One of the key URA functions is to provide timely real estate information for the public, and building and real estate practitioners.

In the past, this was done via quarterly hard copy publications sold at the URA counter. This had several disadvantages which include the limited amount of information that could be displayed in hard copy form and less than timely information due to the compilation and printing time required.

In 2001, URA a real estate information portal that gives tremendous time and cost savings for customers as they need not retrieve data from various sources or maintain their own databases to compile the required data. Also, as updates are made frequently, vast information is made available to all in the shortest time possible. The REALIS portal was developed in-house over a period of five months and was one of the first online real estate portals provided by a government in Asia.

When REALIS was implemented in 2001, it was well received by both the local and international users. The Government of Thailand signed a memorandum of understanding with URA in February 2002 to adopt some of the good practices for implementing a similar system in Thailand.

With the Implementation of REALIS, URA computerized backend processing and the business capacity was greatly enhanced. For example, the backend data-crunching time was shortened so that REALIS was able to increase the frequency of property transaction updates from fortnightly to twice a week. The “flash estimate” of property price index has cut down the first release of property price index from 6 weeks after the quarter to 1 day after the quarter – a tremendous business result improvement.

In 2004, through requests from members of public for short term access to information in REALIS, URA introduced an affordable daily subscription rate for REALIS to cater to the needs of short-term users like homebuyers, researchers and investors who want access to certain data which cannot be found in other websites.
November 2001 - URA launched REALIS. It saves tremendous time and cost savings for customers as they need not retrieve data from various sources or maintain their own databases to compile the required data.

In 2000, URA implemented online purchase of real estate purchase via online credit card, making it the first government agency to offer online credit card payment for its products.

February 2002 - The Government of Thailand signed a memorandum of understanding with URA to adopt some of the best practices for implementing a similar system in Thailand.

May 2004 - URA introduced an affordable daily subscription rate for REALIS to cater to the needs of short-term users like homebuyers, researchers and investors.
### Available Condominiums (All Regions)

<table>
<thead>
<tr>
<th>Time</th>
<th>Available Condominiums (All Regions) NUMBER</th>
<th>Quarterly percentage change in Available Condominiums (All Regions) %</th>
</tr>
</thead>
<tbody>
<tr>
<td>1988Q1</td>
<td>10039</td>
<td>-</td>
</tr>
<tr>
<td>1988Q2</td>
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</tr>
<tr>
<td>1990Q2</td>
<td>20849</td>
<td>1.9</td>
</tr>
</tbody>
</table>
Data Dictionary

Available Units: Completed housing units that are available for physical occupation, including both occupied and unoccupied units. Also known as stock.

Available Floor Space: Completed, rentable space in non-residential properties, excluding common areas, that is available for physical occupation, including both occupied and unoccupied space. Also known as stock.

Available Room Nights: Completed hotel rooms available for occupancy on a daily basis excluding rooms closed for renovations and staff use as declared in the statutory forms.

Building Plan Approval (Private Sector Only): The approval granted by the Commissioner of Building Control in respect of building plans and specifications submitted in accordance with the prescribed building regulations in force.

Building Commencement: Construction of a building project is deemed to have commenced when a permit to commence building works in respect of that building is issued by the Commissioner of Building Control. In the case of a public sector project for which this permit is not required, the construction of the building project is deemed to have commenced when the first tender is invited. Where the contractor is selected by pre-qualification or close tender, the date on which the contract is awarded is used.

Business Park: This refers to areas for non-pollutive industries and businesses that engage in high-technology, research and development, high value-added and knowledge-intensive activities. Science parks where the primary activity is research and development are included in the Business Park category from 3rd Quarter 2002.

Caveat: A caveat is usually lodged by the purchaser to protect his/her interest soon after an option to purchase a property is exercised or a sale/purchase agreement is signed. We use information from caveats with “Options exercised” as grounds of claim to compute our property price indices.

Central Area: It comprises the following 11 Planning Areas: Outram, Museum, Newton, River Valley, Singapore River, Marina South, Marina East, Straits View, Rochor, Orchard and Downtown Core.

Change in Available Stock: The increase (or decrease) in the existing stock between two consecutive quarters. Increase in stock is primarily due to the completion of new buildings or the addition of space in existing buildings. Decrease in stock is usually due to the demolition of existing buildings or change of use.

