

Please submit your claims via CTRG claim form (currently inactive) and any other supporting documents to NEA_CT_Grants@nea.gov.sg within 6 months upon renovation completion.

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-ctrclaim>]
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. Timestamped photos of entire toilet after renovation
5. Training certificate issued to in-house cleaner (if applicable)
6. Invoice for renovation works
7. Proof of payment for renovation works

Applicants will need to resubmit the following documents if there are changes from those submitted during the application:

- a) ACRA BizFile (six months validity)
- b) SFA food shop (coffeeshop/eating house) licence
- c) Toilet renovation quotation
- d) Updated toilet layout plan
- e) Contract for daily cleaning done by a cleaning company (if applicable)
- f) Invoice for daily cleaning done by a cleaning company (if applicable)
- g) Proof of payment for daily cleaning done by a cleaning company (if applicable)

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.