

Love Our Hood Initiative @ Bukit Gombak

A report of the Love Our 'Hood Initiative @ Bukit Gombak, organised by the Municipal Services Office (MSO) and facilitated by ThinkPlace Singapore



FINAL REPORT



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Introduction

Introduction

The Love Our 'Hood Initiative @ Bukit Gombak was organised by the Municipal Services Office (MSO), in partnership with Bukit Gombak Grassroots Organisations, and with the support of relevant government agencies and community partners.

The initiative took place from Aug 2022 to Oct 2022 and invited ground up participation from residents and grassroots.

The goal of the workgroup was to develop community norms and potential interventions. In all, about 24 participants joined the initiative and formed 3 teams to tackle the municipal issues of illegal parking and cluttered corridors.



What is a Community Intervention?



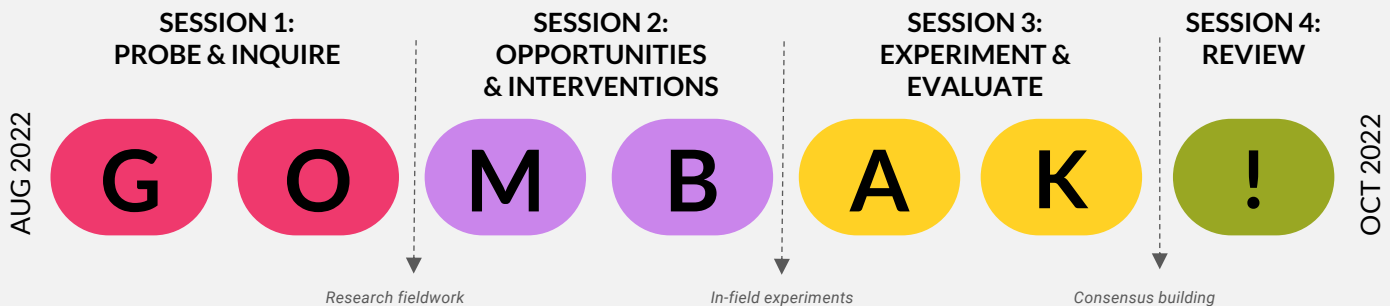
Community-based interventions are multicomponent interventions that are designed to promote beliefs, attitudes and behaviours that are acceptable to a particular social group or culture in a variety of settings.

These interventions usually combine individual and environmental change strategies. The interventions provide us with an expectation of how we should behave in the future.

For Love Our 'Hood @ Bukit Gombak initiative, residents developed a set of community interventions around the issues of illegal parking and cluttered corridor. These interventions are created to facilitate behaviour change on the ground.



Process Overview



Developing community interventions

Participants of the Love Our 'Hood Initiative @ Bukit Gombak underwent a community intervention development process over 4 workshop sessions and field activities in between (as shown above). Taking a grounds-up and needs-based approach, teams got to the crux of the neighbourly issues to understand the experiences of the residents first. This was done via conducting research survey and interviews.

Their discovery process led them to identify opportunities and gaps in social and behavioural responses within the neighbourhood regarding both illegal parking and corridor clutter. Teams then prototyped new community interventions and sought the views and consensus from other residents in the community. These community interventions now provide a baseline on creating awareness and encouraging acceptable behaviours to uphold harmonious living in Bukit Gombak.

The Methodology

1. Probe & Inquire



Living in a harmonious society and community requires neighbours, friends and family to understand one another's perspectives. The first phase begins with exploring the different issues from various perspectives before aligning on the desired goals and outcomes as a workgroup.

2. Opportunities & interventions



Let's get creative with developing new ways of solving municipal issues with the opportunities identified. It is about developing tangible ways to change existing situations. It starts with imagining how we do things differently.

3. Experiment & Evaluate



Designing for social interventions requires understanding how people behave and are affected by communal issues such as e.g., illegal parking. Before we implement any solution in the community, testing and evaluating "proof of concept" prototypes helps to validate and refine current hypotheses.

4. Review & Consider

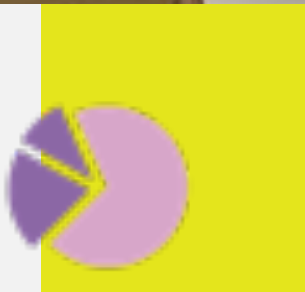


As a workgroup, we review the proposed interventions and the targets set for prototype testing and validation. Identifying some next steps helps to establish further success in refining the prototypes should they be implemented in the community in the future.