Change in Occupied Stock: The increase (or decrease) between two consecutive quarters in the number of
residential dwelling units or the amount of floor space in non-residential properties which is physically occupied.

**Completed but Unsold Units**: Unsold units in completed residential projects with valid Housing Developer Sale Licences, including units which are held by developer for rental.

**Completed Properties**: A building project is deemed completed when the Temporary Occupation Permit (TOP) or Certificate of Statutory Completion (CSC) in respect of that building is issued by the Commissioner of Building Control. Public sector projects are considered completed the certificate of completion is issued by the architect or engineer in charge of the project. Completed properties are referred to as the existing stock.

**Development Guide Plan**: A detailed plan which provides a clear direction for the development and use of land specifying land use zoning, height and development intensity. It shows the development potential of all land parcels in the area clearly and enables developers to have a good idea of what they can or cannot build on the land. See Planning Region.

**Executive Condominium**: A new type of housing introduced by the government in 1995 to meet the housing aspirations of the growing number of graduates and young professionals. It is a strata-titled apartment built by the private sector and has facilities comparable to a private condominium. However, there are some restrictions attached to it in the initial years such as eligibility conditions (similar to those for HDB flats) and a minimum occupation period before the flat can be sold.

**Expected Year of Final TOP**: The year in which the whole project will be given the Temporary Occupation Permit. The expected TOP year is given by developers or architects. Projects with ‘na’ mean consent for release was not given by the developer.

**Factory Space**: This refers to the space used or intended to be used for industrial purposes, comprising buildings or part of the buildings used for the manufacturing, altering, repairing, ornamenting, finishing, cleaning, washing, packing, canning, breaking-up or demolition of any article or its parts and the processing and treatment of minerals. Factory buildings are further classified into multiple-user factory, single-user factory and Business Park.

**Fringe Area**: This is the area within Central Region, excluding the Central Area. It comprises the following 11 Planning Areas: Bukit Merah, Bukit Timah, Queenstown, Kallang, Bishan, Marine Parade, Geylang, Toa Payoh, Tanglin, Novena and Southern Islands.

**Government Land Sales Projects**: Projects that are developed on land sold by the Government through the Government Land Sales (GLS) programme. Sites are usually sold on 99-year leases for commercial, hotel and
private residential development whereas leases for industrial sites are usually for 60 years.

**Gross Floor Area**: Covered floor space (whether within or outside a building and whether or not enclosed) measured between party walls including thickness of external walls and any open area used for commercial purposes.

**Gross Lettings**: Both paid and complimentary lettings of hotel rooms as enumerated at midnight.

**H**

**Hotel Rooms**: Rooms specifically designed and constructed or substantially adapted to be used to accommodate persons for the purpose of gain or profit, with provision for a bar and restaurant.

**Housing Developer Sale Licence**: The licence that a developer has to obtain if it wishes to sell units in residential projects of more than 4 units before they are completed. This licence is issued by the Controller of Housing and is one of the pre-requisites for sale. Another pre-requisite is the approval of the building plans of the development. See [Pre-Requisites for Sale](#).

**I**

**Industrial Properties**: This refers to factory space and warehouse space.

**J**

**K**

**L**

**Landed Property**: This refers to detached houses, semi-detached houses, terrace houses, townhouses, strata bungalows and cluster housing.

**M**

**Median Price Per Square Metre**: For detached, semi-detached and terrace houses, the median price per square metre is computed based on their land area. For strata sub-divided properties, such as apartments, condominiums, cluster housing and townhouses, the median price per square metre is computed based on their strata floor area.

**Multiple User Factory**: This refers to a factory building that is capable of being strata subdivided and thus could...
be used by multiple users

N

Nett Floor Area: All the covered floor space in a building excluding common areas such as staircases, lifts, passageways, corridors, toilets etc.

Non-Landed Property: This refers to apartments and condominium housing.

New Sale: The sale of a unit direct by a developer before the issuance of the Certificate of Statutory Completion and the Subsidiary Strata Certificates of Title or the Certificates of Title for all the units in the development.

O

Occupancy Rate: The percentage of the existing stock that is occupied. Occupancy rate is used for hotel rooms (see Vacancy Rate).

Occupied Units/Space: Available units/space that are/is physically occupied by owners or tenants.

