

**3<sup>rd</sup> Town Council Management Report (TCMR)  
Results for Oct 2010 – Mar 2011**

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 1
<a href="#">East Coast</a>	Level 1	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 1	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 2	Level 4	Level 1	Level 1	Level 4	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 2	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 3<sup>rd</sup> TCMR results.

Note:

1. Results are based on town boundaries from Oct 2010 to Mar 2011

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**3rd 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	52%
Dumped bulky refuse	36%
Stain/litter found on floor	10%
Others	2%
Total	100%

Type of Maintenance Observations	% of Total Observations
Obstruction of common areas	19%
Unauthorised structures	11%
Damaged plaster/large cracks/spalling concrete/peeling paint work	9%
Corroded/stained/leaked mossy pipes/taps, unlocked taps	7%
Damaged/exposed/unlocked wiring/trunking/socket outlet	6%
Others	48%
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 Oct 2010 to Mar 2011. 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	56%
2	Dumped bulky refuse	33%
3	Stain/litter found on floor	10%
4	Others	1%

	<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	9%
4	Corroded/stained/leaked mossy pipes/taps, unlocked taps	7%
5	Damaged/exposed/unlocked wiring/trunking/socket outlet	7%

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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	54%
2	Dumped bulky refuse	33%
3	Stain/litter found on floor	11%
4	Others	2%

	<b>Type of Maintenance Observations</b>	<b>% of Total Observations</b>
1	Obstruction of common areas	24%
2	Damaged plaster/large cracks/spalling concrete/peeling paint work	8%
3	Unauthorised structures	8%
4	Corroded/stained/leaked mossy pipes/taps, unlocked taps	5%
5	Damaged/exposed unlocked wiring/trunking/socket outlet	4%

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**Bishan-Toa Payoh 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	41%
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	21%
2	Unauthorised structures	12%
3	Damaged plaster/large cracks/spalling concrete/peeling paint work	11%
4	Corroded/stained/leaked mossy pipes/taps, unlocked taps	7%
5	Damaged/exposed/unlocked wiring/trunking/socket outlet	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	56%
2	Dumped bulky refuse	30%
3	Stain/litter found on floor	13%
4	Others	1%

	<b>Type of Maintenance Observations</b>	<b>% of Total Observations</b>
1	Obstruction of common areas	18%
2	Damaged plaster/large cracks/spalling concrete/peeling paint work	11%
3	Corroded/stained/leaked mossy pipes/taps, unlocked taps	9%
4	Unauthorised structures	7%
5	Damaged/exposed/unlocked wiring/trunking/socket outlet	7%

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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	47%
2	Dumped bulky refuse	43%
3	Stain/litter found on floor	9%
4	Others	1%

	<b>Type of Maintenance Observations</b>	<b>% of Total Observations</b>
1	Obstruction of common areas	18%
2	Unauthorised structures	10%
3	Damaged plaster/large cracks/spalling concrete/peeling paint work	9%
4	Damaged/exposed/unlocked wiring/trunking/socket outlet	7%
5	Corroded/stained/leaked mossy pipes/taps, unlocked taps	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	57%
2	Dumped bulky refuse	30%
3	Stain/litter found on floor	11%
4	Others	2%

	<b>Type of Maintenance Observations</b>	<b>% of Total Observations</b>
1	Obstruction of common areas	21%
2	Unauthorised structures	14%
3	Damaged plaster/large cracks/spalling concrete/peeling paint work	7%
4	Corroded/stained/leaked mossy pipes/taps, unlocked taps	6%
5	Damaged/exposed/unlocked wiring/trunking/socket outlet	4%

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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	43%
2	Dumped bulky refuse	36%
3	Stain/litter found on floor	21%

	<b>Type of Maintenance Observations</b>	<b>% of Total Observations</b>
1	Obstruction of common areas	14%
2	Damaged plaster/large cracks/spalling concrete/peeling paint work	13%
3	Corroded/stained/leaked mossy pipes/taps, unlocked taps	8%
4	Unauthorised structures	6%
5	Plants/weeds growing on walls, joints, pipes and gutters	6%

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**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	50%
2	Dumped bulky refuse	34%
3	Stain/litter found on floor	14%
4	Others	2%

	<b>Type of Maintenance Observations</b>	<b>% of Total Observations</b>
1	Obstruction of common areas	17%
2	Unauthorised structures	12%
3	Damaged plaster/large cracks/spalling concrete/peeling paint work	10%
4	Damaged/exposed/unlocked wiring/trunking/socket outlet	6%
5	Corroded/stained/leaked mossy pipes/taps, unlocked taps	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	53%
2	Dumped bulky refuse	35%
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	Damaged plaster/large cracks/spalling concrete/peeling paint work	11%
3	Unauthorised structures	9%
4	Corroded/stained/leaked mossy pipes/taps, unlocked taps	8%
5	Damaged/exposed/unlocked wiring/trunking/socket outlet	7%

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**Marine Parade 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	35%
3	Stain/litter found on floor	12%

	<b>Type of Maintenance Observations</b>	<b>% of Total Observations</b>
1	Obstruction of common areas	17%
2	Unauthorised structures	11%
3	Damaged plaster/large cracks/spalling concrete/peeling paint work	9%
4	Corroded/stained/leaked mossy pipes/taps, unlocked taps	7%
5	Damaged/exposed/unlocked wiring/trunking/socket outlet	7%

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**Pasir Ris-Punggol 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	44%
3	Stain/litter found on floor	11%

	<b>Type of Maintenance Observations</b>	<b>% of Total Observations</b>
1	Obstruction of common areas	21%
2	Unauthorised structures	10%
3	Damaged/exposed/unlocked wiring/trunking/socket outlet	8%
4	Corroded/stained/leaked mossy pipes/taps, unlocked taps	7%
5	Damaged plaster/large cracks/spalling concrete/peeling paint work	6%

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**Potong Pasir 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	32%
3	Stain/litter found on floor	19%
4	Others	1%

	<b>Type of Maintenance Observations</b>	<b>% of Total Observations</b>
1	Damaged plaster/large cracks/spalling concrete/peeling paint work	11%
2	Damaged/exposed/unlocked wiring/trunking/socket outlet	10%
3	Obstruction of common areas	9%
4	Unauthorised structures	7%
5	Missing/damaged gratings/floor traps	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	53%
2	Dumped bulky refuse	35%
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	17%
2	Unauthorised structures	11%
3	Damaged/exposed/unlocked wiring/trunking/socket outlet	7%
4	Corroded/stained/leaked mossy pipes/taps, unlocked taps	7%
5	Damaged plaster/large cracks/spalling concrete/peeling paint work	7%

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**Tampines 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	15%
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	7%

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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	52%
2	Dumped bulky refuse	35%
3	Stain/litter found on floor	13%

	<b>Type of Maintenance Observations</b>	<b>% of Total Observations</b>
1	Obstruction of common areas	16%
2	Unauthorised structures	9%
3	Damaged plaster/large cracks/spalling concrete/peeling paint work	9%
4	Corroded/stained/leaked mossy pipes/taps, unlocked taps	7%
5	Damaged/exposed/unlocked wiring/trunking/socket outlet	5%

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**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	54%
2	Dumped bulky refuse	34%
3	Stain/litter found on floor	12%

	<b>Type of Maintenance Observations</b>	<b>% of Total Observations</b>
1	Obstruction of common areas	14%
2	Damaged plaster/large cracks/spalling concrete/peeling paint work	8%
3	Unauthorised structures	8%
4	Corroded/stained/leaked mossy pipes/taps, unlocked taps	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.