

Renew your Term Tenancy using the e-Service

A guide for public rental tenants

Please note: Singpass log-in is required

Apply for renewal in 4 steps

1

Log-in
to the e-Service

2

Check
your household information

3

Accept
the Terms & Conditions

4

Upload
documents for new occupiers

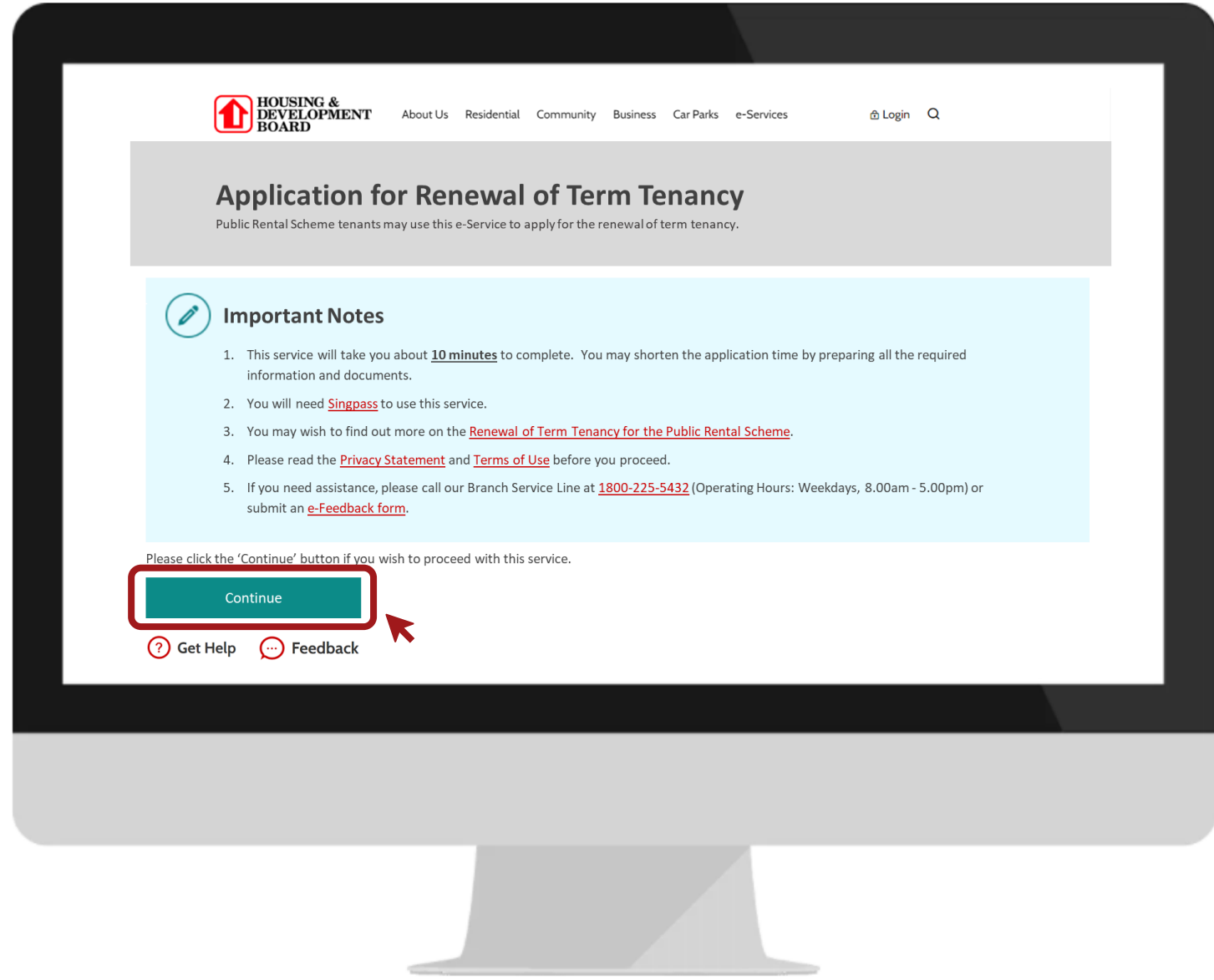
1 Read the notes, then click 'Continue'

1 Log-in

2 Check

3 Accept

4 Upload



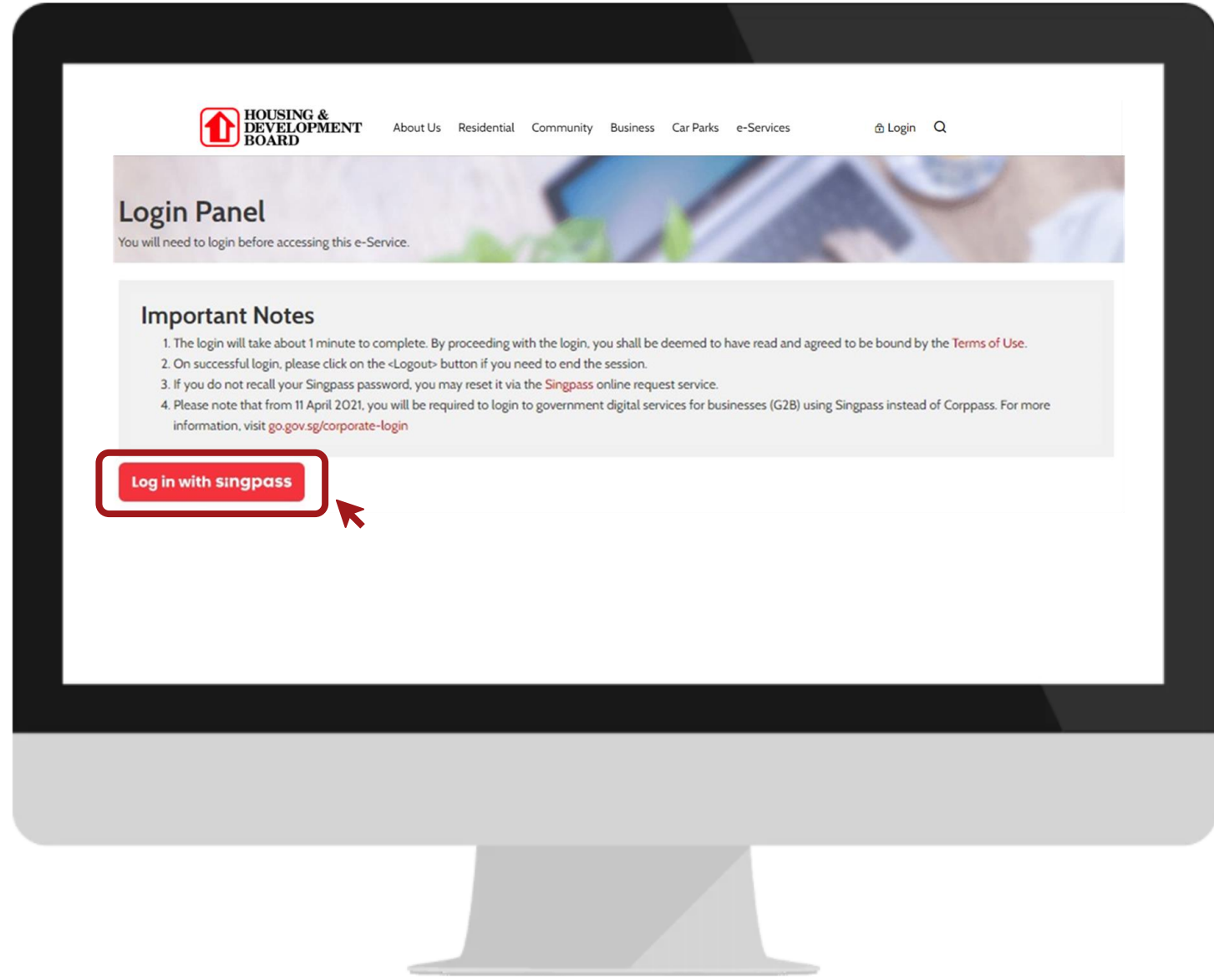
1 Click 'Log in with Singpass'

