

**FY2023 TCMR Operational Report
Results for Apr 2023 – Mar 2024**

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 FY2023 TCMR Operational Report.**

Note: All figures in the Town Councils' individual Operational Report are rounded to the nearest percentage. The top 5 observations shown within do not represent all observations found during inspections.

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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 were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and Litter	69%
2	Dumped bulky item/refuse	12%
3	Moss	7%
4	Graffiti	6%
5	Cobwebs	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	15%
3	Storage of combustible items	10%
4	Damaged plaster/large cracks/spalling concrete	8%
5	Wild plants/weeds	5%

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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 were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	73%
2	Dumped bulky refuse	11%
3	Moss	4%
4	Faeces/bird droppings	4%
5	Cobwebs	4%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	52%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	13%
3	Storage of combustible items	7%
4	Damaged plaster/large cracks/spalling concrete	6%
5	Wild plants/weeds	4%

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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 were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	70%
2	Dumped bulky refuse	13%
3	Moss	10%
4	Cobwebs	4%
5	Graffiti	2%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	44%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	15%
3	Damaged plaster/large crack/spalling concrete	8%
4	Wild plants/weeds	6%
5	Storage of combustible items	5%

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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 all operational 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	14%
3	Moss	7%
4	Cobwebs	6%
5	Graffiti	6%

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

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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 were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	65%
2	Dumped bulky item/refuse	14%
3	Cobwebs	10%
4	Moss	7%
5	Graffiti	3%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	43%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	10%
3	Damaged plaster/large crack/spalling concrete	9%
4	Storage of combustible items	6%
5	Wild plants/weeds	5%

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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 were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	66%
2	Dumped bulky item/refuse	20%
3	Moss	8%
4	Cobwebs	3%
5	Graffiti	2%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	50%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	15%
3	Storage of combustible items	7%
4	Wild plants/weeds	7%
5	Damaged plaster/large cracks/spalling concrete	7%

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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 were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	68%
2	Dumped bulky item/refuse	15%
3	Cobwebs	8%
4	Moss	4%
5	Graffiti	2%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	50%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	15%
3	Damaged plaster/large cracks/spalling concrete	9%
4	Storage of combustible items	7%
5	Wild plants/weeds	4%

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Observations for Individual Town Council

Jurong - Clementi 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 were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	65%
2	Dumped bulky item/refuse	18%
3	Cobwebs	7%
4	Moss	5%
5	Graffiti	3%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	42%
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	7%

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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 were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	69%
2	Dumped bulky item/refuse	13%
3	Moss	7%
4	Cobwebs	5%
5	Faeces/bird droppings	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	17%
3	Storage of combustible items	9%
4	Damaged plaster/large cracks/spalling concrete	6%
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 were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	63%
2	Dumped bulky item/refuse	15%
3	Cobwebs	10%
4	Moss	6%
5	Graffiti	5%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	53%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	14%
3	Storage of combustible items	8%
4	Damaged plaster/large cracks/spalling concrete	5%
5	Wild plants/weeds	4%

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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 were:

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

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	51%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	16%
3	Storage of combustible items	11%
4	Damaged plaster/large cracks/spalling concrete	5%
5	Wild plants/weeds	5%

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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 were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	61%
2	Dumped bulky item/refuse	25%
3	Cobwebs	6%
4	Moss	3%
5	Graffiti	3%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	59%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	13%
3	Storage of combustible items	6%
4	Damaged door/door fittings/window fittings	4%
5	Wild plants/weeds	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 were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	69%
2	Dumped bulky item/refuse	16%
3	Graffiti	6%
4	Cobwebs	5%
5	Moss	3%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	66%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	13%
3	Storage of combustible items	7%
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 all operational 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	25%
3	Cobwebs	4%
4	Moss	2%
5	Faeces/bird droppings	2%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	59%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	10%
3	Storage of combustible items	5%
4	Damaged plaster/large cracks/spalling concrete	4%
5	Wild plants/weeds	3%

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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 were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	71%
2	Dumped bulky item/refuse	10%
3	Cobwebs	7%
4	Moss	6%
5	Graffiti	5%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	51%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	16%
3	Storage of combustible items	9%
4	Damaged plaster/large cracks/spalling concrete	4%
5	Wild plants/weeds	2%

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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 were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	63%
2	Dumped bulky item/refuse	22%
3	Cobwebs	5%
4	Moss	4%
5	Graffiti	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	16%
3	Damaged plaster/large cracks/spalling concrete	8%
4	Wild plants/weeds	7%
5	Storage of combustible items	6%

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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 were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	69%
2	Dumped bulky item/refuse	17%
3	Cobwebs	5%
4	Moss	4%
5	Faeces/bird droppings	3%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	53%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	15%
3	Storage of combustible items	6%
4	Damaged plaster/large cracks/spalling concrete	4%
5	Wild plants/weed	4%

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