

**FY2012 Town Council Management Report (TCMR)  
Results for Apr 2012 – Mar 2013**

Town Council*	Cleanliness	Maintenance	Lift Performance	S&CC Arrears	Corporate Governance
Aljunied-Hougang-Punggol East	Green	Yellow	Green	Red	Red
Ang Mo Kio	Green	Green	Green	Green	Green
Bishan-Toa Payoh	Green	Green	Green	Green	Green
Chua Chu Kang	Green	Yellow	Green	Green	Green
East Coast	Green	Yellow	Green	Green	Green
Holland-Bukit Panjang	Green	Yellow	Green	Green	Green
Jurong	Green	Yellow	Green	Green	Green
Marine Parade	Green	Yellow	Green	Green	Green
Moulmein-Kallang	Green	Green	Green	Green	Green
Pasir Ris-Punggol	Green	Yellow	Green	Green	Green
Potong Pasir	Green	Green	Green	Yellow	Green
Sembawang-Nee Soon	Green	Green	Green	Green	Green
Tampines	Green	Yellow	Green	Green	Green
Tanjong Pagar	Green	Green	Green	Green	Green
West Coast	Green	Yellow	Green	Green	Green

\* **Please click on the respective Town Council to view the qualitative observations for their FY2012 TCMR results.**

Note:

1. As this report covers the 12-month period up to Mar 2013, Sembawang-Nee Soon Town Council is assessed as one entity prior to its split. Due to the rapid expansion of both estates, the original Sembawang-Nee Soon Town Council was split up into two to more efficiently manage the two estates.
2. The results of Aljunied-Hougang-Punggol East Town Council exclude Punggol East SMC which was managed by Pasir Ris-Punggol Town Council until 30 Apr 2013.

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**FY2012 TCMR: Qualitative Observations for Individual Town Council**

**Aljunied-Hougang-Punggol East Town Council**

Cleanliness	Maintenance	Lift Performance	S&CC Arrears	Corporate Governance

The Town Council has achieved Green for cleanliness and lift performance.

The top 5 cleanliness observations for the estate were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	36%
2	Dumped bulky refuse	32%
3	Moss/cobwebs	18%
4	Graffiti	13%
5	Human/animal faeces	1%

The Town Council is banded Amber for maintenance. The top 5 maintenance observations for the estate were:

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	26%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	11%
3	Exposed wiring/trunking, unlocked socket outlets	8%
4	Damaged plaster/large cracks/spalling concrete	7%
5	Damaged building fixtures	6%

The Town Council is banded Red for S&CC arrears management. More than 5% of their households had S&CC arrears overdue for 3 months or more. Also, more than 50% of their monthly S&CC collectible are overdue for 3 months or more.

The Town Council is banded Red for corporate governance because it had at least 2 observations from its auditor.

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**Ang Mo Kio Town Council**

Cleanliness	Maintenance	Lift Performance	S&CC Arrears	Corporate Governance

The Town Council has achieved Green for all 5 indicators under the TCMR.

The top 5 observations for cleanliness and maintenance for the estate were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	39%
2	Dumped bulky refuse	30%
3	Moss/cobwebs	19%
4	Graffiti	10%
5	Human/animal faeces	1%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	41%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	10%
3	Damaged plaster/large cracks/spalling concrete	5%
4	Exposed wiring/trunking, unlocked socket outlets	4%
5	Damaged building fixtures	4%

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**Bishan-Toa Payoh Town Council**

Cleanliness	Maintenance	Lift Performance	S&CC Arrears	Corporate Governance

The Town Council has achieved Green for all 5 indicators under the TCMR.

The top 5 observations for cleanliness and maintenance for the estate were:

	Type of Cleanliness Observations	% of Total Observations
1	Dumped bulky refuse	32%
2	Stain and litter	32%
3	Moss/cobwebs	22%
4	Graffiti	11%
5	Human/animal faeces	2%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	33%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	14%
3	Damaged plaster/large cracks/spalling concrete	6%
4	Exposed wiring/trunking, unlocked socket outlets	5%
5	Missing/damaged gratings/floor traps	3%

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**Chua Chu Kang Town Council**

Cleanliness	Maintenance	Lift Performance	S&CC Arrears	Corporate Governance

The Town Council has achieved Green for cleanliness, lift performance, S&CC arrears management and corporate governance.