1 Log-in

2 Check

3 Accept

4 Upload



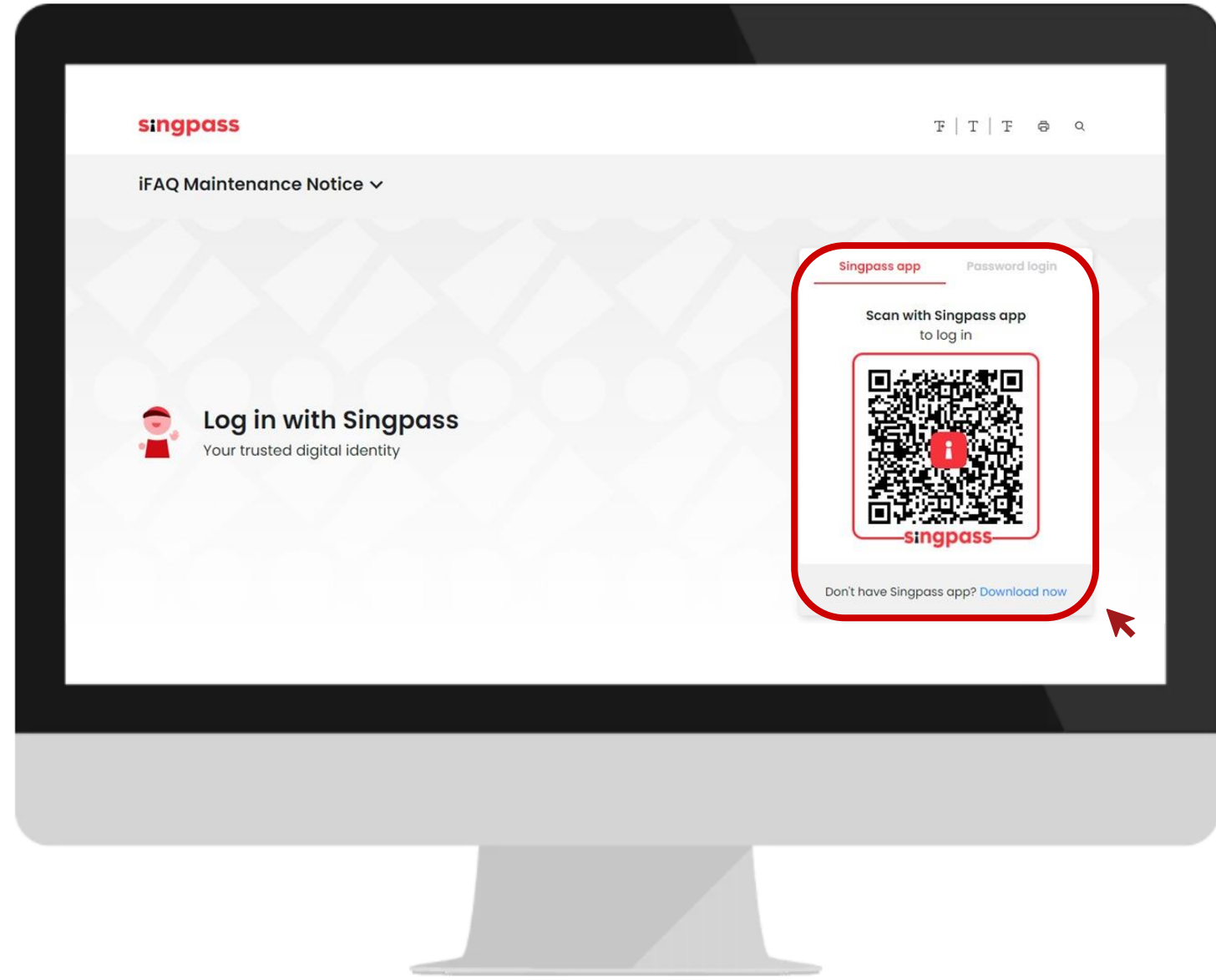
1 Scan with Singpass app or enter password

1 Log-in

2 Check

3 Accept

4 Upload



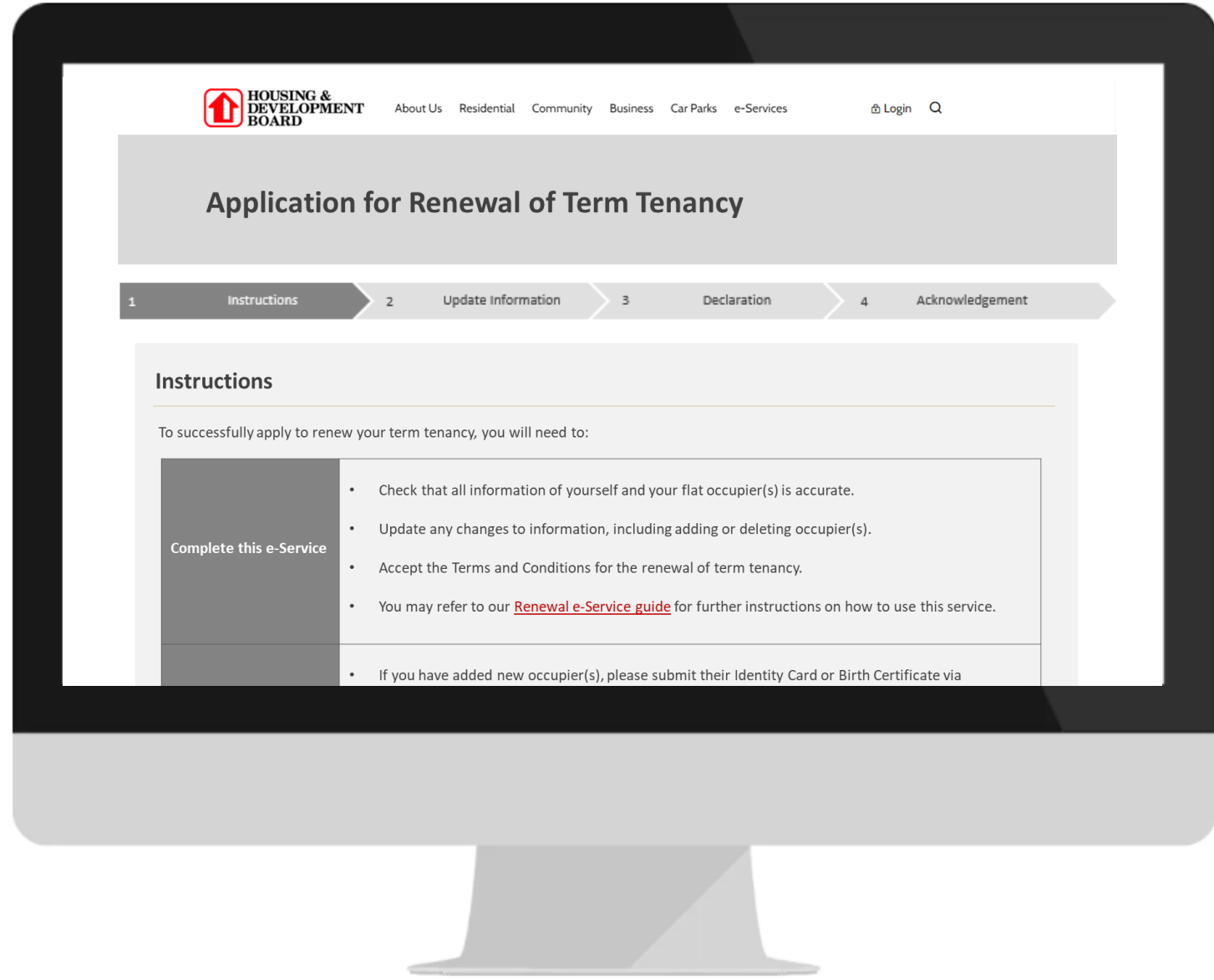
2 Read the instructions

1 Log-in

2 Check

3 Accept

4 Upload



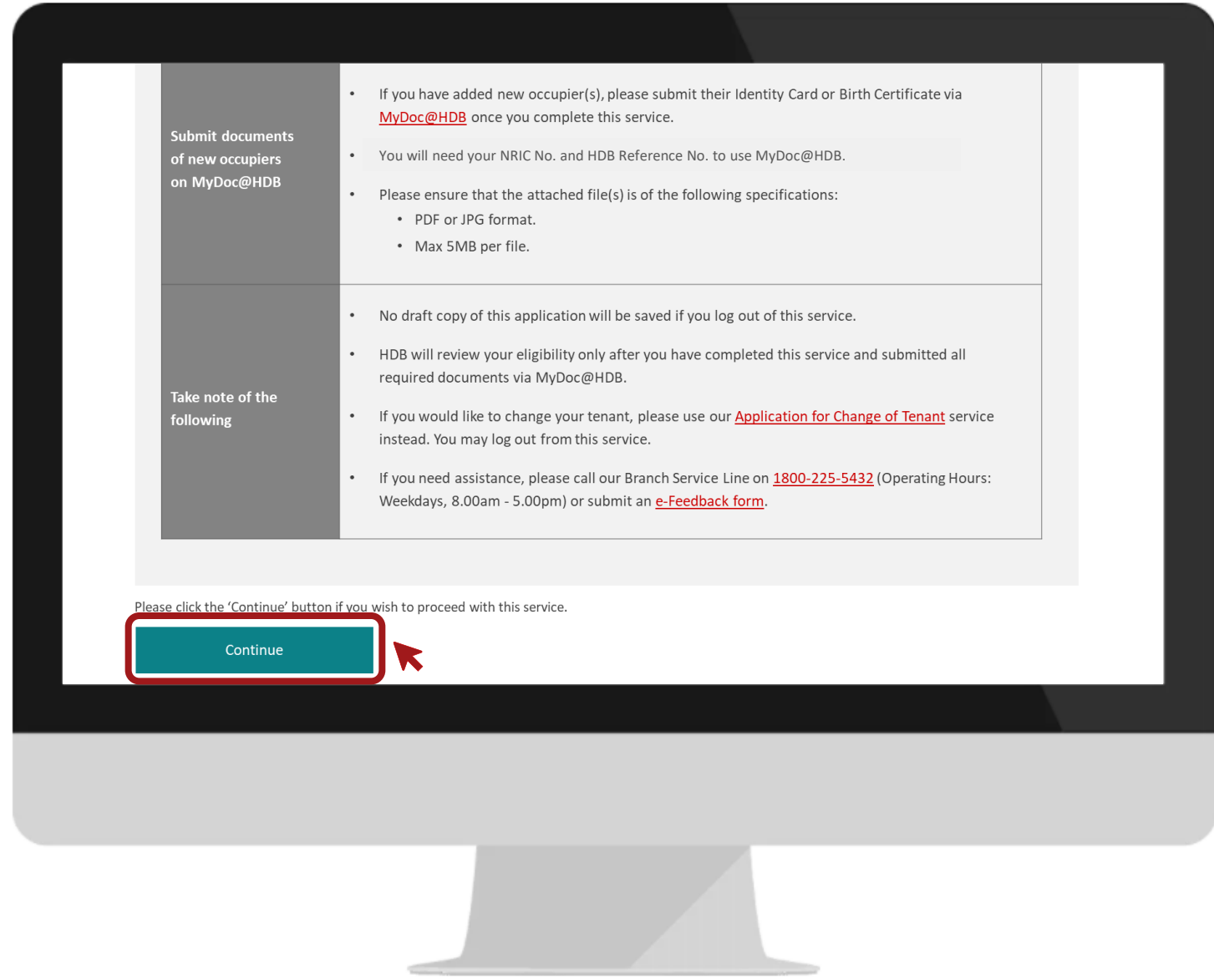
2 Click 'Continue'

