

CHAIRMAN'S MESSAGE

Dear Residents

#Together, A Better Neighbourhood

This was what we set out to do when we assumed direct management of Jurong-Clementi Town Council (TC) last financial year, with the aim of forging a closer relationship with, and serving, our residents better.

I am heartened to report an uptick in our overall service delivery and engagement with residents, who have been more forthcoming with compliments for the TC's efforts. Thank you for your positive support, constructive feedback, and patience in working with the team for a better Jurong-Clementi.

KEEPING UP THE STANDARDS

The efforts of our TC team are reflected in the improved performance for April 2022 to March 2023 Town Council Management Report (TCMR), and the 2022 Municipal Services Survey (MSS).

For the TCMR, the TC maintained our "Green" bands in Estate Cleanliness, Estate Maintenance and Lift Performance, while moving up to "Green" in Arrears Management for Service & Conservancy Charges.

The MSS is an annual year-long survey conducted by the Municipal Services Office (MSO) to understand residents' perceptions towards municipal services delivery in Singapore. For the last survey which ran from October 2021 to September 2022, I am pleased to report that 71% of our Jurong-Clementi HDB residents were satisfied with overall municipal service delivery, on par with the nation-wide average.

We assure residents we will continue to give our best towards keeping up and improving the standard of cleanliness and maintenance within our estates.

CATCHING UP ON MAINTENANCE AND UPGRADING WORKS POST-COVID

With the easing of COVID restrictions last year, the TC has worked hard to catch up on cyclical maintenance and upgrading works in our neighbourhoods.

1. Cyclical Maintenance

A total of \$13.81M was spent on cyclical maintenance, and these included:

- (a) Repairs, redecorations and/or repainting of HDB blocks
- (b) 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

CHAIRMAN'S MESSAGE

2. Community Improvement Projects

The TC also completed the following:

(a) Construction of:

- (i) Covered shelter over existing barrier-free accessibility ramp at Blk 229 Jurong East Street 21
- (ii) Covered linkway from Blk 425 Jurong West Avenue 1 to Blk 496 Jurong West Street 41
- (iii) Drop-off point at Blk 227 Bukit Batok Central
- (iv) Covered linkway from Blk 642 to existing covered linkway of overhead bridge at Bukit Batok Central
- (v) Covered linkway from Blk 119 to 131 of Bukit Batok West Ave 6
- (vi) Drop-off point at Blk 227 Bukit Batok Central
- (vii) Railings along footpaths at Blk 179 Yung Sheng Road
- (viii) Banner structures near Blk 138 Yuan Ching Road and Blk 140 Corporation Drive
- (ix) Two-tiered bicycle racks at Blk 359 and 361 Yung An Road & Blk 184 Yung Sheng Road

(b) Upgrading of:

- (i) Bukit Batok Neighborhood Park
- (ii) Multi-purpose hall at Blk 105A Bukit Batok Central
- (iii) Walking/jogging track at Bukit Batok Central Park
- (iv) Existing floor tile finishes at Ground Floor Lift Lobby and letter box areas at Blk 115 Ho Ching Road

(c) Neighbourhood Renewal Programme (NRP)

The NRP focuses on block and precinct improvements with the aim of upgrading and rejuvenating the surroundings of older HDB estates, and is fully funded by the Government.

NRP Works at Design Stage	NRP Works at Construction Stage
<ul style="list-style-type: none"> • Blks 468 to 473 Jurong West Street 41 • Blks 357 to 363 & 365 to 369 Yung An Road / Corporation Drive • Blks 345 to 355 Kang Ching Road / Corporation Drive. • Blks 322, 323, 325, 327, 322A, 342 to 346 & 348 to 354 (MSCP) Jurong East Avenue 1 / Street 31 	<ul style="list-style-type: none"> • Blks 321 to 336 Tah Ching Road and Kang Ching Road. • Blks 188 to 193 and 297 to 299 Bukit Batok West Avenue 6 and Street 22. • Blks 331 to 338 & 340 Jurong East Ave 1.

CHAIRMAN'S MESSAGE

3. Improving Lift Performance

(a) Lift Enhancement Programme (LEP)

- (i) The TC started the LEP in 2018 to install additional safety features within our lifts. Now into its fifth year, we have completed the enhancement of 1,078 out of 1,734 lifts. The remaining enhancement works will be progressively carried out in the next three to four years.

(b) Lift Replacement Programme (LRP)

- (i) In Financial Year 2022/23, the Town Council spent \$6.73M on the cyclical renewal of mechanical and electrical lift parts at 753 blocks; and the replacement of 57 lifts within Taman Jurong.

GOING THE EXTRA MILE

It gives me great pride to share the recognition received by our TC in last year's Municipal Awards. Two of our teams were awarded Certificates of Appreciation for their collaboration and commitment to improving the town's living environment for residents. Congratulations to the teams!

1. Clementi Team – excellent efforts in coordinating and delivering citizen-centric services in managing bird nuisance issues.
2. Bukit Batok East Team – excellent partnership with government agencies and the community in resolving a significant case of obstruction along the common corridor.

WELCOMING NEW FAMILIES

It is with heartfelt warmth that I bid welcome to our new residents at the following HDB Built-to-Order flats. We are glad to have you join our JRTC family and hope you have settled in well. Feel free to contact the TC should you have constructive feedback and suggestions on estate maintenance matters.

1. Clementi Peaks, Blocks 464A and 464B
2. Sky Vista @ Bukit Batok, Blocks 114A and 114B

SUSTAINABILITY AND ACTION FOR GREEN TOWNS (AGT)

The unveiling of the Singapore Green Plan has sparked nationwide interest in sustainability and climate change, with more people embracing eco-living as a way of life. The Action for Green Towns (AGT) initiative is a collaboration among the 15 PAP Town Councils to level up sustainability practices within our communities.

At JRTC, Mr Shawn Huang, MP for Jurong GRC and Sustainability Champion, spearheads the TC's sustainability efforts. Together with the JRTC Sustainability Team, an array of sustainability practices and initiatives have been put in place.

CHAIRMAN'S MESSAGE

- ALBA Blue Bins and e-Waste collection points – increased by 30% around our estates
- Textile recycling – 14 Cloop SG collection bins were introduced to bring textile recycling closer to residents
- Collection of used disposable chopsticks – residents can drop these off at both Yuhua markets for recycling. This joint-initiative with ChopValue SG will be rolled out to other hawker centres across our town soon.
- Installation of solar panels – a further 158 HDB blocks across our town will be installed with solar panels by 2025. This is on top of the 233 blocks currently.
- Community & Allotment gardens – we have expanded and built 78 gardens around our estate.

MANAGING OUR FINANCES PRUDENTLY

The Town Council incurred a deficit of \$3.36M for the financial year ending 31 Mar 2023, largely due to higher energy prices, maintenance costs, and manpower costs. The implementation of the Progressive Wage Model also impacted the TC, mainly due to higher tender rates for services such as cleaning, pest control, lift maintenance, and landscaping. The TC expects its operating costs to continue rising in the coming years, with ageing flats requiring maintenance, more facilities added over the years, and rising energy, labour, and material costs.

Against this challenging backdrop, the TC will continue to find ways to operate efficiently, maximise value, and manage its finances prudently.

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 to:

- a) Enhance the effectiveness of town councils by sharing recommended governance practices;
- b) Provide guidance to town councils; and
- c) 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 TC.

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.

CHAIRMAN'S MESSAGE

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 TC and the relevant experience, skills and/or competencies of the members.

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.

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

Thank you.



Xie Yao Quan
Chairman
Jurong-Clementi Town Council