

**FY2014 Town Council Management Report (TCMR)  
Results for Apr 2014 – Mar 2015**

<b>Town Council*</b>	<b>Estate Cleanliness</b>	<b>Estate Maintenance</b>	<b>Lift Performance</b>	<b>S&amp;CC Arrears Management</b>	<b>Corporate Governance</b>
Aljunied-Hougang-Punggol East	Green	Yellow	Green	Red	Red
Ang Mo Kio	Green	Green	Green	Green	Green
Bishan-Toa Payoh	Green	Green	Green	Green	Yellow
Chua Chu Kang	Green	Yellow	Green	Yellow	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	Green	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 FY2014 TCMR results.

## FY2014 Town Council Management Report (TCMR)

Results for Apr 2014 – Mar 2015

### FY2014 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
Green	Amber	Green	Red	Red

The Town Council has achieved “Green” for Estate Cleanliness and Lift Performance.

The Town Council’s top 5 observations for cleanliness were:

	Type of Cleanliness Observations	% of Total Observations
1	Dumped bulky refuse	37%
2	Stain and Litter	33%
3	Moss/cobwebs	15%
4	Graffiti	13%
5	Human/animal faeces	2%

The Town Council is banded “Amber” for Estate Maintenance. The Town Council’s top 5 observations for maintenance 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	9%
3	Exposed wiring/trunking, unlocked socket outlet	9%
4	Damaged plaster/large cracks/spalling concrete	6%
5	Damaged building fixtures	5%

The Town Council is banded “Red” for S&CC Arrears Management as most of its S&CC monthly arrears reports are outstanding since May 2013. The Dec 2014, Jan 2015 and Feb 2015 S&CC arrears reports submitted by the Town Council are incomplete and not in line with MND’s prescribed format.

The Town Council is banded “Red” for Corporate Governance due to three legal and regulatory contraventions. For more details on the Town Council’s performance in Corporate Governance, click [here](#) for the Town Council’s self-declared checklist.

[Back to Main Page](#)

## FY2014 Town Council Management Report (TCMR)

Results for Apr 2014 – Mar 2015

### FY2014 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 all 5 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	40%
2	Dumped bulky refuse	29%
3	Moss/cobwebs	17%
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	11%
3	Damaged plaster/large cracks/spalling concrete	5%
4	Defective/damaged refuse hoppers	3%
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.

[Back to Main Page](#)

**FY2014 Town Council Management Report (TCMR)  
Results for Apr 2014 – Mar 2015**

**FY2014 TCMR: Qualitative Observations for Individual Town Council**

**Bishan-Toa Payoh 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 Town Council’s top 5 observations for cleanliness and maintenance were:

	Type of Cleanliness Observations	% of Total Observations
1	Dumped bulky refuse	36%
2	Stain and litter	31%
3	Moss/cobwebs	21%
4	Graffiti	9%
5	Human/animal faeces	4%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	31%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	15%
3	Damaged plaster/large cracks/spalling concrete	5%
4	Exposed wiring/trunking, unlocked socket outlet	5%
5	Unauthorised tentage/installations by shops	3%

The Town Council is banded “Amber” for Corporate Governance on a technicality. The Town Council had incorrectly classified its residential rooftop antenna Temporary Occupation License (TOL) income under the Town Council’s commercial property fund for FY2014, due to a data migration error when it moved to a new computer system. The Town Council has since made the necessary rectifications.

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

[Back to Main Page](#)

**FY2014 Town Council Management Report (TCMR)  
Results for Apr 2014 – Mar 2015**

**FY2014 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 Corporate Governance.

The Town Council’s top 5 observations for cleanliness were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	38%
2	Dumped bulky refuse	28%
3	Moss/cobwebs	17%
4	Graffiti	15%
5	Human/animal faeces	2%

The Town Council is banded “Amber” for Estate Maintenance. The Town Council’s top 5 observations for maintenance were:

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	36%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	17%
3	Defective/damaged refuse hoppers	4%
4	Exposed wiring/trunking, unlocked socket outlet	4%
5	Missing/damaged gratings/floor traps	4%

The Town Council is banded “Amber” for S&CC Arrears Management. The Town Council had an increase in the proportion of S&CC overdue for 3 months or more.

