



MEDIA RELEASE

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Launch of CaseTrust-RCMA joint accreditation scheme for renovation businesses

The Consumers Association of Singapore (CASE) and the Singapore Renovation Contractors and Material Suppliers Association (RCMA) will launch the CaseTrust-RCMA joint accreditation scheme for renovation businesses on 6th February 2016. Five renovation contractors will be awarded the CaseTrust Accreditation Mark (*see Annex*), with more contractors to come on board in the near future.

This move comes after both associations signed a Memorandum of Understanding (MOU) on 11th August 2014 to jointly develop a voluntary accreditation scheme for renovation businesses.

On the same day, CASE and RCMA will launch the 2016 Singapore Renovation Guide Book – a guide book for consumer knowledge and advisory on home renovation plus contact information of all CaseTrust-RCMA accredited members. The Guide Book will be available free of charge at all Housing and Development Board (HDB) branches and Town Council offices after Chinese New Year.

Why CaseTrust-RCMA accreditation for renovation businesses?

The contractor industry has been listed in the top ten industries with the highest number of complaints received by CASE in the past decade. The top two nature of complaints are usually on unsatisfactory services and failure to honour the contractual agreement. For example, contractors may deliver shoddy work such as uneven tiles on the floor, misaligned cabinet doors, wrong paint colour on the walls, water leakage from the pipes, etc. There are often cases where consumers are left in the lurch after the contractor collects the deposit and disappears. In such circumstances, it is difficult for consumers to get back their money.

As 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, there is a need to ensure that consumers' prepayments are protected.

With the new CaseTrust-RCMA accreditation scheme, consumers will be protected against closure, winding up and/or liquidation of the renovation business through a deposit performance bond that safeguards their deposit payments. Accredited members are also required to adopt a CaseTrust Standard Renovation Contract to ensure cost transparency and accountability for listed deliverables in a renovation project. This provides an extra step of protection as compared to the initial CaseTrust accreditation for renovation businesses.

In addition, all accredited renovation businesses, be it under the CaseTrust-RCMA or CaseTrust accreditation scheme, will be subjected to a stringent set of criteria that include:

- A redress system with proper and clearly defined dispute resolution mechanisms for the business and consumers, including compulsory mediation by the CASE Mediation Centre;
- Trained sales staff who practice ethical sales tactics and are able to provide accurate and knowledgeable information regarding the renovation project;
- Clearly articulated and documented policies on fees and fee refund;
- Compulsory on-site workmanship assessment to be conducted by the Building and Construction Authority (BCA) of Singapore to ensure good workmanship done by the contractor.

Why publish a CaseTrust-RCMA Singapore Renovation Guide Book?

The purpose of the Singapore Renovation Guide Book is to educate consumers on what they should look out for when engaging a contractor for home renovation. It contains editorials and advisories on home renovation from the Building & Construction Authority (BCA), CaseTrust Department, HDB and design and renovation feature writers. The Guide Book also highlights the RMCA members who are CaseTrust accredited.

CASE and RCMA are confident that the new CaseTrust-RCMA accreditation scheme for renovation businesses will instill greater confidence among house owners towards accredited contractors and ultimately benefit both consumers and businesses by uplifting the professional standards of the renovation industry.

Lim Biow Chuan
President
Consumers Association of Singapore (CASE)

and

Tan Chim Hoon
President
Singapore Renovation Contractors and Material Suppliers Association (RCMA)

ANNEX

CaseTrust-RCMA Joint Accreditation for Renovation Businesses

S/N	Company Name	Address
1	Add Space Design Pte Ltd	507 Balestier Road Singapore 329847
2	Ciseern by Designer Furnishings Pte Ltd	13 Kaki Bukit Road 4 #03-15/16 Bartley Biz Centre Singapore 417807
3	Rezt And Relax Interior	33 Ubi Ave 3 #02-09 Vertex Tower B Singapore 408868
4	Sky Creation Design Pte Ltd	No. 8 Kim Keat Lane Singapore 328865
5	Vegas Interior Design Pte Ltd	160 Paya Lebar Road #02-01 Orion @ Paya Lebar Singapore 409022

CaseTrust for Renovation Businesses

S/N	Company Name	Address
1	2nd Phase Design ID Pte Ltd	21 Woodlands Close #04-05 Primz Bizhub Singapore 737854
2	AD. I. Wrks Studio Pte Ltd	No. 8 Ubi Road 2 #07-08 Zervex Singapore 408538
3	All About Designs Pte Ltd	101 Bukit Batok West Avenue 6 #13-26 Singapore 650101
4	Artrend Design Pte Ltd	Head Outlet : 22 Woodlands Link #04-13 Woodlands East Industrial Estate Singapore 738734
5	Carpenters.com.sg Pte. Ltd.	1006 Eunos Ave 7 #01-24 Singapore 490577
6	De Exclusive ID Group Pte Ltd	No.55 Serangoon North Avenue 4 #01-12 Sg Building Singapore 555859
7	Decor Werkz Pte Ltd	140 Upper Bukit Timah Road #02-10 Beauty World Plaza Singapore 588176
8	Edgeline Planners Pte Ltd	2 Jurong East Street 21 #03-32 IMM Building Singapore 609601
9	FC Group Pte Ltd	62 Ubi Road 1 #01-39 Oxley Bizhub 2 Singapore 408734
10	Home Guide Design & Contracts Pte Ltd	2 Leng Kee Road #01-06 Thye Hong Centre Singapore 159086
11	Ideal Design Renovation Pte. Ltd.	161 Lavender Street #01-09 Singapore 338750
12	Image Creative Design Pte Ltd	71 Ubi Crescent #01-11 Excalibur Centre Singapore 408571
13	JSR Design & Renovation Pte Ltd	109 Jalan Besar Singapore 208829
14	Living Gaia Interior Pte Ltd	33 Ubi Avenue 3 #01-42 Vertex Singapore 408868
15	One Design Werkz Pte Ltd	69 Frankel Avenue Singapore 458197

16	Promax Design Pte Ltd	No. 1 Queensway #01-40 Queensway Shopping Centre Singapore 149053
17	Renozone Interior Design House	No.1 Jalan Klapa Singapore 199313
18	Spacious Planners Pte Ltd	2 Jurong East Street 21 #03-31 IMM Building Singapore 609601
19	Spire Id Pte Ltd	No.1 Commonwealth Lane #04-02 One Commonwealth Singapore 149544
20	The Wooden Platform Pte Ltd	280 Woodlands Industrial Park E5 #05-06 Harvest @ Woodlands Singapore 757322
21	U-Home Interior Design Pte Ltd	81 Ubi Avenue 4 #01-20/21 Ub One Singapore 408830
22	Unimax Creative Pte Ltd	288 Balestier Road #02-02 Singapore 329731
23	Urban Design House Pte Ltd	586 Balestier Road #01-02 Eastpac Building Singapore 329898
24	Urban Habitat Pte Ltd	515 Balestier Road Singapore 329851
25	Vertice Concepts Pte Ltd	7 Kaki Bukit Road 1 #01-01 Singapore 415937
26	Visual Changes Interior Pte Ltd	No.1 Jalan Klapa Singapore 199313
27	Visual Dreams Pte Ltd	150 Silat Avenue #01-44 Singapore 160150
28	Weiken.Com Design Pte Ltd	No.18 Boon Lay Way #01-133 Tradehub 21 Singapore 609966
29	Y-Axis I.D Pte Ltd	1 Ubi View #01-22 Focus One Singapore 408555
30	Zhuang Jia Home of Design	927 Yishun Central #01-161 Singapore 760927

****Please note that the above lists are updated as of 5th February 2016.***