

**FY2017 Town Council Management Report (TCMR)  
Results for Apr 2017 – Mar 2018**

<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	Green	Yellow	Green	Green	Yellow
Ang Mo Kio	Green	Green	Green	Green	Green
Bishan -Toa Payoh	Green	Green	Green	Green	Yellow
Chua Chu Kang	Green	Green	Green	Green	Green
East Coast - Fengshan	Green	Yellow	Green	Green	Green
Holland - Bukit Panjang	Green	Green	Green	Green	Green
Jalan Besar	Green	Yellow	Green	Green	Green
Jurong - Clementi	Green	Yellow	Green	Green	Green
Marine Parade	Green	Green	Green	Green	Green
Marsiling - Yew Tee	Green	Green	Green	Green	Green
Nee Soon	Green	Green	Green	Green	Green
Pasir Ris - Punggol	Green	Green	Green	Green	Green
Sembawang	Green	Green	Green	Green	Green
Tampines	Green	Yellow	Green	Green	Yellow
Tanjong Pagar	Green	Green	Green	Green	Yellow
West Coast	Green	Green	Green	Green	Green

\* Please click on the respective Town Council to view the qualitative observations for their FY2017 TCMR results.

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### FY2017 TCMR: Qualitative Observations for Individual Town Council

#### Aljunied - Hougang Town Council

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

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	36%
3	Moss/cobwebs	12%
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	27%
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	6%
5	Damaged building fixtures	5%

The Town Council is banded “Amber” for Corporate Governance for failure to maintain updated accounts and records of expenses due to an internal control weakness where the Town Council failed to record expenses incurred in a timely manner. This was also the reason why the auditor had qualified the Town Council’s financial statements. 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

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	43%
2	Dumped bulky refuse	28%
3	Moss/cobwebs	15%
4	Graffiti	11%
5	Human/animal faeces	4%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	46%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	11%
3	Damaged plaster/large cracks/spalling concrete	6%
4	Exposed wiring/trunking, unlocked socket outlets	3%
5	Corroded/damaged railing, railing footing/base/joints	3%

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	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	35%
2	Dumped bulky refuse	29%
3	Moss/cobwebs	23%
4	Graffiti	8%
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	15%
3	Damaged plaster/large cracks/spalling concrete	7%
4	Exposed wiring/trunking, unlocked socket outlets	4%
5	Plants/weeds growing on walls, joints, pipes and gutters	4%

The Town Council is banded “Amber” for Corporate Governance as the accepted quotations were not circulated to the Town Council for information as required in the Town Councils Financial Rules. 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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#### Chua Chu Kang 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	27%
3	Moss/cobwebs	18%
4	Graffiti	10%
5	Human/animal faeces	4%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	50%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	11%
3	Damaged plaster/large cracks/spalling concrete	5%
4	Plants/weeds growing on walls, joints, pipes and gutters	3%
5	Exposed wiring/trunking, unlocked socket outlets	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	39%
2	Stain and litter	34%
3	Moss/cobwebs	17%
4	Human/animal faeces	5%
5	Graffiti	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	33%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	11%
3	Damaged plaster/large cracks/spalling concrete	9%
4	Exposed wiring/trunking, unlocked socket outlets	8%
5	Badly weathered floor, e.g. with pot holes	5%

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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#### Holland - Bukit Panjang 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	39%
2	Stain and litter	31%
3	Moss/cobwebs	17%
4	Graffiti	9%
5	Human/animal faeces	4%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	44%
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	4%
5	Badly weathered floor, e.g. with pot holes	3%

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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	38%
2	Dumped bulky refuse	34%
3	Moss/cobwebs	16%
4	Graffiti	10%
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	35%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	15%
3	Damaged plaster/large cracks/spalling concrete	8%
4	Exposed wiring/trunking, unlocked socket outlets	4%
5	Plants/weeds growing on walls, joints, pipes and gutters	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	41%
2	Dumped bulky refuse	32%
3	Moss/cobwebs	14%
4	Graffiti	10%
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	35%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	13%
3	Damaged plaster/large cracks/spalling concrete	9%
4	Plants/weeds growing on walls, joints, pipes and gutters	5%
5	Corroded/damaged railing, railing footing/base/joints	5%

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#### 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	37%
2	Dumped bulky refuse	32%
3	Moss/cobwebs	19%
4	Graffiti	8%
5	Human/animal faeces	4%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	39%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	20%
3	Damaged plaster/large cracks/spalling concrete	7%
4	Exposed wiring/trunking, unlocked socket outlets	3%
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

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	36%
2	Stain and litter	36%
3	Moss/cobwebs	16%
4	Graffiti	9%
5	Human/animal faeces	2%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	51%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	19%
3	Damaged plaster/large cracks/spalling concrete	4%
4	Corroded/damaged railing, railing footing/base/joints	3%
5	Plants/weeds growing on walls, joints, pipes and gutters	2%

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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	42%
2	Dumped bulky refuse	29%
3	Moss/cobwebs	18%
4	Graffiti	7%
5	Human/animal faeces	4%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	53%
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 outlets	3%
5	Plants/weeds growing on walls, joints, pipes and gutters	2%

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#### Pasir Ris - Punggol 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	43%
2	Stain and litter	33%
3	Moss/cobwebs	13%
4	Graffiti	6%
5	Human/animal faeces	4%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	47%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	12%
3	Exposed wiring/trunking, unlocked socket outlets	6%
4	Damaged plaster/large cracks/spalling concrete	5%
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	42%
2	Stain and litter	39%
3	Moss/cobwebs	10%
4	Graffiti	6%
5	Human/animal faeces	2%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	66%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	12%
3	Damaged plaster/large cracks/spalling concrete	5%
4	Corroded/damaged railing, railing footing/base/joints	2%
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	2%

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#### Tampines Town Council

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

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	31%
3	Moss/cobwebs	18%
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	33%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	15%
3	Damaged plaster/large cracks/spalling concrete	8%
4	Exposed wiring/trunking, unlocked socket outlets	5%
5	Damaged building fixtures	4%

The Town Council is banded “Amber” for Corporate Governance as the incorrect amount was transferred from the Operating Fund to the Sinking Fund and Lift Replacement Fund. The Town Council had identified the computational error and rectified it, but it is still considered a case of non-compliance as the correct amount was not transferred within one month after the end of the quarter. 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
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	34%
3	Moss/cobwebs	15%
4	Graffiti	9%
5	Human/animal faeces	4%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	38%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	21%
3	Damaged plaster/large cracks/spalling concrete	7%
4	Exposed wiring/trunking, unlocked socket outlets	4%
5	Plants/weeds growing on walls, joints, pipes and gutters	3%

The Town Council is banded “Amber” for Corporate Governance as the approval for the transfer of budget from other areas to “Cleaning and Utilities Expenses” was obtained only after the expenditure was incurred. 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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#### West Coast 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	35%
3	Moss/cobwebs	13%
4	Graffiti	9%
5	Human/animal faeces	3%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	45%
2	Unauthorised fixtures, e.g. blinds mounted as a sun shade	13%
3	Damaged plaster/large cracks/spalling concrete	6%
4	Corroded/damaged railing, railing footing/base/joints	4%
5	Exposed wiring/trunking, unlocked socket outlets	3%

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