

Dear Residents,

The Ministry of National Development (MND) has announced the 3rd Town Council Management Report (TCMR) Results on 8 July 2011. We would like to express our heartfelt thanks to residents for helping us to achieve the following results :

Here are our results of the 3rd TCMR from October 2010 to March 2011:

Cleanliness of Estate	Estate Maintenance	Lift Performance		S&CC Arrears	
		Lift Breakdown	ARD failure	Households in arrears	Amount in arrears
Level 1	Level 2	Level 1	Level 1	Level 1	Level 1

As compared to the last TCMR (April 2010 to September 2010), we have maintained the same results with your help. Overall, we have attained Level 1 for five categories and Level 2 for Estate Maintenance.

3rd TCMR: Breakdown of cleanliness and maintenance observations (up to top 5 categories)

Note: Results are based on estate inspections conducted by HDB from October 2010 to March 2011. Under the “Cleanliness” indicator, the breakdown of observations may contain only 3 or 4 categories as the cleanliness observations recorded in the towns fall within the top 3 or 4 categories.

	Type of Cleanliness Observations	% of Total Observations
1	Graffiti/stain/moss/cobwebs on walls/ceilings/fittings etc	53%
2	Dumped bulky refuse	35%
3	Stain/litter found on floor	11%
4	Others	1%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	17%
2	Unauthorised structures	11%
3	Damaged plaster/large cracks/spalling concrete/peeling paint work	7%

4	Corroded/stained/leaked mossy pipes/taps, unlocked taps	7%
5	Damaged/exposed/unlocked wiring/trunking/socket outlet	7%

Under the Estate Maintenance category, we have streamlined it further to focus on the top five defect categories, they are:

1) Obstruction of common corridors



2) Unauthorised structures at common areas



3) Paint work peeling



4) Mossy pipes



5) Missing PVC trunking



We will maintain our performance as well as improve on our work process, continue to brainstorm on new ideas to cut down maintenance defects. We will like to take this opportunity to appeal to our residents to keep our corridors free of obstructions and remove any unauthorised structure. Residents are also advised to refrain from littering and dumping of bulky refuse.

Sembawang-Nee Soon Town Council will continue to do our part and we welcome suggestions or feedback from residents. Please do contact us at Tel: 6368 3100 or email us at feedback@sbtc.org.sg.

Together we can make Sembawang-Nee Soon a Cleaner and Safer Town!