TOPIC 1

ILLEGAL PARKING



TOPIC 1

Illegal/Inconsiderate Parking

Team 1 members

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Background

Parking a vehicle illegally not only obstructs and inconveniences other road users and pedestrians, it can also cause accidents. Cases are reported to HDB and LTA for illegal parking in HDB estates and private estates/roads respectively. Despite the illegal nature of this behaviour, such reported cases persist. From 2020 to 2022, HDB cases hovered around 400 and LTA cases hovered around 1,600.

In addition to unlawful cases, cases of inconsiderate parking are evident in the Bukit Gombak area and remain an issue. Inconsiderate parking is the act of parking in a manner that is heedless or thoughtless, without considering the feelings of others. While not technically illegal, these acts cause frustration for neighbours and cause added disruptions to everyday life.



Probe and Enquire

SITE IDENTIFICATION

The team first set out to identify the potential sites for both illegal/inconsiderate parking that they wanted to work on, later narrowing down the site they wanted to focus on – a popular neighbourhood strip of shops and eateries along Jalan Remaja. This site was chosen as it presented examples of both illegal and inconsiderate parking.

The parking lot itself does not have any parking space demarcations/lines, causing vehicles to park close together or directly in front of the staircases leading up to the shops. Lorries loading/unloading in front of the wholesale supplier takes up most of the parking lot in the early mornings. Around the parking lot, road users who are picking up food or headed to the shops also park along the streets, creating dangerous blind spots for vehicles turning.

CATEGORIES OF ROAD USERS

There are different types of road users that utilise the roads in and around the neighbourhood strip along Jalan Remaja, including:

- Residents
- Visitors
- Workers

Residents are typically frequent visitors to the strip of shops and eateries. Visitors are casual shoppers and restaurant goers, who usually park around the area for a short amount of time to either pick up food or visit a shop/restaurant.



An example of illegal parking seen in front of a popular strip of shops/eateries along Jalan Remaja during a site visit



Probe and Enquire

PROBLEMS RELATED TO RESIDENTS

Two distinct groups of residents are present in and around this parking site.

Group 1: Frustrated vocal residents - Residents feel frustrated by the illegal/inconsiderate parking instances due to the lack of safety, high risk of accidents caused by parking in the middle of the streets and blind spots, and general overcrowding in the parking lot and around Jalan Remaja. This group of residents have been vocal about changes that need to be made and are frequent feedback providers. This group comprised civic-minded residents who are mostly worried for the safety of their neighbours, especially children and the elderly. They have spoken to store owners to try and convince them to have their trucks park elsewhere to no avail.

Group 2: Resident violators – This group of residents are frequent users of the parking lots in the neighbourhood strip as they live close by (in the same estate or neighbouring estate) but have no qualms parking illegally or in an inconsiderate manner. They operate based on a herd mentality, and seeing other road users flouting rules are encouraged to do the same.

PROBLEMS RELATED TO VISITORS

Visitors are typically residents of estates in Bukit Gombak, but may comprise visitors from other parts of Singapore. They are short-term visitors to the shops or restaurants. Because it is not their neighbourhood, they do not feel a sense of ownership and can operate on a herd mentality as well – seeing other road users do it could encourage them to do it. They are also unfamiliar with the neighbourhood/roads and of other alternatives.



A site map of where the illegal and inconsiderate takes place between Chu Lin Road and Jalan Remaja



The parking lot of the neighbourhood shops and eateries. Parking lots are not distinctly demarcated



Probe and Enquire

PROBLEMS RELATED TO WORKERS

The people working in the shops and restaurants are defined as the workers in this instance. They have no stake in the community/neighbourhood beyond their jobs. The most reported issue is with the wholesale food supplier whose workers will load and unload large goods vehicles. These vehicles may not always utilise parking lots and may instead be parked along neighbouring roads.

From the business owner's perspective, the lorries should load and unload as efficiently and conveniently as possible. Concerned residents have attempted to speak to the business owner, but have not been successful at convincing the owner to park the lorries elsewhere to avoid blocking the parking lot and neighbouring lanes. From the individual worker's perspective, they will follow instructions from the owner – hence a top-down approach and influence will likely be the only successful one.

Lastly – precedent has been set. Loading/unloading zones are difficult to enforce simply due to the nature of conducting business and ensuring efficiency. These processes have been in place for years, and it will be difficult to change these habits and practices.