1 Log-in

2 Check

3 Accept

4 Upload



2 Review your household information

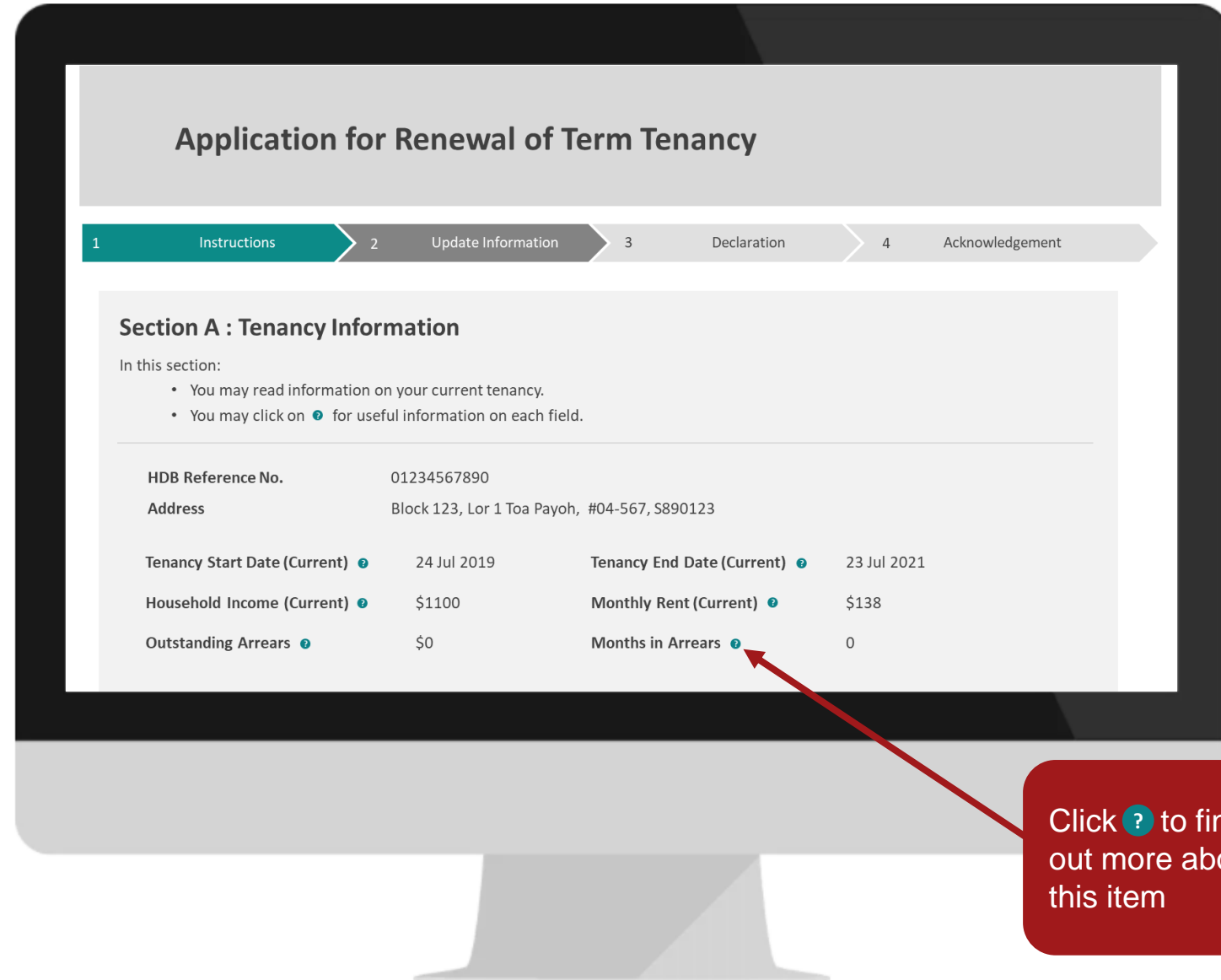
* You cannot edit the information displayed

1 Log-in

2 Check

3 Accept

4 Upload



2 Check and update the tenant's information

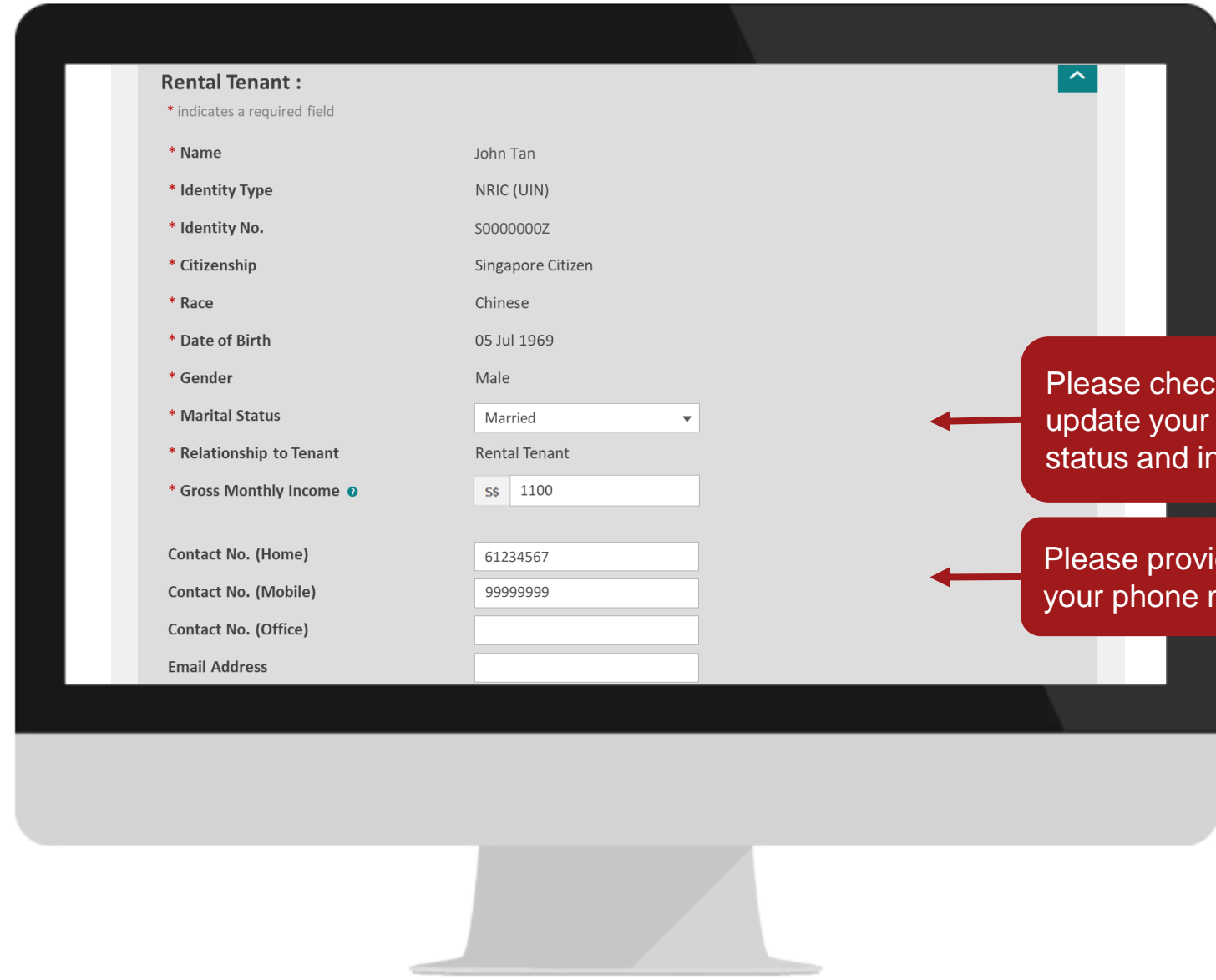
* To change tenant, use the 'Application for Change of Tenant' service on our website

1 Log-in

2 Check

3 Accept

4 Upload



Rental Tenant :

* indicates a required field

* Name	John Tan
* Identity Type	NRIC (UIN)
* Identity No.	S0000000Z
* Citizenship	Singapore Citizen
* Race	Chinese
* Date of Birth	05 Jul 1969
* Gender	Male
* Marital Status	Married
* Relationship to Tenant	Rental Tenant
* Gross Monthly Income	S\$ 1100
Contact No. (Home)	61234567
Contact No. (Mobile)	99999999
Contact No. (Office)	
Email Address	

