

**FY2015 Town Council Management Report (TCMR)
Results for Apr 2015 – Sep 2015**

Town Council*	Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management
Aljunied-Hougang-Punggol East				See footnote [#]
Ang Mo Kio				
Bishan-Toa Payoh				
Chua Chu Kang				
East Coast				
Holland-Bukit Panjang				
Jurong				
Marine Parade				
Moulmein-Kallang				
Nee Soon				
Pasir Ris-Punggol				
Potong Pasir				
Sembawang				
Tampines				
Tanjong Pagar				
West Coast				

[#] At the point of the TCMR release on 30 May 2016, the Town Council (TC)'s S&CC Arrears Management indicator was reflected as "Pending" as the first two monthly progress reports by the TC's independent accountant, KPMG, dated 15 April 2016 and 13 May 2016 stated that the TC's S&CC arrears management and reporting was an audit point that was still undergoing review.

[Update on 20 November 2017] KPMG had, in its monthly progress report dated 15 September 2017, stated that the TC had resolved the audit point. Based on the revised FY2015 monthly S&CC arrears figures submitted by the TC to MND subsequently, the TC was banded "Red" in the FY2015 TCMR.

*** Please click on the respective Town Council to view the qualitative observations for their FY2015 TCMR results.**

Note: The Corporate Governance Indicator is not available for the shortened assessment period.

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Aljunied-Hougang-Punggol East Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management
Green	Amber	Green	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	12%
5	Human/animal faeces	4%

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	28%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	10%
3	Exposed wiring/trunking, unlocked socket outlets	9%
4	Damaged plaster/large cracks/spalling concrete	5%
5	Damaged building fixtures	4%

At the point of the TCMR release on 30 May 2016, the Town Council’s S&CC Arrears Management score was pending the outcome of KPMG’s¹ review of the Town Council’s S&CC arrears management and reporting.

¹ KPMG has been appointed by the Town Council (TC), pursuant to an order given by the Court of Appeal, to look into the TC’s outstanding non-compliances of section 35(c) of the TCs Act and to establish if any past payments made by the TC were improperly made and ought to be recovered. KPMG had, in its first two monthly progress reports dated 15 Apr 2016 and 13 May 2016, highlighted that the TC’s S&CC arrears management and reporting was one of the 15 audit points which the TC had yet to resolve.

[Update for S&CC Arrears Management on 20 Nov 2017]

Based on the revised FY2015 monthly S&CC arrears figures submitted by the Town Council to MND, the Town Council was banded "Red" for S&CC arrears management, as 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.

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Ang Mo Kio Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management

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	Stain and litter	40%
2	Dumped bulky refuse	26%
3	Moss/cobwebs	22%
4	Graffiti	9%
5	Human/animal faeces	4%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	42%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	10%
3	Damaged plaster/large cracks/spalling concrete	6%
4	Exposed wiring/trunking, unlocked socket outlets	5%
5	Damaged building fixtures	3%

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Bishan-Toa Payoh Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management

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	34%
2	Stain and litter	33%
3	Moss/cobwebs	18%
4	Graffiti	8%
5	Human/animal faeces	7%

	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 outlets	6%
4	Damaged plaster/large cracks/spalling concrete	5%
5	Unauthorised fixtures/encroachment on open spaces	4%

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Chua Chu Kang Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management
Green	Amber	Green	Green

The Town Council has achieved “Green” for Estate Cleanliness, Lift Performance and S&CC Arrears Management.

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	30%
3	Moss/cobwebs	17%
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	36%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	17%
3	Damaged plaster/large cracks/spalling concrete	4%
4	Exposed wiring/trunking, unlocked socket outlets	3%
5	Defective/damaged refuse hoppers	3%

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East Coast Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management
Green	Amber	Green	Green

The Town Council has achieved “Green” for Estate Cleanliness, Lift Performance and S&CC Arrears Management.

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

	Type of Cleanliness Observations	% of Total Observations
1	Dumped bulky refuse	39%
2	Stain and litter	30%
3	Moss/cobwebs	15%
4	Graffiti	10%
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	32%
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	Missing/damaged gratings/floor traps	3%

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Holland-Bukit Panjang Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management
Green	Amber	Green	Green

The Town Council has achieved “Green” for Estate Cleanliness, Lift Performance and S&CC Arrears Management.