A lorry parked outside the wholesale food business. In the mornings, many lorries take up space inside the parking lot and in the neighbouring lanes.



Cars parked on the side of the parking lot, blocking access to the staircase leading up to the shops.

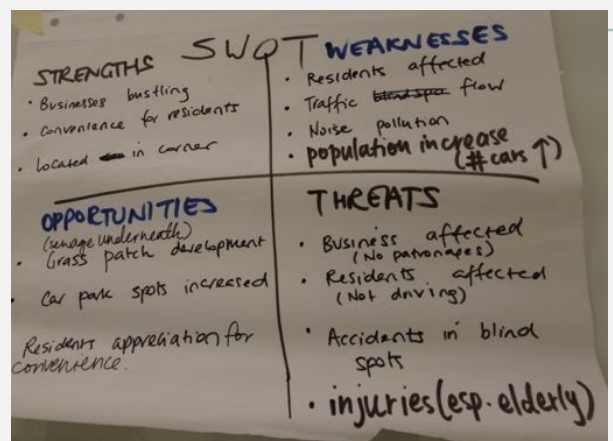


Opportunity Areas

SWOT Analysis

Using SWOT analysis, the team identified the various strengths, weaknesses, opportunities, and threats of the site.

- Strengths of the shopping/eatery strip on Jalan Remaja focused on the current state of bustling businesses, convenience for residents, and its location in the corner of the residential estate.
- The team identified weaknesses such as residents being affected, increased traffic flow, noise pollution, and the increase of the number of cars.
- Opportunities include a privately-owned grass patch development separating the parking lot and the neighbouring vehicle lanes, which was thought of to have the potential to house more parking lots. The team saw residents' appreciation for convenience as an opportunity that they should capitalise on in their ideation.
- The team identified the threat that having fewer parking lots will affect businesses negatively within the strip. This is also a key reason behind business owners' hesitation in changing their social norm of roadside parking. In addition, the risk of road accidents on pedestrians resulting from blind spots that are created by illegal/inconsiderate parking poses the largest threat.





Opportunity Areas

How might we...

- Apply effective social pressure to encourage considerate and safety-centric behavior?
- Design a communication tool to discourage pack mentality and encourage safety?

In response to the problems related to the different categories of road users, the teams went through an *idea generation exercise*. This exercise sought to match ideas to the barriers identified – discouraging pack mentality and encouraging safety.

These ideas were then clustered into the themes seen, pictured on the right.





Opportunity Areas



1

Ensure roads are clear so the risk of accidents decreases

With the focal point on safety, participants wanted to ensure that removing vehicles illegally or inconsiderately parked on the street would decrease the risk of accidents.

How might we encourage residents to be more aware of their parking behaviour and care for their neighbours' safety?

2

Encourage considerate driving and parking

Participants reported that many residents, whether local or visitors, were inconsiderate simply because they could afford to be. They either did not care about or did not know the repercussions of their actions.

How might we create an awareness about the multitude of repercussions that come from illegal and inconsiderate parking?

3

Discourage 'pack' mentality and encourage taking ownership

Many vehicle users will follow the lead of others when it comes to parking, leading to an endless cycle of inconsiderate/illegal parking. How do we encourage users to take ownership of where they park?

How might we encourage ownership and responsibility of vehicle users' parking habits and behaviours?

4

Diffuse neighbourly disputes over parking

Some illegal/inconsiderate parking issues have led to disputes and, on a smaller scale, tension between neighbours.

How might we diffuse tensions between neighbours and create a friendlier environment for all?



Design Considerations

After conducting the idea generation exercise, teams then proceeded to produce a design criteria to inform their eventual interventions/prototypes. The design criteria is crucial in ensuring that the objectives of the opportunity (expressed in the How Might We statement) are met.

1 Encourages both residents and visitors to consider the safety of the people residing in the area, especially the elderly

2 Encourages a sense of responsibility and ownership to be more considerate to everyone who visits the area

3 Provides information around the issue of illegal and inconsiderate parking in a serious but also humorous manner to lighten the mood



Interventions & Experiments

With the four design considerations in mind, the team went out to do a rapid testing sprint with their low fidelity prototypes – done up using paper, markers and cardboard.

Sprint 1 (Low Fidelity) Testing:

Testing out low-fidelity prototypes in a rapid sprint helps to improve the detailed design of the prototype based on user feedback.