Please check and update your marital status and income

Please provide your phone number

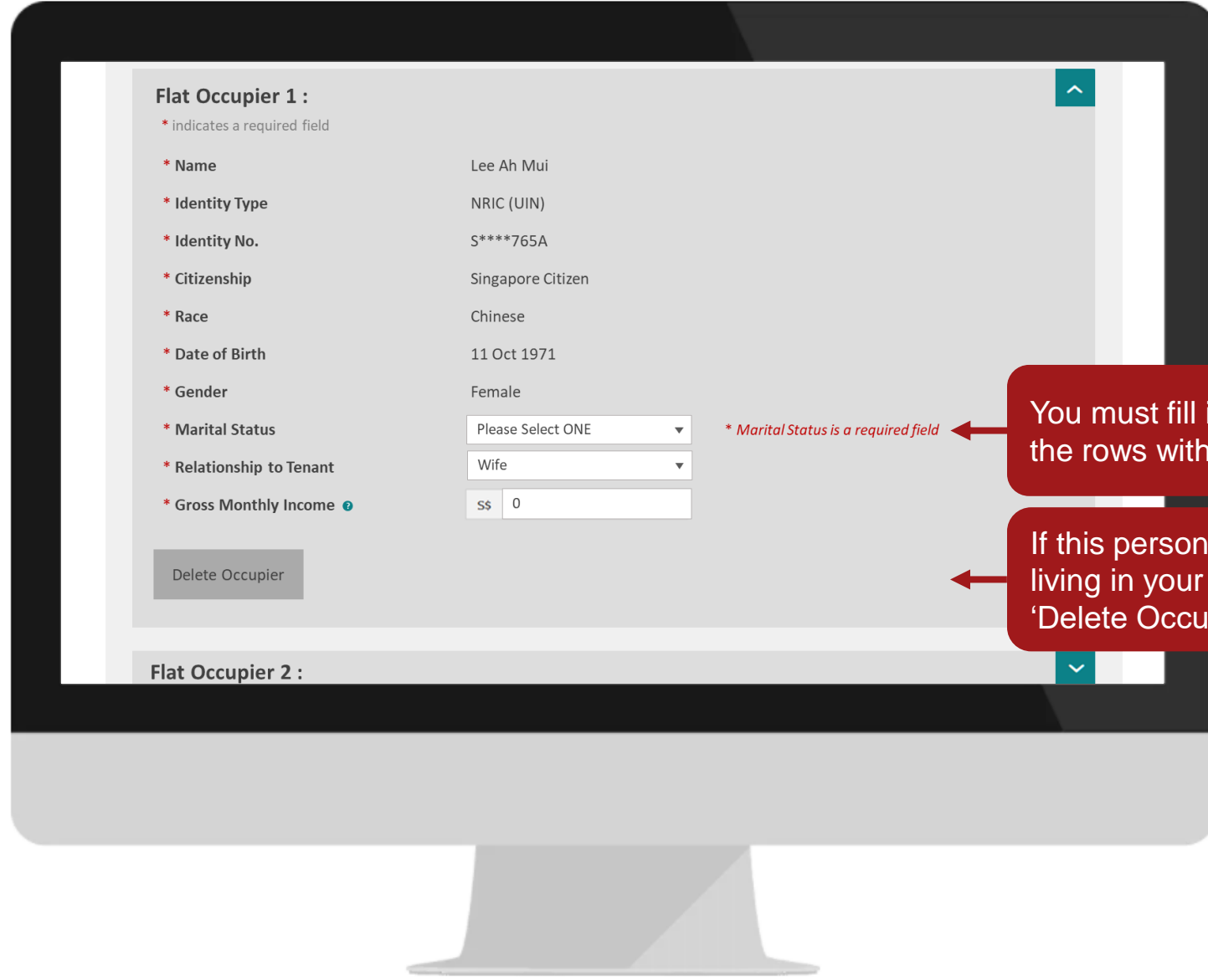
2 Check and update occupiers' information

1 Log-in

2 Check

3 Accept

4 Upload



Flat Occupier 1 :

* Indicates a required field

* Name	Lee Ah Mui
* Identity Type	NRIC (UIN)
* Identity No.	S****765A
* Citizenship	Singapore Citizen
* Race	Chinese
* Date of Birth	11 Oct 1971
* Gender	Female
* Marital Status	Please Select ONE
* Relationship to Tenant	Wife
* Gross Monthly Income ⓘ	S\$ 0

Delete Occupier

Flat Occupier 2 :

You must fill in all the rows with *

If this person is no longer living in your flat, click 'Delete Occupier'

2

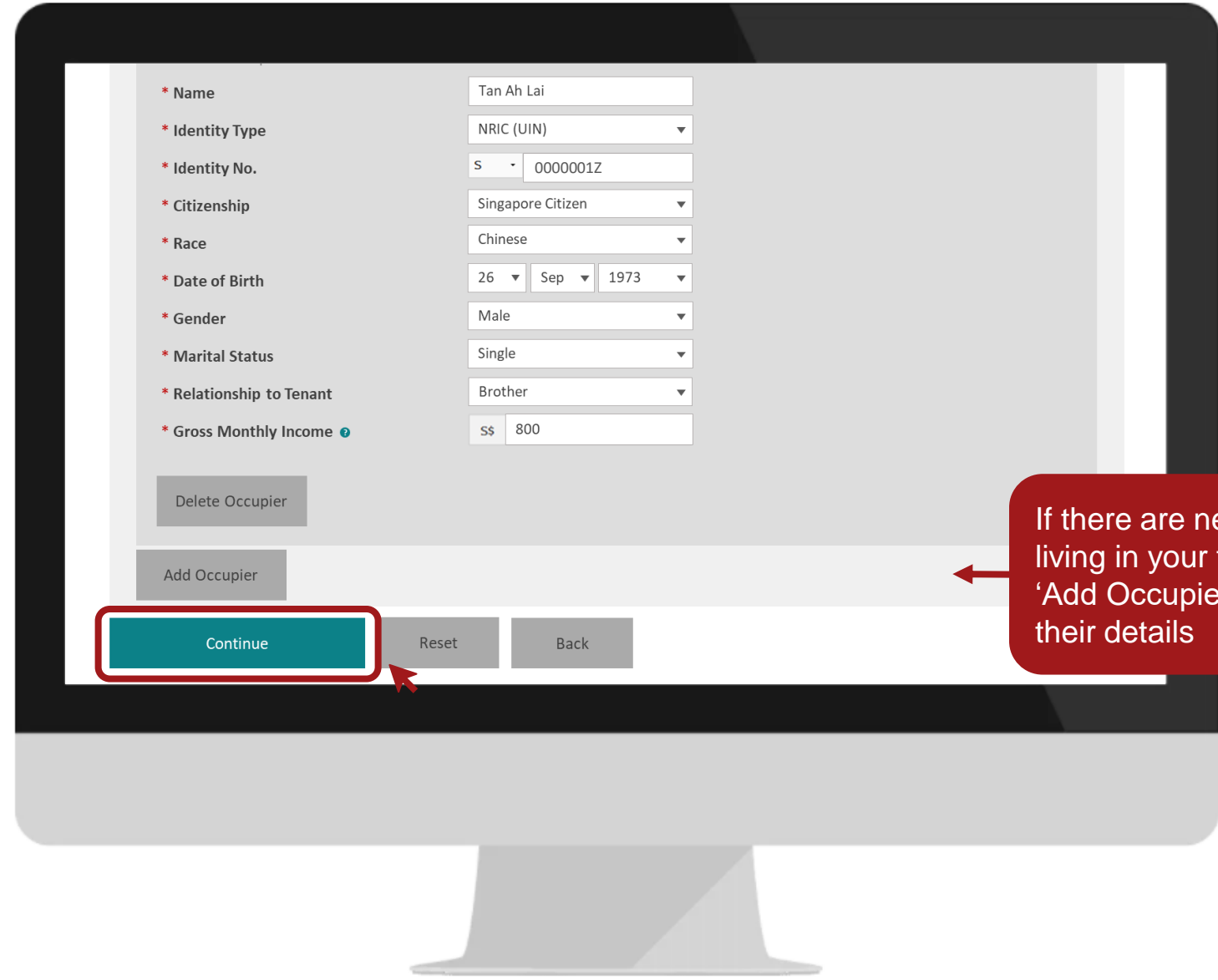
Check the information on each person
then click 'Continue'

1 Log-in

2 Check

3 Accept

4 Upload



* Name Tan Ah Lai

* Identity Type NRIC (UIN)

* Identity No. S 0000001Z

* Citizenship Singapore Citizen

* Race Chinese

* Date of Birth 26 Sep 1973

* Gender Male

* Marital Status Single

* Relationship to Tenant Brother

* Gross Monthly Income S\$ 800

Delete Occupier

Add Occupier

Continue Reset Back

If there are new persons
living in your flat, click
'Add Occupier' and fill in
their details

