

Foreign Worker Tenant Enquiry Service

User Guide - Web

Foreign Manpower Management Division

Start of Service

Step 1: Access the e-Service landing page (<https://services.mom.gov.sg/tes/>)

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Foreign Worker Tenant Enquiry Service (FWTES)

You can check the number of foreign workers staying in an **HDB flat** or **private residential premises (PRP)**. Home owners can remove foreign workers who have left their HDB flat or PRP.

- 1 Log in with SingPass
- 2 Log in with CorpPass

Service is online
Availability
24 hours

Not available due to maintenance Every Thursday, 8.30pm - 9pm.

- ⊕ What can I do in FWTES?
- ⊕ What do I need?
- ⊕ I already have CorpPass account. How do I check if I can access FWTES?
- ⊕ Get help

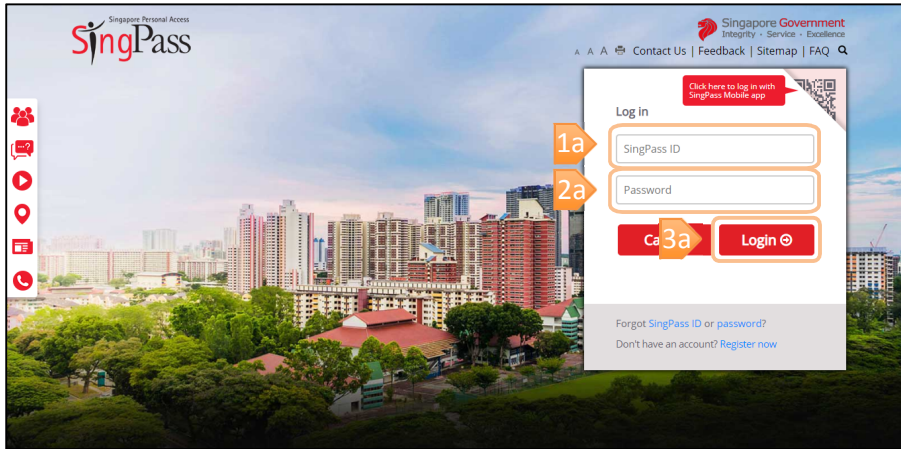
Last Updated: 02 May 2019 Share this page

1 Click **Log in with SingPass** to login via SingPass

2 Click **Log in with CorpPass** to login via CorpPass

Login via SingPass or CorpPass

Step 2: Access the e-Service via SingPass or CorpPass

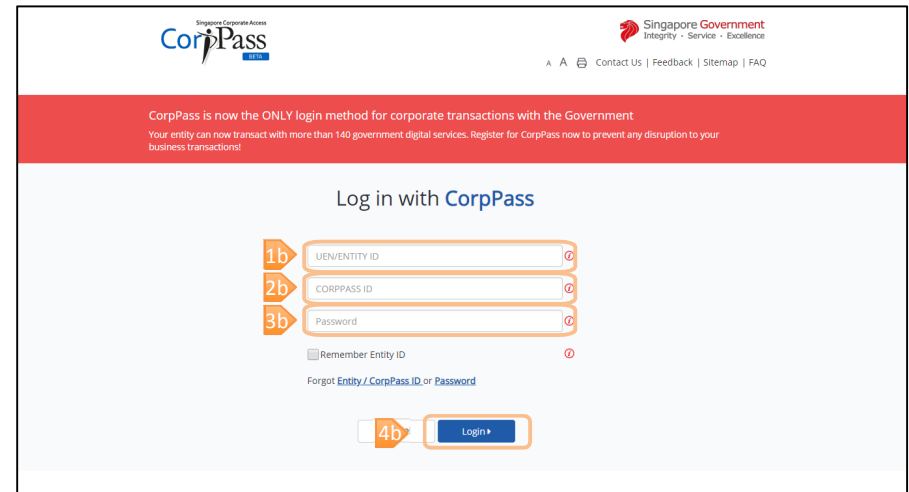


Accessing the e-Service via SingPass

- 1a Key in *SingPass ID*
- 2a Key in *Password*
- 3a Click *Login* to access the e-Service

Accessing the e-Service via CorpPass

- 1b Key in *UEN/Entity ID*
- 2b Key in *CorpPass ID*
- 3b Key in *Password*
- 4b Click *Login* to access the e-Service



View all properties

Step 3: View all properties

The screenshot shows the 'Foreign Worker Tenant Enquiry Service' interface. At the top, there are logos for the Ministry of Manpower and Singapore Government. A progress bar indicates four steps: 1. Select Property, 2. Manage Tenants, 3. Confirm Details, and 4. Acknowledgement. The current step is 'Select property'. A warning message states: 'MOM has blocked this property for registration. You may write in to us at mom_fw@mom.gov.sg for more details.' Below this is a table with 5 items on page 1. The table has columns for Property Address, Type, and No. Of Work Pass Holders Registered. The first row is highlighted with an orange box and a '1' callout. Below the table is a button labeled 'View other properties' with a magnifying glass icon, also highlighted with an orange box and a '2' callout.

