

**FY2018 Town Council Management Report (TCMR)
Results for Apr 2018 – Mar 2019**

Town Council*	Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management	Corporate Governance
Aljunied - Hougang					
Ang Mo Kio					
Bishan -Toa Payoh					
Chua Chu Kang					
East Coast - Fengshan					
Holland - Bukit Panjang					
Jalan Besar					
Jurong - Clementi					
Marine Parade					
Marsiling - Yew Tee					
Nee Soon					
Pasir Ris - Punggol					
Sembawang					
Tampines					
Tanjong Pagar					
West Coast					

* Please click on the respective Town Council to view the qualitative observations for their FY2018 TCMR results.

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FY2018 TCMR: Qualitative Observations for Individual Town Council

Aljunied - Hougang Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management	Corporate Governance

The Town Council is banded “Amber” for Estate Cleanliness and Estate Maintenance. The Town Council’s top 5 observations for cleanliness and maintenance were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and Litter	63%
2	Dumped bulky item/refuse	23%
3	Graffiti	5%
4	Moss	4%
5	Faeces/bird droppings	3%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	26%
2	Storage of combustible items	12%
3	Unauthorised fixtures, e.g. blinds mounted as a sun shade	11%
4	Damaged plaster/large cracks/spalling concrete	6%
5	Defective firefighting equipment, dry rising main inlet door	6%

The Town Council has achieved “Green” for Lift Performance, S&CC Arrears Management and Corporate Governance.

For more details on the Town Council’s performance in corporate governance, click [here](#) for the Town Council’s self-declared checklist.

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Ang Mo Kio Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management	Corporate Governance

The Town Council has achieved “Green” for all 5 indicators under the TCMR.

The Town Council’s top 5 observations for cleanliness and maintenance were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	76%
2	Dumped bulky refuse	11%
3	Moss	5%
4	Graffiti	4%
5	Cobwebs	2%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	40%
2	Storage of combustible items	14%
3	Unauthorised fixtures, e.g. blinds mounted as a sun shade	12%
4	Damaged plaster/large cracks/spalling concrete	8%
5	Wild plants/weeds	3%

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Bishan - Toa Payoh Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management	Corporate Governance

The Town Council has achieved “Green” for all indicators under the TCMR.

The Town Council’s top 5 observations for cleanliness and maintenance were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	69%
2	Dumped bulky refuse	14%
3	Moss	7%
4	Cobwebs	3%
5	Graffiti	3%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	34%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	12%
3	Storage of combustible items	11%
4	Damaged plaster/large crack/spalling concrete	9%
5	Wild plants/weeds	5%

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Chua Chu Kang Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management	Corporate Governance

The Town Council has achieved “Green” for all 5 indicators under the TCMR.

The Town Council’s top 5 observations for cleanliness and maintenance were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	73%
2	Dumped bulky item/refuse	12%
3	Moss	6%
4	Graffiti	5%
5	Cobwebs	2%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	41%
2	Storage of combustible items	14%
3	Unauthorised fixtures, e.g. blinds mounted as a sun shade	12%
4	Damaged plaster/large crack/spalling concrete	4%
5	Wild plants/weeds	4%

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East Coast - Fengshan Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management	Corporate Governance

The Town Council has achieved “Green” for all 5 indicators under the TCMR.

The Town Council’s top 5 observations for cleanliness and maintenance were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	70%
2	Dumped bulky item/refuse	13%
3	Moss	5%
4	Cobwebs	4%
5	Graffiti	4%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	35%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	14%
3	Storage of combustible items	11%
4	Damaged plaster/large cracks/spalling concrete	10%
5	Wild plants/weeds	4%

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Holland - Bukit Panjang Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management	Corporate Governance
Green	Green	Green	Green	Amber

The Town Council has achieved “Green” for Estate Cleanliness, Estate Maintenance, Lift Performance and S&CC Arrears Management.

The Town Council’s top 5 observations for cleanliness and maintenance were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	72%
2	Dumped bulky item/refuse	13%
3	Moss	8%
4	Graffiti	4%
5	Faeces/bird droppings	2%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	42%
2	Storage of combustible items	14%
3	Unauthorised fixtures, e.g. blinds mounted as a sun shade	14%
4	Damaged plaster/large cracks/spalling concrete	7%
5	Wild plants/weeds	3%

The Town Council is banded “Amber” for Corporate Governance due to collection of charges for the use of outdoor display areas which are not specifically prescribed by the Town Councils (Use of Common Property) Rules. For more details on the Town Council’s performance in Corporate Governance, click [here](#) for the Town Council’s self-declared checklist.

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Jalan Besar Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management	Corporate Governance

The Town Council has achieved “Green” for all 5 indicators under the TCMR.

The Town Council’s top 5 observations for cleanliness and maintenance were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	70%
2	Dumped bulky item/refuse	17%
3	Graffiti	4%
4	Moss	3%
5	Cobwebs	3%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	36%
2	Storage of combustible items	14%
3	Unauthorised fixtures, e.g. blinds mounted as a sun shade	13%
4	Damaged plaster/large cracks/spalling concrete	8%
5	Unauthorised tentage/installations by shops	5%

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Jurong - Clementi Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management	Corporate Governance
Green	Amber	Green	Green	Amber

The Town Council has achieved “Green” for Estate Cleanliness, Lift Performance and S&CC Arrears Management.

