

### Name of Initiative

## Feedback on the Application to be listed in HDB's Directory of Renovation Contractors

### Agency

Housing & Development Board



### Could you share briefly on what was the impetus that eventually led to the initiative, and how did you motivate yourself/your team to pursue it?

We conducted a review on our application process and criteria together with MTI. In keeping up with the trends of the business environment, we streamlined part of our process and criteria to make the application simpler for businesses to be listed as a renovation contractor on HDB's DRC.



### What were the challenges that you/your team encountered, and how did you/your team overcome them?

One of the challenges from this initiative was to eliminate the requirement to submit a photograph of the business shopfront or office. This would mean that we had to let go of one of the ways to verify the legitimacy of the business. Nevertheless, HDB recognised that the methods of conducting business had evolved where operations have been streamlined, along with the rise of co-working spaces and home office setups for smaller outfits.

In streamlining our process and criteria, we had to keep an open mind, fully cognisant of the dynamic business environment, whilst still balancing the needs of the organisation.



### What was the most memorable moment while working on this project?

The cross-agency collaboration with MTI was invaluable. We received honest feedback and support from MTI, which helped to accelerate our streamlining process.

# PEP-SBF Awards 2021

Pro-Enterprise Suggestion Award



<https://go.gov.sg/hdb-renovation-application-process>