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	30%
3	Moss/cobwebs	23%
4	Graffiti	7%
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	40%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	16%
3	Corroded/damaged railing, railing footing/base/joints	4%
4	Damaged plaster/large cracks/spalling concrete	4%
5	Plants/weeds growing on walls, joints, pipes and gutters	4%

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Jurong Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management
Green	Amber	Green	Green

The Town Council has achieved “Green” for Estate Cleanliness, Lift Performance and S&CC Arrears Management.

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	33%
3	Moss/cobwebs	18%
4	Graffiti	12%
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	35%
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	6%
5	Plants/weeds growing on walls, joints, pipes and gutters	3%

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Marine Parade Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management

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	Stain and litter	37%
2	Dumped bulky refuse	26%
3	Moss/cobwebs	19%
4	Graffiti	12%
5	Human/animal faeces	6%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	35%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	20%
3	Unauthorised fixtures/encroachment on open spaces	5%
4	Damaged plaster/large cracks/spalling concrete	4%
5	Exposed wiring/trunking, unlocked socket outlets	4%

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Moulmein-Kallang Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management
Green	Amber	Green	Green

The Town Council has achieved “Green” for Estate Cleanliness, Lift Performance and S&CC Arrears Management.

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

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	34%
2	Dumped bulky refuse	33%
3	Moss/cobwebs	20%
4	Graffiti	9%
5	Human/animal faeces	4%

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	28%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	15%
3	Exposed wiring/trunking, unlocked socket outlets	7%
4	Damaged plaster/large cracks/spalling concrete	6%
5	Plants/weeds growing on walls, joints, pipes and gutters	3%

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[Nee Soon Town Council](#)

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management

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	Stain and litter	38%
2	Dumped bulky refuse	29%
3	Moss/cobwebs	22%
4	Graffiti	9%
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	17%
3	Damaged plaster/large cracks/spalling concrete	5%
4	Exposed wiring/trunking, unlocked socket outlets	5%
5	Plants/weeds growing on walls, joints, pipes and gutters	3%

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Pasir Ris-Punggol Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management
Green	Amber	Green	Green

The Town Council has achieved “Green” for Estate Cleanliness, Lift Performance and S&CC Arrears Management.

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

	Type of Cleanliness Observations	% of Total Observations
1	Dumped bulky refuse	43%
2	Stain and litter	30%
3	Moss/cobwebs	17%
4	Graffiti	6%
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	43%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	12%
3	Exposed wiring/trunking, unlocked socket outlets	7%
4	Defective/damaged refuse hoppers	4%
5	Damaged plaster/large cracks/spalling concrete	3%

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Potong Pasir Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management
Green	Amber	Green	Amber

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	33%
2	Stain and litter	32%
3	Moss/cobwebs	27%
4	Graffiti	5%
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	25%
2	Obstruction of common areas	25%
3	Missing/damaged gratings/floor traps	13%
4	Missing/expired fire extinguishers, defective/damaged fire fighting equipment	6%
5	Damaged or missing roof/ceiling/wall/floor tiles	6%

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

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Sembawang Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management
Green	Green	Green	Green

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	Stain and litter	38%
2	Dumped bulky refuse	34%
3	Moss/cobwebs	17%
4	Graffiti	8%
5	Human/animal faeces	3%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	53%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	13%
3	Damaged plaster/large cracks/spalling concrete	3%
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
Green	Amber	Green	Green

The Town Council has achieved “Green” for Estate Cleanliness, Lift Performance and S&CC Arrears Management.

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	30%
3	Moss/cobwebs	18%
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	31%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	13%
3	Damaged plaster/large cracks/spalling concrete	7%
4	Exposed wiring/trunking, unlocked socket outlets	6%
5	Missing/damaged gratings/floor traps	5%

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Tanjong Pagar Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management
Green	Amber	Green	Green

The Town Council has achieved “Green” for Estate Cleanliness, Lift Performance and S&CC Arrears Management.

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	15%
4	Graffiti	12%
5	Human/animal faeces	4%

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	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	5%
5	Plants/weeds growing on walls, joints, pipes and gutters	4%

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West Coast Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management
Green	Amber	Green	Green

The Town Council has achieved “Green” for Estate Cleanliness, Lift Performance and S&CC Arrears Management.

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

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	36%
2	Dumped bulky refuse	34%
3	Moss/cobwebs	17%
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	Obstruction of common areas	33%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	11%
3	Exposed wiring/trunking, unlocked socket outlets	6%
4	Damaged plaster/large cracks/spalling concrete	5%
5	Plants/weeds growing on walls, joints, pipes and gutters	3%

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