

**FY2016 Town Council Management Report (TCMR)
Results for Apr 2016 – Mar 2017**

Town Council*	Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management	Corporate Governance
Aljunied - Hougang	Green	Yellow	Green	Yellow	Red
Ang Mo Kio	Green	Green	Green	Green	Yellow
Bishan -Toa Payoh	Green	Yellow	Green	Green	Green
Chua Chu Kang	Green	Yellow	Green	Green	Green
East Coast - Fengshan	Green	Yellow	Green	Green	Green
Holland - Bukit Panjang	Green	Yellow	Green	Green	Green
Jalan Besar	Green	Yellow	Green	Green	Green
Jurong - Clementi	Green	Yellow	Green	Green	Green
Marine Parade	Green	Yellow	Green	Green	Green
Marsiling - Yew Tee	Green	Yellow	Green	Green	Green
Nee Soon	Green	Green	Green	Green	Green
Pasir Ris - Punggol	Green	Yellow	Green	Green	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 FY2016 TCMR results.

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Aljunied - Hougang Town Council

Estate Cleanliness	Estate Maintenance	Lift Performance	S&CC Arrears Management	Corporate Governance
Green	Amber	Green	Amber	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	39%
2	Stain and Litter	34%
3	Moss/cobwebs	13%
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	24%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	11%
3	Exposed wiring/trunking, unlocked socket outlets	9%
4	Damaged plaster/large cracks/spalling concrete	5%
5	Damaged building fixtures	4%

The Town Council is banded “Amber” for S&CC Arrears Management. More than 3% of their households had S&CC arrears overdue for 3 months or more. Also, more than 40% of their monthly S&CC collectible are overdue for 3 months or more.

The Town Council is banded “Red” for Corporate Governance as it had at least 2 observations from its auditor. The observations were: (i) late quarterly transfer to the sinking fund, (ii) waiver of quotation that was not in accordance with requirements under the Town Councils Financial Rules (TCFR), and (iii) fixed assets count report not certified by the Town Council in accordance with the requirements under the TCFR. 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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Ang Mo Kio Town Council

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

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	17%
4	Graffiti	11%
5	Human/animal faeces	5%

	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	7%
4	Exposed wiring/trunking, unlocked socket outlets	3%
5	Corroded/damaged railing, railing footing/base/joints	3%

The Town Council is banded “Amber” for Corporate Governance as it had 1 observation from its auditor. The Town Council had not sought approval from the correct approving authority for the waiver of quotations as required under Rule 73(12) of the TCFR.

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
Green	Amber	Green	Green	Green

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	34%
2	Stain and litter	29%
3	Moss/cobwebs	25%
4	Graffiti	7%
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	14%
3	Damaged plaster/large cracks/spalling concrete	5%
4	Exposed wiring/trunking, unlocked socket outlets	5%
5	Missing/damaged manhole covers	3%

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Chua Chu Kang Town Council

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

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	30%
3	Moss/cobwebs	19%
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	38%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	13%
3	Damaged plaster/large cracks/spalling concrete	4%
4	Plants/weeds growing on walls, joints, pipes and gutters	4%
5	Missing/damaged gratings/floor traps	3%

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East Coast - Fengshan Town Council

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

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	35%
2	Stain and litter	32%
3	Moss/cobwebs	23%
4	Graffiti	5%
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	30%
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	8%
5	Missing/damaged gratings/floor traps	4%

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Holland - Bukit Panjang Town Council

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

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	22%
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	37%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	12%
3	Damaged plaster/large cracks/spalling concrete	6%
4	Exposed wiring/trunking, unlocked socket outlets	4%
5	Plants/weeds growing on walls, joints, pipes and gutters	4%

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Jalan Besar Town Council

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

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	36%
2	Dumped bulky refuse	31%
3	Moss/cobwebs	16%
4	Graffiti	11%
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	29%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	13%
3	Damaged plaster/large cracks/spalling concrete	8%
4	Exposed wiring/trunking, unlocked socket outlets	6%
5	Corroded/damaged railing, railing footing/base/joints	4%

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Jurong - Clementi Town Council

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

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	38%
2	Dumped bulky refuse	32%
3	Moss/cobwebs	16%
4	Graffiti	10%
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	11%
3	Damaged plaster/large cracks/spalling concrete	8%
4	Exposed wiring/trunking, unlocked socket outlets	5%
5	Plants/weeds growing on walls, joints, pipes and gutters	4%

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Marine Parade Town Council

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

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	36%
2	Dumped bulky refuse	31%
3	Moss/cobwebs	19%
4	Graffiti	9%
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	36%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	19%
3	Damaged plaster/large cracks/spalling concrete	6%
4	Exposed wiring/trunking, unlocked socket outlets	4%
5	Plants/weeds growing on walls, joints, pipes and gutters	3%

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Marsiling - Yew Tee Town Council

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

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	36%
2	Dumped bulky refuse	34%
3	Moss/cobwebs	15%
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	41%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	16%
3	Damaged plaster/large cracks/spalling concrete	4%
4	Exposed wiring/trunking, unlocked socket outlets	3%
5	Plants/weeds growing on walls, joints, pipes and gutters	3%

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Neer 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	34%
2	Moss/cobwebs	28%
3	Dumped bulky refuse	25%
4	Graffiti	9%
5	Human/animal faeces	4%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	41%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	16%
3	Damaged plaster/large cracks/spalling concrete	6%
4	Plants/weeds growing on walls, joints, pipes and gutters	3%
5	Exposed wiring/trunking, unlocked socket outlets	3%

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Pasir Ris - Punggol Town Council

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

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	43%
2	Stain and litter	30%
3	Moss/cobwebs	17%
4	Graffiti	6%
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	41%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	10%
3	Exposed wiring/trunking, unlocked socket outlets	7%
4	Damaged plaster/large cracks/spalling concrete	4%
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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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	Dumped bulky refuse	37%
2	Stain and litter	36%
3	Moss/cobwebs	15%
4	Graffiti	9%
5	Human/animal faeces	2%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	55%
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	Plants/weeds growing on walls, joints, pipes and gutters	2%

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Tampines Town Council

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

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	33%
3	Moss/cobwebs	18%
4	Graffiti	10%
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	30%
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	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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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	35%
2	Dumped bulky refuse	33%
3	Moss/cobwebs	16%
4	Graffiti	11%
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	17%
3	Damaged plaster/large cracks/spalling concrete	5%
4	Exposed wiring/trunking, unlocked socket outlets	4%
5	Unauthorised fixtures/encroachment on open spaces	4%

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West Coast Town Council

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

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	35%
3	Moss/cobwebs	13%
4	Graffiti	10%
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	35%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	11%
3	Damaged plaster/large cracks/spalling concrete	5%
4	Corroded/damaged railing, railing footing/base/joints	3%
5	Exposed wiring/trunking, unlocked socket outlets	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.