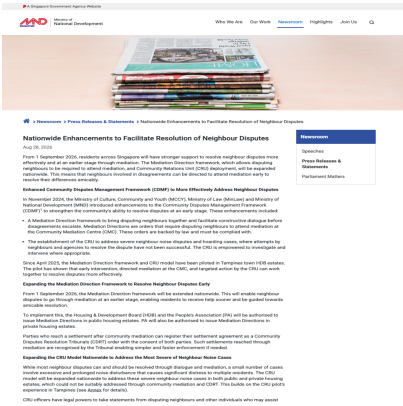




Singapore Expands Neighbour Dispute Mediation And CRU Nationwide From 1 September 2026

Description

Singapore will expand its Mediation Direction framework and Community Relations Unit (CRU) nationwide from 1 September 2026, so neighbours in serious disputes can be required to attend mediation earlier and severe noise cases can be investigated beyond Tampines.

The Ministry of Culture, Community and Youth (MCCY), the Ministry of Law (MinLaw) and the Ministry of National Development (MND) said so in a joint press release on Friday (Aug 28).

The two tools were introduced under enhancements to the Community Disputes Management Framework (CDMF) in November 2024. They have been piloted in Tampines town Housing and Development Board (HDB) estates since April 2025.



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Nationwide Enhancements to Facilitate Resolution of Neighbour Disputes

Aug 28, 2026

From 1 September 2026, residents across Singapore will have stronger support to resolve neighbour disputes more effectively and at an earlier stage through mediation. The Mediation Direction framework, which allows disputing neighbours to be required to attend mediation, and Community Relations Unit (CRU) deployment, will be expanded nationwide. This means that neighbours involved in disagreements can be directed to attend mediation early to resolve their differences amicably.

Enhanced Community Disputes Management Framework (CDMF) to More Effectively Address Neighbour Disputes

In November 2024, the Ministry of Culture, Community and Youth (MCCY), Ministry of Law (MinLaw) and Ministry of National Development (MND) introduced enhancements to the Community Disputes Management Framework (CDMF)¹ to strengthen the community's ability to resolve disputes at an early stage. These enhancements included:

- A Mediation Direction framework to bring disputing neighbours together and facilitate constructive dialogue before disagreements escalate. Mediation Directions are orders that require disputing neighbours to attend mediation at the Community Mediation Centre (CMC). These orders are backed by law and must be complied with.
- The establishment of the CRU to address severe neighbour noise disputes and hoarding cases, where attempts by neighbours and agencies to resolve the dispute have not been successful. The CRU is empowered to investigate and intervene where appropriate.

Since April 2025, the Mediation Direction framework and CRU model have been piloted in Tampines town HDB estates. The pilot has shown that early intervention, directed mediation at the CMC, and targeted action by the CRU can work together to resolve disputes more effectively.

Expanding the Mediation Direction Framework to Resolve Neighbour Disputes Early

From 1 September 2026, the Mediation Direction framework will be extended nationwide. This will enable neighbour disputes to go through mediation at an earlier stage, enabling residents to receive help sooner and be guided towards amicable resolution.

To implement this, the Housing & Development Board (HDB) and the People's Association (PA) will be authorised to issue Mediation Directions in public housing estates. PA will also be authorised to issue Mediation Directions in private housing estates.

Parties who reach a settlement after community mediation can register their settlement agreement as a Community Disputes Resolution Tribunals (CDRT) order with the consent of both parties. Such settlements reached through mediation are recognised by the Tribunal, enabling simpler and faster enforcement if needed.

Source: Ministry of National Development press release, Nationwide Enhancements to Facilitate Resolution of Neighbour Disputes, 28 August 2026.

From 1 September, Mediation Directions will apply across Singapore. HDB and the People's Association (PA) will be authorised to issue them in public housing estates. PA will also be authorised to issue them in private housing estates.

A Mediation Direction is a legally backed order that requires disputing neighbours to attend mediation at the Community Mediation Centre (CMC). MinLaw has said in Parliament that non-compliance without reasonable excuse is an offence that can draw a fine of up to S\$1,500.

If both parties reach a settlement at mediation and both consent, they can register the agreement as a Community Disputes Resolution Tribunals (CDRT) order, which the ministries say allows simpler and faster enforcement if needed.

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HOME / ORAL ANSWER BY SENIOR MINISTER OF STATE...

Oral Answer by Senior Minister of State for Law Murali Pillai to PQs on Community Disputes

14 OCT 2025

Questions

Sitting Date: 14 October 2025

Mr Kenneth Tjong Boon Kiat: To ask the Minister for Law (a) for each of the last three years, how many compulsory Community Mediation Centre attendances are directed through (i) authorised officer mediation direction; (ii) Community Disputes Resolution Tribunal order; (iii) Magistrate's Complaint; (iv) police referral; (v) Community Relations Unit mediation direction; (b) whether residents may appeal to the Ministry to compel mediation; and (c) if so, the number of such appeals and successful outcomes.

Dr Choo Pei Ling: To ask the Minister for Law (a) in each of the past two years and nine months, how many cases of disputes between neighbours had escalated to violence resulting in (i) injuries and (ii) fatalities; and (b) how many of these disputes were due to be or were being processed by the (i) Community Mediation Centre and (ii) Community Disputes Resolution Tribunals; and (c) what preventive measures are being studied and considered.

Sitting Date: 15 October 2025

Mr Gabriel Lam: To ask the Minister for Law (a) how the Government plans to address persistent neighbour noise disputes more effectively given the low uptake of mediation; (b) whether the pilot Mediation Direction framework will be expanded nationwide; and (c) how agencies will better support cases involving vulnerable individuals including those with underlying mental health issues.

Mr Yip Hon Weng: To ask the Minister for Law (a) since the Community Disputes Resolution (Amendment) Bill was passed, how many disputes between neighbours have parties who refused mediation; and (b) when parties show aggression, what immediate intervention measures, beyond the standard framework, are activated to prevent the dispute from

Source: Ministry of Law, Oral Answer by Senior Minister of State for Law Murali Pillai to PQs on Community Disputes, checked 29 August 2026.

The CRU will also expand nationwide from the same date, covering both public and private housing estates. It is reserved for a small number of severe neighbour noise cases involving excessive and prolonged disturbance that causes significant distress to multiple residents, after neighbours and agencies have already tried other routes, or where the circumstances warrant intervention.

CRU officers can take statements from disputing neighbours and others who may assist investigations. They may issue warnings and abatement orders requiring people to stop a noise nuisance. Non-compliance with an abatement order is a criminal offence, the joint release said.

MCCY's CDMF page, updated on 28 August 2026, states the same start date for both the Mediation Direction framework and the CRU expansion, and points residents to HDB and PA feedback channels, the OneService app, and CMC voluntary mediation on 1800-CALL-LAW (1800-2255-529).

The three ministries said the Tampines pilot showed that early intervention, directed mediation at the CMC, and targeted CRU action can work together. They also said good neighbourly relations cannot be legislated into existence, and that direct communication and mediation remain the first response.

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