

Our Neighbourhood

A FRESH
NEW
LOOK!

ISSUE 52 / APR 2019
MCI (P) 131/09/2016

BUKIT BATOK | BUKIT BATOK EAST | CLEMENTI | JURONG CENTRAL | JURONG SPRING | TAMAN JURONG | YUHUA



Jurong Central Plaza opens

A new eating house and wet market officially opened in Jurong West on the first day of 2019. The \$6.2 million two-storey complex is bigger than the previous market and has elderly-friendly amenities such as an active ageing hub on its second floor.

07

Plus In This Issue

03



RIVER HONGBAO
EXTRAVAGANZA

05



IGNITING SENSES
AT SENSORY PARK

06



FIGHTING SCAMS
WITH AWARENESS

09



BUDGET 2019:
WHO GETS WHAT



Dear Residents

Para penduduk sekalian
亲爱的居民们

A clean town has always been a priority for Jurong-Clementi Town Council. Our cleaning contractors put in their best efforts to clean the common areas. However, at times, due to littering, the housing estates do not turn out to be as clean as we would like them to be.

For that matter, we have formed a task force comprising our Town Councillors, Grassroots Organisations and Public Agencies to inspect the common areas of HDB blocks more frequently. In this way, cleaners will have to work harder so that the cleaning works are carried out on a timely basis. Ultimately, we have to work even harder to persuade our residents to keep our environment clean.

We also welcome residents to use the OneService Mobile Application to report defects that require rectification. With the OneService Mobile Application, residents are able to provide their feedback 24 hours a day. All feedback received will be directed to the relevant agencies for their follow up.

I would also like to share with you that in Jurong Town, we have initiated the Project Big Heart in 2015 to provide free quality medical screening for our Pioneer Generation as well as Orange and Blue CHAS card holders.

This year, we are extending the free medical screening, including specialist screening where necessary, to our Merdeka Generation residing in Jurong GRC, Bukit Batok and Yuhua SMCs. This is part of our efforts to honour our Merdeka Generation. I encourage you to take full advantage of the benefits by signing up for Project Big Heart (page 8) immediately! Registration is available at the community club located in your respective division.

I wish all residents a healthy year ahead!

Ang Wei Neng
Chairman
Jurong-Clementi Town Council

Sebuah bandar yang bersih sememangnya menjadi keutamaan Majlis Bandararan Jurong-Clementi.

Para kontraktor pembersihan kami melaksanakan tugas dengan sebaiknya dalam membersihkan kawasan awam. Bagaimanapun, adakalanya, disebabkan sampah yang dibuang sesuka hati, estet perumahan kita tidak menjadi sebersih yang diinginkan.

Untuk itu, kami telah membentuk sebuah pasukan bertindak merangkumi ahli majlis bandar, pertubuhan akar umbi dan agensi pemerintah untuk memeriksa kawasan awam di blok-blok HDB dengan lebih kerap. Para pekerja pembersihan perlu bekerja lebih keras demi memastikan kebersihan estet terjamin. Akhirnya, kita perlu bekerja lebih gigih dalam memujuk penduduk supaya menjaga kebersihan kawasan kediaman mereka.

Kami mengalu-alukan penduduk sekalian untuk memanfaatkan Aplikasi Bergerak OneService untuk melaporkan kerosakan yang memerlukan pembaikan. Menerusi aplikasi ini, penduduk boleh memberi maklum balas pada bila-bila masa. Semua maklum balas akan disalurkan ke agensi yang berkaitan untuk tindakan lanjut.

Saya juga ingin berkongsi dengan anda bahawa di Bandar Jurong, kami telah merintis Project Big Heart pada 2015 bagi menyediakan pemeriksaan kesihatan bermutu secara percuma untuk Generasi Perintis selain pemegang kad CHAS warna Jingga dan Biru.

Pada tahun ini, kami melanjutkan pemeriksaan kesihatan, termasuk pemeriksaan pakar jika perlu, kepada penduduk dalam lingkungan Generasi Merdeka di GRC Jurong, kawasan undi Bukit Batok dan Yuhua. Ini adalah sebahagian daripada usaha kami menghargai Generasi Merdeka.