Property Address	Type	No. Of Work Pass Holders Registered
100 Orchard Road, #01-01, Orchard Residences, Singapore 238800	Private Residential Premises	0
100 Orchard Road, #01-02, Orchard Residences, Singapore 238800	Private Residential Premises	0
100 Orchard Road, #01-03, Orchard Residences, Singapore 238800	Private Residential Premises	0
100 Orchard Road, #01-04, Orchard Residences, Singapore 238800	Private Residential Premises	0
100 Orchard Road, #01-05, Orchard Residences, Singapore 238800	Private Residential Premises	0

- 1 Click any **Property Address** to view details
- 2 Click **View other properties** to find out the number of WPHs registered under an HDB flat or Private Residential Premises

Manage property details

Step 4: Select to block your property or remove WPHs who are not residing under your property

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Logout

Foreign Worker Tenant Enquiry Service

1 Select Property 2 **Manage Tenants** 3 Confirm Details 4 Acknowledgement

Current Tenants

Remove tenants not residing at this property by checking the boxes. An email will be sent to the employers/tenants to inform them that you have removed their names from this property.

If your address has been misused, report the matter to MOM at mom_fwass@mom.gov.sg.

S/N	Name	FIN	Employer	Address Reg Date
1a <input type="checkbox"/>	1			

Block Property

1b Disallow any work pass holders to be registered at my property.

2

3

1a Select by ticking the checkbox to remove WPHs under the selected property

1b Block your property by ticking the checkbox

2 Click **Continue** to confirm details

3 Click **Back** to go back to the previous page

Confirm details and contact information

Step 5: Confirm details and enter your contact information

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Logout

Foreign Worker Tenant Enquiry Service

1 Select Property 2 Manage Tenants 3 Confirm Details 4 Acknowledgement

Removed Tenants

S/N	Name	FIN	Employer
1			

Block Property

Disallow any work pass holders to be registered at my property.

Contact Details

* Name

NRIC/FIN

* Email Address

* Mobile No.

1 2 3 4

< Back Submit > Cancel

- 1 Key in contact information including Name, Email Address and Mobile No.
- 2 Click **Submit** to save details
- 3 Click **Back** to go back to the previous page
- 4 Click **Cancel** to go back to view all properties page

Acknowledgement details

Step 6: Save acknowledgement details in PDF format or send acknowledgement details via email

The screenshot shows the 'Foreign Worker Tenant Enquiry Service' interface. At the top, there is a navigation bar with the Ministry of Manpower logo and a 'Logout' button. Below the navigation bar, a progress bar indicates four steps: 'Select Property', 'Manage Tenants', 'Confirm Details', and 'Acknowledgement'. The 'Acknowledgement' step is highlighted with a green checkmark and the number 4. Below the progress bar, the text 'Acknowledgement' is displayed with a green checkmark, followed by the message 'Your property details have been updated successfully.' Below this message, there is a table with the following data:

Reference No.	TESPO-2019-08-14-0429
Property Address	[Redacted]
Date and Time of Transaction	14 Aug 2019 10:42 AM

Below the table, there is a section titled 'Removed Tenants' with a table containing one row:

S/N	Name	FIN	Employer
1	[Redacted]	[Redacted]	[Redacted]

Below the table, there is a section titled 'Block Property' with the text 'This property has been blocked for address registration by any work pass holders.' Below this, there is a section titled 'Contact Details' with fields for Name, NRIC/FIN, Email Address, and Mobile No. At the bottom of the interface, there are three buttons: 'Home', 'Save as PDF', and 'Email to me'. The 'Home' button is highlighted with an orange arrow and the number 1. The 'Save as PDF' button is highlighted with an orange arrow and the number 2. The 'Email to me' button is highlighted with an orange arrow and the number 3.

