Circular No: URA/PB/2020/01-DCG

Our Ref : DC/ADMIN/CIRCULAR/PB 20

Date : 21 Feb 2020

CIRCULAR TO PROFESSIONAL INSTITUTES

Please note that the validity of this circular has been extended until 21 February 2026.

This circular supersedes the previous Circular: <u>URA/PB/2014/01-PPG</u> dated 3 February 2014 on "Revised Guidelines for the Integration of Community and Sports Facilities in Commercial Developments", and is to be read in conjunction with the overall 10% bonus GFA budget in URA's Circular No: <u>URA/PB/2009/03-DCG</u> dated 29 April 2009 on "Framework for Managing Bonus Gross Floor Area Incentives".

GUIDELINES FOR THE COMMUNITY/SPORTS FACILITIES SCHEME

Who should know

Architects, developers, building owners, community service providers¹, national sports associations and child care centre operators.

Effective date

With immediate effect from 21 February 2020 and to remain valid until 21 February 2026

Background

- 1. The Community/Sports Facilities Scheme (CSFS) facilitates the co-location of compatible community and sports uses with highly accessible commercial developments for mutual benefit. Under the CSFS, bonus Gross Floor Area (GFA) for community and/or sports uses (hereinafter referred to as the "CSFS space") is allowed over and above the maximum permissible GFA under the Master Plan for highly accessible commercial developments ². Since its introduction in 2003, the CSFS has benefited a wide range of community/sports users, including public libraries and non-profit community service providers like eldercare, child care and other social services.
- 2. To qualify for the CSFS, the community/sports uses should be non-profit in nature and endorsed by the relevant championing government agency. The activities

¹ Community service providers can be government agencies, Social Service Agencies (SSAs), and NonGovernmental Organisations (NGOs).

² Bonus Gross Floor Area (GFA) approved under the CSFS is subject to an overall cap of 10% of the maximum permissible GFA for the site allowed under the Master Plan or 2,000sqm (whichever is lower), and will not form the future development potential of the site upon redevelopment. If payable, development charge (DC) or differential premium (DP) will be levied for the bonus GFA, based on the approved community or sports use.

- carried out within the CSFS space should have a predominant public outreach component that directly serves the public.
- 3. To support ECDA's efforts to expand the provision of good quality and affordable child care services, the guidelines of the CSFS also extend to commercial child care centres that meet the ECDA's quality and affordability criteria (see details in Appendix 1).

CSFS guidelines

- 4. The details of the CSFS guidelines are summarised in Appendix 1. The CSFS guidelines will apply to all new applications for community/sport use submitted on or after the effective date.
- Appendix 2 gives an overview of the parties responsible for ensuring that the community/sports space continues to be used for the approved purpose.
 Appendices 3A, 3B and 3C are Letters of Undertaking to be submitted by various community and sports users to URA. Appendix 4 charts out the procedure required to obtain approval for the CSFS.
- 6. I would appreciate it if you could convey the contents of this circular to the relevant members of your organisation. We have updated the same in the Development Control Handbooks. You are advised to refer to these Handbooks for the most updated guidelines.
- 7. For other information on the master plan, urban design guidelines, private property use and approval, car park locations and availability, private residential property transactions, and conservation areas and buildings, use URA SPACE (Service Portal and Community e-Services). This is an online portal packed with useful data and visualisation to help building professionals, business operators and the general public in their decision-making. It consolidates detailed information on land use and private property into a one-stop platform presented on geospatial maps. For feedback or enquiries, please <a href="emailto:emailto

Thank you.

