WINDOWS

Who can replace windows in Singapore?

By DirectHome Editorial Updated 24 November 2026 8 min read Explore our windows service ↗

The Building and Construction Authority (BCA) says replacing home windows needs an approved window contractor or builder, with a trained window installer. In a condo, changing windows needs approval from your management corporation and any relevant government agencies. For a landed house, check planning rules if it's conserved, or if a window moves, adds floor area or cuts the setback.

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Who BCA says can replace your windows

BCA's windows safety page says that if your windows need replacing after an inspection, **you'll need an approved window contractor and a trained window installer to install or retrofit them**. The same page says a builder can also install windows.

BCA's window installation form, which covers all types of property, notes that under the Building Control Regulations, any person who wants a window installed must engage a builder or an approved window contractor. The form itself counts installing, repairing, replacing and modifying a window as installation. So the duty to hire the right firm sits with you.

When we replace windows in your home, our specialist does that work, and we arrange and supervise it. Housing and Development Board (HDB) flats have their own rules, which this page doesn't cover.

If the window is also a safety barrier

Some full-height or three-quarter-height windows have a barrier built in against a vertical drop of 1,000 millimetres or more. BCA says you must hire a Professional Engineer (PE) to design and submit structural plans to BCA when replacing or reinstating one. To save time and costs, BCA says you can adopt its standardised designs, which make the work insignificant building works, with no PE and no plan approval or permit from the Commissioner of Building Control, who approves building plans. You must still hire an approved window contractor or a builder with a trained window installer to do it.

BCA's page also lists replacing or reinstating a railing, balustrade or similar barrier of any material other than non-laminated glass, using the same material, design and fixing details. That work, like work to the standardised designs, must be carried out by an approved window contractor or a builder, with trained window installers who should have completed the course on replacing and reinstating these barriers. We arrange the engineer where the work needs one.

What each name means, and how to check it

The three names on a window job, as BCA describes them, and what to ask for.

Who	What BCA says it is	How you can check
Approved window contractor	A company or firm registered with BCA's Contractors Registry under workhead RW01 (a workhead is one of the registry's categories of work, and RW01 is window contractors)	Find the firm in BCA's list of window contractors (RW01)
Builder	A company or firm registered with BCA's Contractors Registry under general builder workhead GB1 or GB2	Ask which of the two it's registered under
Trained window installer	A person certified by BCA to carry out window works, who may install, supervise or guide window installation only as a director, partner, sole proprietor or employee of an approved window contractor or builder	Ask for the installer's name and certificate number, which BCA's installation form asks for

