

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 this 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 Deep Cleaning Grant (CTCG)

SN	Question	Answer
Eligibility Criteria		
1	Can we apply for CTCG if we don't qualify for CTRG?	Yes.
2	I have an existing deep cleaning contract. Can I apply for CTCG for my upcoming new deep cleaning contract?	No. Operators applying for CTCG should not have engaged any deep cleaning services in the last twelve (12) months prior to application.
Grant Criteria/Conditions (CTCG)		
3	Is the deep cleaning frequency of twice a month mandatory or is it conducted whenever necessary?	It is mandatory for successful applicants of CTCG to adopt deep cleaning contract specifications and carry out deep cleaning fortnightly as specified by NEA for two years (refer to Annex B).
4	What happens if the cleaning business licence expiry halfway through the contract?	Cleaning business are only allowed to operate with a valid cleaning business licence. Operators must ensure that the cleaning business licence is valid for claim disbursement purposes.
5	After engaging deep cleaning services under the CTCG, if coffeeshop operators find that deep cleaning works are ineffective or non-satisfactory, are operators allowed to discontinue the grant mid-way?	Coffeeshop operators may change another licensed cleaning business to continue the deep cleaning services. NEA will assess on case-by-case basis on the appeal to discontinue the grant mid-way.
6	Can CTCG be used for our in-house workers or only licensed contractors?	Due to the in-depth nature of the work to remove deep stains and odours, it can only be carried out by licensed deep cleaning contractors.
7	Do subcontracted cleaners require training?	Training is not required for subcontractor cleaners as they would have already been required under NEA to be trained.

Claimable and non-claimable items		
8	What items are entitled for claims?	NEA will only reimburse toilet deep cleaning works as specified in Annex B.
9	What items are not entitled for claims?	NEA will not reimburse the following: • Remaining deep cleaning cost not covered by the 75% or 95% co-funding quantum • Consumables such as cleaning agents • Utility cost • Goods and Services Tax (GST): The grant amount will be calculated based on costs before GST. • Costs of renovation or upgrading of toilet infrastructure • Other operating costs besides deep cleaning works • Insurance and liability-related costs • Loss of revenue due to business closure during toilet deep cleaning works
Disbursement of Grants		
10	Can I get an advance payment to start toilet deep cleaning works?	No, the Coffeeshop Toilet Deep Cleaning Grant operates on a reimbursement basis only. Grant applicants will need to pay the toilet deep cleaning contractor and fulfil all grant conditions before claiming from NEA.
Contractors		
11	Does NEA have a list of recommended toilet deep cleaning contractors?	NEA does not maintain a list of recommended toilet deep cleaning contractors. Grant applicants can refer to sources such as the Environmental Management Association of Singapore (EMAS) (https://emas.org.sg/news/coffeeshop-toilet-deep-cleaning-service-providers). Applicants are strongly encouraged to exercise due diligence when selecting a contractor.
Others		
12	Why do I need to engage deep cleaning works when I already have routine cleaning works?	Routine works performed by in-house cleaners are unable to remove deep stains properly and do not constitute deep cleaning works.

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>