



Lifts and Escalators Application (LEAP) Portal

Questions & Answers
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Electrical and Mechanical Engineering Group

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A) Login

A1) How do I login in LEAP?

LEAP has onboarded the Singpass/Corppass login mechanism. The use of Singpass/Corppass login will ensure safe and secure logins through the implementation of two-factor authentication (“2FA”).

A2) What is the difference between Corppass and Singpass?

Users accessing LEAP and representing their companies should login as a business user, while users accessing their fixed installation (FI) record(s) in their individual capacity (such as a lift in single residential unit) can login as an individual.

A3) How do I apply to use Corppass?

If your company has a Corppass account, your Corppass administrator will be able to authorize your employees to access LEAP at <https://www.corppass.gov.sg/>. You can find out more at <https://go.gov.sg/cpuserguides>.

A4) What should I do if my entity does not have a Unique Entity Number (UEN) and therefore no Corppass account?

You can consider either of the following:

1. Apply for a UEN for your business and thereafter a Corppass account; or
2. Login using Singpass individual.

A5) Will my personal data and personal transactions with other Government agencies be shared with other agencies since I am using Singpass to log in to LEAP?

No, your personal data and personal transactions unrelated to the e-submission on LEAP will not be shared with other agencies. Your Singpass is only used as a secure login and user authentication mechanism to verify the identity of individual users before accessing LEAP.

If any of your personal information is required by a related agency/organisation, you will be prompted with a consent screen and you will need to give your consent to retrieve Myinfo from your Singpass account before any personal data can be shared.

A6) Will the entity that I am transacting on behalf of have access to all my personal information now that I am using Singpass to log in to LEAP?

No, your personal information unrelated to the e-submission on LEAP will not be shared with the entity that you are transacting on behalf of. Your Singpass is only used as a secure login and user authentication mechanism to verify the identity of individual users before accessing LEAP.

By logging in to LEAP using your Singpass, the Corppass Administrator and Sub-Administrator of the entity will only be able to identify that it was you who transacted on behalf of the company for that corporate transaction. No further personal information is accessible without your consent.

A7) I am a UEN-registered individual with an active Corppass account. Can I share my personal Singpass ID, password and 2FA details with my assistant or other administrative staff to log in to LEAP and make e-submissions on my behalf?

If you would like your assistant or other administrative staff to have access to LEAP to make an e-submission, please contact the UEN entity's Corppass Administrator or Sub-Administrator to formally assign the individual with a Corppass role to transact on behalf of the entity. He/she will then be able to log in to LEAP as a 'Business User' with his/her Singpass and perform e-submissions on LEAP conveniently and securely. You can refer to the Corppass user guides for more info at this link: <https://www.corppass.gov.sg/corppass/common/userguides>.

A8) Will my personal information in Singpass be compromised if there is cyber-attack or system failure on LEAP? What measures are there to protect our personal data?

When you login to LEAP using your Singpass account, the authentication is carried out at Singpass. Therefore, LEAP does not have access to your Singpass password.

A9) How do I reset my Singpass/Corppass password?

You can refer to the website at <https://www.singpass.gov.sg/home/ui/online-reset-password/user-detail> for reset of password for your Singpass account. For login issues for your Corppass account, please seek assistance from your Corppass administrator for your organization.

A10) What if the assigned owner's representative is not a Singaporean?

Foreigners are allowed to register for Singpass/Corppass as well. For more information you may check at www.singpass.gov.sg or www.corppass.gov.sg.

A11) If there is joint ownership for a private property, who should be applying for the LEAP access?

For a private owner, only 1 Singpass login is accepted. There should be a mutual agreement among the 2 parties on who should the account holder for LEAP access and the other party can be assigned as the owner's representative.

B) Owner's representative

B1) Who can be the owner's representative?