3

Check your declared household income

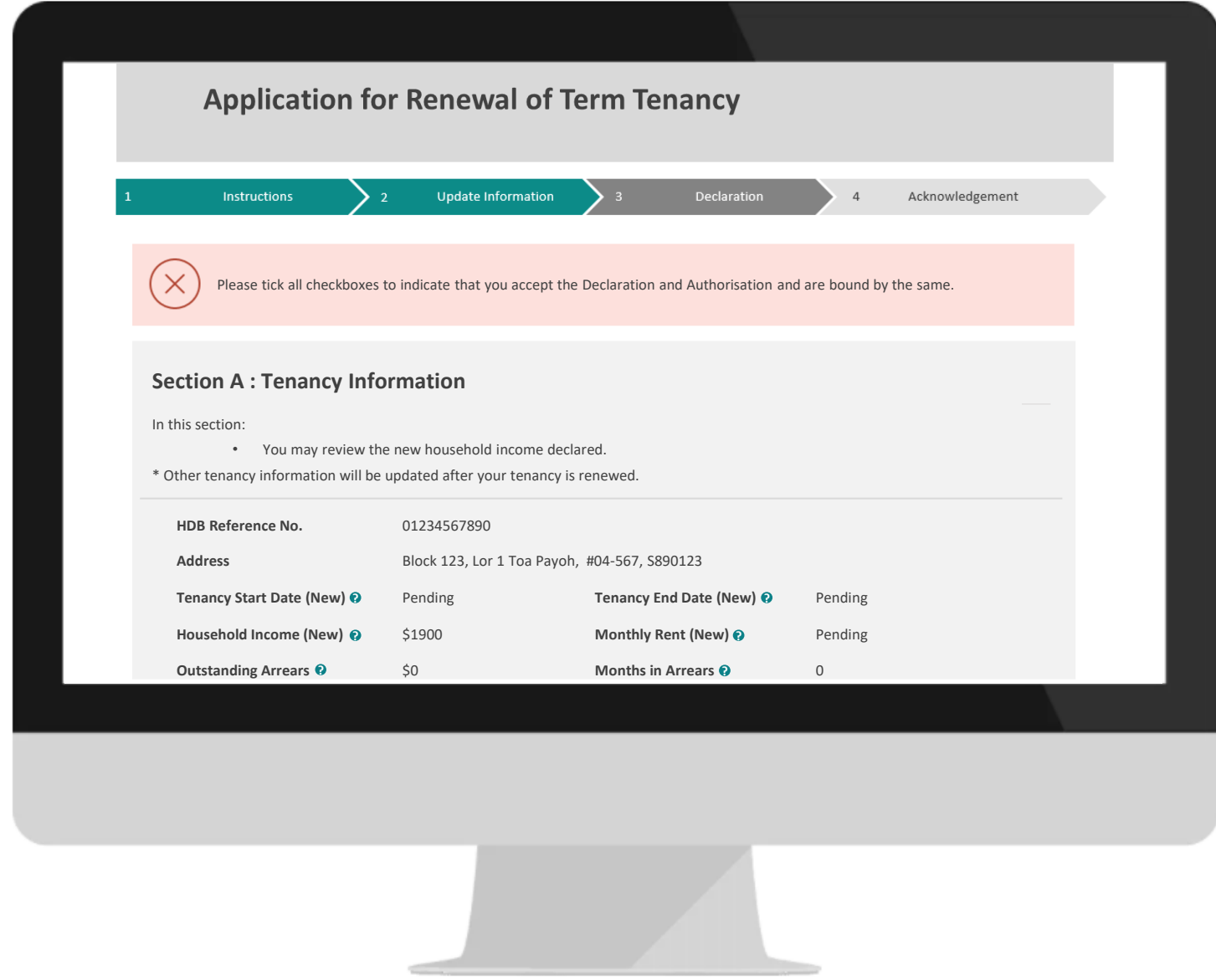
* The rest of the information will be updated after we have reviewed your renewal application

1 Log-in

2 Check

3 **Accept**

4 Upload



Application for Renewal of Term Tenancy

1 Instructions 2 Update Information 3 Declaration 4 Acknowledgement

Please tick all checkboxes to indicate that you accept the Declaration and Authorisation and are bound by the same.

Section A : Tenancy Information

In this section:

- You may review the new household income declared.

* Other tenancy information will be updated after your tenancy is renewed.

HDB Reference No.	01234567890		
Address	Block 123, Lor 1 Toa Payoh, #04-567, S890123		
Tenancy Start Date (New) ?	Pending	Tenancy End Date (New) ?	Pending
Household Income (New) ?	\$1900	Monthly Rent (New) ?	Pending
Outstanding Arrears ?	\$0	Months in Arrears ?	0

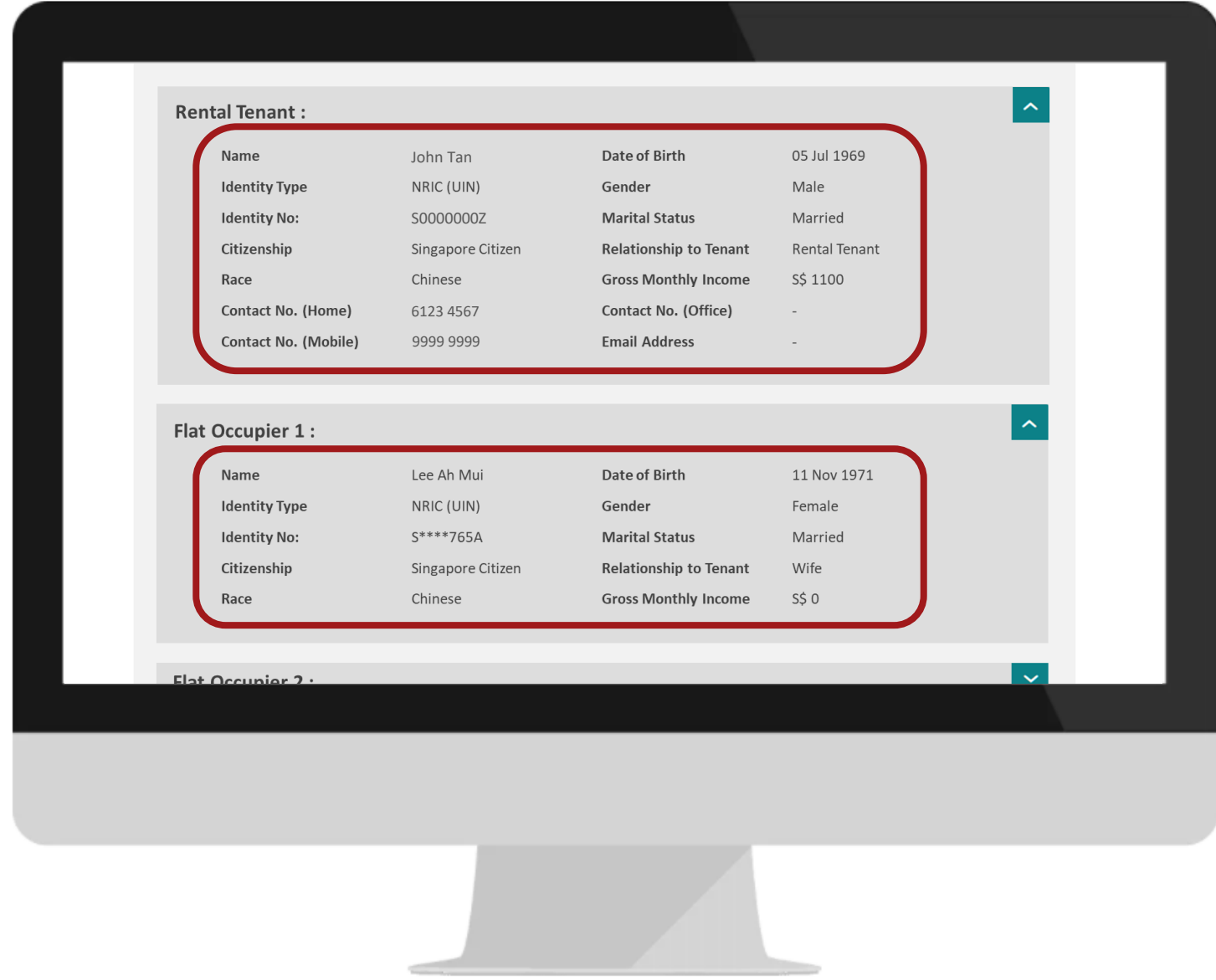
3 Check each person's information again

1 Log-in

2 Check

3 **Accept**

4 Upload



Rental Tenant :

Name	John Tan	Date of Birth	05 Jul 1969
Identity Type	NRIC (UIN)	Gender	Male
Identity No:	S0000000Z	Marital Status	Married
Citizenship	Singapore Citizen	Relationship to Tenant	Rental Tenant
Race	Chinese	Gross Monthly Income	S\$ 1100
Contact No. (Home)	6123 4567	Contact No. (Office)	-
Contact No. (Mobile)	9999 9999	Email Address	-

Flat Occupier 1 :

Name	Lee Ah Mui	Date of Birth	11 Nov 1971
Identity Type	NRIC (UIN)	Gender	Female
Identity No:	S***765A	Marital Status	Married
Citizenship	Singapore Citizen	Relationship to Tenant	Wife
Race	Chinese	Gross Monthly Income	S\$ 0

Flat Occupier 2 :