GOH CHIN CHIN (MS)
GROUP DIRECTOR (DEVELOPMENT CONTROL)
for CHIEF EXECUTIVE OFFICER
URBAN REDEVELOPMENT AUTHORITY

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PLANNING GUIDELINES FOR THE COMMUNITY/SPORTS FACILITIES SCHEME

1. The detailed guidelines are as follows:

S/No	Item	Guidelines		
1	Bonus GFA allowed over and above Master Plan	Under the CSFS, bonus Gross Floor Area (GFA) for the community and sports uses (CSFS space) is subject to an overall cap of 10% of the maximum permissible GFA for the site allowed under the Master Plan ³ or 2,000sqm (whichever is lower).		
		If the site qualifies for multiple bonus GFA incentive schemes, the cumulative bonus GFA should be kept within the overall budget of 10% above the Master Plan Gross Plot Ratio (GPR), in conjunction with URA's Circular No: URA/PB/2009/03-DCG dated 29 April 2009 on "Framework for Managing Bonus Gross Floor Area Incentives".		
		The additional GFA approved under the CSFS for the community and/or sports use will not form the future development potential of the site upon redevelopment.		

³ The total maximum permissible GFA allowable under the Master Plan does not include any additional GFA that may be allowed for a site under planning guidelines or incentive schemes approved by the Minister as provided under para 9.1 of the Master Plan Written Statement.

2 Allowable community and sports uses

The proposed community and sports uses should primarily be intended for public or community use and not profit-driven, with the exception of commercial child care centres endorsed by Early Development Childhood Agency (ECDA) under the CSFS. In addition, the CSFS space should be predominantly used for community outreach use (e.g. community engagement activities and provision for social services) and any space for ancillary uses (e.g. offices) should be kept to a maximum of 40% of total GFA of the CSFS space.

Sports facilities must be endorsed and supported by the Sport Singapore (SportSG).

For community uses, they are restricted to the list of social and community services listed below, and must be endorsed

and supported by the relevant championing government Ministry and agencies outlined below.

Community Uses

Only the following categorisation of social and community services that are compatible in a commercial development can qualify under the CSFS:

i. Child care services

Child care services refer to services that provide working parents with quality and affordable child care services, which comply with ECDA's licensing requirements. The CSFS is available to child care services provided by:

- a) Non-profit or anchor operator child care centres that are endorsed by ECDA⁴ to qualify for the CSFS; and
- b) Commercial child care centres that are endorsed by ECDA to qualify for the CSFS under their Support Schemes. The Support Schemes will require the commercial child care centres under the CSFS to provide quality and affordable child care services to the public and the community. For more information on the qualifying criteria and application process for ECDA's Support Schemes, please refer to ECDA's website. The commercial child care centre use will be approved by URA on Temporary Permission (TP) 5. The commercial child care centre operator must seek URA's approval for a renewal of the TP. As part of the submission requirement for the TP renewal, the commercial child care operator must continue to obtain ECDA's re-endorsement for the CSFS. TP renewal applications that are not attached with ECDA's re-endorsement letter will be deemed as incomplete submissions and will be returned.

ii. Disability services

Disability services, under the purview of the Ministry of Social and Family Development (MSF), refer to services and programmes in place for people with disabilities to help them integrate into society with the support from their families and caregivers. Disability services include day activity centres that provide training in daily living skills; social skills development; and vocational abilities

⁴ The Early Development Childhood Agency (ECDA) is jointly overseen by the Ministry of Social and Family Development (MSF) and the Ministry of Education (MOE).

⁵ The length of the TP can be up to 10 years. The validity of TP for the CSFS space is contingent on commercial child care centre operator maintaining ECDA's endorsement under their Support Schemes.

development. The disability services operator must be endorsed by MSF/National Council of Social Service (NCSS) for the CSFS.

iii. Family services

Family services, under the purview of the MSF, refer to services to the public on family-related matters. Family services include individual and family counselling; family life education; parenting advice, talks or seminars; family finances or financial counselling; and marriage counselling (non-commercial). The family services operator must be endorsed by MSF/NCSS for the CSFS.

iv. Eldercare services

Eldercare services refer to services that:

- a) Facilitate the elderly to age in place in the community;
- b) Enrich their lives by engaging the elderly and promote their continued participation in the community; and
- c) Provide support to the elderly, and their caregiver.

