Frequently Asked Questions

Internal Painting

1. **Who can apply for the internal painting of their staff apartment?**
   It is only applicable for residents who have been staying in the same apartment continuously for more than 9 years.

2. **To what extend does the internal painting covers?**
   Internal painting covers all the walls and ceiling only.

3. **What colour will be used for internal painting?**
   Residents can check with HAS-FH for the colour code for each residential cluster (Nanyang Circle, Terrace, View, Meadows and Heights). Residents may chose up to a maximum of 3 shortlisted colours.

4. **What type of paint will be used for the painting?**
   The contractor will use odour-less (less odour) paint. Some smell may remain during the initial period as all paint in the market is not 100% odourless.

5. **How long does it take to paint a house?**
   It will take a maximum of 7 working days depending on area and layout.

6. **Can I decide which rooms to be painted first?**
   You may so long as all painting works are completed in 7 working days. Residents are encouraged to allow the painters to carry out the work continuously once the painting work is completed in a particular area.

7. **Can I engage my own contractor and claim reimbursement from the University?**
   No, as this is a special arrangement with NTU's appointed term contractor.

8. **Can I claim for reimbursement if I opt out from this internal painting project?**
   No in-lieu financial payment is allowed.
9. Will there be any relocation cost or temporary accommodation arising from the internal painting project?
No, residents will have to bear with inconvenience or find alternate temporary housing at own expense.

10. When and who can I report if I wish to carry out the internal painting?
Resident can write to fh@ntu.edu.sg or call 6790 5189. The HAS-FH officer will arrange for the ODFM maintenance team and term contractor to visit your apartment to assess and coordinate. They will work with you on the schedule of works.

11. Do I need to be around during the painting work?
Resident or their family member has to be around during the painting work due to security reasons.

12. What are the working hours of the painters?
The working hours are from 9am to 6pm for weekdays only. Lunch hour will be from 12pm to 1pm.

13. Can I paint only partial of my apartment and carry out the painting work next year?
No, please paint at the same time.

14. Can I request other painting work to be done in the apartment?
Resident may arrange with the painter under a private arrangement to paint other areas. Please agree on the extra cost (to be paid by resident) before actual painting starts to avoid any dispute.

15. Can I choose colours for the internal painting?
You may select from the 3 shortlisted colours allocated for your housing cluster. If you wish to have your own colour, you will have to buy at your own expense.

16. Can I delay the internal painting work to a few years later?
Yes, just note that we will provide free painting every 9 years.
17. **Will the painters help to shift the furniture inside the apartment?**
   The painters will help to shift bulky furniture to facilitate the painting work under resident’s supervision. As safety is paramount, painters shall advise residents if they are unable to cope. We strongly advise residents to keep away all valuable items e.g. antiques and jewellery during the painting work to avoid any accidents or disputes.

18. **Can the University help to carry out the internal painting work while I am away on vacation leave?**
   No, you would need to appoint a caretaker who must be present when the painters are in your unit.
Flow Chart for Internal Painting *(For internal circulation only)*

- **Resident contact HAS-FH to request for painting**
- **HAS-FH to verify resident eligibility**
- **HAS-FH to arrange with ODFM to assess resident's apartment. WR is raised to ODFM**
- **ODFM to inform HAS-FH on the commencement and ending date. HAS-FH to monitor master schedule.**
- **ODFM to check painter availability before arranging with residents on their preferred dates**

**After work done, ODFM to certify work at the apartment. Resident will acknowledge work completed. HAS-FH to file acknowledgement form for future reference.**

**ODFM endorsed invoices after job completion. HAS-FH process invoices. Finance to disburse payment to contractors.**