- 1 Click **Home** to go back to view all properties page
- 2 Click **Save as PDF** to save acknowledgement details in PDF format
- 3 Click **Email to me** to send acknowledgement details via email

The screenshot shows the acknowledgement details page. At the top, there is the Ministry of Manpower logo. Below the logo, the text 'Your property details have been updated successfully.' is displayed. Below this text, there is a table with the following data:

Reference No.	TESPO-2019-08-14-0429
Property Address	[Redacted]
Date and Time of Transaction	14 Aug 2019 10:42 AM

Below the table, there is a section titled 'You have successfully declared the following worker(s) as non-residents of the above property:' with a table containing one row:

S/N	Name	FIN	Employer
1	[Redacted]	[Redacted]	[Redacted]

Below the table, there is a section titled 'Your property has been successfully blocked which means work pass holders are not allowed to be registered under your property.' Below this, there is a section titled 'Contact Details' with fields for Name, NRIC/FIN, Email Address, and Mobile No.

Search for HDB Flat or Private Residential Premises

Step 7: Input address details to enquire the number of registered WPHs

The screenshot shows the 'Foreign Worker Tenant Enquiry Service' web form. At the top left is the 'MINISTRY OF MANPOWER' logo, and at the top right is the 'Singapore Government' logo with the tagline 'Integrity · Service · Excellence'. A blue navigation bar contains a 'Logout' button. Below the header, the service title 'Foreign Worker Tenant Enquiry Service' is displayed, followed by a subtitle: 'Find out the number of work pass holders (WPHs) registered for a HDB Flat or Private Residential Premises'. The form contains several input fields: a '* Postal Code' field (callout 1), a 'Get Address' button (callout 2), 'Street Name', 'Building Name', and 'Block/House No.' fields. A large rounded rectangular box encloses the 'Floor No.' and 'Unit No.' fields (callout 3). At the bottom left is a '< Back' button, and at the bottom center is a 'Search' button (callout 4).

- 1 Enter **Postal Code** of the HDB Flat or Private Residential Premise for enquiry
- 2 Click **Get Address** to load the address details
- 3 Enter **Floor no.** and **Unit no.** if any
- 4 Click **Search** to see the results

Search Results

Step 8: View the number of WPHs registered under the enquired address

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Logout

Foreign Worker Tenant Enquiry Service

Search Result

No. of Registered Work Pass Holder(s)

0

Quick Facts

Flat Type	Maximum Capacity
1 & 2 Rooms HDB Flat ^[1]	4
3 Rooms & Above HDB Flat	6
Private Residential Premises	6

¹ Non-Rental HDB Flats.

1 New Search 2 Save as PDF

- 1 Click **New Search** to search for another address
- 2 Click **Save as PDF** to save results in PDF format

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Foreign Worker Tenant Enquiry Service

Find out the number of work pass holders (WPHs) registered for a HDB Flat or Private Residential Premises

Address that you have enquired:

No. of Registered WPHs

0

Quick Facts

Flat Type	Maximum Capacity
1 & 2 Rooms HDB Flat [1]	4
3 Rooms & Above HDB Flat	6
Private Residential Premises	6

[1] Non-Rental HDB Flats



Foreign Worker Tenant Enquiry Service

User Guide - Mobile

Foreign Manpower Management Division

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< Services

Foreign Worker Tenant Enquiry Service (FWTES)

You can check the number of foreign workers staying in an **HDB flat** or **private residential premises (PRP)**. Home owners can remove foreign workers who have left their HDB flat or PRP.

1 Log in with SingPass

2 Log in with CorpPass

● Service is online

Availability
24 hours

- 1 Click **Log in with SingPass** to login via SingPass
- 2 Click **Log in with CorpPass** to login via CorpPass



Login via SingPass or CorpPass

Step 2: Access the e-Service via SingPass or CorpPass

Singapore Personal Access
SingPass

Log in

Click here to log in with SingPass Mobile app

1a SingPass ID

2a Password

3a Cancel Login

Forgot SingPass ID or password?
Don't have an account? Register now

Singapore Corporate Access
CorpPass

CorpPass is now the ONLY login method for corporate transactions with the Government
Your entity can now transact with more than 140 government digital services. Register for CorpPass now to prevent any disruption to your business transactions!

Log in with CorpPass

1b UEN/ENTITY ID

2b CORPPASS ID

3b Password

Remember Entity ID

Forgot Entity / CorpPass ID or Password

Cancel Login

Don't have a CorpPass Account? Get Started

Accessing the e-Service via **SingPass**

- 1a Key in **SingPass ID**
- 2a Key in **Password**
- 3a Click **Login** to access the e-Service

Accessing the e-Service via **CorpPass**

- 1b Key in **UEN/Entity ID**
- 2b Key in **CorpPass ID**
- 3b Key in **Password**
- 4b Click **Login** to access the e-Service

View all properties

Step 3: View all properties

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Logout

Foreign Worker Tenant Enquiry Service

- 1 Select Property
- 2 Manage Tenants
- 3 Confirm Details
- 4 Acknowledgement

Select property

⚠ MOM has blocked this property for registration. You may write in to us at mom_fwes@mom.gov.sg for more details.

