

**FY2013 Town Council Management Report (TCMR)
Results for Apr 2013 – Mar 2014**

Town Council*	Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management	Corporate Governance
Aljunied-Hougang-Punggol East	Green	Yellow	Green	Red	Red
Ang Mo Kio	Green	Green	Green	Green	Yellow
Bishan-Toa Payoh	Green	Green	Green	Green	Green
Chua Chu Kang	Green	Yellow	Green	Green	Yellow
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	Yellow	Green	Green	Green
Nee Soon	Green	Green	Green	Green	Green
Pasir Ris-Punggol	Green	Yellow	Green	Green	Green
Potong Pasir	Green	Yellow	Green	Yellow	Green
Sembawang	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 FY2013 TCMR results.

Note:

1. Sembawang TC and Nee Soon TC were reconstituted from Sembawang-Nee Soon TC on 1 April 2013.
2. The properties of Punggol East SMC were assessed as part of Pasir Ris-Punggol TC till 30 April 2013, and were assessed as part of Aljunied-Hougang-Punggol East TC thereafter.

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FY2013 TCMR: Qualitative Observations for Individual Town Council

Aljunied-Hougang-Punggol East Town Council

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

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

The top 5 observations for cleanliness for the estate were:

	Type of Cleanliness Observations	% of Total Observations
1	Dumped bulky refuse	35%
2	Stain and Litter	34%
3	Moss/cobwebs	16%
4	Graffiti	13%
5	Human/animal faeces	2%

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

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	23%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	9%
3	Exposed wiring/trunking, unlocked socket outlets	7%
4	Damaged plaster/large cracks/spalling concrete	6%
5	Damaged building fixtures	5%

The Town Council is banded Red for S&CC arrears management. The sharp decline in the TC's S&CC arrears situation is of grave public concern. Aljunied's S&CC arrears rate rose from 2.6% in FY10 to 8.4% in FY11 and FY12, after Aljunied merged with Hougang. The TC's S&CC arrears rate had further increased to 29.4% as at end Apr 2013. From May 2013, the TC had stopped submitting its monthly S&CC reports.

The Town Council is banded Red for corporate governance as it has not shown that it has rectified various legal and regulatory contraventions reported by its independent Auditors for FY11 and FY12. The Town Council has not submitted their FY13 Financial Statements and self-declared corporate governance checklist.

[Update for Corporate Governance on 1 Dec 2015]

The Town Council had made its FY2013 submission on 30 Jun 2015, and it had four legal and regulatory contraventions. The Town Council would still have been banded "Red" for Corporate Governance if it had submitted the required documents on time.

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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FY2013 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 estate cleanliness, estate maintenance, lift performance and S&CC arrears management.

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

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	36%
2	Dumped bulky refuse	28%
3	Moss/cobwebs	21%
4	Graffiti	11%
5	Human/animal faeces	4%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	39%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	8%
3	Damaged plaster/large cracks/spalling concrete	6%
4	Exposed wiring/trunking, unlocked socket outlets	4%
5	Damaged building fixtures	3%

The Town Council is banded Amber for corporate governance for a technical breach. The Town Council was late in transferring funds to its sinking fund bank account on two occasions by 6 and 8 days respectively, because the authorised signatories were overseas when the transfers were due. The TC has since rectified the breach.

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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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 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	33%
2	Stain and litter	27%
3	Moss/cobwebs	22%
4	Graffiti	13%
5	Human/animal faeces	5%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	30%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	13%
3	Damaged plaster/large cracks/spalling concrete	6%
4	Exposed wiring/trunking, unlocked socket outlets	4%
5	Missing/damaged gratings/floor traps	4%

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FY2013 TCMR: Qualitative Observations for Individual Town Council

Chua Chu Kang Town Council

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

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

The top 5 observations for cleanliness for the estate were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	34%
2	Dumped bulky refuse	31%
3	Moss/cobwebs	19%
4	Graffiti	14%
5	Human/animal faeces	2%

The Town Council is banded Amber for estate 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	15%
3	Exposed wiring/trunking, unlocked socket outlets	5%
4	Missing/damaged gratings/floor traps	4%
5	Damaged plaster/large cracks/spalling concrete	4%

The Town Council is banded Amber for corporate governance for a technical breach. The Town Council did not transfer the correct amount to the sinking fund for the quarter ended September 2013 due to errors in calculation. The TC has since rectified the breach.

