

**2<sup>nd</sup> Town Council Management Report (TCMR)  
Results for Apr 2010 – Sep 2010**

Town Council*	Cleanliness	Maintenance	Lift Performance		S&CC Arrears	
			Lift Breakdown	ARD Failure	Households in Arrears	Amount in Arrears
<a href="#">Aljunied</a>	Level 1	Level 3	Level 1	Level 1	Level 1	Level 1
<a href="#">Ang Mo Kio- Yio Chu Kang</a>	Level 1	Level 2	Level 1	Level 1	Level 1	Level 1
<a href="#">Bishan-Toa Payoh</a>	Level 1	Level 2	Level 1	Level 1	Level 2	Level 2
<a href="#">East Coast</a>	Level 2	Level 3	Level 1	Level 1	Level 1	Level 1
<a href="#">Holland-Bukit Panjang</a>	Level 1	Level 3	Level 1	Level 1	Level 1	Level 1
<a href="#">Hong Kah</a>	Level 2	Level 3	Level 1	Level 1	Level 1	Level 1
<a href="#">Hougang</a>	Level 2	Level 4	Level 2	Level 1	Level 5	Level 5
<a href="#">Jalan Besar</a>	Level 1	Level 3	Level 1	Level 1	Level 1	Level 1
<a href="#">Jurong</a>	Level 2	Level 3	Level 1	Level 1	Level 1	Level 1
<a href="#">Marine Parade</a>	Level 1	Level 3	Level 1	Level 1	Level 1	Level 1
<a href="#">Pasir Ris-Punggol</a>	Level 2	Level 3	Level 1	Level 1	Level 1	Level 1
<a href="#">Potong Pasir</a>	Level 3	Level 5	Level 1	Level 1	Level 5	Level 5
<a href="#">Sembawang</a>	Level 1	Level 2	Level 1	Level 1	Level 1	Level 1
<a href="#">Tampines</a>	Level 2	Level 3	Level 1	Level 1	Level 1	Level 1
<a href="#">Tanjong Pagar</a>	Level 1	Level 2	Level 1	Level 1	Level 1	Level 1
<a href="#">West Coast</a>	Level 1	Level 3	Level 1	Level 1	Level 1	Level 1

\* Please click on the respective Town Council to view the breakdown of cleanliness and maintenance observations for their 2<sup>nd</sup> TCMR results.

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**2nd TCMR: Breakdown of cleanliness and maintenance observations  
(up to top 5 categories)**

**National level**

Type of Cleanliness Observations	% of Total Observations
Graffiti/stain/moss/cobwebs on walls/ceilings/fittings etc	47%
Dumped bulky refuse	39%
Stain/litter found on floor	13%
Others	1%
Total	100%

Type of Maintenance Observations	% of Total Observations
Obstruction of common areas	18%
Unauthorised structures	10%
Damaged plaster/large cracks/spalling concrete/peeling paint work	8%
Corroded/stained/leaked mossy pipes/taps, unlocked taps	6%
Damaged/exposed/unlocked wiring/trunking/socket outlet	6%
Others	52%
Total	100%

To see photos of cleanliness and maintenance observations, please click [here](#).

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**Town level**

Note: Results are based on estate inspections conducted by HDB from Apr to Sep 2010. Under the “Cleanliness” indicator, the breakdown of observations may contain only 3 or 4 categories as the cleanliness observations recorded in the towns fall within the top 3 or 4 categories.

**Aljunied Town Council**

	<b>Type of Cleanliness Observations</b>	<b>% of Total Observations</b>
1	Graffiti/stain/moss/cobwebs on walls/ceilings/fittings etc	58%
2	Dumped bulky refuse	33%
3	Stain/litter found on floor	8%
4	Others	1%

	<b>Type of Maintenance Observations</b>	<b>% of Total Observations</b>
1	Obstruction of common areas	15%
2	Unauthorised structures	10%
3	Damaged plaster/large cracks/spalling concrete/peeling paint work	9%
4	Corroded/stained/leaked mossy pipes/taps, unlocked taps	8%
5	Damaged/exposed/unlocked wiring/trunking/socket outlet	5%

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**Ang Mo Kio-Yio Chu Kang Town Council**

	<b>Type of Cleanliness Observations</b>	<b>% of Total Observations</b>
1	Graffiti/stain/moss/cobwebs on walls/ceilings/fittings etc	56%
2	Dumped bulky refuse	36%
3	Stain/litter found on floor	7%
4	Others	1%

	<b>Type of Maintenance Observations</b>	<b>% of Total Observations</b>
1	Obstruction of common areas	23%
2	Damaged plaster/large cracks/spalling concrete/peeling paint work	9%
3	Corroded/stained/leaked mossy pipes/taps, unlocked taps	7%
4	Unauthorised structures	7%
5	Missing/defective/chipped floor/wall tiles	4%

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**Bishan-Toa Payoh Town Council**