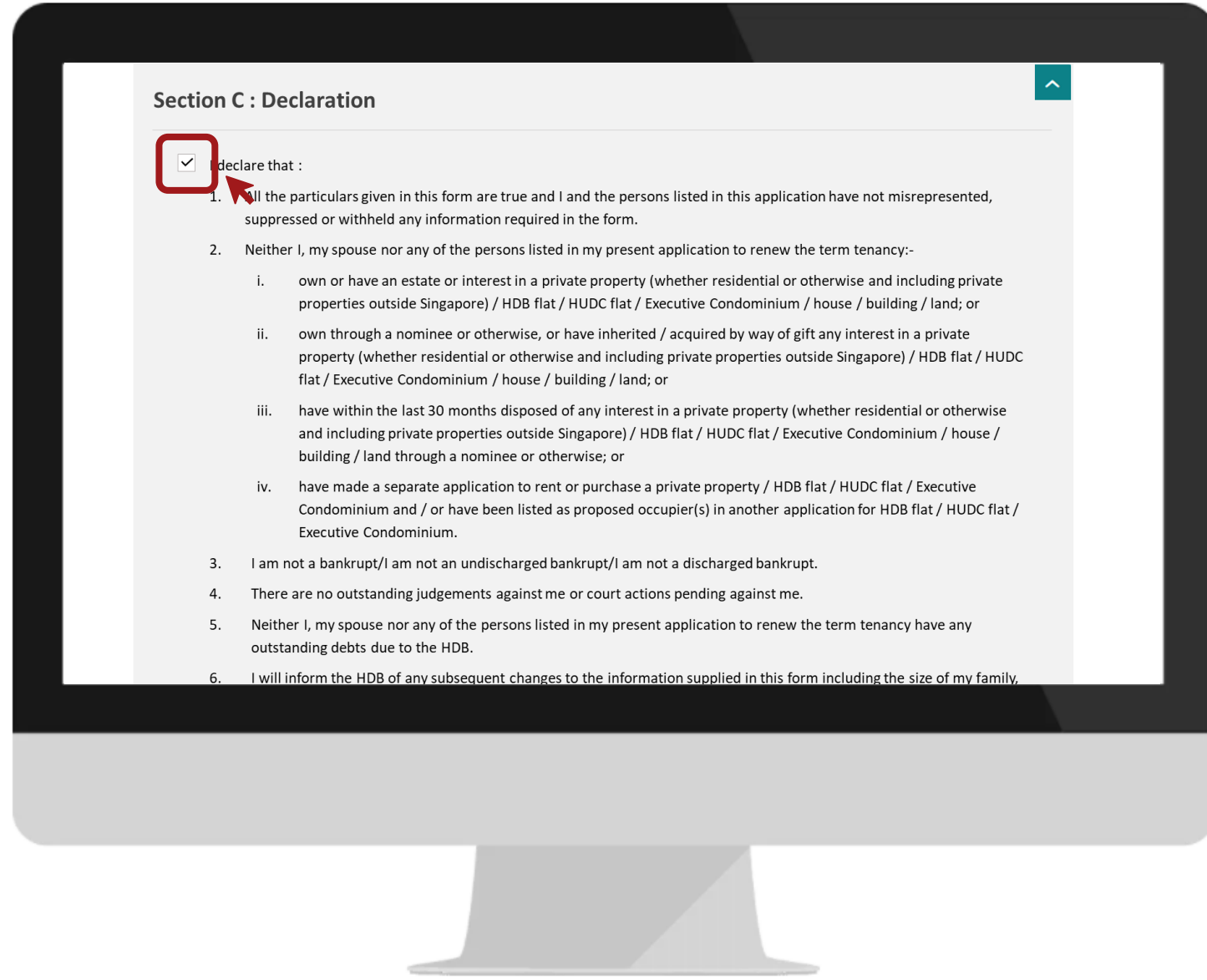
3 Tick the boxes to accept the terms

1 Log-in

2 Check

3 **Accept**

4 Upload



Section C : Declaration

I declare that :

- All the particulars given in this form are true and I and the persons listed in this application have not misrepresented, suppressed or withheld any information required in the form.
- Neither I, my spouse nor any of the persons listed in my present application to renew the term tenancy:-
 - own or have an estate or interest in a private property (whether residential or otherwise and including private properties outside Singapore) / HDB flat / HUDC flat / Executive Condominium / house / building / land; or
 - own through a nominee or otherwise, or have inherited / acquired by way of gift any interest in a private property (whether residential or otherwise and including private properties outside Singapore) / HDB flat / HUDC flat / Executive Condominium / house / building / land; or
 - have within the last 30 months disposed of any interest in a private property (whether residential or otherwise and including private properties outside Singapore) / HDB flat / HUDC flat / Executive Condominium / house / building / land through a nominee or otherwise; or
 - have made a separate application to rent or purchase a private property / HDB flat / HUDC flat / Executive Condominium and / or have been listed as proposed occupier(s) in another application for HDB flat / HUDC flat / Executive Condominium.
- I am not a bankrupt/I am not an undischarged bankrupt/I am not a discharged bankrupt.
- There are no outstanding judgements against me or court actions pending against me.
- Neither I, my spouse nor any of the persons listed in my present application to renew the term tenancy have any outstanding debts due to the HDB.
- I will inform the HDB of any subsequent changes to the information supplied in this form including the size of my family,

3 Click 'Submit'

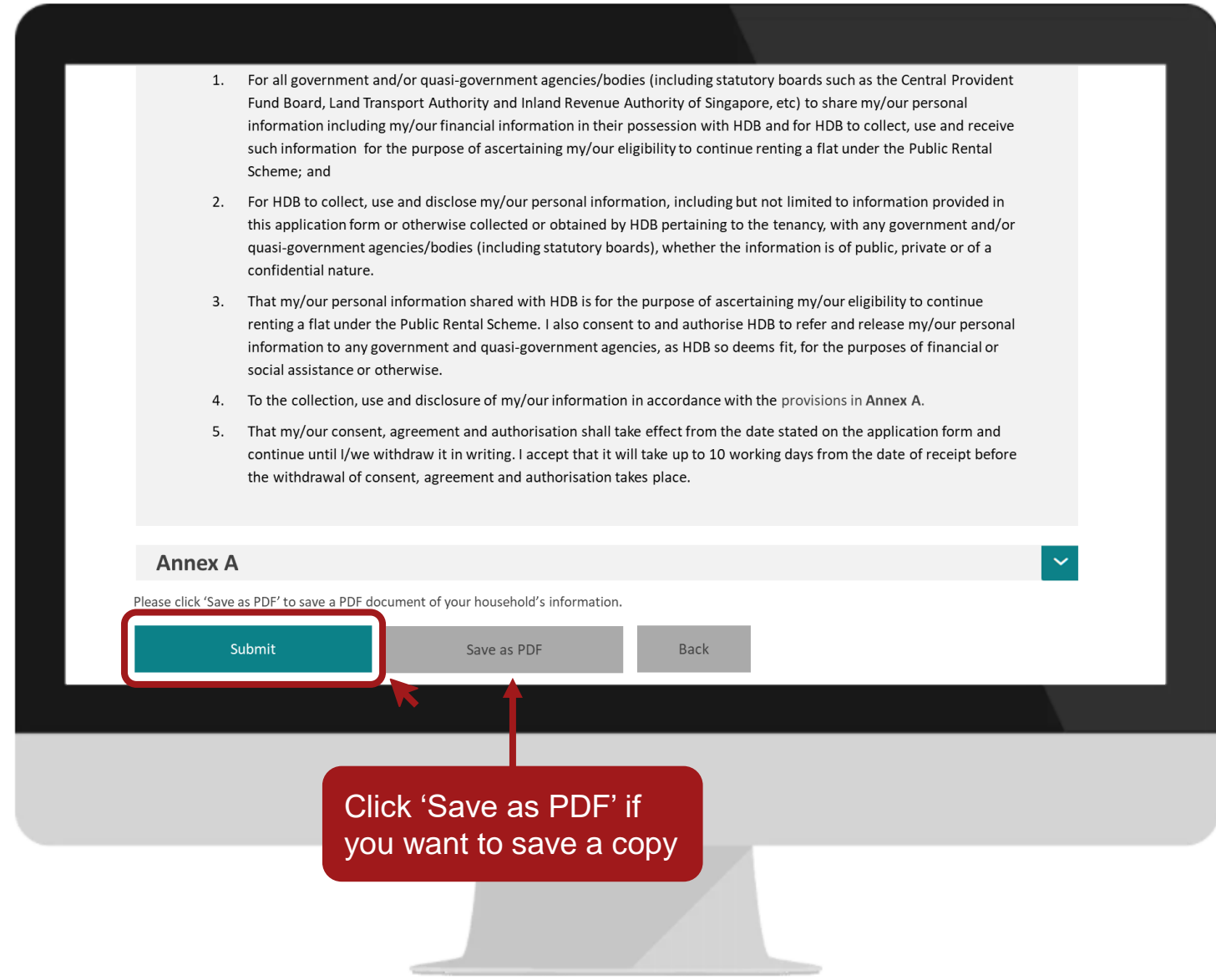
* To save a copy, click 'Save as PDF' before you click 'Submit'

1 Log-in

2 Check

3 **Accept**

4 Upload



3

If you have new occupiers, click 'Proceed to MyDoc@HDB'