Rapid testing locations:

Location	No. of responses
Hillview Community Centre	3 users
HillV2 Shopping Centre	17 users





Interventions & Experiments

After receiving quick feedback from users, the team then went on to improve and create medium-high fidelity prototypes for a second testing sprint within their chosen locations. The team tested their selected intervention at their chosen site.

Sprint 2 (Med-High Fidelity) Testing:

Testing out med-high fidelity prototypes in-situ allows for the observations on how users interact and respond to the prototypes (e.g., via surveys) in real life.





Interventions & Experiments

From low to med-high fidelity prototypes:

Team 1, created five variations of their paper prototype, and decided to move forward with the boar as their main prototypes for the following reasons identified during low fidelity testing:

- Most of the posters resonated as a character with the residents of Bukit Gombak, but the boar stood out the most as the animal was popular with residents in Hillview Gardens.
- Angry Andy was a more “aggressive-sounding” prototype, which received mixed reviews from users. The team decided not to move forward with this prototype.
- Mindful Monkey was meant as a health messaging, but users were unconvinced by the message and felt that it was too confusing.

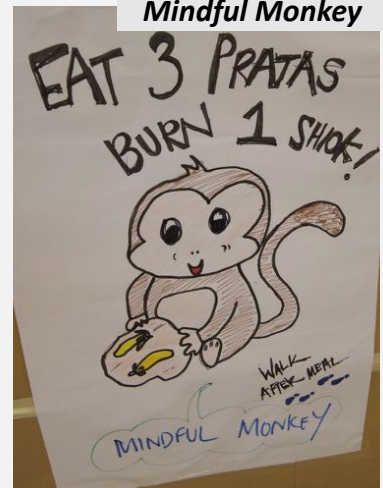
Angry Andy



Order Otter



Mindful Monkey



Seeing Snake



Beng Boar





Intervention Learnings

The team left the prototypes in-situ for testing between 1-2 weeks. Digital surveys and intercept interviews were also conducted to understand what people understood of them and their thoughts about their effectiveness in deterring illegal/inconsiderate parking.

1

Messaging

How well did users understand the messaging?

- The team wanted to test the clarity and effectiveness of the messages on the prototypes as they used varied language and mixed Singlish words to resonate more with the user.
 - “MOVE LEH...OTHER PEOPLE CANNOT GET IN OR OUT!”
 - “ANYHOW PARK! WILL GET SAMAN!”
 - “AH GONG ROAD HAR? PARK PROPERLY LEH!”
- 66.7% of the users tested felt that the messages were clear, with 22.2% reporting that the messages were not clear to them.

2

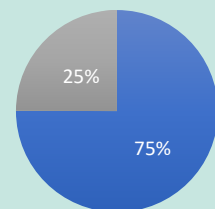
Accountability

Were the messages useful in promoting accountability and deterring illegal parking?

- 33.3% of users agreed that the messages were useful
- 44.4% selected the “yes, maybe” option – the messages resonated, but might not have been completely convincing enough to deter people from illegal parking
- 11.1% were not sure
- 11.1% voted no
- Overwhelmingly, the messages were useful to some degree in deterring illegal parking.

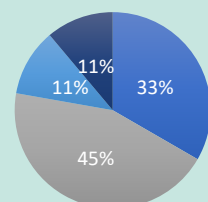
A total of 9 responses were collected by the team for the Jalan Remaja testing site.

Messaging



■ Messages were clear ■ Messages were not clear

Promoting Accountability



■ Yes ■ Maybe ■ Not Sure ■ No



Intervention Learnings

3

Relevance

How relevant did users find the prototypes in their lives and community? Did they want to continue seeing these signs?

- 66.7% of users wanted to see more of these signs installed in the future
- 22.2% were not sure
- 11.1% responded that they did not want to see more signs

Suggestions from users on how to deter illegal parking:



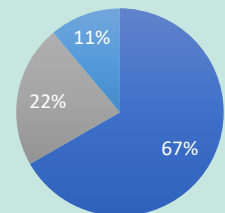
Draw car park lots

Specify where you cannot park

Have more serious messages

Enforce fines

Relevance to users



■ Yes ■ Not sure ■ No ■

1. Do you think the messages are clear?

- Yes
 No
 Not sure
 Other: _____

2. Do you think the messages are helpful in deterring illegal parking?

- Yes, definitely
 Yes, maybe
 Not sure
 No, not effective
 Other: _____

3. Would you like to see more of these signages installed in the future?

- Yes
 No
 Not sure
 Other: _____

4. Where are the hotspot areas for illegal parking in this area?

Your answer: _____

5. Would you like to share any suggestions on how we can deter illegal parking in the area?

Your answer: _____



Next Steps



Team 1 receiving their certificates of participation from Advisor Low Yen Ling at the last LOHI session