Office Space: The space used or intended to be as a place of business and for conducting administrative work such as agency, banking, legal, architectural, engineering and other professional services. Commercial schools are excluded.

Ownership of Private Residential Unit: The residential status of the individual purchasers of uncompleted private residential or owners of completed private residential units, categorised as either Singapore citizens, Singapore permanent residents or foreigners. If the unit is bought or owned by a business establishment, it is classified as being bought or owned by a 'Company'.

P

Planned Developments: Projects on which construction has not started, comprising projects with planning approval or are under consideration, as well as public projects and projects on Government Land Sales sites for which plans have not been submitted to URA for planning approval.

Planning Region: Singapore is divided into 5 areas called planning regions to facilitate the planning of the use and development of land for the whole of Singapore. The 5 regions are Central Region, East Region, North East Region, North Region and West Region. Each Planning Region consists of several planning areas which are further divided into sub-zones. A Development Guide Plan (DGP) is prepared for each planning area (see Development Guide Plan).

Pre-Requisites for Sale: The requirements that developers of residential projects must meet before they can sell their residential units; namely the Housing Developer Sale Licence and the Building Plan Approval.

Price: The price agreed between the purchaser and the vendor for property and land. It excludes stamp duties, agency fees, legal and other professional fees.
**Private Land Projects**: Projects that are developed on privately-owned land.

**Private Sector**: This refers to individuals, organisations or companies registered with the Registry of Companies or the Registry of Business Names. It includes clan associations and other organisations registered under the Society Act, Charity Act, Cooperative Societies Act etc.

**Property Price Index**: The ratio of the current price per square metre compared to that in the 4th Quarter of 1998. It is used to monitor the movement of private properties in Singapore.

**Provisional Permission**: This refers to the conditional approval granted by the Minister for National Development or the Competent Authority to develop any land subject to conditions in accordance with the development rules in force.

**Public Sector**: This refers to the public authorities, which are government ministries, departments or statutory boards created by an Act of Parliament.

**Rental**: The gross rent per month including service charge and Goods and Services Tax (GST).

**Rental Index**: The ratio of the current rental per square metre per month compared with that in 4th Quarter 1998. It is used to monitor the general rental movement of private properties in Singapore.

**Resale**: The sale of a unit by a developer or subsequent purchaser after the issuance of the Certificate of Statutory Completion and the Subsidiary Strata Certificates of Title or the Certificates of Title for all the units in the development.

**Residential Unit**: A building or a contiguous space in part of a building used for housing. It can be a detached house, semi-detached house, terrace house, townhouse, apartment, condominium, strata detached, strata semi-detached or cluster housing unit.

**Rest Of Central Area**: It comprises the following 9 Planning Areas: Outram, Museum, Newton, River Valley, Singapore River, Marina South, Marina East, Straits View and Rochor. It excludes the Orchard and Downtown Core Planning Areas.

**Single User Factory**: This refers to a factory building that has a single occupier and is used for a purpose solely related to that occupier.

**Shop Space**: The space used or intended to be used for any trade where the primary purpose is the sale of goods by retail, for example, provision shop, take-away food shop, departmental store. Space used for the provision of services, such as tailoring, barber/beauty salon, photographic and medical services are also included.

**Sold**: A unit is considered to be sold when the developer has given the purchaser the option to purchase upon
payment of a booking fee.

**State Land**: Land leased directly from the Singapore Land Authority (SLA), JTC Corporation, and the Housing and Development Board (HDB).

**Stock**: Completed units or space, whether occupied or unoccupied, that is available for physical occupation.

**Subsale**: The sale of a unit by one who has signed an agreement to purchase the unit from a developer or a subsequent purchaser before the issuance of the Certificate of Statutory Completion and the Subsidiary Strata Certificates of Title or the Certificates of Title for all the units in the development.

**Sub-Zone**: See Planning Region.

**Supply in the Pipeline**: The supply of space in approved or planned projects which are under construction as well as those on which construction has not started yet.

**Time Series**: A set of data which shows how the value of a variable changes over time.

**TOP Date**: The last date that a Temporary Occupation Permit was issued for a completed project or the latest date a Temporary Occupation Permit was issued for a partially completed project.

