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Consolidation of Industrial Properties & Land Under JTC

On 1 January 2018, HDB’s industrial properties and lands were transferred to JTC. Prior to the transfer, a welcome letter was sent to all former HDB industrial properties customers in mid-December 2017, with details guiding them on how to access their account information through the JTC Customer Service Portal, the new e-bidding portal, information on the customer service counters and the contact details of our officers.

Our counter services at HDB Hub (Level 3), 480 Lorong 6 Toa Payoh, will continue to serve you. To provide greater convenience, a second customer service centre is now open at The JTC Summit (Level 3), 8 Jurong Town Hall Road. Counter services are available from Mondays to Fridays, from 9.00am to 5.00pm, excluding public holidays.

On behalf of JTC, we would like to once again extend a warm welcome to you. For enquiries, please contact our General Enquiry Line at 1800-568-7000 or email us at askjtc@jtc.gov.sg.
New Online Portal for e-Bidding

Ready-built industrial factories formerly under HDB will continue to be available for public e-bidding at www.jtc.gov.sg/e-bidding. Interested parties can apply for an account at JTC’s e-bidding system hosted by True Stats Lab Pte Ltd, submit bids, and view available and upcoming units scheduled for e-bidding there.

To bid for a ready-built factory unit, you will need to open an e-bid account by logging in with your SingPass or CorpPass. You can also personalise your profile under your Dashboard, and sign up for the e-alert service to be notified through email or SMS once a unit meeting your requirements is opened for bidding.

At the new e-bidding system, tenders will close at the scheduled tender closing time (usually at 3pm) stated in the e-bidding website, similar to the practice for conventional envelope tenders. Bidders are hence encouraged to place their first bids early. An online tender deposit of $500 via credit card is required before the first bid can be placed.

新电子投标网上平台

由建屋发展局所管理的工业房产将继续通过裕廊集团网站 www.jtc.gov.sg/e-bidding 进行公开电子投标，有意者能在True Stats Lab Pte Ltd所托管的裕廊集团网站上申请投标，然后进行投标以及浏览已推出的投标单位。

申请帐户时须使用Singpass或CorpPass登入。您也能透过仪表板制定个人风格，并且选择通过电邮或短讯接收符合您单位需求的投标详情。

新设立的电子投标系统将遵循信封投标惯例，下午三点的截止时间。投标者们若能预先投标较为理想。初次完成投标之前须先以信用卡缴纳$500的网上投标定金。
From HDB InfoWeb to JTC Customer Service Portal

Tenants and lessees can now access the JTC Customer Service Portal (CSP) to view details of their lease and/or tenancy, and perform related transactions online. Below are a few frequently asked questions about the CSP. A detailed user guide to CSP can be found at www.jtc.gov.sg/cspguide.

What to do for first-time logins

1. Make sure your company has a CorpPass account before you get started. To register for an account, visit www.corppass.gov.sg.
2. At CorpPass, log-in as a CorpPass Admin, and select “JTC e-services” as an e-service that your company will use. This will grant your company digital service access to JTC’s CSP.
3. As a CorpPass Admin, assign roles to CorpPass Users. There are two types of roles – an Approver and a Preparer. An Approver will have full access to the services in CSP and can assign service access rights to Preparers. A Preparer will only have access to services granted to them by the Approver.
4. Log in to CSP using your CorpPass login and your company’s UEN, and fill in your email address and phone number under “My Profile” to complete the registration.

How to grant your staff or colleagues access to CSP?

1. Only Approvers will be able to assign service access rights.
2. Click on “Manage Users” beneath your name at the top right corner and click “Add New User” to grant your staff or colleagues access rights to manage your properties.
3. A new user can be given a Transactional or e-Statement role, or both – a Transactional role allows users to perform lease/tenancy-related transactions on behalf of the company, while an e-Statement role enables the User to view the company’s online financial statements and payment history.
4. Disable pop-up blocker or allow pop-ups from CSP. You can do so by clicking on the red cross symbol next to your address bar.

How to view your e-Statements?

1. Under “My Account”, click on “e-Statements”
2. Click on the drop down to select the month that you wish to view, then click on the PDF icon next to it.
3. If you don’t see any statements after clicking, check your pop-up blocker next to the address bar and allow pop-ups from CSP.

How to pay your rents online?

1. To make payments using Internet Banking (direct debit), you’ll need your bank’s login credentials as well as your bank token (or mobile phone, for SMS verifications).
2. Select the account and enter the amount you are paying for, and click submit. Follow the bank’s instructions thereafter to authorise the payment.
如何进行首次登入

1. 首先，请确认您拥有Corppass账户。可通过www.corppass.gov.sg注册账户。
2. 在Corppass网页，以Corppass管理员身份登录，并选择“JTC e-services”作为贵公司使用的电子服务。这将授予您的公司电子服务开通进入裕廊集团的CSP。
3. Corppass管理员可指定Corppass用户的账户。身份分为管理员和非管理员。管理员可以完全使用CSP中的所有功能，而非管理员则只能在获得管理员授权后使用服务功能。
4. 使用您的Corppass及您的公司UEN登录CSP，接着在“My Profile”下填写您的电子邮箱地址和电话号码以完成注册。

如何授权您的员工或同事使用CSP？

1. 只有管理员可授予使用权。
2. 点击右上角名称下方的“Manage Users”，然后点击“Add New User”，授予您的员工或同事使用CSP的权利。
3. 新用户可被授予交易或电子签单的权限，而其他用户则可选择允许用户代表公司执行相关交易，并可查看用户账户的在线财务报表和付款记录。
4. 您可通过点击地址栏旁边的“搜索”图标，来查阅弹出的窗口程序或允许从CSP弹出窗口。