In conclusion, results from the survey and interviews showed a few things:

- The wild boar character was well-received
- The messaging was very clear and relatable, but was not serious enough
- Residents felt that they still needed a governing body to enforce the rules
- Effective signage means that business in the shopping strip will likely be affected as people may find it increasingly inconvenient to find parking
- Car park demarcation lines must be drawn inside the parking lot
- Residents felt heard and their opinions considered

With such promising results, the team has planned to continue working together to further

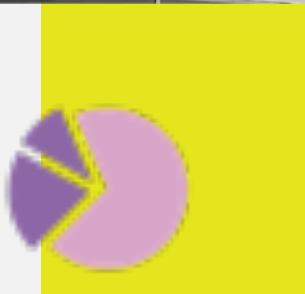
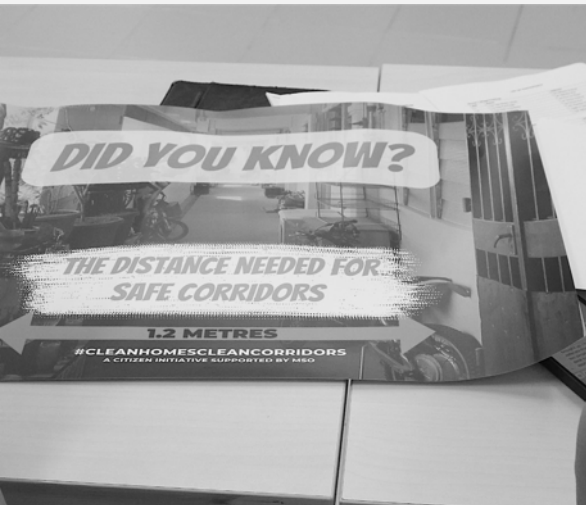
explore how they can implement these measures to a greater degree in the neighbourhood.

While the signs were an effective way of deterring illegal/inconsiderate parking, a larger mindset shift must be encouraged between residents and visitors. Neighbours should continue to encourage each other to park in a considerate manner and consider their fellow residents' safety and well-being.



TOPIC 2

CLUTTERED CORRIDORS



TOPIC 2

Cluttered Corridors

Team 2 members

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Background

Cluttered corridors in HDB estates may seem like a harmless hindrance, but could cause serious problems if they hinder mobility or result in obstruction in the case of fires or emergencies. In addition, conflicts between residents also occur due to cluttering. Within Bukit Batok, cluttered corridors are seen as a tricky issue to deal with for two reasons – (i) they are both seen as a community and a personal space and (ii) what some see as clutter may be seen as an attempt at beautifying by others.

Within clutter cases recorded from 2020-2022 in Bukit Batok, the highest amount of cases arose from those in corridors and lift landings. Within zones as seen below, many could be found in Guilin, Bukit Batok Central, Bukit Batok East and Brickworks in descending order of case volume.



Probe and Enquire

PROBLEMS RELATED TO THE COMMUNITY

Differing definitions of private vs communal spaces:

Some residents feel that the space outside their front door still belongs to them, even if they legally do not own it. This may extend to the common corridor beyond their front door and even staircase landings.

Lack of understanding of what is legal/illegal:

Most residents are not aware about SCDF regulations around corridor clutter and feel that current rules or sanctions are based on individual preferences which lack legitimacy.

“Testing Waters” Mindset: Residents who are unsure if they are allowed to use communal corridor spaces will continue to test boundaries unless informed otherwise.

PROBLEMS RELATED TO INDIVIDUAL HOUSEHOLDS

Lack of space for extended (and young) families

Many blocks in the Bukit Gombak neighbourhood are occupied by young and growing families who possess bulky items such as prams, strollers and bicycles. Their homes may lack the space to store such bulky items, as even the storerooms could have been converted into bedrooms for domestic helpers.

Uptake in recreational hobbies due to Covid lockdown

During the Covid lockdowns, many turned towards gardening and exercising to remain active. This manifested in the growth of home-owned potted plants and sports equipment. As such, many residents started utilising corridor spaces more intensely and regularly, leading to unhappiness among some neighbours.

These were common feedback received by the participants who conducted research in the community and engaged with the affected residents in the community.



