

Applicant to submit claim and supporting documents for deep cleaning works (every 6 months)

Please submit your claims and supporting documents to CTRG Claims FormSG within 3 months after completing each 6-month period of deep cleaning services. You may email additional supporting documents to NEA_CT_Grants@nea.gov.sg if necessary.

Do also kindly inform NEA if there are any changes to your cleaning arrangement (e.g. from in-house cleaning to outsourced cleaning, or vice versa).

Documents to be submitted include:

1. Claim form [<https://go.gov.sg/nea-ctcgclaim>]
2. Direct Credit Authorisation (DCA) Form
3. Bank statement extract showing that the company name, address, and account number correspond with the details provided in the DCA form
4. Photos showing deep cleaning work in progress for the entire toilet (sufficient photos to show the relevant areas with timestamp)
5. Post-cleaning checklist of deep cleaning works verified by supervisor, completed once a month
6. Invoice for each 6-month tranche of toilet deep cleaning works
7. Proof of payment for toilet deep cleaning works
8. Applicants will need to resubmit the following documents if there are changes from those submitted during the application:
 - a) ACRA BizFile (6 months validity)
 - b) SFA food shop (coffeeshop/eating house) licence
 - c) Contract for outsourced daily cleaning (if applicable)
 - d) Invoice for outsourced daily cleaning (if applicable)
 - e) Proof of payment for outsourced daily cleaning (if applicable)
 - f) Toilet deep cleaning quotation (NEA's approval must be obtained for deviation from the original quotation)

Please submit all the required documents as incomplete applications may result in longer processing time and/or application rejection. After receiving your claim, NEA and/ or its appointed grant administrator will visit your coffeeshop toilet for site inspection.

Upon complete submission of documents, NEA may take approximately 3 months to process and disburse the funds.