

**FY2021 TCMR Operational Report
Results for Apr 2021 – Mar 2022**

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

***Please click on the respective Town Council to view the observations for their FY2021 TCMR operational results.**

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Observations for Individual Town Council

Aljunied - Hougang Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management

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

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

	Type of Cleanliness Observations	% of Total Observations
1	Stain and Litter	60%
2	Dumped bulky item/refuse	21%
3	Cobwebs	6%
4	Moss	5%
5	Graffiti	4%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	39%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	13%
3	Damaged plaster/large cracks/spalling concrete	9%
4	Storage of combustible items	8%
5	Wild plants/weeds	4%

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Observations for Individual Town Council

Ang Mo Kio Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management

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

The Town Council's top 5 observations for cleanliness and maintenance are:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	71%
2	Dumped bulky refuse	11%
3	Cobwebs	9%
4	Moss	6%
5	Graffiti	2%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	49%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	12%
3	Storage of combustible items	9%
4	Damaged plaster/large cracks/spalling concrete	8%
5	Wild plants/weeds	3%

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Observations for Individual Town Council

Bishan - Toa Payoh Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management

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

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

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	64%
2	Dumped bulky refuse	15%
3	Cobwebs	8%
4	Moss	5%
5	Faeces/bird droppings	4%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	47%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	12%
3	Damaged plaster/large crack/spalling concrete	7%
4	Storage of combustible items	7%
5	Wild plants/weeds	3%

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Observations for Individual Town Council

Chua Chu Kang Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management

The Town Council has achieved “Green” for Estate Cleanliness, Estate Maintenance and Lift Performance.

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

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	69%
2	Dumped bulky item/refuse	14%
3	Cobwebs	6%
4	Moss	6%
5	Graffiti	4%

	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	8%
4	Damaged plaster/large crack/spalling concrete	6%
5	Wild plants/weeds	4%

The Town Council is banded “Amber” for S&CC Arrears Management.

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Observations for Individual Town Council

East Coast Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management

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

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

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	64%
2	Dumped bulky item/refuse	19%
3	Cobwebs	9%
4	Moss	6%
5	Graffiti	2%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	40%
2	Damaged plaster/large cracks/spalling concrete	12%
3	Unauthorised fixtures, e.g. blinds mounted as a sun shade	11%
4	Storage of combustible items	9%
5	Wild plants/weeds	6%

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Observations for Individual Town Council

Holland - Bukit Panjang Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management

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

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

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	65%
2	Dumped bulky item/refuse	18%
3	Cobwebs	9%
4	Moss	6%
5	Faeces/bird droppings	1%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	53%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	13%
3	Storage of combustible items	9%
4	Damaged plaster/large cracks/spalling concrete	8%
5	Wild plants/weeds	4%

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Observations for Individual Town Council

Jalan Besar Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management

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

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

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	62%
2	Dumped bulky item/refuse	15%
3	Cobwebs	11%
4	Moss	5%
5	Graffiti	4%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	46%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	14%
3	Damaged plaster/large cracks/spalling concrete	10%
4	Storage of combustible items	7%
5	Wild plants/weeds	5%

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Observations for Individual Town Council

Jurong - Clementi Town Council

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

The Town Council has achieved “Green” for Estate Cleanliness, Estate Maintenance and Lift Performance.

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

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	64%
2	Dumped bulky item/refuse	20%
3	Cobwebs	7%
4	Moss	4%
5	Graffiti	3%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	43%
2	Storage of combustible items	11%
3	Unauthorised fixtures, e.g. blinds mounted as a sun shade	11%
4	Damaged plaster/large cracks/spalling concrete	9%
5	Wild plants/weeds	5%

The Town Council is banded “Amber” for S&CC Arrears Management.

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Observations for Individual Town Council

Marine Parade Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management

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

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

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	68%
2	Dumped bulky item/refuse	16%
3	Moss	6%
4	Cobwebs	5%
5	Faeces/bird droppings	2%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	48%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	12%
3	Storage of combustible items	12%
4	Damaged plaster/large cracks/spalling concrete	7%
5	Wild plants/weeds	4%

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Observations for Individual Town Council

Marsiling - Yew Tee Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management

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

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

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	68%
2	Dumped bulky item/refuse	14%
3	Cobwebs	9%
4	Moss	6%
5	Graffiti	2%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	49%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	12%
3	Storage of combustible items	10%
4	Damaged plaster/large cracks/spalling concrete	6%
5	Wild plants/weeds	6%

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Observations for Individual Town Council

Neer Soon Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management

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

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

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	68%
2	Dumped bulky item/refuse	14%
3	Moss	8%
4	Cobwebs	6%
5	Graffiti	3%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	45%
2	Storage of combustible items	15%
3	Unauthorised fixtures, e.g. blinds mounted as a sun shade	14%
4	Damaged plaster/large cracks/spalling concrete	7%
5	Wild plants/weeds	4%

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Observations for Individual Town Council

Pasir Ris - Punggol Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management

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

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

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	57%
2	Dumped bulky item/refuse	29%
3	Cobwebs	8%
4	Graffiti	2%
5	Moss	2%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	53%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	13%
3	Storage of combustible items	9%
4	Damaged plaster/large cracks/spalling concrete	5%
5	Damaged door/door fittings/window fittings	3%

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Observations for Individual Town Council

Sembawang Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management

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

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

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	69%
2	Dumped bulky item/refuse	15%
3	Cobwebs	8%
4	Moss	4%
5	Graffiti	3%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	61%
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	4%
5	Wild plants/weeds	2%

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Observations for Individual Town Council

Sengkang Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management

The Town Council has achieved “Green” for Estate Cleanliness, Estate Maintenance and Lift Performance.

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

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	65%
2	Dumped bulky item/refuse	21%
3	Cobwebs	9%
4	Moss	3%
5	Faeces/bird droppings	1%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	56%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	9%
3	Damaged plaster/large cracks/spalling concrete	7%
4	Storage of combustible items	6%
5	Defective/damaged refuse hoppers	2%

The Town Council is banded “Amber” for S&CC Arrears Management.

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Observations for Individual Town Council

Tampines Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management

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

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

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	69%
2	Cobwebs	10%
3	Dumped bulky item/refuse	9%
4	Moss	7%
5	Faeces/bird droppings	3%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	45%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	14%
3	Storage of combustible items	12%
4	Damaged plaster/large cracks/spalling concrete	8%
5	Badly weathered floor, e.g. with pot holes	3%

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Observations for Individual Town Council

Tanjong Pagar Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management

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

The Town Council's top 5 observations for cleanliness and maintenance are:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	68%
2	Dumped bulky item/refuse	19%
3	Cobwebs	5%
4	Moss	3%
5	Graffiti	3%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	45%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	14%
3	Damaged plaster/large cracks/spalling concrete	8%
4	Storage of combustible items	8%
5	Wild plants/weeds	5%

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Observations for Individual Town Council

West Coast Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management

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

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

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	67%
2	Dumped bulky item/refuse	18%
3	Cobwebs	8%
4	Moss	4%
5	Graffiti	3%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	49%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	13%
3	Storage of combustible items	9%
4	Damaged plaster/large cracks/spalling concrete	7%
5	Badly weathered floor, e.g. with pot holes	3%

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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 inspections.