The services may include active ageing programmes, befriending, information & referral, custodial day care, respite care and community rehabilitation. These services must be endorsed by Ageing Planning Office (MOH) to have satisfied their policy objectives and requirements.

- v. <u>Volunteerism and volunteer-based programmes</u> These programmes refer to those that:
 - a) Reach out, recruit, train, and/or deploy volunteers to serve the social sector (i.e. volunteers in arts and sports, for example would not qualify); and
 - b) Provide services that are long-term and/or on-going basis and not on a project basis.

The need for the space for volunteer-based programmes should be clearly justified and the programme endorsed by MSF/NCSS.

vi. Community Libraries

Community libraries, under the purview of the National Library Board (NLB), provide the public easy access to information to promote a knowledgeable and engaged society.

vii. Community Clubs

Community Clubs, under the purview of the People's Association (PA), provide a venue where citizens can connect for community bonding, carry out volunteer work, and promote active citizenry and multiracial harmony.

viii. Other uses

The Competent Authority would evaluate other deserving proposals. The proposal should be endorsed by a suitable championing government agency acceptable to URA before an application is made to URA for evaluation.

Sports Uses

For sports uses, the CSFS is only applicable to selected sports facilities that are not provided for by the public or private sector (e.g. competition ice-skating rink). Other types of sports facilities that are currently provided for (e.g. bowling alleys) would not qualify.

Uses That Are Not Supported

Pure office, religious uses, and recreational clubs are not supported.

3 Replacement of community / sports user

In the event that the original user of the CSFS space no longer requires the CSFS space or fails to maintain the endorsement of the relevant championing government agency, it must immediately cease to occupy and use the CSFS space. The owner of the CSFS space will work together with the championing government agency to identify a replacement community or sports user to occupy the CSFS space. The replacement user would similarly have to be endorsed by the relevant championing government agency and meet the guidelines stated in this Appendix.

Appendix 2 shows the parties responsible for ensuring that the use of the CSFS space continues for the approved purpose. The community or sports user and the owner of the CSFS space shall seek approval from the Competent Authority on any change of user or change in the usage of the CSFS space.

If no replacement community or sports user can be found, the vacated CSFS space should either be removed or the overall GFA of the development should be reduced to the allowable

		maximum GFA permissible under the Master Plan. The vacated CSFS space cannot be converted to other uses.
4	Ancillary Uses	Ancillary uses (e.g. ancillary office) to support the community or sports uses within the CSFS space can be allowed up to a maximum of 40% of the total GFA of the CSFS space.
		Any commercial uses, if permitted by URA, within the CSFS space (e.g. cafes, souvenir or gift shops) will be computed as part of the overall commercial quantum of the development.
5	Eligible Commercial Developments	The co-location of community or sports uses under the CSFS is intended primarily for commercial retail developments which are highly accessible. The commercial development that can be considered for the community and/or sports uses under the CSFS must be in close proximity to transport nodes or town centres / neighbourhood centres, and the additional CSFS space can be supported from the land use and transport planning points of view.
		Community and sports uses under the CSFS would not be supported in hotel developments as the resultant synergies are limited.
		Community and sports uses under the CSFS in office developments will only be considered if it is clear that the use has clear synergies with the office development and caters to the needs of the office workers.