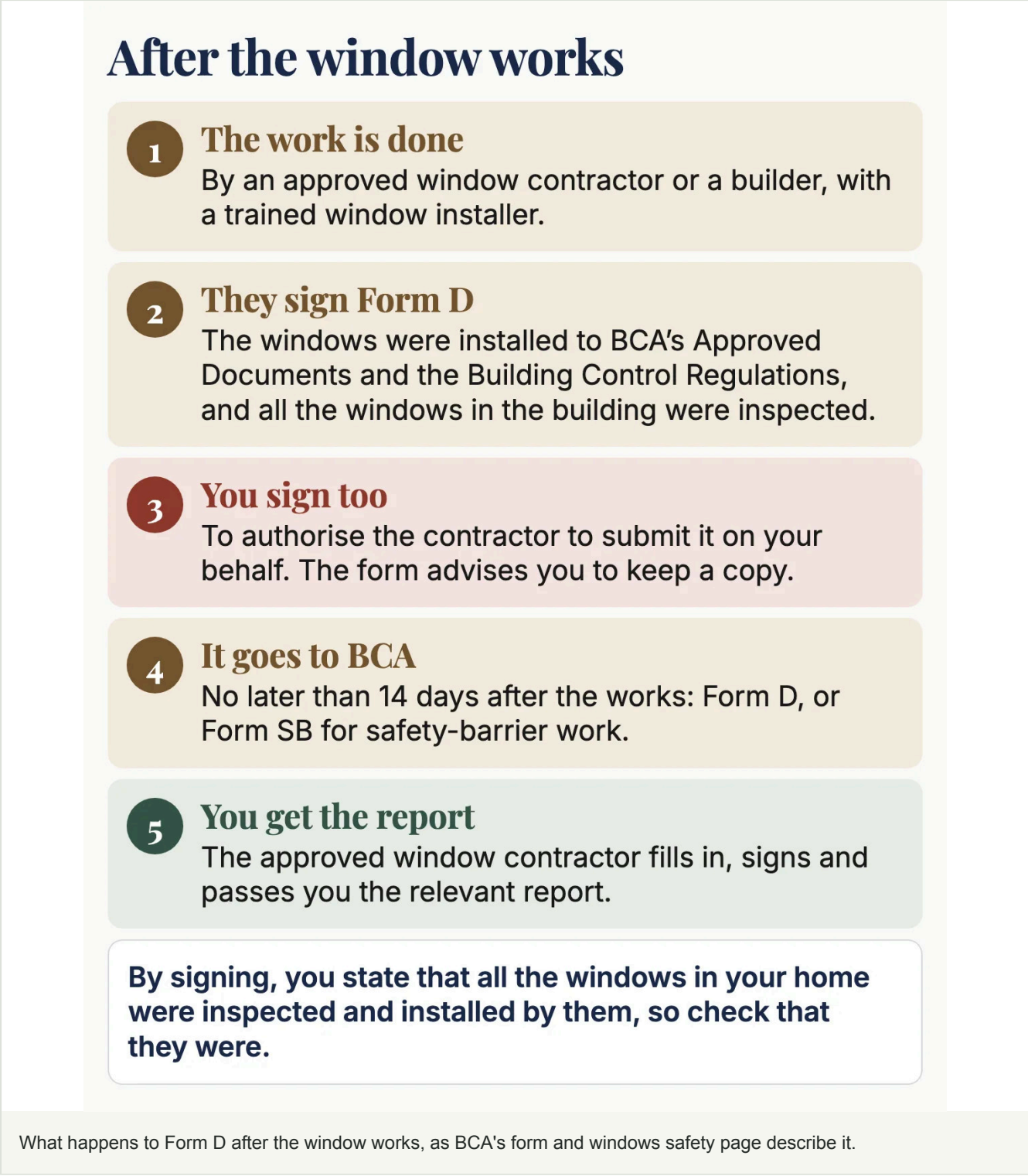
To register as a trained window installer, BCA requires passing the test in the "Safety of Windows" training course, and at least 12 months of practical window installation experience to attend it. BCA's list of approved window contractors shows each firm's name, address and Unique Entity Number (UEN), so match it to the name and UEN on your quote.

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What the contractor sends BCA and gives you



What happens to Form D after the window works, as BCA's form and windows safety page describe it.

BCA lists, among a window contractor's or builder's duties, **submitting the certificate of completion no later than 14 days after the window works are finished.** BCA names Form D, and Form SB for safety-barrier work, as that certificate.

On Form D, the contractor and the trained window installer sign that the windows were installed to the standards in BCA's Approved Documents and the Building Control Regulations, and that they were also engaged to inspect all the windows in the building. You sign to authorise the contractor to submit it on your behalf, and the form advises you to keep a copy. By signing, you also state that all the windows in your home have been inspected and installed by them, so check that they were.

BCA's windows safety page also says that after retrofitting, rectification, replacement or reinstatement works, approved window contractors must fill in, sign and pass you the relevant report.

What BCA asks of you as the owner

BCA's December 2023 media release said that whether you own your home or live in it, you should check and maintain your windows once every six months. Our windows buying guide goes through what to check, clean and change. Check from inside the room and never lean out.