In LEAP, the assignment of owner's representative is designed to be flexible. You can nominate any person or corporate entity to be your representative. This includes:

- Next-of-kin of an owner
- Managing agent of a MCST (Management Corporation Strata Title)
- Facilities management firm
- FI service contractor

It is entirely optional for the owner to assign an owner's representative. However, it is advisable that if the owner is assigning someone unrelated (e.g. FI service contractor) to be his representative, it is better that they include this arrangement into the contractual agreements between them.

It should be noted that the assignment of a representative will not absolve the owner's duties from the relevant regulatory requirements.

B2) What is the mode of login for an owner's representative?

An owner's representative has to log in via Singpass or Corppass.

B3) Is it a requirement for the owner of lift/escalator to log in and perform the assignment to the respective owner's representative? Can the Managing Agent do the assignment on behalf of the owner?

The owner is required to log into the LEAP first and then select the specific lift(s)/escalator(s) to be assigned to the owner's representative. Please refer to Chapter 9 the owner's user manual which can be downloaded from the LEAP homepage for step-by-step assignment procedures.

B4) Is there any limitation to the number of owner's representatives I can assign?

There is no limit on how many owner's representatives you can add in the system. However, you can only assign 1 owner's representative to 1 equipment only.

C) Renewal of PTOs

C1) When can I start to renew my PTO(s) of my lift/escalator?

You can commence the renewal of the PTO 3 months before the current expiry date. For example, if the PTO of your equipment is expiring on 31 December 2025, you can commence the renewal process on 1 October 2025.

C2) Does the payment need to be made before the Specialist Professional Engineer (Lift & Escalator) (“SPE”) can perform the annual inspection, examination and testing?

No, there is no need to make payment first if you do not wish to. However, the application for the PTO will only be processed if (i) there is a payment received and processed by BCA; and (ii) there is an annual inspection, examination and testing report submitted by the SPE with a digital signature by the certifying SPE.

C3) Can SPE amend the date of the annual examination, inspection and testing?

No, this field is automatically filled in when the QR code of the lift/escalator that is inspected by the certifying SPE is scanned.

C4) Can I change my FI service contractors after making payment for the renewal of PTO?

Yes, the owners can change the FI service contractors anytime in LEAP.

C5) Will BCA notify the owner or owner’s representative when PTO is about to expire? Will there be any hardcopy reminder letters sent after LEAP is implemented?

BCA will send an email reminder 3 months before the PTO expires. This will be sent to both owner and owner’s representative (if there is a representative assigned for the equipment). However, lift owners need not wait for the reminder email and can renew PTO through the LEAP portal as long as it is within the 3-month renewal window period.

As part of our efforts to go green with paperless notifications, BCA has ceased to send hardcopy reminder letters from 21 Nov 2022 onwards. Fixed installations (i.e. lift/escalator) owners will receive notifications through the registered email addresses. The frequency of the notification can be configured by the user.

C6) Does the owner need to print the new PTO certificate after the renewal of the PTO?

While lift and escalator owners will still need to renew the PTOs annually, they no longer need to replace the PTOs for their lifts/escalators, as the new PTO issued will not indicate an expiry date. This will help to reduce manpower resources as owners do not need to change the hardcopy PTOs every year.

Parts 3 and 4 of the Building Control (Fixed Installations) Regulations 2025 will apply to all fixed installations existing on or after 1 October 2025. Fixed installation owners are reminded to generate and display the new PTOs in their fixed installations after the existing PTOs expire. Fixed installation owners are also reminded to ensure that the displayed PTOs are put up properly in the fixed installations and kept in a condition to ensure that the information in the PTOs can be seen clearly.

Alternatively, fixed installation owners can refer to Section 6.1 of the owner's user manual downloadable from the LEAP homepage for the steps on retrieving and printing the new PTOs.

C7) Does the owner need to replace the PTO certificate every year?

There is no need to replace the PTO certificate every year (provided that the displayed PTO certificate is generated from LEAP) if there are no changes to the owner's name, address or lift number. However please replace the PTO certificate if it is found to be torn or damaged.