6	Ownership	For community uses in CSFS spaces, developers have the option of offering a government agency or the community user endorsed by the relevant championing agency either the strata-title of the CSFS spaces or a long lease with a minimum tenure of 10 years of the CSFS space with option of renewal. Direct transfer of ownership or leases to the community user using the CSFS space is allowed, subject to support from the relevant championing government agency. For sports uses in CSFS spaces, developers shall offer SportSG the option to either take up ownership of the stratatitle of the CSFS space or lease of the CSFS space, with a minimum tenure of 10 years with option of renewal by SportSG. SportSG will take the lead in the operation and management of the sports facility and may appoint a suitable managing agent to operate the facility. The party that holds the strata-title/lease of the approved CSFS space shall ensure that the use of the CSFS space complies with the terms and conditions of the CSFS guidelines. In the event that there is a change in ownership
		arrangement of the CSFS space, the seller or owner of the CSFS space is to inform the new buyer or lessee on the obligation to ensure that the CSFS space shall at all times be used for the approved purposes. The seller or owner of the CSFS space should also keep the championing agencies informed of any such changes.
7	Development charge or differential premium (DC/DP)	If payable, development charge (DC) or differential premium (DP) will be levied at Civic & Community Institution rate for the additional CSFS space for community uses and the relevant sports/recreational rate for the additional CSFS space for sports uses.

2. The following are the procedures:

- a. A formal application to obtain Provisional Permission (PP) is to be submitted to URA for consideration.
- b. The following documents should be included as part of the formal application to URA to obtain PP:

- A letter of undertaking (LOU) from the community service provider for community use (see <u>Appendix 3A</u>), from SportSG for sports use (see <u>Appendix 3B</u>), and from child care centre operator endorsed by ECDA to qualify for the CSFS (see <u>Appendix 3C</u>).
- ii. An endorsement letter from the relevant championing government Ministry and agency for the proposed use and/or ownership arrangement of CSFS space.
- c. To facilitate developers to make use of this scheme, we have outlined the procedure for obtaining the relevant approval under the Planning Act in <u>Appendix 4</u>. We have also included the step-by-step procedure to guide community service providers / National Sports Associations (NSAs) / child care centre operators who are keen to propose the co-location of community or sports uses under the CSFS in <u>Appendix 4</u>.
- 3. The CSFS space shall at all times be used in a manner that complies with the terms and conditions of the CSFS guidelines. The relevant championing government agency will conduct regular reviews to ensure that the users of the CSFS space would continue to provide meaningful community or sports services for the general public for the duration of their occupation of the CSFS space.

Who is responsible to ensure that the use of the community/sports space under the CSFS continues for the approved purpose?

1. When the original community/sports user terminates the use of the CSFS space it occupies, the party responsible for finding a replacement community/sports user depends on the ownership arrangement for the CSFS space as shown below:

No.	Ownership Arrangement for the Community/Sports Space	Who is responsible for finding replacement Community/Sports user?
1	Government agency takes strata title	Government agency
2	Government agency leases space from developer (minimum ten year duration)	During the term of the lease: Government Agency
		After the term of the lease: Developer or, where applicable, the owner of the CSFS space
3	Community user (i.e. NGO, SSA or child care centre endorsed by the relevant championing agency) takes strata-title directly from developer ⁶	Community user
4	Community user (i.e. NGO, SSA or child care centre endorsed by	During the term of the lease: Community user
	the relevant championing agency) leases space directly from developer (minimum ten-year duration)	After the term of the lease: Developer or, where applicable, the owner of the CSFS space

2. The party that holds the strata-title/lease of the approved CSFS space shall ensure that the use of the CSFS space complies with the terms and conditions of the CSFS guidelines. In the event that there is a change in ownership of the CSFS space, the seller or owner of the CSFS space is to inform the new buyer or lessee on the obligation to ensure that the CSFS space shall at all times be used for the approved purposes. The seller or owner of the CSFS space should also keep the championing agencies informed of any such changes.

⁶ Direct transfer of the strata-title or lease of the community space to the proposed community users is subject to the support of the relevant championing government agencies.