The top 5 observations for cleanliness for the estate were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	35%
2	Dumped bulky refuse	28%
3	Moss/cobwebs	22%
4	Graffiti	14%
5	Human/animal faeces	1%

The Town Council is banded Amber for maintenance. The top 5 observations for maintenance for the estate were:

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	33%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	16%
3	Exposed wiring/trunking, unlocked socket outlets	6%
4	Damaged plaster/large cracks/spalling concrete	4%
5	Plants/weeds growing on walls, joints, pipes and gutters	3%

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**East Coast Town Council**

Cleanliness	Maintenance	Lift Performance	S&CC Arrears	Corporate Governance

The Town Council has achieved Green for cleanliness, lift performance, S&CC arrears management and corporate governance.

The top 5 observations for cleanliness for the estate were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	36%
2	Dumped bulky refuse	32%
3	Moss/cobwebs	19%
4	Graffiti	10%
5	Human/animal faeces	2%

The Town Council is banded Amber for maintenance. The top 5 observations for maintenance for the estate were:

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	31%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	8%
3	Damaged plaster/large cracks/spalling concrete	8%
4	Exposed wiring/trunking, unlocked socket outlets	7%
5	Missing/damaged gratings/floor traps	5%

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**Holland-Bukit Panjang Town Council**

Cleanliness	Maintenance	Lift Performance	S&CC Arrears	Corporate Governance

The Town Council has achieved Green for cleanliness, lift performance, S&CC arrears management and corporate governance.

The top 5 observations for cleanliness for the estate were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	37%
2	Dumped bulky refuse	35%
3	Moss/cobwebs	17%
4	Graffiti	8%
5	Human/animal faeces	3%

The Town Council is banded Amber for maintenance. The top 5 observations for maintenance for the estate 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	15%
3	Exposed wiring/trunking, unlocked socket outlets	5%
4	Damaged plaster/large cracks/spalling concrete	5%
5	Damaged building fixtures	3%

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**Jurong Town Council**

Cleanliness	Maintenance	Lift Performance	S&CC Arrears	Corporate Governance

The Town Council has achieved Green for cleanliness, lift performance, S&CC arrears management and corporate governance.

The top 5 observations for cleanliness for the estate were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	38%
2	Dumped bulky refuse	28%
3	Moss/cobwebs	17%
4	Graffiti	16%
5	Human/animal faeces	1%

The Town Council is banded Amber for maintenance. The top 5 observations for maintenance for the estate were:

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	29%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	11%
3	Damaged plaster/large cracks/spalling concrete	7%
4	Exposed wiring/trunking, unlocked socket outlets	6%
5	Plants/weeds growing on walls, joints, pipes and gutters	5%

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**Marine Parade Town Council**

Cleanliness	Maintenance	Lift Performance	S&CC Arrears	Corporate Governance

The Town Council has achieved Green for cleanliness, lift performance, S&CC arrears management and corporate governance.

The top 5 observations for cleanliness for the estate were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	37%
2	Dumped bulky refuse	31%
3	Moss/cobwebs	17%
4	Graffiti	13%
5	Human/animal faeces	2%

The Town Council is banded Amber for maintenance. The top 5 observations for maintenance for the estate were:

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	29%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	14%
3	Exposed wiring/trunking, unlocked socket outlets	7%
4	Damaged plaster/large cracks/spalling concrete	6%
5	Missing/damaged gratings/floor traps	5%

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**Moulmein-Kallang Town Council**

Cleanliness	Maintenance	Lift Performance	S&CC Arrears	Corporate Governance

The Town Council has achieved Green for all 5 indicators under the TCMR

The top 5 observations for cleanliness and maintenance for the estate were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	35%
2	Dumped bulky refuse	34%
3	Moss/cobwebs	19%
4	Graffiti	10%
5	Human/animal faeces	2%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	33%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	15%
3	Damaged plaster/large cracks/spalling concrete	7%
4	Exposed wiring/trunking, unlocked socket outlets	6%
5	Missing/damaged gratings/floor traps	3%

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**Pasir Ris-Punggol Town Council**

Cleanliness	Maintenance	Lift Performance	S&CC Arrears	Corporate Governance

The Town Council has achieved Green for cleanliness, lift performance, S&CC arrears management and corporate governance.