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

[Back to Main Page](#)

**FY2014 Town Council Management Report (TCMR)  
Results for Apr 2014 – Mar 2015**

**FY2014 TCMR: Qualitative Observations for Individual Town Council**

**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 Town Council’s top 5 observations for cleanliness were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	35%
2	Dumped bulky refuse	34%
3	Moss/cobwebs	17%
4	Graffiti	11%
5	Human/animal faeces	3%

The Town Council is banded “Amber” for Estate Maintenance. The Town Council’s top 5 observations for maintenance 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	9%
3	Damaged plaster/large cracks/spalling concrete	9%
4	Exposed wiring/trunking, unlocked socket outlet	6%
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.

[Back to Main Page](#)

**FY2014 Town Council Management Report (TCMR)  
Results for Apr 2014 – Mar 2015**

**FY2014 TCMR: Qualitative Observations for Individual Town Council**

**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 Town Council’s top 5 observations for cleanliness were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	37%
2	Dumped bulky refuse	32%
3	Moss/cobwebs	20%
4	Graffiti	8%
5	Human/animal faeces	3%

The Town Council is banded “Amber” for Estate Maintenance. The Town Council’s top 5 observations for maintenance 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	Damaged plaster/large cracks/spalling concrete	5%
4	Exposed wiring/trunking, unlocked socket outlet	4%
5	Plants/weeds growing on walls, joints, pipes and gutters	3%

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

[Back to Main Page](#)

**FY2014 Town Council Management Report (TCMR)  
Results for Apr 2014 – Mar 2015**

**FY2014 TCMR: Qualitative Observations for Individual Town Council**

**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 Town Council’s top 5 observations for cleanliness were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	35%
2	Dumped bulky refuse	32%
3	Moss/cobwebs	17%
4	Graffiti	14%
5	Human/animal faeces	3%

The Town Council is banded “Amber” for Estate Maintenance. The Town Council’s top 5 observations for maintenance were:

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	32%
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 outlet	4%
5	Plants/weeds growing on walls, joints, pipes and gutters	3%

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

[Back to Main Page](#)



**FY2014 Town Council Management Report (TCMR)  
Results for Apr 2014 – Mar 2015**

**FY2014 TCMR: Qualitative Observations for Individual Town Council**

**Marine Parade 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 Town Council’s top 5 observations for cleanliness and maintenance were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	36%
2	Dumped bulky refuse	28%
3	Moss/cobwebs	17%
4	Graffiti	13%
5	Human/animal faeces	5%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	36%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	19%
3	Damaged plaster/large cracks/spalling concrete	5%
4	Exposed wiring/trunking, unlocked socket outlet	4%
5	Unauthorised fixtures/encroachment on open spaces	3%

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

[Back to Main Page](#)

**FY2014 Town Council Management Report (TCMR)  
Results for Apr 2014 – Mar 2015**

**FY2014 TCMR: Qualitative Observations for Individual Town Council**

**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 Town Council’s top 5 observations for cleanliness were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	35%
2	Dumped bulky refuse	30%
3	Moss/cobwebs	17%
4	Graffiti	13%
5	Human/animal faeces	5%

The Town Council is banded “Amber” for Estate Maintenance. The Town Council’s top 5 observations for maintenance 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	17%
3	Exposed wiring/trunking, unlocked socket outlet	6%
4	Damaged plaster/large cracks/spalling concrete	6%
5	Unauthorised tentage/installations by shops	3%

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

[Back to Main Page](#)

**FY2014 Town Council Management Report (TCMR)  
Results for Apr 2014 – Mar 2015**

**FY2014 TCMR: Qualitative Observations for Individual Town Council**

**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 Town Council’s top 5 observations for cleanliness and maintenance were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	41%
2	Dumped bulky refuse	26%
3	Moss/cobwebs	20%
4	Graffiti	9%
5	Human/animal faeces	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	16%
3	Exposed wiring/trunking, unlocked socket outlet	4%
4	Damaged plaster/large cracks/spalling concrete	4%
5	Unauthorised fixtures/encroachment on open spaces	3%

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

[Back to Main Page](#)

**FY2014 Town Council Management Report (TCMR)  
Results for Apr 2014 – Mar 2015**

**FY2014 TCMR: Qualitative Observations for Individual Town Council**

**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 Town Council’s top 5 observations for cleanliness were:

	Type of Cleanliness Observations	% of Total Observations
1	Dumped bulky refuse	40%
2	Stain and litter	32%
3	Moss/cobwebs	16%
4	Graffiti	8%
5	Human/animal faeces	3%