C8) Who can print the PTO?

Only owner as well as the owner's representative of the lift/escalator can print the PTO. FI Service contractor and SPE cannot print the PTO.

C9) Where do I display the PTO?

The PTO is to be displayed prominently inside the lift car at all times. For escalator, the PTOs should be displayed near to the top or bottom landing of the escalator.

C10) Can the owner align the expiry date of PTOs of a number of lifts/escalators to be in the same month? E.g. there are 5 different equipment with 5 different expiry dates of the PTOs.

The owner is able to change the PTO expiry date to be the same for the all the equipment under his/her care provided that the duration of each PTO does not exceed 12 months. The owner is able to bring forward the expiry date for ease of managing the annual renewal process. However, it should be noted that no pro-rated refund for the remaining period of the PTO will available. This process is also not reversible, and the owner cannot revert to the previous expiry date.

C11) If there is a defect that requires a longer lead time to resolve, can the lift continue to operate pass the PTO expiry date?

No, the SPE should ensure that any unsafe condition or non-compliance observed during the testing and examinations should be properly rectified before he certifies in the LEAP Portal.

D) Payment

D1) What are the types of payments available in LEAP for the renewal of PTOs?

Owners can make payment of renewal applications using:

- GIRO;
- Debit card;
- Credit card;
- Paynow (Dynamic QR); or

D2) What are the types of payments available in LEAP for the recommissioning or new application of PTOs?

Owners can make payment of recommissioning and new PTO applications using:

- Debit card;
- Credit card;
- Paynow (Dynamic QR);

The only option that the owner cannot select is GIRO payment. This is because GIRO is set up for a regular deduction of the funds through the payee's bank account. As applications for recommissioning or new PTOs are not fixed in terms of interval, GIRO cannot be used for such cases.

Walk-in payment at BCA Academy is no longer accepted since 21 November 2022.

D3) Will GIRO be deducted during the month of the expiry for the PTO (i.e. if the PTO is expiring on 31 December 2025, will GIRO deduction be made in December)?

GIRO will be deducted the following month after the renewal application of the PTO by the owner. In this example, the PTO is expiring on 31 December 2025, GIRO deduction will take place in November 2025 if the renewal application is made in October 2025.

All owners are reminded to initiate the renewal of the PTOs once the 3-month window period is open. For example, if the PTO is expiring on 31 December 2025, the owner should initiate the renewal of the PTO soon after 1 October 2025 to allow sufficient time for the testing contractor and the SPE to conduct the annual examination, inspection and testing of the equipment.

D4) Why can't I pay using GIRO if I initiate the renewal of my equipment on the month of expiry (i.e. if the PTO is expiring on 31 December, and I start the renewal application on 1 December)?

GIRO payments will have to be prepared during the start of the month so that the participating bank can make the transactions. If the renewal process is started late (in the month of the expiry for the PTO), there is insufficient time for such a preparation to take place, leading to potential late payments for your applications. Therefore, LEAP does not allow GIRO payments if the renewal application is made in the month of the expiry for the PTO.

You can still use other modes of payments:

- Debit card;
- Credit card;
- Paynow (Dynamic QR);

D5) Can a contractor or SPE make payment on behalf of the owner?

Only owner or an owner's representative can make payment for the renewal of PTO. In addition, GIRO payment is not allowed if owner's representative is making the payment.

D6) Can I download a receipt after the payment is accepted?

You can see all the past receipts in the equipment information page, under the tab "Payment history". Past receipts made in previous years via the LEAP system can also be retrieved.

D7) What happens if there is a failed GIRO transaction?

Failed GIRO transaction will be made known the following month after renewal application is made and the user will be notified of the failed payment via email. In such cases, payment for the PTO fees should be made as soon as possible using other methods:

- Debit card;
- Credit card;
- Paynow (Dynamic QR);

D8) Can I request for an invoice of the PTO application (renewal, recommissioning or new equipment) via LEAP?