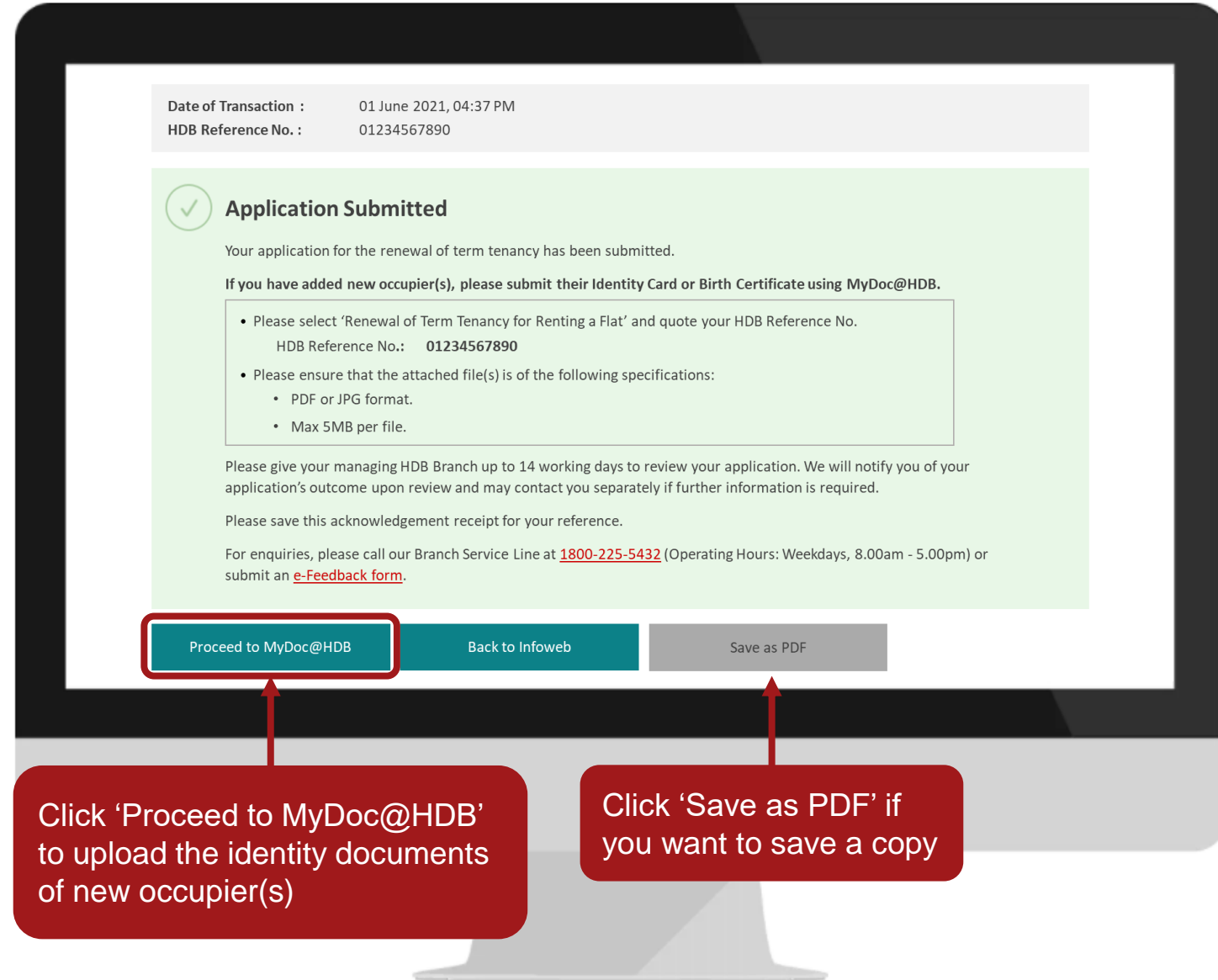
* If no new occupiers, you can close the page

1 Log-in

2 Check

3 **Accept**

4 Upload



Date of Transaction : 01 June 2021, 04:37 PM
HDB Reference No. : 01234567890

Application Submitted

Your application for the renewal of term tenancy has been submitted.

If you have added new occupier(s), please submit their Identity Card or Birth Certificate using MyDoc@HDB.

- Please select 'Renewal of Term Tenancy for Renting a Flat' and quote your HDB Reference No.
HDB Reference No.: 01234567890
- Please ensure that the attached file(s) is of the following specifications:
 - PDF or JPG format.
 - Max 5MB per file.

Please give your managing HDB Branch up to 14 working days to review your application. We will notify you of your application's outcome upon review and may contact you separately if further information is required.

Please save this acknowledgement receipt for your reference.

For enquiries, please call our Branch Service Line at [1800-225-5432](tel:1800-225-5432) (Operating Hours: Weekdays, 8.00am - 5.00pm) or submit an [e-Feedback form](#).

Proceed to MyDoc@HDB Back to Infoweb Save as PDF

Click 'Proceed to MyDoc@HDB' to upload the identity documents of new occupier(s)

Click 'Save as PDF' if you want to save a copy

4 Login to MyDoc@HDB

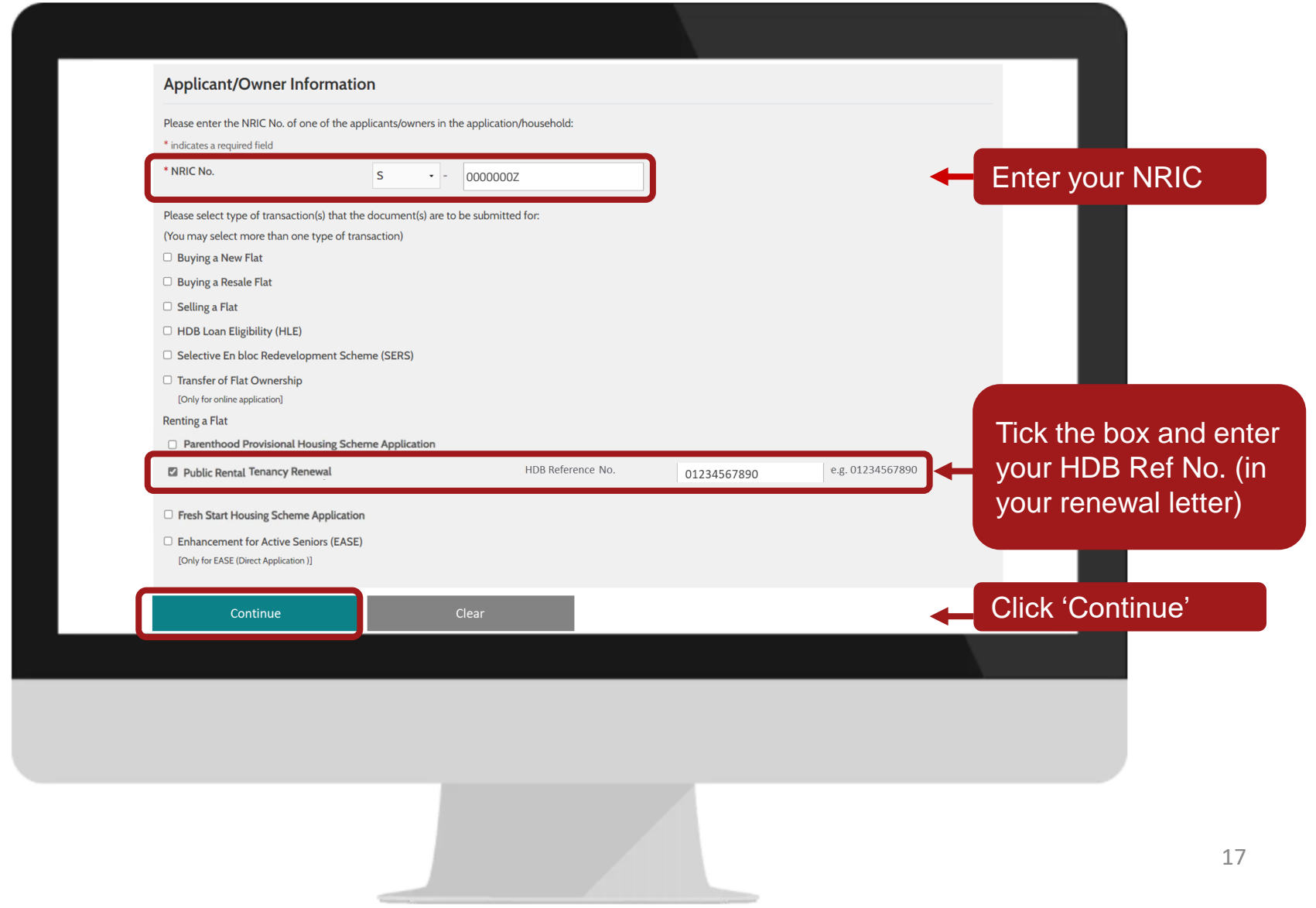
1 Log-in

2 Check

3 Accept

4 Upload

(Only if you have
new occupiers)



Applicant/Owner Information

Please enter the NRIC No. of one of the applicants/owners in the application/household:
* indicates a required field

* NRIC No. - ← Enter your NRIC

Please select type of transaction(s) that the document(s) are to be submitted for:
(You may select more than one type of transaction)

- Buying a New Flat
- Buying a Resale Flat
- Selling a Flat
- HDB Loan Eligibility (HLE)
- Selective En bloc Redevelopment Scheme (SERS)
- Transfer of Flat Ownership
[Only for online application]
- Renting a Flat
 - Parenthood Provisional Housing Scheme Application
 - Public Rental Tenancy Renewal HDB Reference No. e.g. 01234567890 ← Tick the box and enter your HDB Ref No. (in your renewal letter)
 - Fresh Start Housing Scheme Application
 - Enhancement for Active Seniors (EASE)
[Only for EASE (Direct Application)]

