

FAQs and responses for IRAS Periodic Review of Furniture and Furnishing Allowances for Residential Properties that are Let-Out

FAQ	Response
A. General information	
1. What is this review about?	You are invited to participate in an online review conducted by IRAS to better understand the rental trends in the residential property market in Singapore.
2. How do I know if this study is conducted for IRAS?	Details of the study are published on the IRAS website: https://www.iras.gov.sg/taxes/property-tax/property-owners/annual-value
3. How do I know that the letter is not a scam?	For this review: <ul style="list-style-type: none"> • IRAS will not send any hyperlinks or QR codes through SMS, WhatsApp, or Telegram. • IRAS will not ask for your personal details (e.g., bank account or credit card details, SMS or email One-Time password, and Singpass login credentials).
B. Participation details	
4. Why have I been invited to participate in this review?	You are invited to participate in this review as part of a random sampling process. IRAS has invited taxpayers of varying demographic profiles to ensure a fair and accurate representation.
5. Why should I participate in this review?	If you choose to participate in this review, you will help IRAS strengthen our understanding of the residential property rental market in Singapore and improve the robustness of property tax assessments for residential properties.
6. Is participating in this review compulsory?	Your participation in the review is not compulsory. However, we strongly encourage you to respond to the survey so that we can gather feedback and with a better understanding, serve taxpayers better.
7. Who is supposed to complete the questionnaire?	The owners of the property mentioned in the letter should complete the questionnaire.

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<p>8. Can I ask someone else to complete the questionnaire for me?</p>	<p>The questionnaire link and QR code are meant for the owners of the property mentioned in the letter. Please do not disclose them to third parties.</p> <p>You may request for your property agent to assist you on the questionnaire, if necessary.</p>
<p>9. Can the study be extended to other parties that are interested?</p>	<p>This study is meant for those who have received the letter as participants have been selected as part of a random sampling process.</p> <p>If other parties are interested in providing feedback to IRAS, the parties may contact IRAS feedback channels: https://www.iras.gov.sg/contact-us</p>
<p>C. Questionnaires modalities</p>	
<p>10. How long is the questionnaire?</p>	<p>The questionnaire will take approximately 5 to 10 minutes to complete.</p>
<p>11. Do I need to answer all the questionnaire questions?</p>	<p>Yes, you are required to answer all the questions.</p>
<p>12. How do I access the questionnaire?</p>	<p>You may complete the questionnaire by either typing the questionnaire link in your browser or scanning the QR code printed on your letter.</p>
<p>13. Can I close the questionnaire midway and resume later?</p>	<p>Unfortunately, you are not able to close the questionnaire midway and resume later. Please kindly complete the questionnaire in one sitting.</p> <p>The questionnaire will take approximately 5 to 10 minutes to complete.</p>
<p>14. Can I access the questionnaire on my mobile / any web browser?</p>	<p>Yes, you can access the questionnaire using mobile devices or any web browser.</p>
<p>15. Do I have the option to review the whole questionnaire before submitting it?</p>	<p>Unfortunately, this function is not available. Please answer each question carefully before proceeding to the next one.</p>
<p>16. I cannot access the link. What should I do?</p>	<p>Please ensure that you have keyed in the correct link provided in the letter (<i>Note: use of 0 (zero) vs O (capital O), Capital I vs small I, etc.</i>). Alternatively, you can scan the QR code.</p>

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	If you still encounter issue, please contact Rachel Lau (Manager) at 6351 2693.
<p>17. How do I know if the period for responding to the questionnaire is over?</p>	<p>If you access your questionnaire link or QR code and see the following message, it means you would no longer be able to respond to the questionnaire. We thank you for your interest in the study.</p> <p><i><u>Message displayed when the study has closed</u></i> <i>Thank you for your interest in this study. Unfortunately, the questionnaire has closed as we have reached the maximum number of respondents. We value your interest and hope to have the opportunity to include your views in future occasions.</i></p> <p><i>Once again, thank you for your understanding and support.</i></p>
<p>18. Is the questionnaire available in other languages?</p>	The questionnaire is available only in English.
<p>19. Can you email me the questionnaire?</p>	We are unable to email the questionnaire. The questionnaire is only accessible through the link or QR code provided in the letter.
<p>20. Can I save my response as a PDF or print out a hard copy before submission?</p>	Unfortunately, you cannot save your responses as a PDF or print a hardcopy before submitting.
<p>21. Can I still complete the questionnaire after the deadline mentioned in the letter?</p>	Yes, you can still complete the questionnaire after the deadline if you are able to access the link or QR code.
<p>D. Confidentiality and data use</p>	
<p>22. What security measures do you have in place to ensure my data is protected?</p>	<p>Confidentiality and security safeguards (physical access, IT storage and transmission, records management) have been put in place to ensure that your data is protected, and confidentiality is maintained.</p> <p>All responses for this study will remain confidential and accessed only by authorised personnel.</p> <p>Data will be analysed only at the aggregate level.</p>