You can write to BCA via [BCA Feedback Form](https://www2.bca.gov.sg/feedback/) on BCA website (<https://www2.bca.gov.sg/feedback/>) for such requests.

D9) Can I make a credit card/debit card payment even though I have a GIRO profile set up?

Yes. You can select any mode of payment provided on LEAP during the application process.

D10) How do I set up a GIRO account?

Please apply for GIRO to facilitate payments to BCA through our new eGIRO portal here [<https://eportal.bca.gov.sg/paybca>]. You will be able to apply and manage your GIRO arrangements with BCA through the portal, greatly shortening the processing duration.

You can find the eGIRO User Guide at [https://eportal.bca.gov.sg/paybca/assets/BCA PayBCA Internet User Guide.pdf](https://eportal.bca.gov.sg/paybca/assets/BCA_PayBCA_Internet_User_Guide.pdf)

The following are participating banks in eGIRO for corporate customers:

1. Bank of China
2. DBS Bank Limited
3. MariBank Singapore Private Limited
4. Maybank Singapore Limited
5. Oversea-Chinese Banking Corporation Limited
6. United Overseas Bank Limited

Should you have any queries on the BCA eGIRO portal and the application process, please refer to the FAQ on the website. You may also reach out to us at <https://www2.bca.gov.sg/feedback/>.

Do take note that the approval for the GIRO deduction is not immediate hence, you are required to arrange alternative payment for the renewal of lifts /escalators. Subsequent renewal will be deducted through GIRO upon approval.

D11) How do I request for refund if I realize I have made a double payment for the same equipment?

Please write to BCA via [BCA Feedback Form](https://www2.bca.gov.sg/feedback/) on BCA website (<https://www2.bca.gov.sg/feedback/>) providing information regarding the equipment information (such as address and equipment ID), date of the transaction(s) and screenshots of the payments wherever possible.

D12) What are the fees charged for a PTO?

If you have 10 lifts or less to renew, you can make an aggregate payment and each application will be charged at \$20 per lift. If you have more than 10 lifts to renew, you can make an aggregate payment by renewing the lifts in a single application to enjoy a lower tier fee of \$10. The lower tier fee is charged at \$10 per lift for each subsequent lift after the first ten lifts in a single application.

The similar calculation applies for escalators. You would not be allowed to make use of the lower tier fee if you have made earlier PTO fee payment for other PTOs.

D13) Can I split my payments in the same application of a few lifts/escalators?

No, you should not split the payments or use different modes of payments for the same application.

E) Recommissioning and new PTO applications

E1) Will there be any notification if Paylater modes are selected?

There will be a notification email sent when payment is received by BCA via epayment modes, or when there are changes to the payment or application statuses.

Paylater modes will include PayNow (Dynamic QR). Please scan the QR code for PayNow and the payment status will be updated in LEAP almost immediately after successful transaction. More instructions are available inside the LEAP payment page.

E2) Will there be any changes in the processing time by BCA?

The processing time will remain the same for a new or recommissioning PTO application, which is 7 working days. This assumes that the application submission is complete with no errors.

E3) When can I start my recommissioning or new PTO application?

The recommissioning or new PTO application can be made as soon as the supervisor QP has supervised the examination, inspection, testing and commissioning (EITC) of the lift/escalator. There is no need to submit the TOP application for the building project prior to the PTO application.

E4) What is the application type for full lift/escalator modernisation?

Full lift/escalator modernisation (previously termed as full lift/escalator replacement) refers to the scenario where there is a replacement of the entire lift/escalator system, including guiderails, car cage, all landing doors (for lift) and truss (for escalator). A **new PTO application** is required for such work, and the old lift/escalator record should be terminated in the system.

Applications with the wrong application type (e.g. using recommissioning instead of new PTO application for full lift/escalator modernisation) will be rejected. No refund will be given for such cases.