The Town Council’s top 5 observations for cleanliness were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	67%
2	Dumped bulky item/refuse	18%
3	Graffiti	6%
4	Moss	4%
5	Cobwebs	3%

The Town Council is banded “Amber” for Estate Maintenance. The Town Council’s top 5 observations for maintenance were:

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	35%
2	Storage of combustible items	13%
3	Unauthorised fixtures, e.g. blinds mounted as a sun shade	12%
4	Damaged plaster/large cracks/spalling concrete	10%
5	Wild plants/weeds	6%

The Town Council is banded “Amber” for Corporate Governance as approved verbal quotations were not circulated to the Town Council for information as required under the Town Council Financial Rules (TCFR). For more details on the Town Council’s performance in Corporate Governance, click [here](#) for the Town Council’s self-declared checklist.

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Marine Parade Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management	Corporate Governance

The Town Council has achieved “Green” for all 5 indicators under the TCMR.

The Town Council’s top 5 observations for cleanliness and maintenance were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	71%
2	Dumped bulky item/refuse	13%
3	Moss	6%
4	Graffiti	4%
5	Faeces/bird droppings	3%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	36%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	17%
3	Storage of combustible items	16%
4	Damaged plaster/large cracks/spalling concrete	7%
5	Wild plants/weeds	3%

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Marsiling - Yew Tee Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management	Corporate Governance

The Town Council has achieved “Green” for all 5 indicators under the TCMR.

The Town Council’s top 5 observations for cleanliness and maintenance were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	71%
2	Dumped bulky item/refuse	16%
3	Graffiti	5%
4	Moss	4%
5	Cobwebs	2%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	42%
2	Storage of combustible items	16%
3	Unauthorised fixtures, e.g. blinds mounted as a sun shade	15%
4	Damaged plaster/large cracks/spalling concrete	5%
5	Wild plants/weeds	3%

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Neer Soon Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management	Corporate Governance

The Town Council has achieved “Green” for all 5 indicators under the TCMR.

The Town Council’s top 5 observations for cleanliness and maintenance were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	73%
2	Dumped bulky item/refuse	14%
3	Moss	6%
4	Faeces/bird droppings	3%
5	Graffiti	2%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	42%
2	Storage of combustible items	21%
3	Unauthorised fixtures, e.g. blinds mounted as a sun shade	13%
4	Damaged plaster/large cracks/spalling concrete	6%
5	Unauthorised tentage/installations by shops	4%

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Pasir Ris - Punggol Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management	Corporate Governance

The Town Council has achieved “Green” for all 5 indicators under the TCMR.

The Town Council’s top 5 observations for cleanliness and maintenance were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	67%
2	Dumped bulky item/refuse	21%
3	Moss	4%
4	Cobwebs	3%
5	Graffiti	3%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	50%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	13%
3	Storage of combustible items	12%
4	Damaged plaster/large cracks/spalling concrete	4%
5	Damaged door/door fittings/window fittings	2%

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Sembawang Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management	Corporate Governance

The Town Council has achieved “Green” for all 5 indicators under the TCMR.

The Town Council’s top 5 observations for cleanliness and maintenance were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	79%
2	Dumped bulky item/refuse	11%
3	Graffiti	3%
4	Moss	3%
5	Faeces/bird droppings	2%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	55%
2	Storage of combustible items	16%
3	Unauthorised fixtures, e.g. blinds mounted as a sun shade	12%
4	Damaged plaster/large cracks/spalling concrete	3%
5	Wild plants/weeds	2%

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Tampines Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management	Corporate Governance
Green	Amber	Green	Green	Green

The Town Council has achieved “Green” for Estate Cleanliness, Lift Performance, S&CC Arrears Management and Corporate Governance.

The Town Council’s top 5 observations for cleanliness were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	67%
2	Dumped bulky item/refuse	17%
3	Graffiti	5%
4	Moss	5%
5	Cobwebs	3%

The Town Council is banded “Amber” for Estate Maintenance. The Town Council’s top 5 observations for maintenance were:

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	32%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	13%
3	Storage of combustible items	13%
4	Damaged plaster/large cracks/spalling concrete	9%
5	Defective firefighting equipment, dry rising main inlet door	4%

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Tanjong Pagar Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management	Corporate Governance

The Town Council has achieved “Green” for all 5 indicators under the TCMR.

The Town Council’s top 5 observations for cleanliness and maintenance were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	72%
2	Dumped bulky item/refuse	15%
3	Graffiti	4%
4	Faeces/bird droppings	4%
5	Moss	3%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	35%
2	Storage of combustible items	17%
3	Unauthorised fixtures, e.g. blinds mounted as a sun shade	15%
4	Damaged plaster/large cracks/spalling concrete	7%
5	Wild plants/weeds	5%

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West Coast Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management	Corporate Governance

The Town Council has achieved “Green” for all 5 indicators under the TCMR.

The Town Council’s top 5 observations for cleanliness and maintenance were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	73%
2	Dumped bulky item/refuse	14%
3	Graffiti	4%
4	Moss	3%
5	Cobwebs	3%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	46%
2	Storage of combustible items	15%
3	Unauthorised fixtures, e.g. blinds mounted as a sun shade	12%
4	Damaged plaster/large cracks/spalling concrete	6%
5	Wild plants/weeds	2%

For more details on the Town Council's performance in Corporate Governance, click [here](#) for the Town Council's self-declared checklist.

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Note: All figures are rounded to the nearest percentage. The top 5 observations shown do not represent all observations found during inspection.