

HDB Implements Full Electronic Submission Of Resale Applications and Valuation Requests

In line with Singapore's e-Government framework, HDB has been implementing various initiatives of e-Services over the past few years. As part of this continuing drive, HDB will be implementing full electronic submission of resale applications and valuation requests. This will start from 3 Jan 2011.

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Currently, majority of these applications are handled by housing agents and more than 85% of all requests are already made online. With full electronic submission, our customers will benefit from the lower online fees as compared with that for the hardcopy applications. The move towards 'paper-less' transactions is also more environmentally friendly.

Enhancements Made

3 Currently, resale applications and requests for valuation are submitted to HDB through the following channels:

(i) **ResaleNet**, which is by subscription only for agencies accredited by the Singapore Accredited Estates Agencies (SAEA). Currently, online booking of the First Appointment Date for resale is available only on ResaleNet.

(ii) **e-Resale**, which is available on HDB's website for Do-it-yourself (DIY) buyers and sellers.

(iii) **Manual** hardcopy forms submitted to HDB.

4 In moving towards full e-submission, HDB has made the following enhancements:

(i) From today, all licensed housing agencies can apply to be a subscriber of the ResaleNet system

(ii) From 3 Jan 2011, the e-Resale system will be enhanced to allow all users to book the First Appointment. Housing agents who do not subscribe to the ResaleNet system can make use of e-Resale system to submit resale applications and valuation requests

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From 3 Jan 2011, HDB will also allow the buyer and seller, or their agents, to submit their respective portions of the resale application separately. Currently, resale applications are submitted jointly. However, we have received feedback from some buyers and sellers that they are not comfortable in divulging their personal particulars to the other party, or their housing agents. This move to allow separate application is also in line with the Estate Agents (Estate Agency Work) Regulations 2010 which disallow the same housing agent to be engaged by both the buyers and sellers in a transaction.

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Either party or their agents can submit their own portion of the resale application first. Once HDB receives the first party's portion of the application, we will notify both the buyers and sellers via their MyHDBPage on our website. The other party should submit their portion within 7 days to book the first appointment. Otherwise, the submission from the first party will lapse, and a fresh application will have to be made.

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HDB will no longer accept manual hardcopy applications from 3 Jan 2011. For customers without internet access, they

can submit their online applications at the e-Lobby at HDB Hub, or at any HDB Branch Office. Customers who need help can also approach our staff.

Enquiries

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The move towards full e-submission will provide better services and greater convenience to buyers, sellers and their housing agents. They can submit their applications and requests online anytime, anywhere. Members of the public who need more information can e-mail us at hdbresale@hdb.gov.sg or call our Sales/Resale Enquiry Line: 1800 866 3066 from 8am to 5pm, Mondays to Fridays.

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