Letter of Undertaking (LOU) to be provided by NGO/SSA/Government agency to URA for co-location of community space (excluding child care centre uses) within * existing development / new erection proposal

Chief Executive Officer Urban Redevelopment Authority as Competent Authority under the Planning Act (Cap 232)

UNDERTAKING FOR THE PROPOSED CO-LOCATION OF COMMUNITY SPACES UNDER THE COMMUNITY/SPORTS FACILITIES SCHEME IN THE *EXISTING PROPOSED DEVELOPMENT AT
WHEREAS for the purpose of co-location of community uses within the *existing
/ proposed commercial development at Lot MK/TS known as (address of
<u>development)</u> (hereinafter referred to as "the Development") for
the more efficient use of land, the Competent Authority under the Planning Act has
agreed to grant the written permission *for the proposed works to the existing
development / for the Development and, in particular, for the gross floor area of
square metres of the Development shown verged in (colour) in
the Plan annexed hereto for community uses (hereinafter referred to as the
"Community Space") under the Competent Authority's Guidelines for
Community/Sports Facilities Scheme (<u>URA/PB/2020/01-DCG</u>) dated 21 February
2020.
In consideration of the Competent Authority agreeing to grant written permission
for the Development and in particular, for the Community Space within the
Development under the said Guidelines for Community/Sports Facilities Scheme, we,
(Name of government agency / NGO / SSA), hereby undertake
_

<i>(</i>)	*	0 (
(a)			(lease tenure, at least
		issue of the Certifica	ate of Statutory Completion
	for the Development;		
	-OR-		
	* to acquire ownership of	the Community Spa	ace on or before the issue
	of the Certificate of Statut	ory Completion for t	ne Development;
(b)	to ensure that the Comm	unity Space is used	strictly only for non-profit
	generating community us	ses as approved by	the Competent Authority
	and not for any other use	e. We also undertak	e that we shall not charge
	any other approved user of	of the Community Sp	ace any rent, fee or similar
	or like consideration to	use the Commun	nity Space, except such
	payments based on pro-ra	ated cost recovery b	asis;
(c)	to seek prior written app	proval from the Cor	mpetent Authority for any
	change in the use of the	e Community Space	e or any part thereof and
	where applicable, to obta	in prior written perm	nission under the Planning
	Act for any such change i	n use;	
(d)	* to cease to occupy and t	use the Community s	space, in the event that we
	fail to maintain	(Name	of relevant championing
	government agency) er	ndorsement for the	e Competent Authority's
	Revised Guidelines for 0	Community/Sports F	Facilities Scheme (NOTE:
	Applicable only for c	ases where Com	munity user is not a
	government agency);		
(e)	to inform	(Name o	of relevant championing
` ,	government agency) and	the Competent Auth	nority in the event that any
	3 7	·	ited its operation or cease
	to occupy the Community	/ Space, regardless	of whether any new user
	has been appointed to us	e the Community Sp	pace;

- * to work with the relevant championing government agency to identify and endorse a replacement user in the event that we or any user(s) of the Community Space has terminated its operation or cease to occupy the Community Space (NOTE: Applicable only for cases where NGO / SSA directly takes ownership of the Community Space); and
- (g) * In the event that the Community Space is to be sold, to inform the new buyer that the usage of the Community Space shall at all times be used in a manner that is in compliance with the terms and conditions of the Competent Authority's Revised Guidelines for Community/Sports Facilities Scheme (NOTE: Applicable only for cases where NGO / SSA directly takes ownership of the Community Space).

For and on behalf of the _____ (Name of government agency / NGO / SSA)

Name Designation :	:		
			APPENDIX 3B
	dertaking (LOU) to be pe e within *existing devel		G to URA for co-location of tion proposal
Redevelopme Competent A	ve Officer Urban ent Authority as uthority anning Act (Cap 232)		
THE COMMU		TES SCHEME IN TH	OF SPORTS SPACE UNDER HE *EXISTING / PROPOSED
WHEF	REAS for the purpose of co	o-location of commu	nity uses within the *existing
/ proposed co	ommercial development a	at Lot MK/TS _	known as (address of
<u>development</u>	<u>) </u>	ereinafter referred to	o as "the Development") for
the more effi	cient use of land, the Co	mpetent Authority ι	under the Planning Act has
agreed to gra	ant the written permission	for the Developme	nt and, in particular, for the
gross floor a	rea of square	metres of the Dev	elopment shown verged in
(colour) in the Plan	annexed hereto	for sports uses (hereinafter
referred to as	the "Sports Space") to be	e operated by	(the Managing

