

Frequently Asked Questions

Coffeeshop Toilet Grants (Applies to both CTRG and CTCG)

SN	Questions	Answers
1	When will the grant applications be open?	The coffeeshop toilet grants will open for applications on 3 November 2025, Monday.
2	When will the applications close?	The Coffeeshop Toilet Renovation Grant's application window period would be for two years, while the Coffeeshop Toilet Deep Cleaning Grant will be open for one year, ending on 2 November 2027, Tuesday and 2 November 2026, Monday respectively.
Eligibility Criteria		
3	I am the owner or operator of a coffeeshop. Can I apply for the grant?	The grants are open to all coffeeshop operators, including chain operators, who hold a valid SFA foodshop licence under the category "coffeeshop/ eating house". If you do not possess such a licence, you are not eligible for the grant.
4	I am a coffeeshop chain operator. Will I be eligible to apply for the grant for more than one coffeeshop toilet?	Coffeeshop chain operators can submit an application for each coffeeshop premises, and each application will be assessed on a case-by-case basis. This approach ensures fair access to support toilet improvements across the sector. NEA will assess applications to ensure the grants achieve maximum impact in improving coffeeshop toilet standards across Singapore.
5	Can I apply for both coffeeshop toilet grants by NEA?	Yes, you can apply for both the Coffeeshop Toilet Renovation Grant and Coffeeshop Toilet Deep Cleaning Grant. However, applicants are advised to apply early as you would need to complete toilet renovation works before the deep cleaning works can start.
6	Am I eligible to apply for grant if my tenure term is less than a year?	You will need to have at least 1-year remaining lease to qualify to apply for the grant. This is to ensure that you can fully benefit from the grant support.

Grant Application		
7	Where can I find the application form and other documents required for applying to the grant?	Grant application details will be shared on 27 October 2025 via an email circular to all coffeeshop operators in Singapore.
8	When is the closing date of the grant application?	CTRG will be open for 2 years and CTCG will be open for 1 year. We welcome you to apply early as the grants are processed on a first-come, first-served/needs basis.
9	How long will it take for NEA to process the application?	Upon submission of complete information, NEA may take approximately 6 to 8 weeks to notify applicants whether their application was successful. Coffeeshop operators are strongly encouraged to submit applications with complete documents to facilitate timely processing.
10	Will there be any on-site evaluation conducted by NEA for the CTRG/CTCG?	NEA will conduct on-site visit to evaluate the toilet conditions before application approval. When applicant file for claim disbursement, NEA will conduct an on-site visit to ensure your toilets fulfil the claims requirements.
11	I do not understand English well. Can I get my renovation contractor to apply this grant and act on my behalf?	Coffeeshop operators may appoint a point of contact to submit the application form. NEA will liaise only with the applicant and the authorised contact person for all matters relating to the grants. However, the owner of coffeeshop must acknowledge the works carried out.
12	Any penalty for withdrawing from the grant after signing the Letter of Offer (LOO)?	No, but we would advise operators to read and understand about the grant requirements and commitments before applying.
13	Should we engage a contractor before signing the Letter of Offer (LOO)?	We suggest you consult the contractor to discuss on the quotation packages first and engage the contractor after you have signed the Letter of Acceptance (LOA).
14	What if I receive a summon while my grant application is in process?	Application is not affected by enforcement. Applicant is advised to answer for the summons accordingly.

15	Will there be a Phase 2 if all slots are filled?	There are no plans for Phase 2 yet, so we encourage you to apply at the grant launch once you have decided to take up the grant.
16	How many coffeeshops can benefit from the coffeeshop toilet grants?	National Environment Agency (NEA) has set aside \$10 million in funding for coffeeshop toilet grants. Under this funding, we estimate that approximately 100 coffeeshop operators could benefit from the Coffeeshop Toilet Renovation Grant (CTRG), while approximately 200 operators could benefit from the Coffeeshop Toilet Deep Cleaning Grant (CTCG). All applicants must possess a valid SFA foodshop licence under the coffeeshop/eating house categories.
Grant Disbursement		
17	Can I get an advance payment to start renovation works or toilet deep cleaning?	Both grants operate on a reimbursement basis only. Grant applicants will need to pay the renovation contractor and fulfil all grant conditions before claiming for CTRG from NEA. Likewise, applicants must have paid for and implemented the fortnightly deep cleaning and fulfilled all grant conditions before submitting a claim for CTCG.
18	How long will it take for NEA to process the claims?	Upon submission of complete information, NEA may take approximately 2 to 3 months to review and confirm the documents submitted by coffeeshop operators before grant funding is disbursed to operators. More time may be required if NEA needs additional clarification from the coffeeshops. Coffeeshop operators are strongly encouraged to submit complete and accurate claims to facilitate timely processing of grant disbursements.
Complimentary On-site Toilet Cleaning Training		
19	What does the cleaning training entail, and who will conduct the training? Is it a one-off training session or a series of training sessions? How long does toilet cleaning training take?	The training is a comprehensive, one-session training conducted on-site by NEA's appointed provider, which will take approximately 2 hours. It equips cleaners with practical skills in proper cleaning techniques, use of equipment, sanitation procedures, and safety protocols. The session includes a practical assessment to ensure cleaners can