An example of stairwell cluttering witnessed at Goodview Garden

“

My parents and children both have tons of stuff, I don't have enough room to store all their barang. I can't throw all away too, as I still need them in the future.

- A young family staying in Goodview Garden



Probe and Enquire

PROBLEMS RELATED TO THE MINDSET OF INDIVIDUALS

Over reliance on top-down approaches

Residents often feel powerless to intervene and correct their neighbour's behaviour, so they turn to the town council or their Member of Parliament for assistance to help them solve their issues.

Furthermore, the majority of the posters that are being advertised all around the neighbourhood are encouraging people to get in touch with the town council as the first step in providing a solution to the problem. Consequently, residents assume this is their only option to solve these problems.

Fear of jeopardizing relationship with their neighbours

Elderly residents treasure the relationship they have with their neighbours and regard them as their number one helpline if anything happens to them. Hence, there is an overwhelming fear among residents that approaching their neighbours and telling them about the clutter will damage their relationships and create a hostile atmosphere between them.

Thus, instead of actually venturing out and engaging their neighbour in a friendly conversation to solve the issue, many residents instead choose to preserve the status quo and turn a blind eye to corridor clutter.



I tried approaching my neighbour once but even before I managed to knock on her door, she immediately closed the door in front of my face the moment she saw me .

- A woman staying in Goodview Garden



The relationship that we have with our neighbours is far more important than working through a cluttered corridor, which is something many of us do not realise when it comes to dealing with our neighbours.

- A senior staying in Goodview Garden



Opportunity Areas

How might we...

- Create awareness and apply positive social pressure to encourage neighbours to adopt the right behaviour?
- Redesign a better communication experience to address storage issues in narrow corridors for residents of Block 386 so that everyone can have a safer and neater corridor space?

In response to the problems identified at both community and individual levels, the teams went through an *idea generation exercise*. This exercise sought to match ideas to the barriers identified – those preventing households from adopting the right behaviours related to ideal corridor norms.

These ideas were then clustered into the various themes on the next page.





Opportunity Areas



1 Encouraging a minimalist, clutter-free lifestyle

Many residents may purchase unnecessary items or in excessive amounts, leading to a habit of hoarding or the reluctance to spring clean regularly.

How might we encourage a clutter-free lifestyle, so families only buy and use as they need?

2 Creating awareness around existing regulations

Most residents are not aware of existing SCDF regulations requiring corridor clearance of a 1.2m distance. As such, they may brush off warnings as think there are no repercussions for cluttering.

How might we create awareness around corridor clutter as a legitimate and relevant issue for all?

3 Allowing residents to take ownership of community issues

Some residents felt cornered or defensive when asked about corridor cluttering. They asked if participants had the right to question them and if the onus was on them to solve neighbour disputes.

How might we encourage residents to take ownership of community issues without depending on authorities?

4 Building a recycling and upcycling community culture

Instead of tossing away unwanted items in good condition, participants wondered if community events to swap or upcycle goods would help reduce clutter and enable community bonding within Bukit Gombak estates.

How might we encourage residents to get to know each other while upcycling or swapping items?



Design considerations

After conducting the idea generation exercise, teams then proceeded to produce a design criteria to inform their eventual interventions/prototypes. The design criteria is crucial in ensuring that the objectives of the opportunity (expressed in the How Might We statement) are met.

1 Encourages residents to think of the needs of their neighbours (e.g., elderly, those with disabilities)

2 Builds awareness amongst residents around the issue of cluttering and why it is relevant to them

3 Provides clear information around the issue of cluttering to clarify desired social behaviour(s)

4 Nurtures a sense of ownership amongst residents to understand and resolve future neighbour disputes around cluttering



Interventions & Experiments

With the four design considerations in mind, both teams did a rapid testing sprint with their low fidelity prototypes – done up using paper, markers and cardboard.

Sprint 1 (Low Fidelity) Testing:

Testing out low-fidelity prototypes in a rapid sprint helps to improve the detailed design of the prototype based on user feedback.



Rapid testing locations:

Location	No. of responses
Hillview Community Centre	20 users
Hillview MRT Station	25 users



Can we have more enforcement by the community and government to solve the cluttered corridor issue?

- User Feedback at Hillview MRT Station





Interventions & Experiments

After receiving quick feedback from users, both teams then went on to improve and create medium-high fidelity prototypes for a second testing sprint within their chosen locations.

Sprint 2 (Med-High Fidelity) Testing:

Testing out med-high fidelity prototypes in-situ allows for the observations on how users interact and respond to the prototypes (e.g., via surveys) in real life.

