

# PEP-SBF Awards 2022

Pro-Enterprise Initiative (PEI) Award - Bronze



## Name of Initiative

Rental Support Scheme – A Direct-To-Tenant Pay-out Scheme

## Agency

Inland Revenue Authority of Singapore (IRAS)



### 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?

In 2021, due to the tightened COVID-19 Safe Management Measures, there was an urgent need to provide financial assistance to affected businesses. One such support was on their rental expense.

While the Government had introduced rental assistance in the form of the Rental Relief Framework in 2020, there were inherent difficulties as it required the rental relief to be administered indirectly via landlords.

Hence, when 2021 came, IRAS reviewed the policy parameters and design, and developed a business-friendly approach to administer rental support quickly to businesses.

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

A key challenge faced was having to disburse the Rental Support Scheme (“RSS”) payout quickly to support the affected businesses during the tightened Safe Management Measures.

The team recognised the challenges and impact on businesses arising from the two Phase 2 (Heightened Alert) periods, and Stabilisation Phase. Hence, using data available to IRAS, the team developed a model to identify eligible recipients, and automatically disbursed all three RSS payouts to the majority of the eligible owner and tenant-occupiers. These recipients would not be required to submit an application to IRAS.

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

Given that this was the first direct to tenant rental support scheme, the end-to-end process of designing and implementing the scheme from scratch together with the Ministry of Finance (MOF) was very invaluable.

## Supporting Media/ Illustrations



**Lawrence Wong** ✓

November 22, 2021 · 🌐

Thanks to our tenants and owner-occupiers for your resilience and efforts amidst the pandemic. We know it has not been easy for you.

From 26 November, we are giving over 40,000 eligible tenants and owner-occupiers a cash payout equivalent to 1 month of your rent for the period of the Stabilisation Phase. This is part of the third Rental Support Scheme payout.

Like the first two payouts earlier this year, we will be disbursing rental support directly to tenants. This simplified process will let businesses receive the payout faster.

In total, the Rental Support Scheme has provided more than \$900m of rental relief to eligible tenants and owner-occupiers this year. Let's continue to support each other and adhere to safe management measures, as we move progressively towards a safe reopening.