Saya menggalakkan anda semua untuk memanfaatkan sepenuhnya faedah yang ditawarkan dengan mendaftar bagi Project Big Heart (muka surat 8) secepat mungkin! Pendaftaran boleh dilakukan di kelab masyarakat dalam kawasan perumahan anda.

Saya mengharapkan anda semua sihat sejahtera!

Ang Wei Neng
Pengerusi
Majlis Bandararan Jurong-Clementi

裕廊-金文泰市镇理事会一直把环境清洁视为首要任务之一。

尽管负责清洁的承包商尽力打扫组屋的公共场所，然而组屋区的清洁程度很多时候仍然差强人意，尤其是有人乱抛垃圾的时候。

为了使我们的居住环境更加整洁宜人，我们成立了一个由市镇会成员、基层组织和公务员组成的行动小组，加强对组屋公共场所环境的稽查。这样，负责清洁的工友就得更积极和及时打扫，以确保环境整洁。更重要的是，居民本身也有责任维持环境的清洁。

我们也欢迎居民通过一联通（OneService）手机应用程序（OneService Mobile Application）报告需要改进或关注的事项。一联通可以让居民每天24小时提出反馈，直接把需要解决的事项传达给有关的机构跟进处理。

另外，我想在此分享“关心计划”（Project Big Heart）。此计划从2015年开始，就为建国一代以及持有橙色或蓝色社保卡居民，提供免费的优质保健检查。

今年，除了增加专科保健检查项目之外，我们也会将这项优惠扩大到居住在裕廊集选区以及武吉巴督、裕华两个单选区的立国一代居民，以表达我们对立国一代的敬意。我们呼吁符合条件的居民，立刻到他们所属区的民众俱乐部，注册加入“关心计划”（详情请参考第8页），以免向隅。

祝所有居民健康愉快！

洪维能
裕廊-金文泰市镇理事会主席

நம் நகரின் தூய்மைக்கு ஜூரோங்-கிளமென்டி நகர மன்றம் எப்போதுமே முன்னுரிமை அளித்து வந்துள்ளது.

பொது இடங்களைச் சுத்தமாக வைத்திருக்க துப்புரவு குத்தகையாளர்கள் முடிந்தளவு முயற்சி எடுத்து வருகின்றனர். ஆயினும் சில சமயங்களில், குப்பை போடுபவர்களால், நாம் விரும்பும் அளவுக்குக் குடியிருப்புப் பேட்டைகள் சுத்தமாக இருப்பதில்லை.

இந்தப் பிரச்சனையைக் கையாள, நகர மன்ற அதிகாரிகள், அடித்தள அமைப்புகள், பொது அமைப்புகள் ஆகியன உள்ளடங்கும் பணிக்குழுவை அமைத்திருக்கிறோம். இந்தப் பணிக்குழு, வீவக அடுக்குமாடி கட்டடங்களின் பொது இடங்களை அடிக்கடி பரிசோதிக்கும். இவ்வாறாக, துப்புரவாளர்கள் உடனுக்குடன் துப்புரவு செய்ய மேலும் கடுமையாக உழைக்கவேண்டும். அதே சமயத்தில், நமது சுற்றுப்புறத்தைத் தூய்மையாக வைத்திருக்கும்படி குடியிருப்பாளர்களிடம் வலியுறுத்த நாங்களும் மேலும் கடினமாக முயற்சி எடுக்கவேண்டும்.

சீர்செய்யப்படவேண்டிய பழுதுகளைத் தெரியப்படுத்த “ஒன்சர்வீஸ்” கைப்பேசி செயலியைப் பயன்படுத்துமாறு குடியிருப்பாளர்களிடம் கேட்டுக் கொள்கிறோம். இந்தச் செயலியுடன், குடியிருப்பாளர்கள் 24 மணிநேரமும் தகவலளிக்கலாம். எல்லாத் தகவல்களும் தொடர் நடவடிக்கைக்காகப் பொறுப்பமைப்புகளுக்கு அனுப்பி வைக்கப்படும்.

நமது முன்னோடித் தலைமுறையினருக்கும் ஆரஞ்சு மற்றும் நீல நிற சமூக சுகாதார உதவி அட்டை (CHAS) வைத்திருப்போருக்கும் தரமான மருத்துவப் பரிசோதனையை இலவசமாக வழங்கும் “புரோஜெக்ட் பிக் ஹார்ட்” திட்டத்தை 2015ல் ஜூரோங் நகரில் தொடங்கினோம்.

