

FAQ for Aquatic Facilities (AF)

General

1. What are the types of Aquatic Facilities (AF) that need to be licensed?

Swimming pools, water playgrounds (including interactive water fountains) and multi-use spa pools.

2. How much will the licence cost?

The licence fee will be \$200 annually per AF system. One or more AF sharing the same recirculated water via a common filtration system constitutes one AF system.

3. What is the validity period of the licence?

The validity period of the licence is one year and renewed annually upon payment of licence fee.

4. What supporting documents do I need to submit?

Please refer to the list of licensing requirements at <https://www.nea.gov.sg/admin.cwp.sg/docs/default-source/e-services-forms-docs/aquaticfacilitylicensingrequirements.pdf> for the required supporting documents.

5. How soon will my licence application be processed?

An email notification will be sent within 5 working days upon receiving the application. If the application is incomplete, you will be informed to furnish the pending documents/information.

6. What is an Aerosol-generating (AG) feature?

Aerosol-generating (AG) feature is a fitting/fixture located within the aquatic facility that sprays out water.

7. If my existing swimming pool has aerosol-generating (AG) features, what do I need to do?

If your existing swimming pool has aerosol-generating (AG) features, you are required to update in GoBusiness by filing for an “Amend” application to update the “Type of Aquatic Facility” you have. You are required to conduct the water quality test in Question No. 21 based on the AF type and submit your laboratory test results in accordance with the stipulated frequency. Please also take note of the additional water quality parameters to be tested for each AF.

8. How many licences are required for 2 aquatic facilities sharing 1 balancing tank, but have 2 filtration systems?

An aquatic facility served by 1 filtration system requires only 1 licence. Two aquatic facilities with 2 different filtration systems will require 2 licences. The number of required licences is independent of the balancing tank which is used to balance the water level in aquatic facility.

9. How many licences are required for 1 aquatic facility that has 2 filtration systems?

As the 2 filtration systems are serving the same aquatic facility, the aquatic facility requires only 1 licence.

10. Do I need to get a licence for a home spa pool (e.g. Jacuzzi, hydrotherapy pools, hot tubs), swimming pool or water playground?

A licence is not required for AF in a residential premises.

11. Do I need to get a licence for a spa pool in each villa room in a resort?

A licence is required for a multi-use spa pool located within the villa room of a resort.

12. Do I need to get a licence for a spa pool which is drained off at least once a day?

A licence is not required for a spa pool that is drained off, cleaned, and filled at least once a day.

13. Who is responsible to ensure that the AF is licensed?

Owners/occupiers of the premises at which the AF is installed are responsible to apply for a licence even if the premises' owner/occupier outsourced the AF maintenance work to a contractor.

14. Can I request for a hardcopy of licence from NEA? Any charge incurred?

In line with the move by the public service sector towards digitalisation, NEA will only issue the licence by electronic means, i.e., PDF format. You are advised to ensure that your email contact details are updated in GoBusiness.

15. Do I need to display my licence?

There is no requirement to display your licence. However, please ensure that the licence is readily available for our officers' inspection upon request.

16. What are the penalties for the owner/occupier for failing to obtain a licence prior to the use or operation of the AF?

The owner/occupier may be subjected to a fine not exceeding \$5,000 for a first offence, and for a second or subsequent offence, to a fine not exceeding \$10,000 or to imprisonment for a term not exceeding 3 months or to both, under the Environmental Public Health Act (EPHA).

17. What additional measures are owners required to implement for fountain which resembles Interactive Water Fountain (IWF) but intended for decorative purposes?

For a fountain which resembles an Interactive Water Fountain (IWF), but is intended for decorative purposes, barriers or barricades should be installed around the fountain together with signages to prevent any public access.

18. Do I need to submit laboratory test result to NEA if my AF is closed?

When the Aquatic Facility (pool) is closed for repair or renovation works, please notify NEA by filling up [Form - Notifying the Closure of Licensed Aquatic Facility \(AF\) for Repair or Renovation Works](#) [PDF, 110 KB] and send it to us via <https://www.nea.gov.sg/feedback>. You are not required to submit your laboratory result during the AF closure period.

Please ensure your AF is thoroughly cleaned, disinfected, and passed **all** the regulated test parameters before reopening your AF for use. Thereafter, please submit the results to us via the GoBusiness Portal (<https://licence1.business.gov.sg/web/frontier/home>).

Application of AF Licences

19. Whose CorpPass account should be used to apply for licences?

The CorpPass accounts of owners/occupiers are to be used to apply for licences.

20. What are the requirements for applying a licence?

This information will be given online when you apply for the licence in GoBusiness. Please ensure that the right 'Type of AF' is selected when completing your application in GoBusiness. More information is available within the GoBusiness website on which 'Type of AF' to choose for your application.

Please refer to the list of licensing requirements at <https://www-nea-gov-sg-admin.cwp.sg/docs/default-source/e-services-forms-docs/aquaticfacilitylicensingrequirements.pdf>.

For further enquiries, please email us at nea_af_licences@nea.gov.sg.

21. What happens if an AF owner is not be able to find the schematic diagram for very old spa pools, which is part of AF licensing requirements?

If the schematic diagram for very old spa pools cannot be found, applicants may draw a diagram and substantiate with photos.

Submission of Water Quality Test Results for AF

22. What are the water quality parameters required for the various types of AF?

Please see the tables below for the water quality parameters required to be tested at the stipulated frequency for the respective AF types. For all AF, the licensee shall also carry out tests on the pH value and the residual disinfectant of AF water at least once a day.

