

24 Sep 2021

Dear Sir/Madam,

Sanitation and Hygiene Advisory for Managing Agents of Condominiums and Commercial Premises

1 In view of the ongoing Coronavirus Disease 2019 (COVID-19) situation, the National Environment Agency (NEA) strongly urges all stakeholders to take precautionary measures to continue to maintain high standards of sanitation and personal hygiene to minimise the transmission of the COVID-19 virus.

2 Managing agents of condominiums and commercial premises are expected to maintain high standards of hygiene and cleanliness to safeguard everyone's health and instill confidence in the public.

3 The NEA requires the following **good practices to be implemented immediately**:

b) Personal Hygiene

Staff and contractors servicing the premises should be regularly reminded to:

- Monitor their health.
- Report to their supervisor, see a doctor and stay away from fellow colleagues if they are unwell.
- Wear a mask in accordance with prevailing regulations.
- Cover their mouth with a tissue paper when coughing or sneezing and dispose the soiled tissue paper in the rubbish bin immediately. Wash hands thoroughly with soap and water.
- Practise good toilet habits (e.g. flush toilets after use).
- Practise good personal hygiene (e.g. wash hands with soap and water before and after meals, after clean-up is carried out, after handling refuse or other dirty items, and after visiting the toilet).
- Sanitise their hands after contact with frequently touched areas.
- Refrain from touching their exposed body parts such as face and arms with soiled gloves or unwashed/unsanitised hands.

c) Housekeeping/Refuse Management

- Periodically review the cleaning regime and step-up on cleaning and disinfection of frequently touched areas.
- Assign a team of workers to carry out enhanced cleaning and housekeeping daily. Disinfect with disinfectant regularly, frequently touched areas such as

handrails, lifts' surfaces and buttons, door knobs, letter box, notice boards, digital displays, touch screen panels and tables and chairs in the common areas.

- Provide hand sanitisers at high human traffic points.
- Ensure refuse bins are covered at all times and cleared daily. Tie refuse contained in plastic bags properly before disposal at the bin centre.
- Clean up immediately any refuse spillage.
- Wash and disinfect all refuse bins, bin chambers and bin centres where necessary.
- Engage licensed waste contractors to remove refuse daily.

Managing agents and cleaning contractors are expected to:

- Soak cleaning cloths in household bleach at the proper concentration and wash the cloth before reuse.
- Clean and disinfect all cleaning equipment immediately after use.

c) Toilets

- Disinfect with disinfectant regularly, frequently touched areas such as water taps, door/towel/cistern handles, seats and cover flaps, wash basins, door knobs, buttons and switches.
- Provide adequate supply of toilet paper, paper towels (if provided) or hand dryers and liquid soap at all times. Where feasible, provide disinfectant, preferably dispensed through a no-touch mechanism for each toilet cubicle for users to clean toilet seats before and after use.
- Ensure toilet-flushing apparatus is functioning at all times.
- Ensure all sanitary pipes and fittings are in good working condition, and water seal are not dried-out.
- Ensure that contact information for toilet users to give feedback is easily accessible.
- Keep exhaust fans running for longer operating hours at full capacity.
- Use floor blowers to dry the toilet floors only when the toilets are closed for usage.
- Allow tap water to run longer to minimise the need for users to press on the tap multiple times.
- Ensure adequate ventilation in toilets or use air purifier, if possible. Please refer to the 'Guidance Note on Building Air-Conditioning and Mechanical Ventilation (AMCV) Operations Amid COVID-19 Situation' on BCA's website at <https://go.gov.sg/bca-nea-moh-guidance-bldg-aircon-acmv-ops>.
- Install one way valve lid over gully traps, if possible.

d) Pest Control Programme

- Check the site daily and remove all potential vector breeding sites.
- Look for signs of pest infestation such as rodent droppings or burrows and cockroach droppings.
- Engage a registered vector control operator to implement a pest control programme for the site.

e) Air-Conditioning and Mechanical Ventilation System (ACMV)

- Purge the indoor air two hours before and after occupancy. In buildings without purging systems, operation hours of ACMV system should be extended by two hours before and after occupancy, where feasible.
- Adjust outdoor air intake to the maximum during occupancy.
 - Use toilet exhaust fans and open windows to improve the ventilation for spaces without ducted outdoor air supply system. If not possible, use portable air cleaners and make plans for mechanical ventilation, whenever possible.
- Use filters with at least MERV-14 rating for treating recirculation air in Air Handling Units. If not possible, use filters with highest removal efficiency allowable by existing ACMV system.
- Ensure filters are properly installed and maintained according to manufacturer's recommendation.
- Ensure that all ventilating and air-conditioning systems are inspected, cleaned and maintained regularly in accordance to manufacturer's recommendations.
- Please refer to the 'Guidance Note on Building Air-Conditioning and Mechanical Ventilation (AMCV) Operations Amid COVID-19 Situation' on BCA's website at <https://go.gov.sg/bca-nea-moh-guidance-bldg-aircon-acmv-ops>.

f) Cooling Towers

- Ensure that cooling towers are maintained in accordance to the Environmental Public Health (Cooling Towers and Water Fountains) Regulations.

g) Swimming/Spa pools

- Ensure residual chlorine level in the water is maintained between 1 and 3 ppm at all times.
- Ensure entire pool area, spas, steaming rooms and cooling berths are free of litter and pest.
- Remind pool users to shower before entering the pool.
- Remind users not to use the facilities if they are feeling unwell.

h) Indoor / Sports Facilities and Playground

- Disinfect indoor exercise equipment, playground sets, and frequently touched areas with disinfectants regularly.
- Remind users to clean the equipment after use.

4 We seek your cooperation in implementing the above practices.

NATIONAL ENVIRONMENT AGENCY

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