Mediation Centre in the event of any disputes.
- Contractors will have well-trained salespersons with ethical sales practices and are able to provide prompt and accurate information regarding the renovation.

- In addition to the above checks, accredited contractors must go through an on-site workmanship site assessment by the Building and Construction Authority (BCA) of Singapore. Contractors will be assessed in accordance to the BCA's CONQUAS standard to ensure good workmanship.

RCMA is also planning to work on a one-stop renovation city hub where many of the CaseTrust – RCMA accredited businesses will be housed under a single roof. Consumers will be able to source for information on the best renovation loans, the latest designing trends and more. A free Renovation & Furnishing Guide will also be published for consumers.

CaseTrust, CASE's accreditation arm, has been running an accreditation scheme for the renovation industry since 2004 and currently has 22 accredited renovation companies. We are confident that our partnership with RCMA will see an improvement in the renovation industry that ultimately benefits both the consumers and the businesses.

Mr Lim Biow Chuan
President
Consumers Association of Singapore (CASE)

And

Mr Tan Chim Hoon
President
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