

CHAIRMAN'S MESSAGE

Dear Residents,

Warm greetings!

I am pleased to present the Town Council's Annual Report for Financial Year 2021, which has been a year of transition – domestically, with our steadfast progress towards living with COVID-19 and internationally, with a post-pandemic recovery and geopolitical events driving inflation. All of these have impacted Town Council operations significantly.

Charting New Territory

With effect from 1 February 2022, the Town Council has assumed direct management of its estate operations and other key functions. The move to direct management will allow the Town Council to strategically review and transform every aspect of its operations in the coming months and years, so that it can serve you, our residents better, and well into the future.

Welcoming New Families

This past year, we welcomed residents of new HDB Built-to-Order flats at Blocks 466A and 465A Clementi Peak. I hope you have settled in well. The Town Council looks forward to hearing from you, and will continue to improve its services and amenities so that your new home will always be a place that you can feel proud of.

Managing our Finances Prudently

The Town Council achieved a surplus of \$0.8 million despite rising operating costs and one-off expenses in the transition to direct management.

The Town Council expects its operating costs to continue rising in the coming years, with ageing flats, more facilities added over the years and requiring maintenance, and rising energy, labour and material costs. Against this challenging backdrop, the Town Council will continue to find ways to operate efficiently, maximise value and manage its finances prudently.

Improving Lift Safety

The Town Council started the Lift Enhancement Programme in 2018 to install additional safety features in its lifts, including protective devices to prevent unintended movement and over-speeding of lift cars, as well as light curtain sensors for lift doors. This programme is now into its fourth year, and we have completed the enhancement of 756 out of 1,734 lifts. The remaining enhancement works will be progressively carried out in the next four to five years.

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Sustaining the Lift Replacement Programme

In Financial Year 2021, the Town Council spent \$10.05M on the cyclical renewal of lift parts, both mechanical and electrical, and the replacement of lifts at the following 25 blocks:

- 288A, Bukit Batok St 25, Lift A and B
- 288B, Bukit Batok St 25, Lift A and B
- 288C, Bukit Batok St 25, Lift A, B and C
- 288D, Bukit Batok St 25, Lift A, B and C
- 288G, Bukit Batok St 25, Lift A and B
- 288H, Bukit Batok St 25, Lift A
- 289A, Bukit Batok St 25, Lift A and B
- 289B, Bukit Batok St 25, Lift A and B
- 289C, Bukit Batok St 25, Lift A and B
- 289D, Bukit Batok St 25, Lift A and B
- 289E, Bukit Batok St 25, Lift A, B and C
- 289H, Bukit Batok St 25, Lift A
- 290A, Bukit Batok St 24, Lift A and B
- 290B, Bukit Batok St 24, Lift A and B
- 290C, Bukit Batok East Ave 3, Lift A and B
- 290D, Bukit Batok East Ave 3, Lift A, B and C
- 290E, Bukit Batok St 24, Lift A and B
- 290F, Bukit Batok St 24, Lift A and B
- 290G, Bukit Batok St 24, Lift A, B and C
- 291A, Bukit Batok St 24, Lift A, B and C
- 291B, Bukit Batok St 24, Lift A and B
- 291C, Bukit Batok St 24, Lift A and B
- 291D, Bukit Batok St 24, Lift A and B
- 291E, Bukit Batok St 24, Lift A and B
- 154A, Bukit Batok West Ave 8, Lift A

Keeping Our Estates in Good Condition

A total of \$52.3 million was spent in Financial Year 2021 on routine cleaning and upkeep of the HDB residential estates, commercial premises and carparks within Jurong-Clementi Town, and for the general running of the Town Council. Another \$13.9 million was spent in Financial Year 2021 on cyclical maintenance, which included:

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- Repairs and redecorations / repainting at 51 blocks
- Replacement of various mechanical and electrical services, including rewiring, replacement of water pumps, water pipes, refuse handling equipment, alert alarm system and lining of water tanks at 64 blocks

Pressing on with Improvement and Upgrading Programmes

To improve connectivity and convenience for residents, encourage a healthier lifestyle and promote social cohesion and bonding, the Town Council has continued to add amenities and upgrade facilities including covered linkways, pick-up and drop-off points, multi-generational fitness corners, playgrounds, jogging and cycling tracks, as well as the rejuvenation of recreational and community spaces.