如何查看你的电子账单？

1. 在“My Account”下，点击“e-Statements”
2. 点击下拉式列表选择您想查看的月份，然后点击旁边的PDF图标。
3. 如果点击后没有看到任何账单，请检查网址栏旁边所弹出的警告信息，并允许从CSP弹出窗口。

如何在网上支付租金？

1. 使用网上银行（直接存款）进行付款。您需要使用银行的登录凭证以及银行的存款账户（或手机进行转账验证）。
2. 选择账户并输入您支付的金额，然后点击提交。按照银行的指示授权付款。

从建屋局资讯网迁移至裕廊集团客户在线服务平台

租户和承租人现在可以通过裕廊集团客户在线服务平台(CSP)查阅各自的租赁合约内容，也可进行有关的网上交易。以下是关于CSP的常见问题。可在www.jtc.gov.sg/cspguide获取详细用户指南。
Sin Ming AutoCity
First Industrial Complex with Ancillary Living Quarters

One-Stop Motor Hub Equipped with Living Quarters for Workers

Sin Ming AutoCity, completed in early 2017, is a one-stop integrated motor hub built under the Industrial Redevelopment Programme to rehouse tenants from the motor workshops at Sin Ming Industrial Estate.

The 8-storey ramp-up complex houses 14 heavy vehicle repair workshops, 117 motor workshops, 30 spray-painting workshops and a canteen, and is the first industrial complex designed with designated ancillary living quarters in each workshop unit.

The living quarters in each unit can accommodate up to two workers, and gives workers the option to stay within the development that will help to alleviate traffic on roads and competing demands for public transport within the area.

Response from Tenants

The concept of the living quarters was developed with inputs from tenants and workers through focus group discussion and surveys respectively. The concept has been well received by tenants as it enhances business efficiency and saves travelling time for workers.

Let’s hear what some of our tenants at Sin Ming AutoCity have to say about it:

“"A very good initiative! It provides a ready accommodation for my workers and helps me resolve the problem of finding suitable approved housing for my workers.”

Ms Sandra Khong of K. Kim Hin Auto Pte Ltd

“The initiative would help to save on travelling time for my workers. It would also provide the flexibility for my workers to receive cars from customers early in the morning for repair and servicing.”

Mr Henry Tan of Lian Heng Painter Co

Design Features

The living quarters range from 9 sqm to 12 sqm, and come equipped with toilet facilities. In meeting fire safety requirements, the staircase leading to the quarters at the mezzanine floor is sheltered and separated from the main workshop floor. The quarters are also equipped with fire-rated doors and prohibit open-fire cooking.

In meeting the needs of workers, amenities such as a recreation centre and a convenience store are located within the complex as well.
新民汽车城

第一座设有宿舍的工业综合大厦

附设员工宿舍的一站式修车厂房

于2017年初竣工的新民汽车城，是一栋为安置在工业重建计划下受
影响新民工业区修车租户而建的一站式修车工业综合大厦。

这座8层楼高的综合大厦内设有斜坡直上，可容纳14间重型车辆维
修厂，117间修车厂、30间喷漆厂房和一间工业餐厅。

每间单位的员工宿舍可容纳两名员工。员工若选择在这里住宿，
将可缓解交通和减轻当地的公共交通需求。

设计特色

宿舍面积从9平方米至12平方米，内部设有洗手间。为了达到防火
安全的要求，通往宿舍的楼梯在夹层墙面加盖并与工作间分隔开，
宿舍也设有防火门及严禁火煮食。

为了满足员工的需求，在大厦内也设有休闲中心及便利店。

租户的反馈

宿舍的设计概念是由租户及员工在专题小组讨论和问卷调查中所提供的
意见。设计概念获得租户的欢迎，因为它可提高商业效率及减少员工的
通勤时间。

让我们听听租户们怎么说：

“这是一个非常好的计划！它为员工提供现成的住宿设施，解决了我为员工寻找合格住宿的烦恼。”

Ms Sandra Khong of K. Kim Hin Auto Pte Ltd

“这项计划帮助我们的员工减少通勤时
间。也方便员工可以一早接收顾客的车子进行维修。”

Mr Henry Tan of Lian Heng Painter Co

Staircase to Living Quarters
楼梯到宿舍

Access to living quarters is via a sheltered staircase that is separate
from the workshop area. 通往宿舍的加梯楼梯与工作间是分隔开来的。

A typical living quarter which can house up to 2 workers. 1quarters range from 9 sqm to 12 sqm
and come equipped with toilet facilities.

普通宿舍可容纳两名员工。面积从9平方米至12平方
米，内部设有洗手间。
Site Offices to Serve You Better

Our facilities management officers will be stationed at selected offices where they will work alongside appointed Managing Agents to oversee the management of facilities and estates. This will allow us to respond to your facility and estate-related queries and needs promptly.

The locations of these offices include:
1. YS-One
2. Shimei East Kitchen
3. Eunos Industrial Estate (1033 #01-07)
4. UbiFlex I
5. KB-1
6. Sin Ming AutoCity
7. AMK TechLink

在地办事处为您提供更好的服务

我们的设施管理员将在选定的在地办事处与指定的管理代理一同负责监管工业厂房设施，以便为您提供更及时的回应。

在地办事处的地点包括：
1. YS-One
2. Shimei东厨
3. Eunos工业区 (1033 #01-07)
4. UbiFlex I
5. KB-1
6. Sin Ming AutoCity
7. AMK TechLink