In consideration of the Competent Authority agreeing to grant written permission for the Development and in particular, for the Sports Space within the Development under the said Guidelines for Community/Sports Facilities Scheme, we hereby undertake -

Agent operating the Spots Space) under the Competent Authority's Revised

Guidelines for Community/Sports Facilities Scheme (<u>URA/PB/2020/01-DCG</u>) dated 21

February 2020.

(a)	* to lease the Sports Space for (lease tenure, at least 10 years) on or before the issue of the Certificate of Statutory Completion for the Development;
	-OR-
	* to acquire ownership of the Sports Space on or before the issue of the Certificate of Statutory Completion for the Development;
(b)	to ensure that the Sports Space is used strictly only for non-profit generating sports use as approved by the Competent Authority and not for any other use. We also undertake that we shall not charge any other approved user of the Sports Space any rent, fee or similar or like consideration to use the Sports Space, except such payments based on pro-rated cost recovery basis; and
(c)	to seek prior written approval from the Competent Authority for any change in the use of the Sports Space and where applicable, to obtain prior written permission under the Planning Act for any such change in use.
For and on b	ehalf of the (SportSG)

Name Designation:	:		
			APPENDIX 3C
	dertaking (LOU) to be provided ion of child care centres within		
Redevelopme Competent A	ive Officer Urban ent Authority as Authority anning Act (Cap 232)		
UNDER THE	ING FOR THE PROPOSED CO E COMMUNITY/SPORTS FACI DEVELO	LITIES SCHE	ME IN THE *EXISTING
WHEF	REAS for the purpose of co-location	on of communi	ty uses within the *existing
/ proposed co	ommercial development at Lot _	MK/TS	known as
(address of d	development)	(hereinafte	referred to as "the
Developmen	t") for the more efficient use of l	and, the Comp	petent Authority under the
Planning Act	t has agreed to grant the written	permission for	the Development and, in
particular, fo	r the gross floor area of	square m	etres of the Development
shown verge	ed in (colour) in the	Plan	annexed hereto for child
care centre	use (hereinafter referred to as	the " CCC Sp	pace ") **on a temporary

In consideration of the Competent Authority agreeing to grant written permission for the Development and in particular, for the CCC Space for child care centre use within the Development **on a temporary permission under the said Guidelines for

Community/Sports Facilities Scheme (<u>URA/PB/2020/01-DCG</u>) dated 21 February

permission under the Competent Authority's Revised Guidelines for

2020.

	Sports Facilities Scheme, we (Name of child care centre reby undertake -
** The words in i permission of up (a)	talics are only applicable for commercial child care centre use which are approved on temporary to 10 years. * to lease the CCC Space for (lease tenure, at least 10 years) on or before the issue of the Certificate of Statutory Completion for the Development;
	-OR-
	* to acquire ownership of the CCC Space on or before the issue of the Certificate of Statutory Completion for the Development;
(b)	* to operate a non-profit child care centre within the CCC Space in a manner that is endorsed by the Early Childhood Development Agency ("ECDA");
	-OR-
	* to operate a commercial child care centre within the CCC Space in a manner that is endorsed by the Early Childhood Development Agency ("ECDA") and complies with ECDA's qualifying criteria under their Support Schemes;
(c)	to ensure that the CCC Space is used strictly for child care centre use and not for any other use. We also undertake that we shall not charge any other approved user of the CCC Space any rent, fee or similar or like consideration to use the CCC Space, except such payments based on pro-rated cost recovery basis;
(d)	to seek prior written approval from the Competent Authority for any

change in the use of the CCC Space or any part thereof and where

*Delete if not applicable.