5 Items | Page 1 [Next](#) >

Property Address: [Redacted]

Type: Private Residential Premises

No. of Work Pass Holders Registered: 0

Property Address: [Redacted]

Type: Private Residential Premises

No. of Work Pass Holders Registered: 0

Property Address: [Redacted]

Type: Private Residential Premises

No. of Work Pass Holders Registered: 0

View other properties

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- 1 Click any **Property Address** to view details
- 2 Click **View other properties** to find out the number of WPHs registered under an HDB flat or Private Residential Premises

Manage property details

Step 4: Select to block your property or remove WPHs who are not residing under your property

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Logout

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- Select Property
- 2** Manage Tenants
- 3 Confirm Details
- 4 Acknowledgement

Current Tenants

Remove tenants not residing at this property by checking the boxes. An email will be sent to the employers/tenants to inform them that you have removed their names from this property.

If your address has been misused, report the matter to MOM at mom_fwvas@mom.gov.sg.

1a

S/N:

Name:

FIN:

Employer:

Address Reg:

Date:

Block Property

1b Disallow any work pass holders to be registered at my property.

2 [< Back](#)

3 [Continue >](#)

- 1a Select by ticking the checkbox to remove WPHs under the selected property
- 1b Block your property by ticking the checkbox
- 2 Click **Continue** to confirm details
- 3 Click **Back** to go back to the previous page

Confirm details and contact information

Step 5: Confirm details and enter your contact information

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Logout

Foreign Worker Tenant Enquiry Service

- ✓ Select Property
- ✓ Manage Tenants
- 3** Confirm Details
- 4 Acknowledgement

Removed Tenants

S/N: [Redacted]
Name: [Redacted]
FIN: [Redacted]
Employer: [Redacted]

Block Property

Disallow any work pass holders to be registered at my property.

Contact Details

1 Name [Redacted]

NRIC/FIN [Redacted]

1 Email Address [Redacted]

Mobile No. [Redacted]

2 < Back

3 Submit >

4 X Cancel

- 1 Key in contact information including Name, Email Address and Mobile No.
- 2 Click **Back** to go back to the previous page
- 3 Click **Submit** to save details
- 4 Click **Cancel** to go back to view all properties page

Acknowledgement details

Step 6: Save acknowledgement details in PDF format or send acknowledgement details via email

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Logout

Foreign Worker Tenant Enquiry Service

- ✓ Select Property
- ✓ Manage Tenants
- ✓ Confirm Details
- 4 Acknowledgement

✓ **Acknowledgement**

Your property details have been updated successfully.

Reference No.
TESPO-2019-08-14-0431

Property Address
[Redacted]

Date and Time of Transaction
14 Aug 2019 11:38 AM

Removed Tenants

S/N:	1
Name:	Ponyiem
FIN:	F0935292U
Employer:	Ateck Showers Co., Ltd.

Block Property

This property has been blocked for address registration by any work pass holders.

Contact Details

Name
[Redacted]

NRIC/FIN
[Redacted]

Email Address
[Redacted]

Mobile No.
[Redacted]

1 Home

2 Save as PDF

3 Email to me

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- 1 Click **Home** to go back to view all properties page
- 2 Click **Save as PDF** to save acknowledgement details in PDF format
- 3 Click **Email to me** to send acknowledgement details via email

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Your property details have been updated successfully.

Reference No. TESPO-2019-08-14-0429

Property Address [Redacted]

Date and Time of Transaction 14 Aug 2019 10:42 AM

You have successfully declared the following worker(s) as non-residents of the above property:

S/N	Name	FIN	Employer
1	[Redacted]	[Redacted]	[Redacted]

Your property has been successfully blocked which means work pass holders are not allowed to be registered under your property.

Name [Redacted]

NRIC/FIN [Redacted]

Email Address [Redacted]

Mobile No. [Redacted]



Search for HDB Flat or Private Residential Premises

Step 7: Input address details to enquire the number of registered WPHs

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Logout

Foreign Worker Tenant Enquiry Service

Find out the number of work pass holders (WPHs) registered for a HDB Flat or Private Residential Premises

1 * Postal Code

2 Get Address

3

Street Name

Building Name

Block/House No.

Floor No.

Unit No.

4

< Back

Search

- 1 Enter **Postal Code** of the HDB Flat or Private Residential Premise for enquiry
- 2 Click **Get Address** to load the address details
- 3 Enter **Floor no.** and **Unit no.** if any
- 4 Click **Search** to see the results