We tapped on Community Improvement Projects Committee funds to complete the following:

1. Construction of:

- Residents' Corner at Block 534 Jurong West Street 52
- High linkway roof at Nature View Estate
- Community Garden near Block 366 Corporation Drive

2. Upgrading of:

- Study Corner and Residents' corner at Block 106 Bukit Batok Central
- BBQ Pits at Block 236 Jurong East Street 21
- Children's Playground at Block 517D Jurong West Street 52
- Children's Playground at Block 529 Jurong West Street 52
- Community Garden at Block 350 Corporation Drive

Revitalisation of Shops (ROS) Scheme

Town centres and neighbourhood shopping areas continue to be vital spaces in our local communities, by providing essential services and convenience to residents and promoting interactions and bonding. To ensure these remain as vibrant spaces, the Town Council works with retailers and local merchant associations through the ROS scheme to refresh and upgrade these spaces regularly. For Financial Year 2021:

ROS completed:

- Blocks 150 to 159, 164 and 166 Bukit Batok Street 11/West Avenue 6.

Neighbourhood Renewal Programme (NRP)

The NRP aims to upgrade and rejuvenate the surroundings of older HDB estates and is fully funded by the Government.

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NRP at Design Stage

- Blocks 188 to 193 and 297 to 299 Bukit Batok West Avenue 6 and Street 22
- Blocks 468 to 473 Jurong West Street 41
- Blocks 331 to 338 & 340 Jurong East Ave 1
- Blocks 357 to 363 & 365 to 369 Yung An Road / Corporation Drive
- Blocks 345 to 355 Kang Ching Road / Corporation Drive

NRP at Construction Stage

- Blocks 321 to 336 Tah Ching Road and Kang Ching Road
- Blocks 188 to 193 and 297 to 299 Bukit Batok West Avenue 6 and Street 22

NRP completed

- Block 432 to 440 Jurong West Ave 1 and Street 42

Sustainability and Action for Green Towns (AGT)

The Action for Green Towns initiative is a collaboration among the 15 PAP Town Councils to level up sustainability practices within our communities, in support of the Singapore Green Plan 2030. The initiative aims to galvanise and partner residents, thought leaders in the sustainability domains, town management stakeholders and service providers to work towards making every PAP-managed town zero waste, energy efficient and greener by 2025. Each PAP TC will have a Sustainability Champion among its elected members and for the Town Council, we have Shawn Huang, MP for Jurong GRC.

In support of the AGT, we implemented efforts such as greening the rooftops of multi-storey carparks, increased the number of blue bins around our estates to make recycling more accessible to residents, increased the number of e-waste collection points so residents can dispose of their electronic waste in a safe and responsible manner, boosted our energy-efficient practices, and increased the number of community gardens, parks and trees in our surroundings.

To increase green cover in the neighbourhood and enable residents to engage in meaningful activities especially during the pandemic, community gardens were created in our estates. To date, we have 56 community gardens across the Town.

Most of our lamps have been converted to energy-saving LED lights. Our staircase landing LED lights are fitted with motion sensors that dim down to 30% where there is no movement, and increase to 100% when motion is detected. While our common corridors are fitted with LED lights with built-in timers which dim at different times of the day for energy efficiency. These efforts aligned with human traffic and usage help keep energy costs to a minimum.

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Solar panels have been installed on the rooftops of 233 HDB blocks across Jurong-Clementi Town. In Financial Year 2021, HDB announced the award of a tender under its SolarNova initiative that will see solar panels being installed on top of 533 blocks across Jurong-Clementi Town by around 2025.

A more recent effort was the upcycling of decommissioned parts from MRT trains – an effort that will continue from 2022 to 2025. Across the TCs, we aim to upcycle at least 1500 seats, 600 intercom covers, 300 LED light covers and 1400 handrails from trains. As the seats and covers are made of fibre reinforced polymer and not easily recyclable, this upcycling initiative will rescue about 14,400 kg of material from going to landfill.