**Under Construction**: Projects are deemed to be under construction when a permit to commence building works in respect of that building is issued by the Commissioner of Building Control. In the case of a public sector project for which this permit is not required, the project is considered to be under construction once the first tender is invited. Where the contractor is selected by pre-qualification or close tender, the date on which the contract is awarded is used.

**Vacancy Rate**: The percentage of the existing stock that is vacant. Vacancy rates are used for private residential properties, office space, shop space, factory space and warehouse space (see Occupancy Rate).

**Vacant Units/Space**: Available units/space that are/is not physically occupied.

**Warehouse Space**: Covered space used or intended to be used predominantly as storage area for raw materials, semi-finished or finished goods. The statistics exclude space in shophouses used for storage.

**Written Permission**: The approval granted by the Minister for National Development or the Competent Authority
to develop any land subject to conditions in accordance with the development rules in force.
**Annual Subscription Plan**

**Subscription**

- **What is the subscription fee?**

  The subscription fee is $1800 for 1 year of access. There is no additional charges for the use of the service. If you subscribe for more than 1 account, there will be discounts for the subsequent accounts.

- **How does URA compute the period of subscription?**

  The period of access is for 1 year. The exact start and end date of the subscription will be indicated on Particulars of Subscription which is found on page 1 of the subscription agreement (click here to see a sample). URA will email you 1 day in advance to inform you of the start date of the subscription. During the 1 year period, you are given unlimited access to the system.

- **How do I subscribe?**

  You can sign up online. Just follow through with the steps here.

**Account Management**

- **How can I update my personal particulars online?**

  To update your particulars, send an email to ura_realis@ura.gov.sg stating your username, contact number and the particulars you want to update.

- **Who will be contacted for any matter regarding REALIS?**

  REALIS Customer Service will only correspond with the registered users of the REALIS account on any new data release, data updates and new services.

**Refund Policy**

- **I have registered under the Annual Subscription Plan but have yet to use my account. Can I withdraw from the service?**

  If you have subscribed but have not logged in to the system and want to withdraw from the service, you are required to email us using the email address registered with us.

  To apply for a refund of subscription fees and withdrawal of subscription, please email your name, contact number, the subscription reference number and reason for withdrawal to REALIS Customer Service at ura_realis@ura.gov.sg within 3 working days from the date of subscription. We will respond to you on the next working day.
• **Can URA suspend the access for my account?**

No. Once you have signed up and logged in to the system, URA will not allow any suspension of access rights. You should make sure that you sign up for the system during period when you are able to maximise the use of the service.

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**Password and Account Management**

• **How do I change my password?**

Simply click "Change password" on the REALIS log in page and follow the online instructions. Upon completion of the steps, an email will be sent to your registered email address indicating your new password.

• **How do I change my username?**

Your username cannot be changed. If for any reason, you really want to change your username, please contact REALIS Customer Service.

• **What should I do if I suspect that my password has been revealed to someone?**

You should change your password immediately. To change your password, click "Change Password" from the log in page and follow the online instructions.

• **How can I refer to the Subscription Agreement governing REALIS services online?**

You can click [here](#) to refer to the Subscription Agreement governing REALIS services.

---

**Problems Logging In**

• **I am a new user. How do I get access to REALIS?**

You need to be a REALIS subscriber to get access to REALIS. To subscribe to REALIS, click [here](#).

• **What should I do if I get the message 'Invalid user or password'?**

Check if you have accidentally hit the 'CAPS LOCK' key. Your password is case sensitive. This means that "PASSWORD," "PaSsWoRd," and "password" are not equivalent. Try logging in again, making sure that you use the correct upper and lower case. (Note: Your username is not case sensitive.)

• **What should I do if I get the message 'There is an existing user session'?**
This is because:

- You did not log out of the previous REALIS session properly. By default, you are automatically logged out of the REALIS server after half an hour of inactivity on the browser. Try logging in to your account again at least half an hour later. In the future, you can avoid this problem by ending your use of REALIS properly by clicking on the logout button found on the left hand side of the webpage.
- Your colleague have logged on to REALIS using the same username from a different computer. If you have subscribed to only 1 account, only 1 person can log on at the same time. If you suspect that there is unauthorised use of your REALIS account,

- **What should I do if I get the message 'Account expired for current application'?**

  This means that your subscription period has ended. Please contact REALIS Customer Service if you would like to renew your subscription.