Types of prototypes and locations of testing:

Team	Estate	Location/Prototype: Poster and Floor Decal)	Location/Prototypes: Wet Wipe Flyer
2	Guilin, Blk 536	X6 lift landings X3 lifts	X28 households
	Goodview, Blk 385	X6 lift landings X4 lifts	X24 households
	Sunshine, Blk 531	X6 lift landings X2 lifts	X15 households
		Location/Prototype: Poster	
3	Goodview, Blk 385 and 386	X2 common areas	



Interventions & Experiments

While both teams chose to focus on the awareness and communication aspect to encourage and nudge the right behaviour, they differed in messaging approaches:

TEAM 2

From low to med-high fidelity prototypes:

Team 2 decided to merge two awareness posters into one, but also created a floor decal out of the same design. Finally, they created wet wipe ‘flyers’ as a form of communication material.



1

Message: Did you know? (about current regulations)

Using Covid-19 regulations around safety distancing as the main concept, both the poster and floor decal pointed out SCDF’s 1.2m regulations as the focal point for users to take note of.

2

Message: Can you help your neighbours?

Using the concept of neighbourhood personas, Team 2 used the perspectives of an elderly person, a mother and a Person with Disabilities (PWD) to create distinct key messages around safety and convenience for everyone on wet wipe ‘stickers’.

TEAM 3

From low to med-high fidelity prototypes:

Team 3 decided to merge two prototypes – (1) an anonymous Wall of Shame and an (2) awareness poster into a finalized poster with a digital survey via a scannable QR code.

1

Message: What’s wrong? (with current behaviours)

By shining a spotlight on undesirable behaviours, Team 3 depicted three scenarios of cluttering to encourage neighbours to do otherwise and tidy up their clutter.





Intervention Learnings

Across both teams, these prototypes were left in-situ for testing between 1-2 weeks. Digital surveys were also conducted to understand what people understood of them and their thoughts about corridor cluttering.

1

Awareness

How well did users understand the issue of corridor cluttering before/after testing?

- Most residents were already aware of the issue around corridor clutter and its impact on neighbourhoods.
- However, while more than 60% of Team 3's respondents felt affected by clutter, about 50% of Team 2's respondents were not. This suggests that clutter may not be impacting as many blocks within the Bukit Gombak estate currently.

2

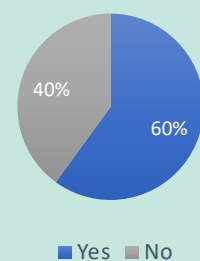
Comprehension

How well did users understand the prototype and what it was about?

- Team 2 received a high score of 4.25 (out of 5) in terms of comprehension and visual understanding of the issue across all prototypes.
- However, Team 3 received split results, with some residents feeling neutral about the prototype's messages. This shows the need for further tweaking in the future to ensure that all understand the message's intention.

A total of 53 responses were collected by Team 2 and 3 across 5 different sites around Bukit Gombak

Team 3 - Affected by Clutter



Team 2 – Comprehension and Visual Understanding





Intervention Learnings

3

Relevance

How relevant did users find the prototypes in their lives and community?

- Both teams received a high score for relevance.
- Residents surveyed by Team 3 were most impacted by clothing racks or laundry being dried haphazardly along corridors. Excess furniture was the second contributor to corridor clutter, while decorations and bicycles were pointed out as other types of common clutter.

4

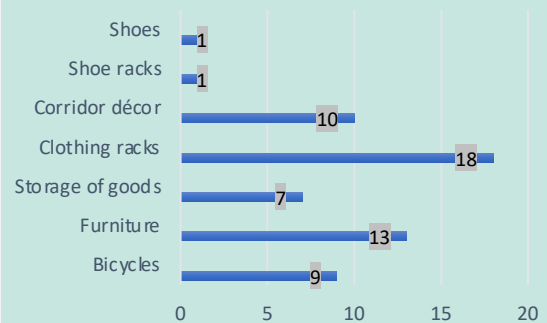
Accountability

Whose responsibility did users think solving the issue of cluttering belonged to?