Celebrating Our People Who Make All the Difference

The past year had been challenging, especially with the frequent adjustments to safe management measures and sanitisation intensities in our Covid-19 battle. The Town Council could not have kept our clean and green towns safe without the support of our staff, cleaners and Township Custodians. It gives us great pride to honour their time, hard work and sacrifice, and are pleased that their efforts are well recognised by both national agencies and the private sector. Our officers have also received numerous compliments for their determination, professionalism and hard work, especially during the Covid-19 period.

1. Clean and Green Singapore Awards

We are delighted to share that our cleaner, Madam Nengsih Binte Tasmin was recognised as one of the Best Cleaners in the HDB Estates category at the Clean and Green Singapore (CGS) Awards last year.

2. Appreciation by McDonald's Singapore

McDonald's Singapore too took time out to provide our cleaners some respite and appreciation, providing complimentary upsized McSpicy Extra Value Meals to the Town Council cleaners at a cleaner appreciation event early this year.

3. Municipal Services Award 2021

It brings me great honour to share that the Town Council won two "Team Category" Municipal Services (MSO) Awards last year. The MSO Awards celebrate innovative and resident-centric efforts in the delivery of day-to-day municipal services, and affirms the work of agencies and Town Councils as part of the OneService Recognition Framework. Our initiatives included improvements to the secure access system for restricted areas in HDB blocks, and the re-design of high-rise littering messages involving behavioural science, eye tracking, surveys and predictive modelling to reduce high-rise littering.

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Congratulations to the following staff for their initiative and winning the awards!

- Kam Teck Kwong
- Ng Wee Teck

Town Council Management Report

Through the collective effort of the team and its service partners, the Town Council has continued to achieve green bands in the latest annual Town Council Management Report in the areas of Estate Cleanliness, Estate Maintenance and Lift Performance. In arrears management in Service & Conservancy Charges (S&CC), the Town Council received an Amber rating. We empathise with residents who are in genuine financial difficulty, and we continue to work with social service offices to help eligible households clear their S&CC arrears. For other households in arrears, the Town Council will continue to issue reminders and take other recovery actions as appropriate.

Code of Governance

This code for Town Councils was introduced by the MND in June 2019 with the aim of achieving greater transparency and to raise the governance standards of town councils. Its objectives are (a) to enhance the effectiveness of town councils by sharing recommended governance practices; (b) to provide guidance to town councils; and (c) to improve the operations transparency of town councils to build trust and confidence.

Building upon the recommended framework, we strive to further strengthen our corporate governance standards, which include establishing an adequate system of risk management and internal controls to safeguard the interests of residents as well as the assets and facilities of the Town Council.

Risk Management and Internal Control

The Town Council has put in place a system of internal controls to address the risks within its processes and operations. Policies and procedures have also been reviewed to ensure that these internal controls continue to remain relevant and adequate. Notwithstanding, we will continue to enhance our risk management practices through an exercise to update key risks previously identified, and the formalisation of a more comprehensive framework. The Council is of the opinion that the internal controls in place are adequate and effective.

Selection, Appointment and Re-appointment of Town Councillors

The selection, appointment and re-appointment process of Town Councillors takes into consideration the composition of the Town Council and the relevant experience, skills and/or competencies of the members.

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In appointing the Town Councillors:

- (a) The Town Council utilises a referral process to search for potential candidates;
- (b) The Town Council considers a variety of factors, including relevant skills (e.g., audit, financial, etc), time commitment, and prior experience; and
- (c) At least two-thirds of the appointed Town Councillors must be residents of the HDB housing estates within the Town.

I wish to thank all Town Councillors for their contributions to the Town Council and dedication to serve residents.

Thank You

Many have played important roles in keeping our estates clean and green, and our neighbourhoods a place where residents are proud to call Home. I would like to thank our community leaders and partners, various government agencies, Town Council staff and most importantly, our residents – for their support to Jurong-Clementi Town Council.

Together, let's make a better neighbourhood.

Thank you.



Xie Yao Quan

Chairman

Jurong-Clementi Town Council