The rivets matter most on casement windows. The release said that since 2004, BCA has mandated that you, as the homeowner, replace all aluminium rivets in casement windows with stainless steel ones, and BCA's windows safety page says the retrofit should use type 304 stainless steel rivets at the variable geometry stays, the arms the window swings on.

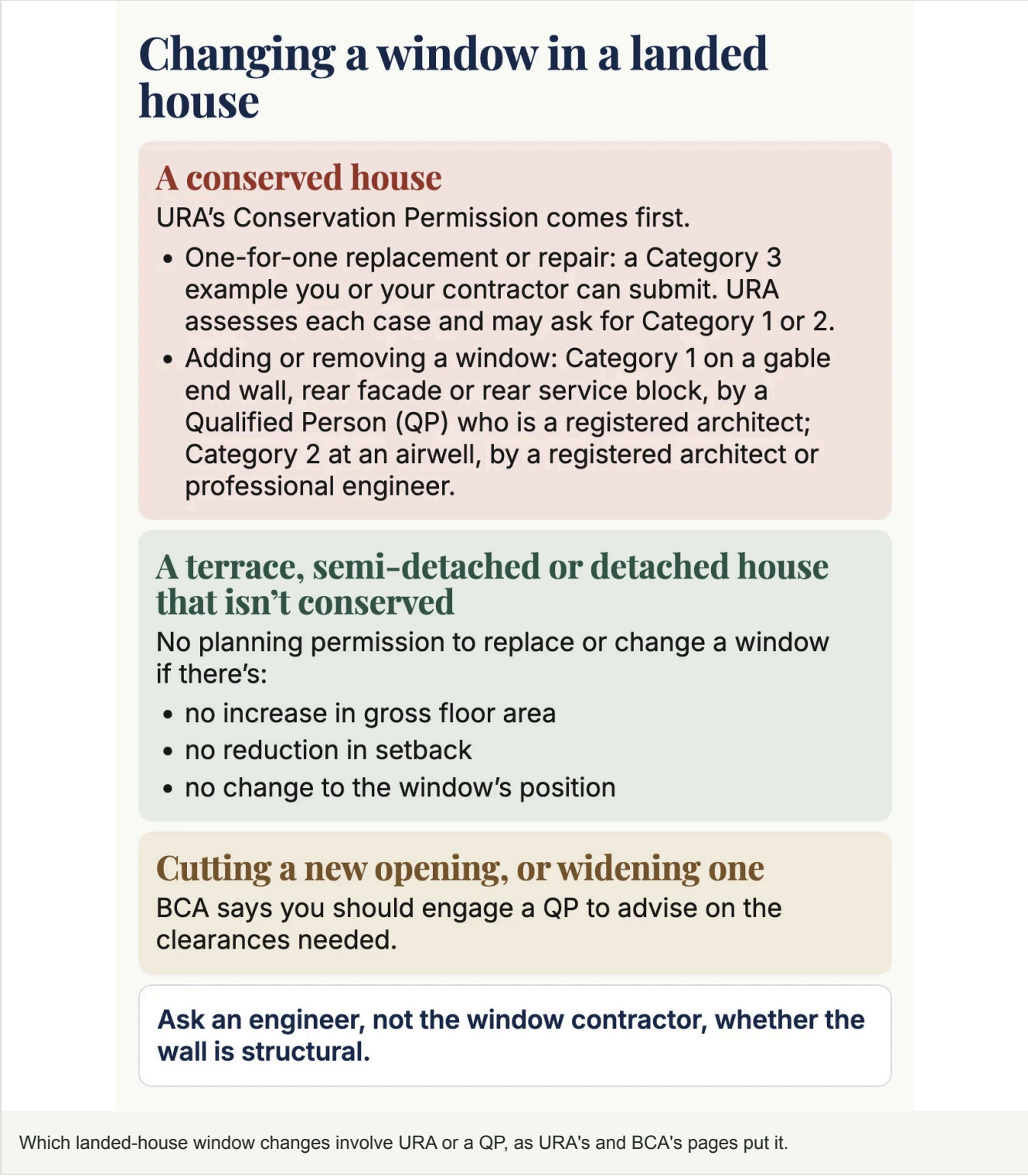
Changing windows in a condo

BCA says alterations to features fixed on the external building, such as windows and walls, aren't allowed without approval from your management corporation (MCST) and any relevant government agencies.