		effectively maintain clean and hygienic toilet facilities at their workplace.
20	How many cleaners are allowed to be trained per coffeeshop?	We allow up to 5 cleaners per coffeeshop to be trained.
21	If our cleaner is WSQ-certified, do they still need training?	Yes. Training will be conducted at your coffeeshop and it is free of charge.
Grant Criteria/Condition		
22	Will there be any clawback of grant if the tenant's lease is not renewed by the coffeeshop owner?	The tenant can discuss with the coffeeshop owner on the possibility of having an early tenancy renewal before applying for the CTRG.
23	Will there be any claw back if I cannot meet the requirements for the grant schemes?	NEA shall be entitled at our discretion to suspend, withhold, cancel, reduce, or recover the funding in such circumstances. The full set of clawback clauses can be found in the Letter of Offer (LOO).
Others		
24	Will my smoking area be affected if I take up the grant?	No, operators are not required to remove smoking area for taking up the grant.
25	Why is there a difference in the grant application period for CTRG (two years) and CTCG (one year)?	The two-year application period for CTRG recognises that toilet renovation requires longer lead time for planning, quotations and scheduling of works. The CTCG's one-year application window is sufficient as deep cleaning services can be implemented more quickly and with minimal disruption to business operations. This shorter window also encourages operators to start their deep cleaning regime promptly to improve toilet cleanliness standards.
26	How will NEA ensure the sustained maintenance of these facilities after operators receive the grant?	Sustainability is built into the programme design through durable, low-maintenance fixtures and fittings. We have also educated, and will continue to educate, operators on the importance of setting aside a dedicated maintenance fund. The mandatory training of in-house cleaners will also equip coffeeshop staff with proper maintenance skills. These measures help operators build good maintenance practices that extend beyond the grant period. NEA and SFA will continue to work with coffeeshop operators to ensure the proper maintenance of coffeeshop

		toilets in the long term and will take enforcement actions for any related lapse detected during inspections.
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Frequently Asked Questions
Coffeeshop Toilet Renovation Grant (CTRG)

SN	Question	Answer
Eligibility Criteria		
1	I have recently renovated my coffeeshop. Can I claim from NEA on the renovation cost under CTRG?	Coffeeshops toilets that underwent renovation prior to the launch of the grant will not be able to make a claim, as they may not have adopted the recommended toilet design features that can facilitate cleaning and maintenance of the toilets.
Grant Application/Process		
2	Is submitting a renovation quotation the first step for the CTRG application?	You would need to submit the application together with the renovation quotation. After NEA's issuance of the Letter of Offer (LOO), renovation works may commence upon your acceptance and return of the signed LOO.
3	How will the renovation quotation be evaluated?	The quotation will be evaluated on each line item against the supportable range of price to determine cost reasonableness.
Claimable and non-claimable items		
4	What items are entitled for claims?	NEA will reimburse renovation works for the toilet features listed in Annex A. This includes the 13 mandatory toilet design features required by NEA. NEA will also reimburse for additional items or services related to the toilet renovation that are beyond the mandatory toilet designs, such as the provision of mobile toilets during renovation works and non-mandatory good toilet designs (see Annex A), which should be within a range of reasonable market prices.
5	What items are not entitled for claims?	NEA will not reimburse the following: • Remaining renovation cost not covered by the 95% co-funding quantum • Consumables (e.g. toilet paper, hand soap, cleaning supplies). • Utility costs

		• Goods and Services Tax (GST): The grant amount will be calculated based on costs before GST. • Insurance and liability costs • Loss of revenue due to business closure during toilet works
6	Can repair costs be claimed if fittings are damaged by customers after renovation?	If your contractor offers warranty to the fittings, you may wish to reach out to them on the replacement. NEA will only reimburse based on the application details that were approved.
Contractors		
7	Does NEA have a list of recommended renovation contractors, or can I use my regular contractor?	NEA does not maintain a list of recommended renovation contractors. Grant applicants can refer to sources such as CaseTrust Accredited or CaseTrust-RCMA Joint Accredited Renovation Contractors (https://casetrustapplication.azurewebsites.net/Home/casetrustlist) or your own regular contractor. Applicants are strongly advised to exercise due diligence when selecting a contractor.
Post-Renovation		
8	Can I charge users a toilet fee post-renovation for us to better maintain toilet cleanliness?	NEA does not regulate the collection of payment from users for the usage of public toilets. Coffeeshop operators may adopt suitable measures that meet your needs.
Grant Criteria/Conditions		
9	Is there any restriction on tile colour?	There is no restriction on tile colour, but tiles must be anti-slip.
10	Can I adopt self-closing taps instead of sensor taps due to maintenance issue?	Under Code of Practice of Environmental Health (COPEH), all hand wash basin taps shall be sensor taps. However, toilet blocks with only one wash hand basin must install a self-closing delayed-action mechanical tap.
11	Can bidet be made optional due to theft issues faced by operators?	Under Code of Practice of Environmental Health (COPEH), a water closet with a bidet fixture shall be provided within at least one cubicle for toilet. Operators are recommended to incorporate anti-theft feature for bidet fixture.

12	Will there be any claw back if I cannot meet the requirements for the grant schemes?	NEA shall be entitled at our absolute discretion to suspend, withhold, cancel, reduce, or recover the funding in such circumstances. The full set of clawback clauses can be found in the Letter of Offer (LOO).
Others		
13	What support will NEA provide for coffeeshop operators to ensure that toilet amenities are still available for stall holders and patrons?	NEA will reimburse the provision of portable toilets during the renovation period.
14	Is this a one-off grant or will NEA be providing similar grants in future?	This grant programme is designed to support coffeeshop operators in improving the cleanliness of their toilet facilities. Our current focus is on ensuring the successful implementation of this initiative and maximising its impact across Singapore's coffeeshops. We will study the outcomes and impact of this programme, which will inform our future policy considerations.

For more information on the Coffeeshop Toilet Renovation Grant (CTRG) and Coffeeshop Toilet Cleaning Grant (CTCG), including the grant guidelines and application information, please visit <https://www.nea.gov.sg/our-services/public-cleanliness/toilets-management/overview>