- **What should I do if I get the message 'Account terminated for current application'?**

  This means that your account has been terminated or suspended. Please check your email why your account has been terminated and contact REALIS Customer Service for assistance.

- **What should I do if I cannot log in?**

  1. Check your internet connection. Ensure that your computer's connection to the Internet is not interrupted or disconnected. Sometimes this occurs even though your browser window appears to be connected. If so, re-establish your connection to the Internet and log in to REALIS again.

  2. Check whether your internet browser is set to accept cookies. REALIS requires your browser to accept cookies. To find out more about cookies and how to set your computer to accept cookies, click here.

  3. Clear your cache. To find out what are caches and how to clear the caches, click here.

  4. Check your browser. You require either Internet Explorer 4 (or later versions), or Netscape Communicator 4.7 (or later versions) to support numerous features such as JavaScripts, and style sheets used in the REALIS website.

**Technical Help**

- **What system requirements do I need to access REALIS?**
In order to use the REALIS service, you need to have a personal computer with the following minimum configurations:

**Computer Configuration**
Pentium 133MHz or equivalent
32MB RAM or higher
33.6kbps modem or higher
Windows 95, Windows 98, or Windows NT 4.0

**Browser**
Netscape Communicator 4.7
(or 4.x later versions, Netscape 6.0 is currently NOT supported)
Microsoft Internet Explorer 4.0 (or later versions)

**What are cookies and how to set up your computer to accept cookies?**

Cookies are commonly used by many web sites. These are small text files placed on your computer that store pertinent information about your preferences. Allowing a cookie to be created does not give additional access to your computer. To set your current browser to accept cookies, follow the steps below:

<table>
<thead>
<tr>
<th>For Microsoft Explorer 4.x</th>
<th>For Microsoft Explorer 5.x</th>
<th>For Netscape 4.x</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Go to the &quot;View&quot; menu.</td>
<td>1. Go to the &quot;Tools&quot; menu.</td>
<td>1. Go to the &quot;Edit&quot; menu.</td>
</tr>
<tr>
<td>2. Select &quot;Internet Options&quot;.</td>
<td>2. Select &quot;Internet Options&quot;.</td>
<td>2. Select &quot;Preferences&quot;.</td>
</tr>
<tr>
<td>3. Select the &quot;Advanced&quot; tab.</td>
<td>3. Select the &quot;Security&quot; tab.</td>
<td>3. Select &quot;Advanced&quot;.</td>
</tr>
<tr>
<td>4. Scroll down to Cookies.</td>
<td>4. Select the &quot;Internet&quot; icon.</td>
<td>4. In the &quot;Cookies&quot; box, click the button next to &quot;Accept all cookies&quot; so that it is filled in. (This setting should be on).</td>
</tr>
<tr>
<td>5. Click on the button next to &quot;Always accept cookies&quot;. (This setting should be on.)</td>
<td>5. Click &quot;Custom Level&quot;.</td>
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<tr>
<td></td>
<td>6. Scroll down to Cookies.</td>
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<tr>
<td></td>
<td>7. Click on the buttons next to &quot;Enable&quot; under the heading &quot;Allow cookies that are stored on your computer&quot; and the heading &quot;Allow per session cookies&quot;. (These settings should be on).</td>
<td></td>
</tr>
</tbody>
</table>

**What are caches and how to clear the caches?**

Caches are temporary internet files created in your computer for you to browse the internet. To clear your cache, follow the steps below:

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</tbody>
</table>
Browsing and Navigation

What should I do if I encounter JavaScript Runtime Errors when accessing REALIS?

1. Check your browser. You require a browser that is capable of using JavaScript, either Internet Explorer 4 (or later versions), or Netscape Communicator 4.7 (or later versions).

2. Ensure that the proper JavaScript is enabled. To enable the correct JavaScript, follow the steps below:

   **For Microsoft Explorer 4.x**
   1. Go to the "View" menu.
   2. Select "Internet Options".
   3. Select the "Advanced" tab.
   4. Check the box next to "Disable script debugging".
   5. Uncheck the box next to "Display a notification about every script error".
   6. Click on the "Apply" button.

   **For Microsoft Explorer 5.x**
   1. Go to the "Tools" menu.
   2. Select "Internet Options".
   3. Select the "Advanced" tab.
   4. Check the box next to "Disable script debugging".
   5. Uncheck the box next to "Display a notification about every script error".
   6. Click on the "Apply" button.

