

**FY2019 Town Council Management Report (TCMR)
Results for Apr 2019 – Mar 2020**

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 FY2019 TCMR results.

FY2019 Town Council Management Report (TCMR)

Results for Apr 2019 – Mar 2020

FY2019 TCMR: Qualitative Observations for Individual Town Council

Aljunied - Hougang 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	63%
2	Dumped bulky item/refuse	22%
3	Graffiti	5%
4	Moss	4%
5	Faeces/bird droppings	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	37%
2	Storage of combustible items	13%
3	Unauthorised fixtures, e.g. blinds mounted as a sun shade	13%
4	Damaged plaster/large cracks/spalling concrete	8%
5	Defective firefighting equipment, dry rising main inlet door	3%

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

[Back to Main Page](#)

FY2019 Town Council Management Report (TCMR)

Results for Apr 2019 – Mar 2020

FY2019 TCMR: Qualitative Observations for Individual Town Council

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	75%
2	Dumped bulky refuse	11%
3	Moss	5%
4	Graffiti	4%
5	Cobwebs	3%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	43%
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	9%
5	Defective/damaged refuse hoppers	2%

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

[Back to Main Page](#)

FY2019 Town Council Management Report (TCMR)

Results for Apr 2019 – Mar 2020

FY2019 TCMR: Qualitative Observations for Individual Town Council

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	67%
2	Dumped bulky refuse	13%
3	Moss	8%
4	Graffiti	4%
5	Cobwebs	4%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	41%
2	Storage of combustible items	12%
3	Unauthorised fixtures, e.g. blinds mounted as a sun shade	12%
4	Damaged plaster/large crack/spalling concrete	7%
5	Missing/damaged/defective lift position indicator, push button, braille plate, other fixtures	3%

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

[Back to Main Page](#)

FY2019 Town Council Management Report (TCMR)

Results for Apr 2019 – Mar 2020

FY2019 TCMR: Qualitative Observations for Individual Town Council

Chua Chu Kang Town Council

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

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

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	12%
3	Graffiti	6%
4	Moss	6%
5	Cobwebs	3%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	40%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	13%
3	Storage of combustible items	13%
4	Damaged plaster/large crack/spalling concrete	7%
5	Wild plants/weeds	4%

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

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

[Back to Main Page](#)

FY2019 Town Council Management Report (TCMR)

Results for Apr 2019 – Mar 2020

FY2019 TCMR: Qualitative Observations for Individual Town Council

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	74%
2	Dumped bulky item/refuse	11%
3	Graffiti	4%
4	Moss	4%
5	Cobwebs	2%

	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	Storage of combustible items	12%
4	Damaged plaster/large cracks/spalling concrete	11%
5	Wild plants/weeds	3%

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

[Back to Main Page](#)

FY2019 Town Council Management Report (TCMR)

Results for Apr 2019 – Mar 2020

FY2019 TCMR: Qualitative Observations for Individual Town Council

Holland - Bukit Panjang 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	74%
2	Dumped bulky item/refuse	14%
3	Graffiti	5%
4	Moss	4%
5	Faeces/bird droppings	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	16%
3	Storage of combustible items	14%
4	Damaged plaster/large cracks/spalling concrete	7%
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.

[Back to Main Page](#)

FY2019 Town Council Management Report (TCMR)

Results for Apr 2019 – Mar 2020

FY2019 TCMR: Qualitative Observations for Individual Town Council

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	66%
2	Dumped bulky item/refuse	16%
3	Graffiti	5%
4	Moss	4%
5	Cobwebs	4%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	37%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	14%
3	Storage of combustible items	13%
4	Damaged plaster/large cracks/spalling concrete	10%
5	Wild plants/weeds	4%

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

[Back to Main Page](#)

FY2019 Town Council Management Report (TCMR)

Results for Apr 2019 – Mar 2020

FY2019 TCMR: Qualitative Observations for Individual Town Council

Jurong - Clementi 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	17%
3	Moss	6%
4	Graffiti	5%
5	Cobwebs	3%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	37%
2	Storage of combustible items	13%
3	Unauthorised fixtures, e.g. blinds mounted as a sun shade	13%
4	Damaged plaster/large cracks/spalling concrete	11%
5	Wild plants/weeds	5%

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

[Back to Main Page](#)

FY2019 Town Council Management Report (TCMR)