இவ்வாண்டு, இலவச மருத்துவப் பரிசோதனையையும், அவசியமாயின் நிபுணத்துவ மருத்துவப் பரிசோதனையையும், ஜூரோங் குழுத்தொகுதியிலும், புகிட்ட பாத்ளோக், யூஹுவா தனித்தொகுதிகளிலும் வாழும் மெர்டேக்கா தலைமுறையினருக்கும் நீட்டிக்கிறோம். மெர்டேக்கா தலைமுறையினரைக் கௌரவிக்கும் முனைப்பின் ஒரு பகுதியாக இது இடம்பெறுகிறது. இத்திட்டத்திற்கு (பக்கம் 8) உடனடியாகப் பதிவு செய்து, முழுப் பயனடையுமாறு உங்களை ஊக்குவிக்கிறேன்! உங்கள் தொகுதிப் பிரிவிலுள்ள சமூக மன்றத்தில் நீங்கள் பதிவு செய்யலாம்.

குடியிருப்பாளர்கள் அனைவருக்கும் இவ்வாண்டு ஆரோக்கியமாக அமைய வாழ்த்துகிறேன்!

அங் வெய் நெங்
தலைவர்
ஜூரோங்-கிளமென்டி நகர மன்றம்



Chinese New Year extravaganza draws over a million visitors

This year's River Hongbao, an extravaganza of lights, sights and sounds to usher in the Year of the Pig, drew 1.35 million visitors from 3 to 10 Feb.

Over the eight days, the event was well attended by locals as well as foreign visitors, many of them thrilled to see such cultural-themed extravaganza, which was launched by Prime Minister Lee Hsien Loong at the Float @ Marina Bay on 3 Feb.

The finale, themed Harmony Night, attracted a large crowd that included Deputy Prime Minister Tharman Shanmugaratnam.

Mr Ang Wei Neng, Chairman of the River Hongbao organising committee, who is an MP for Jurong GRC, said that the hard work of organising the event paid off.



“What is most satisfying is when I walk around and talk to people, I see many first-time visitors who say they want to return next year, and the happy faces of young children, teenagers, young adults, parents and grandparents, as well as a diverse array of visitors from different countries. It makes it all worth it.”

Mr Ang Wei Neng, Chairman of the River Hongbao organising committee.



About River Hongbao

River Hongbao has become the largest and most anticipated Chinese New Year event in Singapore since its launch in 1987. This year's edition is one of the major events of the year to commemorate the Singapore Bicentennial.

Participants had the opportunity to feast their eyes on displays by award-winning teams from Australia, China, Italy and the US. These teams have performed on iconic structures such as San Francisco's Golden Gate Bridge and the Sydney Harbour Bridge, and at major global events such as the Beijing and London Olympics.

Public Health Award 2019

Congratulations to Bukit Batok, Clementi, Jurong Central, Bukit Batok East and Yuhua divisions, which have won the Public Health Award this year. Implemented in 2006, the South West District Public Health Awards recognise divisions and corporate partners who have exhibited exemplary behaviour in achieving South West District's three Public Health Goals:

- A Litter-Free Environment;
- Clean, Dry & Sparkling Toilets; and
- A Community that Does Not Spread Bugs.

Categories	Winner	
A Litter Free Environment" Award	Highest Level of Ownership	Bukit Batok Division
Clean, Dry & Sparkling Public Toilets Award	Shopping Malls	321 Clementi (Clementi Division)
	Coffee shops	Blk 494 Jurong West St 41 (Jurong Central Division)
"A Community That Does Not Spread Bugs" Award	Highest Level of Ownership	Bukit Batok East Division
	Most Dengue Free	Yuhua Division

【摘要】

恭贺武吉巴督、金文泰、裕廊中、武吉巴督东和裕华四区获得2019年度西南区公共卫生奖。这个奖项设立于2006年，表彰居民及合作伙伴所共同努力达成的三项目标：无垃圾环境、干净及闪亮的公厕以及不传播病菌的社区。



ECo Day Out @ South West

South West District Public Health Awards is part of the programme highlights for ECo Day Out 2019 @ South West.