	<b>Type of Cleanliness Observations</b>	<b>% of Total Observations</b>
1	Dumped bulky refuse	48%
2	Graffiti/stain/moss/cobwebs on walls/ceilings/fittings etc	41%
3	Stain/litter found on floor	11%

	<b>Type of Maintenance Observations</b>	<b>% of Total Observations</b>
1	Obstruction of common areas	20%
2	Unauthorised structures	13%
3	Damaged plaster/large cracks/spalling concrete/peeling paint work	9%
4	Corroded/stained/leaked mossy pipes/taps, unlocked taps	5%
5	Missing/damaged gratings/floor traps	4%

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**East Coast Town Council**

	<b>Type of Cleanliness Observations</b>	<b>% of Total Observations</b>
1	Graffiti/stain/moss/cobwebs on walls/ceilings/fittings etc	50%
2	Dumped bulky refuse	36%
3	Stain/litter found on floor	14%

	<b>Type of Maintenance Observations</b>	<b>% of Total Observations</b>
1	Obstruction of common areas	17%
2	Unauthorised structures	11%
3	Corroded/stained/leaked mossy pipes/taps, unlocked taps	10%
4	Damaged/exposed/unlocked wiring/trunking/socket outlet	9%
5	Damaged plaster/large cracks/spalling concrete/peeling paint work	9%

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**Holland-Bukit Panjang Town Council**

	<b>Type of Cleanliness Observations</b>	<b>% of Total Observations</b>
1	Graffiti/stain/moss/cobwebs on walls/ceilings/fittings etc	45%
2	Dumped bulky refuse	43%
3	Stain/litter found on floor	11%
4	Others	1%

	<b>Type of Maintenance Observations</b>	<b>% of Total Observations</b>
1	Obstruction of common areas	20%
2	Unauthorised structures	10%
3	Corroded/stained/leaked mossy pipes/taps, unlocked taps	8%
4	Damaged plaster/large cracks/spalling concrete/peeling paint work	7%
5	Damaged/exposed/unlocked wiring/trunking/socket outlet	7%

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**Hong Kah Town Council**

	<b>Type of Cleanliness Observations</b>	<b>% of Total Observations</b>
1	Graffiti/stain/moss/cobwebs on walls/ceilings/fittings etc	53%
2	Dumped bulky refuse	33%
3	Stain/litter found on floor	14%

	<b>Type of Maintenance Observations</b>	<b>% of Total Observations</b>
1	Obstruction of common areas	16%
2	Unauthorised structures	12%
3	Damaged plaster/large cracks/spalling concrete/peeling paint work	8%
4	Corroded/stained/leaked mossy pipes/taps, unlocked taps	5%
5	Damaged/exposed/unlocked wiring/trunking/socket outlet	5%

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**Hougang Town Council**

	<b>Type of Cleanliness Observations</b>	<b>% of Total Observations</b>
1	Graffiti/stain/moss/cobwebs on walls/ceilings/fittings etc	45%
2	Dumped bulky refuse	37%
3	Stain/litter found on floor	17%
4	Others	1%

	<b>Type of Maintenance Observations</b>	<b>% of Total Observations</b>
1	Obstruction of common areas	13%
2	Damaged plaster/large cracks/spalling concrete/peeling paint work	10%
3	Unauthorised structures	9%
4	Corroded/stained/leaked mossy pipes/taps, unlocked taps	8%
5	Damaged staircase risers, treads/nosings	5%

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(up to top 5 categories)**

**Jalan Besar Town Council**

	<b>Type of Cleanliness Observations</b>	<b>% of Total Observations</b>
1	Graffiti/stain/moss/cobwebs on walls/ceilings/fittings etc	47%
2	Dumped bulky refuse	37%
3	Stain/litter found on floor	15%
4	Others	1%

	<b>Type of Maintenance Observations</b>	<b>% of Total Observations</b>
1	Obstruction of common areas	18%
2	Unauthorised structures	11%
3	Damaged plaster/large cracks/spalling concrete/peeling paint work	8%
4	Corroded/stained/leaked mossy pipes/taps, unlocked taps	7%
5	Damaged/exposed/unlocked wiring/trunking/socket outlet	6%

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**Jurong Town Council**

	<b>Type of Cleanliness Observations</b>	<b>% of Total Observations</b>
1	Graffiti/stain/moss/cobwebs on walls/ceilings/fittings etc	57%
2	Dumped bulky refuse	31%
3	Stain/litter found on floor	12%

	<b>Type of Maintenance Observations</b>	<b>% of Total Observations</b>
1	Obstruction of common areas	16%
2	Unauthorised structures	11%
3	Damaged plaster/large cracks/spalling concrete/peeling paint work	10%
4	Corroded/stained/leaked mossy pipes/taps, unlocked taps	8%
5	Plants/weeds growing on walls, joints, pipes and gutters	4%

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**Marine Parade Town Council**