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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East Coast Town Council

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

The Town Council has achieved Green for estate 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	34%
2	Dumped bulky refuse	33%
3	Moss/cobwebs	19%
4	Graffiti	10%
5	Human/animal faeces	4%

The Town Council is banded Amber for estate 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	8%
3	Damaged plaster/large cracks/spalling concrete	8%
4	Exposed wiring/trunking, unlocked socket outlets	7%
5	Badly weathered floor, e.g. with pot holes	4%

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Holland-Bukit Panjang Town Council

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

The Town Council has achieved Green for estate 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	34%
2	Dumped bulky refuse	32%
3	Moss/cobwebs	22%
4	Graffiti	9%
5	Human/animal faeces	2%

The Town Council is banded Amber for estate 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	13%
3	Damaged plaster/large cracks/spalling concrete	5%
4	Exposed wiring/trunking, unlocked socket outlets	4%
5	Damaged building fixtures	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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Jurong Town Council

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

The Town Council has achieved Green for estate 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	30%
3	Moss/cobwebs	19%
4	Graffiti	14%
5	Human/animal faeces	1%

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

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	28%
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	4%
5	Corroded/damaged railing, railing footing/base/joints	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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Marine Parade Town Council

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

The Town Council has achieved Green for estate 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	33%
2	Stain and litter	29%
3	Moss/cobwebs	20%
4	Graffiti	14%
5	Human/animal faeces	4%

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

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	27%
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	6%
5	Missing/damaged gratings/floor traps	4%

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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Moulmein-Kallang Town Council

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

The Town Council has achieved Green for estate 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	33%
2	Dumped bulky refuse	31%
3	Moss/cobwebs	18%
4	Graffiti	14%
5	Human/animal faeces	3%

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

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	28%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	14%
3	Damaged plaster/large cracks/spalling concrete	7%
4	Exposed wiring/trunking, unlocked socket outlets	5%
5	Missing/defective/chipped floor/wall tiles	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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Nee 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 top 5 observations for cleanliness and maintenance for the estate were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	34%
2	Dumped bulky refuse	31%
3	Moss/cobwebs	21%
4	Graffiti	11%
5	Human/animal faeces	3%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	37%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	15%
3	Damaged plaster/large cracks/spalling concrete	5%
4	Missing/damaged manhole covers	3%
5	Damaged building fixtures	3%

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Pasir Ris-Punggol Town Council

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

The Town Council has achieved Green for estate 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	37%
2	Stain and litter	31%
3	Moss/cobwebs	21%
4	Graffiti	8%
5	Human/animal faeces	2%

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

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	37%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	10%
3	Exposed wiring/trunking, unlocked socket outlets	5%
4	Damaged plaster/large cracks/spalling concrete	4%
5	Damaged building fixtures	4%

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Potong Pasir Town Council

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

The Town Council has achieved Green for estate cleanliness, lift performance 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	27%
3	Moss/cobwebs	26%
4	Graffiti	10%
5	Human/animal faeces	3%

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

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	12%
2	Plants/weeds growing on walls, joints, pipes and gutters	12%
3	Unauthorised fixtures, e.g. blinds mounted as a sun shade	10%
4	Corroded/leaked pipes/taps	7%
5	Man-made footpath on turf areas	5%

The Town Council is banded Amber for S&CC arrears management. This is the same rating as last year, though the TC's arrears rate has improved from 4.2% last year to 3.7% this year.

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

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	34%
2	Dumped bulky refuse	33%
3	Moss/cobwebs	18%
4	Graffiti	12%
5	Human/animal faeces	2%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	48%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	10%
3	Damaged plaster/large cracks/spalling concrete	4%
4	Unauthorised fixtures/encroachment on open spaces	3%
5	Defective/broken doors/louver glass panel of pump room/switch room, Roof access/lift motor room, store room, dry riser main, service duct, FSB door	3%

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Tampines Town Council

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

The Town Council has achieved Green for estate 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	27%
3	Moss/cobwebs	24%
4	Graffiti	11%
5	Human/animal faeces	3%

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

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	28%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	13%
3	Missing/damaged gratings/floor traps	6%
4	Damaged plaster/large cracks/spalling concrete	5%
5	Exposed wiring/trunking, unlocked socket outlets	5%

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

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	34%
2	Dumped bulky refuse	32%
3	Moss/cobwebs	16%
4	Graffiti	14%
5	Human/animal faeces	3%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	35%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	17%
3	Damaged plaster/large cracks/spalling concrete	4%
4	Unauthorised fixtures/encroachment on open spaces	4%
5	Exposed wiring/trunking, unlocked socket outlets	4%

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West Coast Town Council

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

The Town Council has achieved Green for estate 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	35%
3	Moss/cobwebs	16%
4	Graffiti	11%
5	Human/animal faeces	2%

The Town Council is banded Amber for estate 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	6%
4	Exposed wiring/trunking, unlocked socket outlets	4%
5	Corroded/damaged railing, railing footing/base/joints	3%

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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.