On 27 Jan 2019, the event was hosted by Ms Low Yen Ling, Mayor of South West District, with the presence of Guest of Honour, Dr Amy Khor, Senior Minister of State, Ministry of the Environment and Water Resources, to celebrate the concerted efforts by the community as well as corporate and institutional partners.

Into its 14th year, ECo Day Out @ South West is an annual environmental flagship of the South West Community Development Council to educate and engage residents in improving and sustaining personal hygiene and public health standards, celebrate the environmental efforts in the district, and promote conservation measures to mitigate climate change effects.

Objectives & Our Partners

- Bond residents through eco awareness and lifestyle;
- Celebrate the achievements and efforts of organisations towards environmental and community sustainability.

ECo Day Out 2019 @ South West is co-organised with NEA (South West Regional Office), Bukit Gombak and Hong Kah North Grassroots Organisations (GROs), and supported by corporate and community partners such as MEWR, NEA (South West Regional Office), PUB, and companies and institutions such as Cimelia, HP Inc, PC Dreams, SembWaste Pte Ltd, ITE, NTU and NUS.



A park to feel, touch and smell

【摘要】

裕廊-金文泰市镇理事会已经完成耗资190万元的感官公园 (Sensory Park)，让公众通过视觉、感觉、嗅觉和触觉体验大自然的魔力。这个拥有多项适合不同年龄层与需要设施的带状公园连接武吉巴督、裕廊中和裕华三个邻里，使通行及育乐更加方便完善。

Jurong-Clementi Town Council completed its first Large-Scale-Town-Wide Project at the end of last year - a \$1.9 million Sensory Park that spans three neighbourhood parks in Bukit Batok, Jurong Central and Yuhua.

As a part of the five-year Master Plan, the Town Council completed the construction of the Sensory Park, which our residents can see, feel, touch and smell when they engage in the outdoor activities.

The linear structure within the parks provides links among the different neighbourhoods and recreational areas such as walkways, fitness corners, games courts, skateboard courts, pavilions, sensory gardens, recreational trails, themed playground and so forth. There is even an inclusive playground that allows children with special needs to join the other children in the activities. This particular playground has equipment which is accessible to those on wheelchairs.



More outdoor activities for families & children

- 01 Net climbing, rope climbing, rope core net, tube slide with skylight and tidal wave.
- 02 Education panels, rubber mats and toddler T-swing for young children within the 2-5 age group.
- 03 Tree house structures set connected by a contour system bridge that trains motor skills.
- 04 Range of exercise stations catered towards adults to have fun together outdoors.
- 05 Tree fort-themed playground equipped with wheelchair-friendly features for young residents with special needs.
- 06 Others, including tic-tac-toe, climbers, slides, drums, vertical access ladders, Rock-n-Wave, Whirl & Twist, erected on colourful rubber mats.

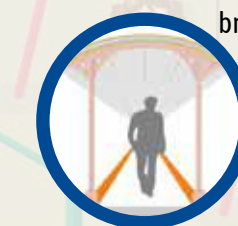


KNOW THIS!

The \$1.9 million Sensory Park was built with 90% funding by MND under the Community Improvement Projects Committee's Large-Scale-Town-Wide Project. The remaining 10% of the cost is by the Town Council.

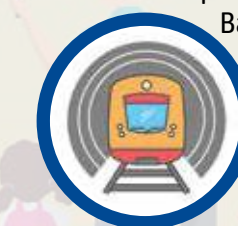
Better connectivity by foot

As these three estates are separated by major roads, the Land Transport Authority has added overhead shelters to two of the existing pedestrian overhead bridges that span across PIE, close to where Block 261/263 Jurong East Street 24 and Block 172/180 Bukit Batok West Ave 8 are located.



Better connectivity by rail

The estates around the Sensory Park will benefit from the Jurong Region Line, the 7th Mass Rapid Transit Line slated to open by 2026. A new station, Bukit Batok West (near Bukit Batok's Sensory Park,) will be in service by 2026.



Fighting scams with awareness



【摘要】

裕廊警署于3月2日在西城购物中心举办“防诈骗意识计划”路演活动，武吉巴督单选区议员穆仁理受邀出席担任嘉宾。裕廊警署与全国罪案防范理事会合作，推出四个视频，呼吁公众对四种不同诈骗案提高警觉。

As part of its ongoing outreach efforts to raise awareness on scams, the Jurong Police Division (JPD) organised a roadshow at West Mall on 2 Mar 2019. The aim was to prevent the public from becoming potential victims by creating self-vigilance.