	<b>Type of Cleanliness Observations</b>	<b>% of Total Observations</b>
1	Dumped bulky refuse	44%
2	Graffiti/stain/moss/cobwebs on walls/ceilings/fittings etc	42%
3	Stain/litter found on floor	14%

	<b>Type of Maintenance Observations</b>	<b>% of Total Observations</b>
1	Obstruction of common areas	16%
2	Unauthorised structures	10%
3	Damaged/exposed/unlocked wiring/trunking/socket outlet	8%
4	Damaged plaster/large cracks/spalling concrete/peeling paint work	7%
5	Corroded/stained/leaked mossy pipes/taps, unlocked taps	6%

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**Pasir Ris-Punggol Town Council**

	<b>Type of Cleanliness Observations</b>	<b>% of Total Observations</b>
1	Dumped bulky refuse	44%
2	Graffiti/stain/moss/cobwebs on walls/ceilings/fittings etc	40%
3	Stain/litter found on floor	15%
4	Others	1%

	<b>Type of Maintenance Observations</b>	<b>% of Total Observations</b>
1	Obstruction of common areas	19%
2	Unauthorised structures	10%
3	Damaged/exposed/unlocked wiring/trunking/socket outlet	7%
4	Damaged plaster/large cracks/spalling concrete/peeling paint work	7%
5	Defective/damaged refuse hoppers	6%

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(up to top 5 categories)**

**Potong Pasir Town Council**

	<b>Type of Cleanliness Observations</b>	<b>% of Total Observations</b>
1	Dumped bulky refuse	41%
2	Graffiti/stain/moss/cobwebs on walls/ceilings/fittings etc	36%
3	Stain/litter found on floor	22%
4	Others	1%

	<b>Type of Maintenance Observations</b>	<b>% of Total Observations</b>
1	Damaged/exposed/unlocked wiring/trunking/socket outlet	10%
2	Obstruction of common areas	10%
3	Damaged plaster/large cracks/spalling concrete/peeling paint work	7%
4	Missing/damaged gratings/floor traps	7%
5	Unauthorised structures	6%

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**Sembawang Town Council**

	<b>Type of Cleanliness Observations</b>	<b>% of Total Observations</b>
1	Graffiti/stain/moss/cobwebs on walls/ceilings/fittings etc	48%
2	Dumped bulky refuse	38%
3	Stain/litter found on floor	14%

	<b>Type of Maintenance Observations</b>	<b>% of Total Observations</b>
1	Obstruction of common areas	25%
2	Unauthorised structures	11%
3	Damaged plaster/large cracks/spalling concrete/peeling paint work	6%
4	Corroded/stained/leaked mossy pipes/taps, unlocked taps	5%
5	Damaged/exposed/unlocked wiring/trunking/socket outlet	4%

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(up to top 5 categories)**

**Tampines Town Council**

	<b>Type of Cleanliness Observations</b>	<b>% of Total Observations</b>
1	Graffiti/stain/moss/cobwebs on walls/ceilings/fittings etc	42%
2	Dumped bulky refuse	42%
3	Stain/litter found on floor	16%

	<b>Type of Maintenance Observations</b>	<b>% of Total Observations</b>
1	Obstruction of common areas	17%
2	Unauthorised structures	11%
3	Corroded/stained/leaked mossy pipes/taps, unlocked taps	8%
4	Damaged plaster/large cracks/spalling concrete/peeling paint work	8%
5	Damaged/exposed/unlocked wiring/trunking/socket outlet	6%

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**Tanjong Pagar Town Council**

	<b>Type of Cleanliness Observations</b>	<b>% of Total Observations</b>
1	Graffiti/stain/moss/cobwebs on walls/ceilings/fittings etc	46%
2	Dumped bulky refuse	42%
3	Stain/litter found on floor	11%
4	Others	1%

	<b>Type of Maintenance Observations</b>	<b>% of Total Observations</b>
1	Obstruction of common areas	19%
2	Unauthorised structures	11%
3	Damaged plaster/large cracks/spalling concrete/peeling paint work	7%
4	Corroded/stained/leaked mossy pipes/taps, unlocked taps	4%
5	Damaged/exposed/unlocked wiring/trunking/socket outlet	4%

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(up to top 5 categories)**

**West Coast Town Council**

	<b>Type of Cleanliness Observations</b>	<b>% of Total Observations</b>
1	Graffiti/stain/moss/cobwebs on walls/ceilings/fittings etc	49%
2	Dumped bulky refuse	38%
3	Stain/litter found on floor	12%
4	Others	1%

	<b>Type of Maintenance Observations</b>	<b>% of Total Observations</b>
1	Obstruction of common areas	16%
2	Unauthorised structures	8%
3	Corroded/stained/leaked mossy pipes/taps, unlocked taps	8%
4	Damaged plaster/large cracks/spalling concrete/peeling paint work	7%
5	Damaged/exposed/unlocked wiring/trunking/socket outlet	6%

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