E5) What are some of the new submission requirements for recommissioning or new PTO applications made on or after 1st Oct 2025?

There is a change in application type for full lift/escalator modernisation (refer to Qn E4).

In addition, there is a need to submit mill test certificates for the main suspension ropes of a passenger/goods lift during new PTO applications as well as during recommissioning PTO applications where there are changes to the main suspension rope.

Accessibility checklist will also have to be submitted for full modernisation of passenger lifts or major A/R works to passenger lifts with changes to car mass $\geq 5\%$ or changes to car door. This checklist is not required to be submitted for passenger lifts installed in a landed house.

Please refer to the Guidelines for obtaining PTO for more details:

https://www1.bca.gov.sg/docs/default-source/l-e-forms-and-certificates/tnc-guidebook-v3-0.pdf?sfvrsn=8e38bfe2_0

The requirements above apply to all recommissioning or new PTO application made on or after 1st Oct 2025, regardless of when the work commenced.

E6) As a developer/owner, how will my recommissioning or new PTO application be affected by the implementation of the Building Control (Fixed Installation) Regulations 2025 on 1st Oct 2025?

If your project involves fixed installation works (including new installations, full modernisation or major A/R works that falls under Second Column of the First Schedule) that commence on or after 1st Oct 2025 with no submission of building plan or structural plans for the related works prior to 1st Oct 2025, you will be required to obtain an approval from the Commissioner of the Building Control via the submission of fixed installation plans, prior to commencement of the work.

Please refer to the [regime guide](#) for more details.

F) Specialist Professional Engineers (Lifts and Escalators)

F1) Is there any additional software to download in order to digitally sign the annual inspection report or any other reports?

You only need Singpass Mobile Application to do the signing by scanning the QR code generated by the LEAP portal. No additional application required for the digital signature.

F2) How does the SPE scan the QR code in locations where camera phones are not allowed or there is poor network reception?

Other than scanning the QR code on site, the SPE can upload a photo of the PTO with the QR code to proceed with the annual examination, inspection and testing. Therefore, the SPE should take a photo of the PTO onsite or request for a softcopy of the PTO from the owner in such situations.

F3) Can the SPE assign a Lift and Escalator Inspector (LEI) to assist in the annual examination, inspection and testing?

Yes, the appointed LEI can scan the QR Code and fill up the annual inspection report on behalf of the SPE. However, the certifying SPE is required to review the annual inspection report and digitally sign on the report.

Only the assigned SPE and LEI can fill up the annual inspection report. Access will not be granted for other SPE or LEI to review the inspection results of the equipment.

F4) If the existing service/testing contractor has a digital inspection checklist available, can the SPE use that inspection checklist to submit as an annual inspection report?

This is not possible as the SPE will be required to digitally sign the annual inspection report where all the fields need to be filled in. LEAP does not allow other forms of report to be submitted.

G) Others

G1) Can the name of the owner be changed in LEAP?

Yes, the name of the owner can be amended.

G2) If the private landed property is sold, will the LEAP system be updated automatically to the new owner?

There is no automated update in terms of the ownership. The outgoing owner should transfer the ownership of the lift/escalator to the incoming owner when such a sale of the property is completed or carried out via LEAP. You may refer to section 4 of the User Guide for Owners available on the LEAP webpage.

G3) Do you have a list of registered lift/escalator service maintenance contractors that one can refer to?

Registered FI service contractors for lifts and escalators can be obtained from the BCA Directory at <https://www.bca.gov.sg/BCADirectory/>. Please select “RW02” for registered lift contractors and “RW03” for registered escalator contractors under the category “Regulatory”.

G4) Currently, different departments handle lifts at different locations even though the owner is the same. Is it possible to customise the notifications settings for specific equipment based on locations?

No, this is not possible to have more than more email addresses as LEAP will only accept one email address for notification. However, within the organisation you can propose to set up a group email so that notifications from LEAP can be sent to more than 1 recipient.