   **For Netscape 4.x**
   1. Go to the "Edit" menu.
   2. Select "Preferences".
   3. Select "Advanced" tab.
   4. Check the box marked "Enable JavaScript box".
   5. Check the box marked "Enable style sheets".
   6. Click "OK".

3. If you continue to receive runtime errors, we recommend that you upgrade to the most current browser version.

Server Downtime and Data Loading Downtime

When is REALIS not available?
URA’s server is shut down between 3 am to 5 am every day during which you will not be able to access the website. In the event when our servers were shut down in exceptional circumstances, you will receive an email from REALIS Customer Service.

**When are the data loading time for REALIS?**

During the data loading days, you will not be able to access the database which is being updated. Data is loaded in REALIS from 12.30 pm to 1 pm on the following days:

- **Every Tuesday and Friday** - Updates of Transaction data
- **4th Friday of Every Month**
  - Updates of Sales and Launch Status of Private Residential Properties.
  - Updates of Rental Data
- **4th Friday of Jan, Apr, Jul, Oct**
  - Updates of all databases

**Daily Subscription Plan**

**What is the subscription fee?**

The subscription fee is $80 for the first day (i.e. 24 hours) of continuous access, and $40 for each consecutive subsequent day.

**How does URA compute the period of subscription?**

Each day of subscription will give you 24 hours of access. Your subscription period will commence from the moment you log in to the system, and you can log in as many times as you wish within this period. You will need to log in within 30 days of signing up.

**Example**

If you sign up for 2 days for $120 and log in on Monday, the access period will be for 2 consecutive days on Monday and Tuesday. The 2 day period must be continuous and cannot be on non-consecutive days e.g. Monday and Friday.

**When is REALIS not available?**

URA’s server is shut down between 3 am to 5 am every day during which you will not be able to access the website. You will be compensated with an extra 2 hours per day to ensure that you receive the full 24 hours access time for each day.
Example
If you subscribe for 3 days starting on 1 May and log in for the first time at 10.00 am on 3 May, your subscription period will commence at 10.00 am on 3 May and end at 4.00 pm on 5 May (i.e. after adding on 6 hours to compensate for the 2 hours of server down time for each of the 3 days). Within this period you can log in to the system as many times as you wish.

In the event that our servers are shut down in exceptional circumstances, we will compensate you with the equivalent hours during which our servers were shut down resulting in you not being able to access the service. Realis Customer Service will inform you through email when this happens.

• How do I change my subscription details or period of subscription?

If you want to change your subscription details or period of subscription, please inform us at 6329 3456 or email us at ura_realis@ura.gov.sg before you start using the system (i.e. before your first log in).

My Daily Subscription Plan is expiring or expired, can I extend the subscription period at the rate of $40 for the subsequent day? How do I renew?

You will not be able to extend the subscription period once you have signed up. If you want to use the service again, you will need to subscribe to the service again. To subscribe, please click here.

My Daily Subscription Plan has expired. Can I renew using the same username and password I have selected previously?

No. You will not be able to use the same username and password for technical reasons.

Refund Policy

• I have registered under the Daily Subscription Plan but have yet to use my account. Can I ask for a refund?

If you have subscribed but have not logged in to the system and want to withdraw from the service, you are required to email us using the email address registered with us. Please quote your name, your contact number, the subscription reference number and reason for withdrawal and email your request to REALIS Customer Service Officer at ura_realis@ura.gov.sg.

• What if I have subscribed to the service but did not use the service at all?

If you have registered online but have not used the account within 30 days of signing up, we will inform you and refund you your fees. In the event that you repeatedly
signed up but failed to use the service, an administrative charge may be subsequently imposed.

- **Can I get a refund for used hours?**

  No. Once you have signed up and logged in to the system at least once, URA will not provide any refund for unused hours. Please read the terms of use and how we compute the hours carefully before you sign up.

- **Can URA suspend the access for my account?**

  No. Once you have signed up and logged in to the system, URA will not allow any suspension of access rights. You should make sure that you sign up for the system during periods when you are able to maximise the use of the service.

- **What if in the midst of using the service, my computer breaks down or my internet connection fails, will URA refund the subscription fee?**

  As these are circumstances beyond URA’s control, URA will not provide refunds for such instances.