Guest-of-Honour, Mr Murali Pillai, MP for Bukit Batok SMC, announced that the police would be launching a series of four anti-scam videos this year, and they will be centred on a character named Uncle Sibeh Suay. He cautioned that anyone, if not vigilant, can fall prey to scams. Mr Murali then urged the public to work hand in hand to fight against scams with more awareness.

In addition to conducting roadshows, the JPD has also collaborated with partners like SingPost to organise anti-scam engagements on how to detect potential scams.



KNOW THIS!

Crime rates in 2018 increased by 1.4 per cent as compared to the year before, with e-commerce, loan, and love scams contributing significantly to the rise. Scam cases in 2018 increased by 20.6 per cent as compared to the previous year, to a total of 5,796 instances.



LOCATION

Jurong West Street 41, Block 493



\$6.2m Jurong Central Plaza opens

【摘要】

裕廊西41街第493座巴刹和咖啡店2016年10月份遭人纵火烧毁，新巴刹“浴火重生”，2019年1月1日正式开幕。新建成的裕廊中央广场 (Jurong Central Plaza) 一楼是巴刹和咖啡店，二楼则设活跃乐龄中心，提供日间看护、复健、健康检查等服务。裕廊集选区议员尚达曼部长、李智陞部长以及洪维能先生，一同为裕廊中央广场主持开幕仪式。



More than two years since a Jurong West market burned down, its replacement was given an official opening by Deputy Prime Minister Tharman Shanmugaratnam on the first day of 2019.

The new \$6.2 million two-storey market, hawker centre and community complex is located in Jurong West Street 41, the same site as its predecessor, but about 30% bigger.

The complex features a more spacious, 547 sqm market with 35 stalls and a 437 sqm coffee shop with 13 stalls on the ground floor.

The second storey houses an active ageing hub that consists of a senior activity centre, an eldercare centre and an open space for activities. Many residents are

impressed with the ventilation and wide corridors at the new complex.

At the launch of the complex, Mr Tharman noted “This project started off when we had a big problem... But this project shows that no problem is too big when we work together with one heart.”

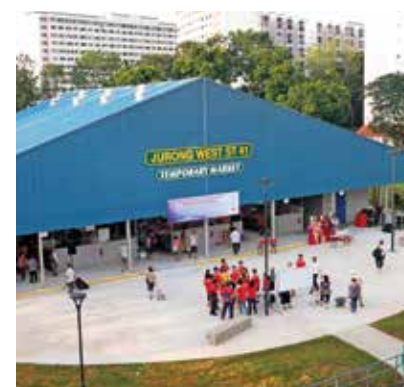
The proximity of the market to the active ageing hub, which will start operating in the second quarter of this year, not only makes various services more accessible to the elderly but also allows for collaborations.

For instance, there is an arrangement now for market stallholders to donate meat and vegetables so that volunteers can cook and serve free lunches upstairs for needy senior citizens.



What happened?

A fire by arson in the early hours of 11 Oct, 2016 razed a wet market at Block 493 to the ground and damaged a coffee shop at Block 494, affecting the livelihood of stallholders and forcing residents to shop elsewhere. A temporary market was constructed opposite Block 495 in just six weeks, thanks to great support from the community.



“Each stallholder will donate about \$5 to \$10 worth of what they are selling so that it is not a lot for each stallholder, but it all adds up and enables it to be sustainable and meaningful for residents.”

Mr Ang Wei Neng, MP of Jurong GRC on how stallholders can do their parts for the community.





裕廊中 关心计划 Project Big Heart @ Jurong Central

REGISTER
NOW FOR GENERAL
MEDICAL SCREENING!

28 April 2019 (Sunday)
8.30am
Blk 316 Jurong East St 32
Community Plaza

2019年4月28日(星期日)
早上8点30分
裕廊东32街第316座
组屋旁的社区广场

Jurong GRC, Bukit Batok and Yuhua SMCs residents who are Merdeka Generation (MG) or Pioneer Generation (PG) holders or CHAS (Blue/Orange) Card holders can participate in this project for free. Limited slots available!

居住于裕廊集选区、武吉巴督和裕华区内的建国一代(PG)、立国一代(MG)、及持有社保卡CHAS(蓝卡/橙卡)的居民可免费参加这项计划。名额有限, 报名从速!