The Town Council is banded “Amber” for Estate Maintenance. The Town Council’s top 5 observations for maintenance were:

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	42%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	12%
3	Exposed wiring/trunking, unlocked socket outlet	6%
4	Defective/damaged refuse hoppers	4%
5	Damaged plaster/large cracks/spalling concrete	4%

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

[Back to Main Page](#)

**FY2014 Town Council Management Report (TCMR)  
Results for Apr 2014 – Mar 2015**

**FY2014 TCMR: Qualitative Observations for Individual Town Council**

**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 Town Council’s top 5 observations for cleanliness were:

	Type of Cleanliness Observations	% of Total Observations
1	Dumped bulky refuse	30%
2	Moss/cobwebs	29%
3	Stain and litter	28%
4	Graffiti	9%
5	Human/animal faeces	3%

The Town Council is banded “Amber” for Estate Maintenance. The Town Council’s top 5 observations for maintenance were:

	Type of Maintenance Observations	% of Total Observations
1	Unauthorised fixtures, e.g. blinds mounted as a sun shade	29%
2	Obstruction of common areas	18%
3	Damaged plaster/large cracks/spalling concrete	11%
4	Corroded/damaged railing, railing footing/base/joints	9%
5	Plants/weeds growing on walls, joints, pipes and gutters	9%

The Town Council is banded “Amber” for S&CC Arrears Management. This is the same rating as last year.

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

[Back to Main Page](#)

**FY2014 Town Council Management Report (TCMR)  
Results for Apr 2014 – Mar 2015**

**FY2014 TCMR: Qualitative Observations for Individual Town Council**

**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 Town Council’s top 5 observations for cleanliness and maintenance were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	41%
2	Dumped bulky refuse	34%
3	Graffiti	11%
4	Moss/cobwebs	11%
5	Human/animal faeces	3%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	54%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	13%
3	Unauthorised fixtures/encroachment on open spaces	3%
4	Exposed wiring/trunking, unlocked socket outlet	2%
5	Damaged plaster/large cracks/spalling concrete	2%

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

[Back to Main Page](#)

**FY2014 Town Council Management Report (TCMR)  
Results for Apr 2014 – Mar 2015**

**FY2014 TCMR: Qualitative Observations for Individual Town Council**

**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 Town Council’s top 5 observations for cleanliness were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	35%
2	Dumped bulky refuse	30%
3	Moss/cobwebs	19%
4	Graffiti	13%
5	Human/animal faeces	3%

The Town Council is banded “Amber” for Estate Maintenance. The Town Council’s top 5 observations for maintenance were:

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	30%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	15%
3	Exposed wiring/trunking, unlocked socket outlet	6%
4	Missing/damaged gratings/floor traps	5%
5	Damaged plaster/large cracks/spalling concrete	5%

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

[Back to Main Page](#)

**FY2014 Town Council Management Report (TCMR)  
Results for Apr 2014 – Mar 2015**

**FY2014 TCMR: Qualitative Observations for Individual Town Council**

**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 Town Council’s top 5 observations for cleanliness and maintenance were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	38%
2	Dumped bulky refuse	30%
3	Moss/cobwebs	14%
4	Graffiti	13%
5	Human/animal faeces	4%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	37%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	16%
3	Damaged plaster/large cracks/spalling concrete	5%
4	Exposed wiring/trunking, unlocked socket outlet	4%
5	Unauthorised fixtures/encroachment on open spaces	3%

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

[Back to Main Page](#)



**FY2014 Town Council Management Report (TCMR)  
Results for Apr 2014 – Mar 2015**

**FY2014 TCMR: Qualitative Observations for Individual Town Council**

**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 Town Council’s top 5 observations for cleanliness were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	35%
2	Dumped bulky refuse	35%
3	Moss/cobwebs	15%
4	Graffiti	13%
5	Human/animal faeces	2%

The Town Council is banded “Amber” for Estate Maintenance. The Town Council’s top 5 observations for maintenance 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	Damaged plaster/large cracks/spalling concrete	5%
4	Exposed wiring/trunking, unlocked socket outlet	4%
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.

**[Back to Main Page](#)**

Note: All figures are rounded to the nearest percentage. The top 5 observations shown do not represent all observations found during inspection.