

MUNICIPAL SERVICES AWARDS 2024 FREQUENTLY ASKED QUESTIONS

Q1: What are municipal issues?

A1: Municipal issues refer to:

- Disamenities to residents (e.g., public safety issues like cracked wall, potholes, flooding, vectors, obstruction, illegal parking, illegal smoking, animal issues, mosquitoes, rodents)
- Matters arising from the need for infrastructure or connectivity-related facilities (e.g., lifts, playground, common areas)
- Situations that call for improvement to the living environment (e.g., cleanliness, unmaintained greenery)

Examples of non-municipal issues:

- Giving aid to public on social/financial/job search assistance
- Law and order/Crime prevention efforts
- Upcycling, Home Improvement Programme (HIP)
- Busking, begging, homeless person/issues
- Traffic congestion, road rage, traffic offences, public transport
- Food hygiene

Q2: What is the qualifying period and closing date for the nomination?

A2: The qualifying period for 2024 nominations is 1 Mar 2023 to 28 Feb 2024. For projects that straddle across years, the nominations can be submitted if they are completed within the qualifying period and have not been submitted in previous years. The closing date for nomination is 28 Feb 2024 and late entries will be disqualified.

Q3: Why is the closing date not extended beyond the qualifying period?

A3: A two-month period is sufficient as agencies would have reviewed suitable cases for nominations for this annual award. Projects that do not qualify for this round can be included in the following year.

Q4: Can I nominate vendors/suppliers/contractors/sub-contractors?

A4: No. **Do not** nominate your vendors/suppliers/contractors/sub-contractors who are paid to do their work or individuals who have a private relationship with you.

Q5: Must the project be completed?

A5: Yes. The project must be completed before the submission of nomination.

Q6: Why should I include photographs in my nomination?

A6: Photographs of the project or officers being shown in action can augment the write-up and better demonstrate the positive mindset or behaviour that we want to recognise. It will also help in profiling the projects and nominees.

Q7: Where can I find details of previous years' winners?

A7: You can find the details here: <https://www.mnd.gov.sg/mso/municipal-matters/awards>.

Q8: What is the difference between the Municipal Services Awards' Community Category and the Love Our 'Hood Award?

A8: The Love Our 'Hood Award is to recognise community groups which address multiple issues, whereas the Community Category recognises projects which may only address a single issue. Unlike the Community Category where projects must be completed within a qualifying period, the Love Our 'Hood Award does not have a qualifying period for community groups as many efforts are ongoing and sustained over a long time.