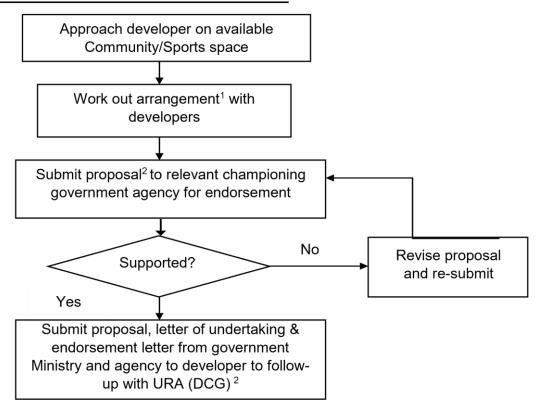
applicable, to obtain prior written permission under the Planning Act for any such change in use;

- (e) to cease to occupy and use the CCC space, in the event that we fail to maintain ECDA's endorsement for the Competent Authority's Revised Guidelines for Community/Sports Facilities Scheme **or if we as commercial child care centre fail to satisfy or comply with ECDA's qualifying criteria under their Support Schemes;
- (f) to inform the Competent Authority and ECDA in the event that we cease operation of the child care centre within the CCC Space or cease to occupy the CCC Space;
- * to work with the relevant championing government agency to identify a replacement user endorsed by the relevant championing government agency, in the event that we or any user(s) of the CCC Space has terminated its operation or cease to occupy the CCC Space (NOTE: Applicable only for cases where child care centre operator directly takes ownership of the CCC Space); and
- (h) * In the event that the CCC Space is to be sold, to inform the new buyer that the usage of the CCC Space shall at all times be used in a manner that is in compliance with the terms and conditions of the Competent Authority's Revised Guidelines for Community/Sports Facilities Scheme (NOTE: Applicable only for cases where child care centre operator directly takes ownership of the CCC Space).

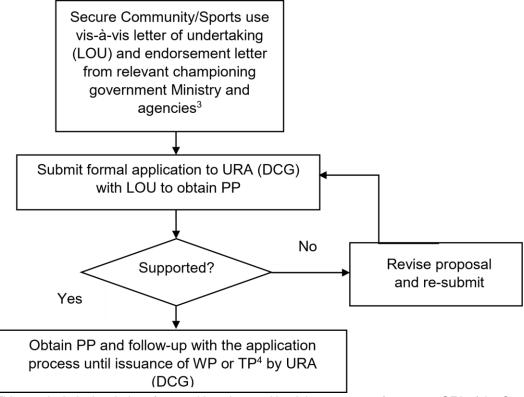
Signature	:	
Name	:	
Designation	:	
Date		

APPENDIX 4

Procedure for Community Users / Sport SG



Procedure for Developers to Obtain URA's Approval



- ¹ This may include the choice of strata-title or lease with minimum tenure of 10 years, GFA of the Community/Sports space, monthly rental and who pays DC/DP (if applicable).
- ² Proposal should include the nature of the Community/Sports use, GFA, GFA breakdown of uses within Community/Sports space and choice of strata-title or lease with minimum tenure of 10 years.
- ³ For sports uses, the endorsement letter is to be obtained from SportSG.
- ⁴ The commercial child care centre use will be approved by URA on Temporary Permission (TP). The length of the TP can be up to 10 years. The validity of TP for the CSFS space is contingent on commercial child care centre operator maintaining ECDA's endorsement under their Support Schemes. The commercial child care centre operators using the CSFS spaces must seek URA's approval for a renewal of the TP. As part of the submission requirement for the TP renewal, the commercial child care operator must continue to fulfil ECDA's qualifying criteria under the Support Schemes, and obtain ECDA's re-endorsement letter to be submitted to URA. TP renewal applications that are not attached with ECDA's re-endorsement letter will be deemed as incomplete submissions and will be returned.