The top 5 observations for cleanliness for the estate were:

	Type of Cleanliness Observations	% of Total Observations
1	Dumped bulky refuse	39%
2	Stain and litter	31%
3	Moss/cobwebs	20%
4	Graffiti	9%
5	Human/animal faeces	1%

The Town Council is banded Amber for maintenance. The top 5 observations for maintenance for the estate 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	11%
3	Exposed wiring/trunking, unlocked socket outlets	7%
4	Damaged building fixtures	5%
5	Damaged plaster/large cracks/spalling concrete	4%

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**Potong Pasir Town Council**

Cleanliness	Maintenance	Lift Performance	S&CC Arrears	Corporate Governance

The Town Council has achieved Green for cleanliness, maintenance, lift performance and corporate governance.

The top 5 observations for cleanliness and maintenance for the estate were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	37%
2	Dumped bulky refuse	31%
3	Moss/cobwebs	20%
4	Graffiti	10%
5	Human/animal faeces	2%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	18%
2	Plants/weeds growing on walls, joints, pipes and gutters	13%
3	Unauthorised fixtures/encroachment on open spaces	8%
4	Unauthorised fixtures, e.g. blinds mounted as a sun shade	7%
5	Stagnant/choked/overflowed/silted drains	4%

The Town Council is banded Amber for S&CC arrears management. More than 50% of their monthly S&CC collectible are overdue for 3 months or more.

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**Sembawang-Nee Soon Town Council**

Cleanliness	Maintenance	Lift Performance	S&CC Arrears	Corporate Governance

The Town Council is banded Green for all 5 indicators under the TCMR.

The top 5 observations for cleanliness and maintenance for the estate were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	37%
2	Dumped bulky refuse	31%
3	Moss/cobwebs	19%
4	Graffiti	11%
5	Human/animal faeces	2%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	43%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	14%
3	Exposed wiring/trunking, unlocked socket outlets	4%
4	Damaged plaster/large cracks/spalling concrete	4%
5	Stagnant/choked/overflowed/silted drains	2%

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**Tampines Town Council**

Cleanliness	Maintenance	Lift Performance	S&CC Arrears	Corporate Governance

The Town Council has achieved Green for cleanliness, lift performance, S&CC arrears management and corporate governance.

The top 5 observations for cleanliness for the estate were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	35%
2	Dumped bulky refuse	31%
3	Moss/cobwebs	21%
4	Graffiti	11%
5	Human/animal faeces	1%

The Town Council is banded Amber for maintenance. The top 5 observations for maintenance for the estate were:

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	34%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	14%
3	Exposed wiring/trunking, unlocked socket outlets	6%
4	Damaged plaster/large cracks/spalling concrete	6%
5	Damaged building fixtures	5%

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**Tanjong Pagar Town Council**

Cleanliness	Maintenance	Lift Performance	S&CC Arrears	Corporate Governance

The Town Council has achieved Green for all 5 indicators under the TCMR.

The top 5 observations for cleanliness and maintenance for the estate were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	38%
2	Dumped bulky refuse	33%
3	Moss/cobwebs	17%
4	Graffiti	11%
5	Human/animal faeces	2%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	35%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	14%
3	Exposed wiring/trunking, unlocked socket outlets	6%
4	Damaged plaster/large cracks/spalling concrete	5%
5	Unauthorised fixtures/encroachment on open spaces	3%

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**West Coast Town Council**

Cleanliness	Maintenance	Lift Performance	S&CC Arrears	Corporate Governance

The Town Council has achieved Green for cleanliness, lift performance, S&CC arrears management and corporate governance.

The top 5 observations for cleanliness for the estate were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	36%
2	Dumped bulky refuse	30%
3	Moss/cobwebs	19%
4	Graffiti	13%
5	Human/animal faeces	1%

The Town Council's is banded Amber for maintenance. The top 5 observations for maintenance for the estate were:

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	34%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	9%
3	Damaged plaster/large cracks/spalling concrete	6%
4	Exposed wiring/trunking, unlocked socket outlets	5%
5	Defective/damaged refuse hoppers	3%

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

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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.