

Access government services from the comfort of your home

Whether you are filing your taxes, checking the availability of new HDB flats, registering for National Service or applying for a new passport, there is now an easier and better way to get these things done. At eCitizen, the one-stop online portal for government services and information, you can now do all of the above and much more. By accessing government services online instead of physically going down to the various government agencies, you are saving time and adding convenience to your life.

There are many more e-services for you to discover for yourself. Check them out now at www.ecitizen.gov.sg.

The various e-services are categorised into seven broad categories:

- Culture, Recreation & Sports@eCitizen
- Defence & Security @eCitizen
- Education, Learning & Employment @eCitizen
- Family & Community Development@eCitizen
- Health & Environment@eCitizen
- Housing@eCitizen
- Transport & Travel@eCitizen

TrustSg - Transacting online with peace of mind

Online transaction is one of the wonders of the World Wide Web. With e-transactions, you can pay bills, renew licenses, apply for new e-services from the comfort of your home, 24 hours a day, seven days a week without breaking even a bead of sweat.

TrustSg is a nation-wide trust mark initiative by the National Trust Council with the support of the Infocomm Development Authority of Singapore. This is to help build confidence in online transactions especially in the area of privacy and security. When you visit websites with the TrustSg mark, you can be assured that you are dealing with trustworthy service providers.

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In line with the government's aim to provide quality service to customers, various government agencies have been accredited with TrustSg in recognition of their efforts in embracing best practices in security and privacy.

For more information about TrustSg, go to www.trustsg.com.

Housing@eCitizen

One-stop Online Haven For All Your Housing Needs



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Housing@eCitizen is the one-stop portal for all your housing related needs. Whether you are an existing home owner or soon-to-be one, a developer, real estate agent or even simply an enthusiast following the property market, this housing portal has all the information, links and e-services to cater to your needs.



Buying a property

Choosing your dream home can be a tricky affair, requiring the right combination of location, type of property, timing and affordability. Find out whether you are eligible for the various types of government housing, and if you should go for a new HDB flat or a resale unit. There is also information to help you understand the different modes of sale for new HDB flats like Walk-In-Selection Exercise, Build-To-Order System and Balloting Exercise. Check out the transacted prices of both HDB resale units and private housing. For private condominiums, the detailed selling price of transactions over the last year is a great tool and you can sort the information by condominium name. Cash flow is just as important as choosing the right location – get the latest information on housing financial schemes and CPF financing rules.

Selling a property

Thinking of selling your home? This service package provides the steps to guide potential sellers of HDB flats through the resale process: from pre-selling stage, to signing the Option to Purchase (contract for resale flat transaction) to attending the resale appointment and completion.

You can find out information on HDB Resale Price Index and Average Market Valuation. You can also search for recent transacted prices of HDB resale flats, and check out the other e-services available, to make your resale transaction an easier and simpler process.

Renting a property

If you are looking to rent instead of buying a property, do check out the information on eligibility for the various schemes like the Public Rental Scheme and Joint Singles Scheme for Rental Flats.

Moving in, renovating and maintaining your home

Before you can start living in your new home, you need to get the utilities in place. Find out how to apply for water, electricity, gas, telephone lines, TV licence and even season parking tickets. Another useful service is the mail re-direct service from Singapore Post, which will re-direct mails addressed to your old address to your new home.

Another pre-requisite before moving in is to renovate your home. You can get detailed guidelines for renovating public and private homes, a list of HDB-registered contractors, renovation ideas, best practices in engaging a renovation contractor, pointers on renovation works and much more.

After you have moved in, you will still need to upkeep your home. There may be occasions where you need to clear choked pipes and patch ceiling leakages. There is a ton of DIY tips for you as well as information

on engaging professional contractors and understanding the roles of the town councils and management corporations for handling possible defects.

Estate Renewal Programmes

The older HDB estates are given a new lease of life through the various programmes implemented under the Estate Renewal Strategy (ERS). Find out more about these different programmes – Main Upgrading Programme, Lift Upgrading Programme, Interim Upgrading Programme Plus and Selective *En Bloc* Redevelopment Scheme.

Information for property developers

For property developers, important information on the latest developments, building rules and regulations can be found here. In addition, you can also apply online for approval of your various applications from URA, BCA, NParks and other government agencies.

Get help going online with eCitizen Helpers

Need help going online? Our eCitizen Helpers can assist you to access all government e-services that you need. This free service is available at many public places island-wide, including:

- eClubs
- Regional and Community libraries
- NTUC Income branches
- RSVP Singapore at Bukit Timah
- Singapore Post Centre at Eunos
- Crawford Residents' Committee
- FujiFilm outlets (only for passport applications)



Look out for the friendly eCitizen Helper icon at these places. You can get a complete listing of the eCitizen Helper outlets and more information by visiting www.eCitizen.gov.sg.