← Click 'Continue'

4 Upload NRIC / Citizenship Certificate

* Make sure your file is a PDF or JPG and below 5MB

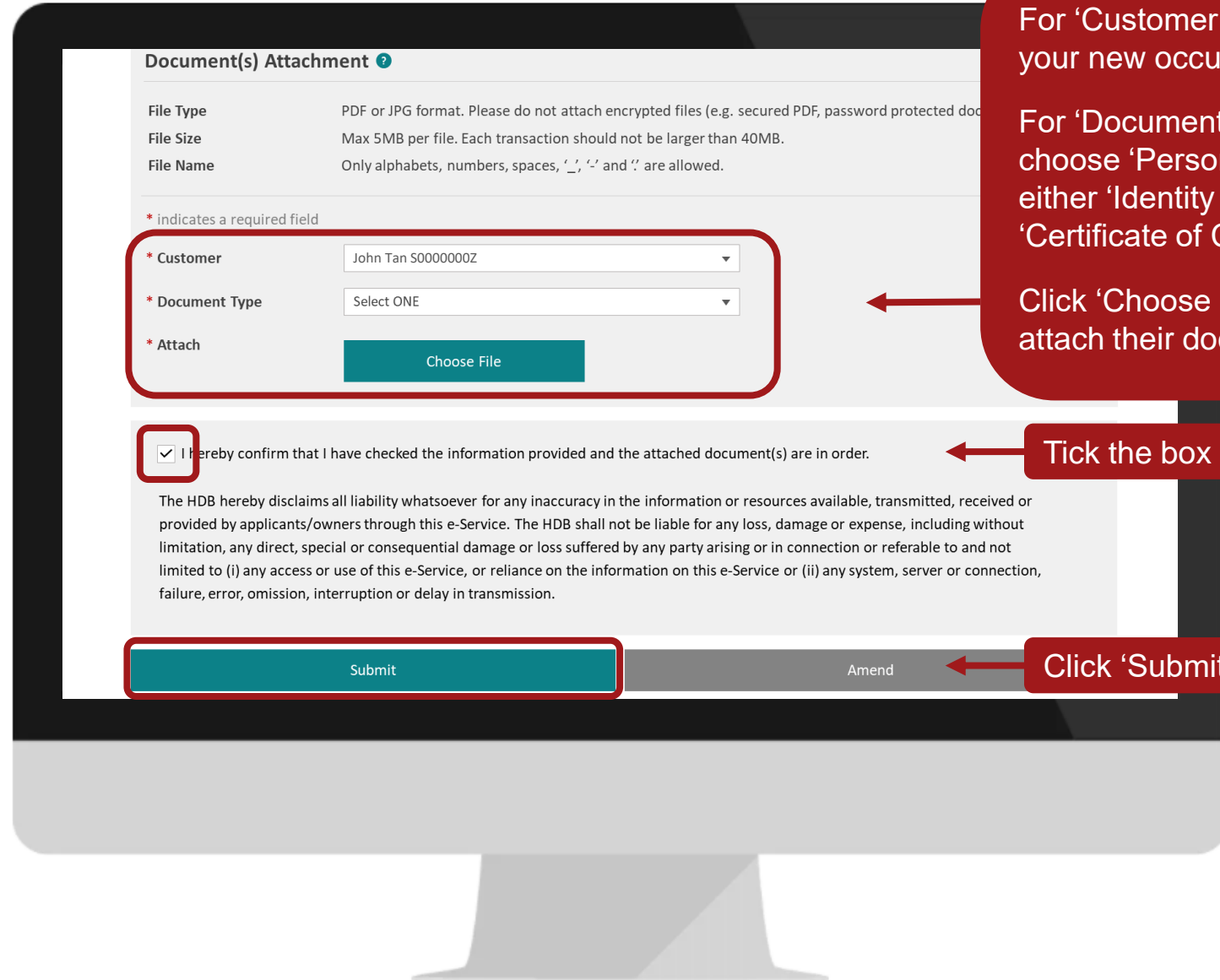
1 Log-in

2 Check

3 Accept

4 Upload

(Only if you have new occupiers)



Document(s) Attachment

File Type PDF or JPG format. Please do not attach encrypted files (e.g. secured PDF, password protected doc...)
File Size Max 5MB per file. Each transaction should not be larger than 40MB.
File Name Only alphabets, numbers, spaces, '_', '-' and '?' are allowed.

* indicates a required field

* Customer John Tan S0000000Z
* Document Type Select ONE
* Attach Choose File

I hereby confirm that I have checked the information provided and the attached document(s) are in order.

The HDB hereby disclaims all liability whatsoever for any inaccuracy in the information or resources available, transmitted, received or provided by applicants/owners through this e-Service. The HDB shall not be liable for any loss, damage or expense, including without limitation, any direct, special or consequential damage or loss suffered by any party arising or in connection or referable to and not limited to (i) any access or use of this e-Service, or reliance on the information on this e-Service or (ii) any system, server or connection, failure, error, omission, interruption or delay in transmission.

Submit Amend

For 'Customer' please add your new occupier

For 'Document Type' please choose 'Personal' and select either 'Identity Card' or 'Certificate of Citizenship'.

Click 'Choose File' and attach their document

Tick the box

Click 'Submit'

4

Documents submitted

* You may return to MyDoc@HDB if you need to submit more documents

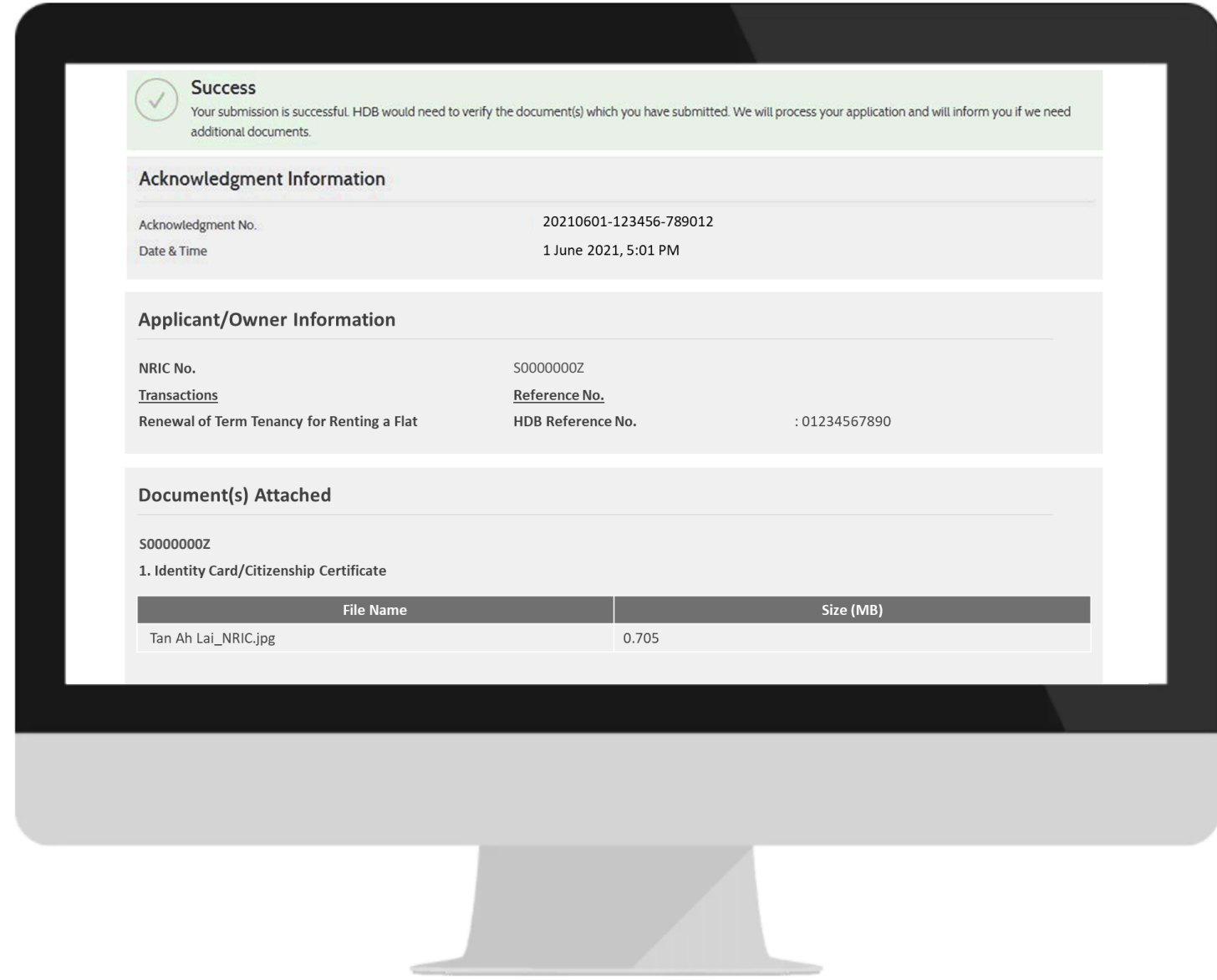
1 Log-in

2 Check

3 Accept

4 Upload

(Only if you have
new occupiers)



For further assistance

- Refer to our [Get Help](#) page or
- Submit an [e-Feedback form](#) or
- Call our Branch Service Line at 1800-225-5432
(Weekdays only, 8am to 5pm)