Swimming Pool without Aerosol Generating (AG) features

Monthly	Turbidity (NTU)	≤ 0.5
	pH – if Chlorine is used	7.2-7.8
	pH – if Bromine is used (indoor only)	7.2-8.0
	Free Residual Chlorine – if Chlorine is used (ppm)	1-3
	Total Bromine (indoor only) – if Bromine is used (ppm)	2-4
	Heterotrophic Plate Count (cfu/ml)	≤ 200
	<i>Escherichia coli</i> Count (cfu/100 ml)	< 1

Swimming Pool with AG features

Monthly	Turbidity (NTU)	≤ 0.5
	pH – if Chlorine is used	7.2-7.8
	pH – if Bromine is used (indoor only)	7.2-8.0
	Free Residual Chlorine – if Chlorine is used (ppm)	1-3
	Total Bromine (indoor only) – if Bromine is used (ppm)	2-4
	Heterotrophic Plate Count (cfu/ml)	≤ 200
	<i>Escherichia coli</i> Count (cfu/100 ml)	< 1
Quarterly	<i>Legionella</i> Bacteria Count (cfu/100 ml)	< 1

Spa Pool

Monthly	pH – if Chlorine is used	7.2-7.8
	pH – if Bromine is used (indoor only)	7.2-8.0
	Free Residual Chlorine – if Chlorine is used (ppm)	3-5
	Total Bromine (indoor only) – if Bromine is used (ppm)	4-6
	Heterotrophic Plate Count (cfu/ml)	≤ 200
	<i>Escherichia coli</i> Count (cfu/100 ml)	< 1

Quarterly	<i>Legionella</i> Bacteria Count (cfu/100 ml) <i>Pseudomonas aeruginosa</i> Count (cfu/100 ml)	< 1 < 10
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Water Playground/Interactive Water Fountain

Monthly	Turbidity (NTU)	≤ 0.5
	pH – if Chlorine is used	7.2-7.8
	pH – if Bromine is used (indoor only)	7.2-8.0
	Free Residual Chlorine – if Chlorine is used (ppm)	1-3
	Total Bromine (indoor only) – if Bromine is used (ppm)	2-4
	Heterotrophic Plate Count (cfu/ml)	≤ 200
Quarterly	<i>Escherichia coli</i> Count (cfu/100 ml)	< 1
	<i>Legionella</i> Bacteria Count (cfu/100 ml)	< 1
	<i>Pseudomonas aeruginosa</i> Count (cfu/100 ml)	< 10

23. Whose CorpPass account should be used to submit the water quality test results for AF?

The CorpPass accounts of either owners/occupiers or SAC accredited laboratories engaged by the owners/occupiers, are to be used for test result submissions. The list of SAC accredited laboratories can be found at <https://www.sac-accreditations.gov.sg/Pages/Homepage.aspx>.

24. Will there be a fee for the submission of water quality test results for AF?

There is no fee for the submission of water quality test results for AF through GoBusiness.

25. Who is responsible to ensure that water quality results are submitted on time?

AF licensees are responsible for submitting the water quality test results on time even if they have outsourced the task to an SAC-accredited laboratory. The CorpPass accounts of either licensees or SAC-accredited laboratory engaged by the licensees may be used for test result submissions.

26. When is the deadline to submit water quality test results?

The aquatic facility laboratory results for samples collected and tested in a particular month shall be submitted no later than 14th day of the subsequent month.

27. I forgot to conduct the necessary water quality tests for my AF last month (July). Can I make up for it by conducting a test this month (August) to count as last month’s results?

No. If a water sample was collected in August 2022, the test results from this water sample can only be counted as the submission for month of August 2022. It cannot be counted as the results submitted for any other month.

28. Do I need to display my aquatic facility’s laboratory results?

Please ensure that the water quality laboratory results for your aquatic facility is displayed at all times within the licensed premises.

29. What happens if failed water quality test results are submitted?

If the AF does not comply with the requirement limits for water quality, the licensees may take the following steps:

- a. Disinfect AF as soon as practicable within 3 days after date of failed test result report;
- b. Conduct another round of water quality sampling within 24 hours after disinfection and ensure that the water quality complies with the regulated limits; and
- c. Submit the test results to NEA via GoBusiness within 7 days after completion of test (date of test results).

30. Will NEA take enforcement actions for late submission of water quality test results?

NEA will take enforcement actions for results submitted after 14th of the following month.

31. If there is only 1 failed parameter in water quality test result in an aquatic facility, does the licensee need to re-test both required routine parameters or re-test the failed parameter only?

If one or more water quality test parameters were found not to comply with regulatory limits, licensee should thoroughly clean and disinfect the aquatic facility and re-test all the required routine test parameters as the water quality may not be the same as of the last test.

32. Can laboratory test result submission reminders be sent to the laboratory engaged by the licensee as well?

Laboratory test result submission reminders are sent to licensees as they are responsible to ensure that their engaged laboratories submit the laboratory test results to NEA at the stipulated frequency.

33. Are we able to view the submission status if the test result is submitted by the laboratory engaged by my company?

Only the CorpPass account that is used for laboratory result submission can view the submission status. E.g., if the laboratory's CorpPass account is used to submit the laboratory results, only the laboratory's Corppass account can be used to view details of the submission status in GoBusiness.