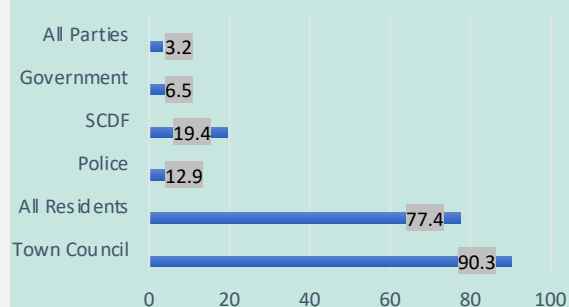
- 70% of residents surveyed by Team 3 would approach the town council if they felt impacted by the corridor clutter, while only a minority would approach their neighbour directly to discuss the problem. A third group would leave the problem as it is and not approach their neighbours at all.
- On a positive note, the majority of Team 2's respondents noted that it was the responsibility of all residents to deal with the issue of clutter found at individual blocks and around the community.

A total of 24 responses was collected by Team 3 across 2 different sites around Bukit Gombak

Team 3 - Impact by Clutter Type



Team 3 - Whose responsibility is it?





Next Steps



L to R: Team 3 and 2 respectively receiving their certificates of participation from Advisor Low Yen Ling at the last LOHI session

In summary, results from the surveys showed that residents were aware of the issue of corridor clutter. Some blocks were more affected by errant neighbours – with behaviours such as drying their clothes on clothing racks and storing excess furniture outside their flats cited as undesirable.

Across all prototypes, Team 2’s differentiated approach in borrowing the concept of ‘safety distancing’ from the Covid-19 pandemic and utilising personas most affected by corridor clutter such as the elderly or parents with prams were useful visual prompts in getting residents to think and respond to the issue of clutter.

Notably, residents were split about whose onus it was to solve corridor clutter. While the majority still preferred to let the town council handle such affairs, a growing minority wish to settle clutter affairs neighbour to neighbour. Such a mindset should continue to be encouraged, so that residents can feel empowered and supported in taking ownership and solving for corridor clutter.



Learning Points



Insights

What did we learn from Love Our 'Hood Initiative @ Bukit Gombak?

1 Existing dependency on top-down enforcement to solve municipal issues

Overall, both issues around illegal parking and cluttered corridors were thought to be first and foremost the responsibility of statutory boards and government representatives e.g., town council, Land Transport Authority etc.

Residents felt they did not have much say or autonomy over solving these issues, neither did they know how to go about solving them. Additionally, they felt they lacked the legitimacy to enforce existing regulations, or even take ownership of creating new norms and behaviours with others. Hence, leaving it up to 'the government' was a preferred choice.

2 Many stakeholders but lack of clear problem owner for certain issues i.e., illegal parking

In the case of illegal parking around Bukit Gombak, participants pointed out that the issue affected and involved many stakeholders e.g., store owners, residents, visitors, the town council and LTA etc. However, it was unclear who the 'real' problem owner was, and who should be accountable for solving the issue.

As mentioned in Insight 1, since the issue fell into a grey area, participants had to create new social norms via prototyping to understand the impact on each stakeholder, and what each of them could do to start and maintain social norms around responsible parking and driving behaviours.



Insights

What did we learn from Love Our 'Hood Initiative @ Bukit Gombak?

3 Awkwardness between neighbours to openly communicate

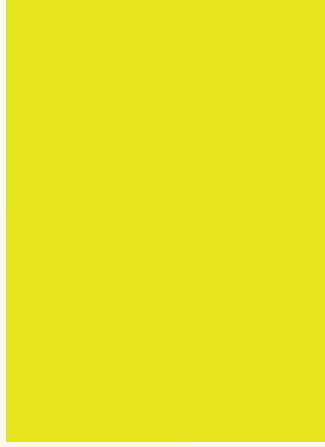
What does it mean to be a good neighbour and be considerate towards others? As seen by the survey results, most residents would rather report neighbour disputes to government representatives rather than communicating directly with their own block neighbours, due to the desire to avoid direct confrontations.

There is further work to be done in encouraging neighbours to get to know each other organically and overcome the awkwardness of communicating with neighbours when disputes arise.

4 Need for new ways of communicating and solving issues neighbour to neighbour

As mentioned in Insight 3, what are alternative methods of recourse when disputes do arise between neighbours? In the presence of existing regulations, reminders to adhere to them are easier, as errant residents are legally obligated to abide by them. However, when faced with the lack of regulations, neighbours must come up with new social norms and undergo the process of consensus building. Both are not easy and do not come naturally to most residents.

As such, new ways of communication and dispute resolution should be explored to encourage all residents to take ownership of municipal issues.



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Organisations

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Bukit Gombak CCC

Chua Chu Kang Town Council

Land Transport Authority

Singapore Kindness Movement

