

TREASURE CREST

Frequently Asked Questions (FAQs)

Q1. When is the estimated Temporary Occupation Permit (“TOP”) for Treasure Crest?

Answer: We anticipate to obtain the TOP for Treasure Crest in **August 2018**, subject to authorities’ approval.

Q2. When will we get the Notice of Issuance of Temporary Occupation Permit (“TOP Notice”)?

Answer: Prior to the service of the Notice of Issuance of Temporary Occupation Permit (“TOP Notice”), the EC Further Particulars Form (“FPF”) has to be submitted for the re-assessment of eligibility to take possession of the EC unit.

If there is any delay in the submission of FPF and supporting documents, the TOP Notice shall not be served. Kindly be informed that we would require at least **two (2) months**, upon receiving the full set of documents, to re-assess your eligibility to take possession of the EC unit.

Subject to your eligibility clearance, please note that the TOP Notice for units in the development shall be served in batches in view of the size of the development.

Q3. What are the payments that are required to be made before key collection?

Answer: Upon receiving the TOP Notice from our solicitors, you are required to make **full payments** of the following prior to making an appointment for key collection:

(1) TOP Payment;

- (a) 25% of the Purchase Price, where the unit is sold under the Normal Payment Scheme; or
- (b) 65% of the Purchase Price, where the unit is sold under the Deferred Payment Scheme.

(2) Six (6) months’ Maintenance Fees;

(3) Survey Fees; and

(4) Interest Charges (if applicable).

Q4. How can we arrange an appointment for key collection?

Answer: You may arrange an appointment for key collection via the Online Portal after clearance of the abovementioned payments. A step-by-step guide will be provided with the TOP Notice for instructions to make an appointment via the Online Portal. Appointment date and time is subject to availability on a first-come-first-served basis.

Q5. How can we expedite on the clearance of payments to take possession of the EC unit?

Answer: You are advised to make all payments via Cashier’s Order(s) if you wish to expedite the clearance of the payments.

For payments made by way of personal cheques/ solicitors’ cheques, the same must be cleared before you can log into the Online Portal.

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Q6. Would we be able to reschedule our appointment slot?

Answer: Any reschedule of appointment must be made at least **three (3) working days** in advance. Please log in to the Online Portal to reschedule your appointment. Appointment date and time is subject to availability on a first-come-first-served basis.

Q7. What are the items required to bring along during key collection?

Answer: You are required to bring along the following items for key collection:

- TOP Notice from our solicitors
- Appointment Email Confirmation
- Purchaser's Original NRIC or Passport
- Vehicle Log Card and 10-digit IU Number

If your representative is collecting the keys on your behalf, he/she is required to produce the following for verification:

- TOP Notice from our solicitors
- Appointment Email Confirmation
- Original Letter of Authorisation duly signed by the Purchasers
- Photocopy of Purchaser's Original NRIC or Passport
- Representative's Original NRIC or Passport
- Vehicle Log Card and 10-digit IU Number

Q8. When do we have to sell our existing flat?

Answer: If you or any occupiers listed in the application currently owns a HDB flat, you or the occupiers must dispose or give up the interest in the flat **within six (6) months** after key collection.

If you purchased the EC unit under the Deferred Payment Scheme and have taken a bank loan to finance the EC unit, you may be required to dispose your HDB flat before TOP to facilitate the disbursement of funds. Please check with your respective financial institutions on the requirement.

Q9. We have purchased the EC unit under the Deferred Payment Scheme. What should we do if we are unable to sell our existing flat in time to make the TOP payment?

Answer: If there are any financing issues involved, please consult your solicitors and financial institutions to ensure that your financing arrangements are in place e.g. taking up a bridging loan.

Kindly note that late interest charges at 6.75% per annum shall be imposed on any late payment.

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Q10. We have purchased our EC unit under the Fiancé/Fiancée Scheme and have taken a CPF Housing Grant. What will happen if we are unable to produce our Marriage Certificate or supporting documents to appeal for the deferment?

Answer: Under the Terms and Conditions, applicants who purchased the EC unit under the Fiancé/Fiancée Scheme and have taken a CPF Housing Grant are required to produce their Marriage Certificate for inspection by the Developer **before** they can take possession of the EC unit.

Kindly note that there will be a delay to take possession of the EC unit if you are unable to produce your Marriage Certificate or supporting documents to appeal for the deferment.

Please be informed that the appeal is assessed on a case-by-case basis and we would require at least **two (2) months**, upon receiving the full set of documents, to assess your appeal.

Q11. Can we have a copy of our unit's floor plan with measurements?

Answer: A copy of to-scale floor plan shall be given to you during key collection. The area is approximate only and is subject to final survey. You are advised to use the floor plan as a guide only and commence any renovation and carpentry works after you have taken actual measurements of your unit.

Q12. What are the procedures for defects submission?

Answer: A copy of Owner's Inspection Form shall be given to you during key collection. Upon key collection, you are advised to submit the Owner's Inspection Form **within fourteen (14) days** to the Management Office by hand or via email/fax.

Upon receiving the Owner's Inspection Form from the Management Office, the Main Contractor Person-In-Charge shall contact you **within three (3) working days** to arrange for a joint inspection, subject to both parties' availability.

We wish to inform that the defect rectification works shall take approximately **four (4) weeks** depending on the complexity of the rectification works. The Main Contractor Person-In-Charge shall contact you for inspection once the defects have been rectified and completed.

Q13. When can we carry out our renovation works? How can we apply for a Renovation Permit?

Answer: To prevent any disputes, you are advised to commence your renovation works after the Main Contractor has rectified the defects (if any) in your unit.

You are required to submit the Renovation Application Form and place a Renovation Deposit at the Management Office for any renovation or Addition & Alteration works to the unit. You **must** obtain the Management's approval before carrying out any renovation works.

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Q14. Can we install grilles for our windows and/or sliding door?

Answer: You may install window grilles and/or sliding door grilles within the boundaries of the unit, behind the windows and/or sliding door. For the installation of grilles, you are required to follow the approved design and colour of the window grilles and/or sliding door grilles provided in the Resident's Handbook to maintain consistency of the building façade.

Kindly obtain the necessary approval from the Management Office before commencing any works.

Q15. Can we install balcony screens for our living room balcony?

Answer: You may install operable balcony screens at the living balcony. You are required to follow the approved design and colour of the operable balcony screens provided in the Resident's Handbook to maintain consistency of the building façade.

Kindly obtain the necessary approval from the Management Office before commencing any works.

Q16. How do we apply for the utilities?

Answer: An application form to apply for utilities shall be given to you during key collection.

Alternatively, you may apply your utilities (1) In-person at Singapore Power or (2) Online at www.spservices.com.sg. For more enquiries, you may contact their helpline at 1800 222 2333.

You are advised to apply for water/ electricity turn-on in advance if you intend to carry out renovation works.

For safety reasons, you are advised to delay the application for gas until you are about to shift in.