Results for Apr 2019 – Mar 2020

FY2019 TCMR: Qualitative Observations for Individual Town Council

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	68%
2	Dumped bulky item/refuse	14%
3	Graffiti	5%
4	Moss	5%
5	Faeces/bird droppings	4%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	42%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	14%
3	Storage of combustible items	13%
4	Damaged plaster/large cracks/spalling concrete	10%
5	Unauthorised tentage/installations by shops	3%

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

[Back to Main Page](#)

FY2019 Town Council Management Report (TCMR)

Results for Apr 2019 – Mar 2020

FY2019 TCMR: Qualitative Observations for Individual Town Council

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	72%
2	Dumped bulky item/refuse	14%
3	Moss	4%
4	Graffiti	4%
5	Cobwebs	3%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	43%
2	Storage of combustible items	16%
3	Unauthorised fixtures, e.g. blinds mounted as a sun shade	13%
4	Damaged plaster/large cracks/spalling concrete	8%
5	Wild plants/weeds	4%

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

[Back to Main Page](#)

FY2019 Town Council Management Report (TCMR)

Results for Apr 2019 – Mar 2020

FY2019 TCMR: Qualitative Observations for Individual Town Council

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	74%
2	Dumped bulky item/refuse	13%
3	Cobwebs	5%
4	Graffiti	4%
5	Moss	2%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	45%
2	Storage of combustible items	20%
3	Unauthorised fixtures, e.g. blinds mounted as a sun shade	15%
4	Damaged plaster/large cracks/spalling concrete	6%
5	Unauthorised tentage/installations by shops	2%

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

[Back to Main Page](#)

FY2019 Town Council Management Report (TCMR)

Results for Apr 2019 – Mar 2020

FY2019 TCMR: Qualitative Observations for Individual Town Council

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	65%
2	Dumped bulky item/refuse	20%
3	Cobwebs	4%
4	Graffiti	4%
5	Moss	3%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	55%
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	5%
5	Damaged door/door fittings/window fittings	3%

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

[Back to Main Page](#)

FY2019 Town Council Management Report (TCMR)

Results for Apr 2019 – Mar 2020

FY2019 TCMR: Qualitative Observations for Individual Town Council

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	80%
2	Dumped bulky item/refuse	11%
3	Moss	4%
4	Graffiti	3%
5	Faeces/bird droppings	2%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	60%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	12%
3	Storage of combustible items	11%
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.

[Back to Main Page](#)

FY2019 Town Council Management Report (TCMR)

Results for Apr 2019 – Mar 2020

FY2019 TCMR: Qualitative Observations for Individual Town Council

Tampines 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	68%
2	Dumped bulky item/refuse	14%
3	Graffiti	6%
4	Moss	5%
5	Cobwebs	5%

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	39%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	14%
3	Storage of combustible items	14%
4	Damaged plaster/large cracks/spalling concrete	8%
5	Badly weathered floor, e.g. with pot holes	3%

The Town Council is banded “Amber” for Corporate Governance due to one count of non-compliance with the Town Councils Financial Rules. The Town Council had under-transferred the amount due to the sinking and lift replacement funds for one quarter due to a computation error. The Town Council had discovered the error and rectified the shortfall in the next quarterly transfer.

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

[Back to Main Page](#)

FY2019 Town Council Management Report (TCMR)

Results for Apr 2019 – Mar 2020

FY2019 TCMR: Qualitative Observations for Individual Town Council

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	69%
2	Dumped bulky item/refuse	17%
3	Graffiti	4%
4	Faeces/bird droppings	3%
5	Cobwebs	3%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	37%
2	Storage of combustible items	16%
3	Unauthorised fixtures, e.g. blinds mounted as a sun shade	14%
4	Damaged plaster/large cracks/spalling concrete	10%
5	Unauthorised tentage/installations by shops	3%

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

[Back to Main Page](#)

FY2019 Town Council Management Report (TCMR)

Results for Apr 2019 – Mar 2020

FY2019 TCMR: Qualitative Observations for Individual Town Council

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	72%
2	Dumped bulky item/refuse	15%
3	Graffiti	4%
4	Moss	4%
5	Cobwebs	3%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	51%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	11%
3	Storage of combustible items	10%
4	Damaged plaster/large cracks/spalling concrete	7%
5	Wild plants/weeds	3%

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

[Back to Main Page](#)

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