Your estate may also set the design. BCA's guide on works in a unit says a management corporation may make by-laws with architectural guidelines to keep the building's appearance uniform, which may cover the design, colour, material, size and dimensions of the works, among other things. The by-laws may also require you to meet set requirements and get the management corporation's approval before the work.

So before you pick a frame, ask your management office for the estate's renovation guidelines, any approved window design and the application form. The approval is yours to apply for, and we give you the details of the window work the form asks about. Our article on MCST approval for condo renovation covers grilles and the rest of your unit.

When a landed-house window needs more than a swap



Which landed-house window changes involve URA or a QP, as URA's and BCA's pages put it.

The Urban Redevelopment Authority (URA) says **you don't need planning permission to replace or change the windows and doors of a terrace, semi-detached or detached house if there's no increase in gross floor area, no reduction in setback and no change to the window's position.** Setback is the gap between your house and its boundary.

A conserved house is different. URA says any works to conserved buildings need URA's Conservation Permission first. One-for-one replacement or repair of a window is among its Category 3 examples, which you or your contractor can submit, though URA assesses each case and may ask for a resubmission under Category 1 or 2. URA lists adding or removing a window as a Category 1 example on a gable end wall, rear facade or rear service block, where the submission must be made by a Qualified Person (QP) who is a registered architect, and as a Category 2 example at an airwell, where the QP can be a registered architect or a professional engineer.

Cutting a new opening, or widening one, changes the wall itself. BCA says that as a private property owner you should engage a QP to advise on the clearances needed from BCA and other authorities, so ask an engineer, not the window contractor, whether the wall is structural.

Why it matters who does the work

Hiring a firm that's neither a builder nor an approved window contractor doesn't meet the regulation BCA's form quotes, and the form asks for the details of a builder or an approved window contractor and the trained window installer's certificate number. So check the firm on BCA's list before you sign.

Unauthorised building works are a separate matter. BCA says that if, as the building owner, you're found with unauthorised building additions or alterations, you've committed an offence under the Building Control Act. Keep the firm's papers, and any engineer's plans, with your property records.

What to ask before you hire, and what the quote should name

Ask the firm before you sign

- ☐ Is it an approved window contractor (RW01) or a builder (GB1 or GB2), and what's its UEN?
- ☐ Who's the trained window installer, and what's the certificate number?
- ☐ Is any window also a safety barrier, and if so, will the work follow BCA's standardised design or a Professional Engineer's?
- ☐ Will it submit the installation form to BCA within 14 days and give you the signed report?
- ☐ In a condo, does the quote follow your estate's approved window design?

Use this blank checklist to record your project review.

Then check that the quote names the same firm and UEN you found on BCA's list, and the trained window installer. For what else it should list, window by window, and how to compare two quotes, see the quote section of our windows buying guide.

If a leak is why you're replacing a window, find the water's route first, because a stain beside a window doesn't prove the frame is the cause.

If you're replacing windows in your condo or landed house, start with a free site assessment. We measure each window and look at its frame, the wall around it and whether it doubles as a safety barrier, then send a fixed-price quote within 3 to 5 working days of the visit, never from a photo.

Common questions

Is a condo window yours to look after, or the MCST's?

For an external window that opens, BCA says the upkeep is yours. BCA says you're responsible for the upkeep of your property, including features like external openable windows, even though BCA counts your unit's external walls as common property. BCA also says to check with your MCST which features come under your charge.

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