

Your Ref. :
Our Ref. : BCA BC 056/1/1
Date : 23 November 2009

Building Plan & Management Division
Exterior Features Department

THE OWNER/TENANT

Dear Sir / Madam,

PRACTISE WINDOW SAFETY

The safety of exterior features such as windows is critical in Singapore's densely built environment as fallen exterior features could cause serious injury. Windows, in particular, are subject to wear and tear because we open and close them daily and need to be maintained in a safe and secure condition.

2 Under the Building Maintenance and Strata Management Act (Cap 30C), property owners or tenants have the responsibility of maintaining their windows in a safe and secure condition so that they do not fall off and cause danger to the public. Should a window be found to have fallen due to lack of maintenance, the property owner or tenant shall be guilty of an offence and shall be liable, on conviction, to a fine not exceeding \$10,000 or to imprisonment for a term not exceeding 12 months or to both.

3 To keep windows safe and secure, it is important to maintain them regularly. In carrying out window inspection and maintenance work, property owners and tenants or their window contractors are also advised to exercise caution and adopt necessary measures to ensure that such work is carried out safely.

4 For tips on window maintenance, please refer to BCA's webpage at www.bca.gov.sg/windows_safety. If you need the services of an approved window contractor to inspect or repair your windows, you may also refer to List Of Window Contractors at the above web page. If you have any queries, please do not hesitate to call us at our hotline at Tel: 6325 8677 or Mr Lee Koon Peng at Tel: 6325 7156 or Mr Alan Ng at Tel: 6325 2094.

5 We seek the co-operation of all property owners and tenants to play their part in ensuring that their windows are safe and secure.

6 Thank you.

Yours faithfully



CHIN JEN CHYI
DEPUTY DIRECTOR
EXTERIOR FEATURES DEPARTMENT
for COMMISSIONER OF BUILDINGS

Building and Construction Authority



We shape a safe, high quality, cost-effective and sustainable built environment.

Your Ref. :
Our Ref. : BCA BC 056/1/1

Building Plan & Management Division
Exterior Features Department
Tel : 6325 2094
Fax : 6325 4437
Email : alan_ng@bca.gov.sg

20 November 2009

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Dear Mr Sir,

**RETROFITTING OF CASEMENT WINDOWS – XXXXXXXXXXXXXXXXXXXXXXX
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We refer to the Building Control (Retrofitting of Casement Windows) Order 2004. This order was issued on 1 October 2004 by the Minister for National Development and requires aluminium rivets fitted on casement windows in residential units to be replaced with stainless steel rivets if the casement windows were installed 5 or more years ago.

2 An audit enforcement inspection on the casement windows in your estate will be conducted sometime in December 2009/January 2010. We will write to the individual owner separately on the scheduled date for the inspection of their unit.

3 You are advised to comply with the window retrofitting order by engaging an approved window contractor to retrofit the casement windows immediately if you have not already done it. Please submit or fax a copy of the retrofitting form (Form A) to Building and Construction Authority for record after the work is completed.

4 You may wish to note that an offender of the window retrofitting order may be prosecuted and may be fined not more than \$5,000 and/or imprisoned up to 6 months. You are, therefore, advised to read the notes in the attached Annex A.

5 Should you require any clarification pertaining to the window retrofitting order, please contact us at 6325 8677.

6 Thank you.

Yours faithfully

NG CHEE KEONG, ALAN
for COMMISSIONER OF BUILDING CONTROL

EXPLANATORY NOTES:

1 OBJECTIVE

The objective of this windows enforcement inspection is to drive home the message that window safety is the responsibility of all homeowners. Owners found not complying with the Retrofitting Order will be penalised.

BCA past investigations of fallen casement window incidents show that corrosion/shearing of the aluminium rivets was the main cause of these incidents. Hence, BCA is very concern over unretrofitted windows and takes a serious view against owners who failed to comply with the Retrofitting Order. Therefore, it is important for you to take immediate action to retrofit the windows in your unit if aluminium rivets are used on the geometry stay of the casement windows. Stringent penalty would be imposed if owners were found not having their windows retrofitted during BCA enforcement inspection.

If you are unsure or not confident of checking the windows yourself for compliance with the Retrofitting Order, you can engage an approved window contractor to inspect them. Upon completion of the retrofitting works, if required, the contractor will issue you a duly signed copy of the retrofitting report (Form A). You have to fill up all your personal particulars (including contact no.) on the Form A before sending/faxing a copy of it to BCA immediately. BCA would not inspect your unit on receipt of this Form A.

2 BUILDING CONTROL (RETROFITTING OF CASEMENT WINDOWS) ORDER 2004

Under the Building Control (Retrofitting of Casement Windows) Order 2004 which came into effect on 1 Oct 2004, the owner of any residential buildings (other than detached house, semi-detached house, terrace house or linked house, none of which are comprised in any strata title plan) is required to retrofit the casement windows in their units. Aluminium rivets fitted on the geometry stays (commonly known as friction stays) of casement windows in residential buildings (including service apartment buildings) must be replaced with those made of stainless steel (of type 304).

Owners who failed to retrofit their casement windows within the period of one year from 1 Oct 2004 shall be guilty of an offence under Section 22B (2) of the Building Control Act and shall be liable, on conviction, to a fine not exceeding \$5,000 or to imprisonment for a term not exceeding 6 months or to both and, in the case of a continuing offence, to a further fine not exceeding \$500 for every day or part thereof during which the offence continues after conviction.

Examples of casement windows are:



← Casement window.



↑ The above casement window, also known as top-hung window, can be commonly found in toilets and above main windows.