HIGHLIGHTS 活动亮点

Heart Screening 心脏疾病专家咨询

FULLY SIGNED-UP
名额已满

Orthopaedic Screening 关节疼痛咨询

FULLY SIGNED-UP
名额已满

Vein Screening 静脉曲张咨询

FULLY SIGNED-UP
名额已满

Bone Mineral Density Test 骨密度检测

FULLY SIGNED-UP
名额已满

GP consultations and medications for chronic diseases 慢性疾病医疗咨询与药物治疗

Closing Date 截止日期: 25/4/2019 (Thursday 星期四)

Jurong Green CC
裕青民众俱乐部

6567 1374

Loving Heart Multi-Service Centre (Jurong)
裕廊爱心服务中心

6567 4166



www.facebook.com/
ourjurongcentral



All Singaporeans

An additional goods and services tax (GST) voucher of up to \$300 in cash (Bicentennial Payment) on top of the existing GST Vouchers that Singaporeans received last year.

Age in 2019	Annual Value (AV) of Home (as at Dec 2018)	Annual Value (AV) of Home (as at Dec 2018)
	≤\$13,000	\$13,000 < AV ≤ \$21,000
≥21	\$300	\$150

• 50 per cent personal income tax rebate for the 2019 year of assessment, capped at \$200.

Who gets what in Budget 2019

【摘要】

2019年财政预算案最引人瞩目的是政府拨款61亿元设立的立国一代配套细节。配套涵盖五方面的援助, 其中两项是终身援助, 包括到私人诊所、综合诊所和公共专科诊所时享有额外医疗津贴。所有立国一代, 包括没有社保援助计划(CHAS)卡的人也能得到特别的CHAS津贴。



Older Singaporeans

\$6.1 billion Merdeka Generation Package for those born between 1950 and 1959. Eligible seniors will get five benefits:

- Passion Silver Card top-up of \$100
- Annual MediSave top-ups of \$200 a year from 2019 to 2023
- Outpatient care subsidies at CHAS Clinics, Polyclinics and Public Specialist Clinics
- MediShield Life premium subsidies
- CareShield Life participation incentive

For older Singaporeans, aged 50 to 64 with lower Central Provident Fund (CPF) balances, they can expect a CPF top-up of up to \$1,000

Age in 2019	CPF balance ≤ \$30,000	\$30,000 < CPF balance < \$60,000
50-54	\$500	\$300
55-64	\$1,000	\$600

- The Special Employment Credit (SEC) and additional SEC schemes that support employers in hiring older Singaporeans will be extended until 31 Dec 2020. The schemes will also see a top-up of \$366 million.
- Those aged 50 and above in 2019, and do not receive the Merdeka or Pioneer Generation packages, will get a five-year MediSave top-up of \$100 a year, from 2019 to 2023.



Families

- Extension of service and conservancy charges rebates for another year to HDB households

Lower-Income Families and Individuals

- Enhanced Workfare Income Supplement (WIS) from January 2020. The qualifying income gap to be raised from \$2,000 to \$2,300 a month
- For those aged 35 and older, there will be an additional 10 per cent WIS payment for work done last year. Each person will get between \$100 and \$360
- As part of the Uplifting Pupils in Life and Inspiring Families Taskforce, a recent initiative is an \$800-a-year monetary award for eligible lower-income students at independent schools
- Increased number of schools offering after school engagement programmes providing care and support for disadvantaged youths.

Students

- \$150 top-up to Edusave accounts of students at primary and secondary levels
- Up to \$500 top-up for Singaporeans aged 17 to 20 in their Post-Secondary Education Accounts
- Students in institutes of higher learning, and current local and overseas internship programmes will be consolidated under the Global Ready Talent Programme
- Enhanced funding support for students interning overseas with Singapore firms



Facelifts in our neighbourhood

BUKIT BATOK



- Construction of drop-off point at Blk 175 Bukit Batok West Ave 8
- Construction of low linkway shelter from Blk 102 to 107 (connecting to lift lobby)



CLEMENTI



- Drop-off point at Blk 346 Clementi Ave 5
- Staircase and ramp at Blk 420A Clementi Ave 1



BUKIT BATOK EAST



- New covered BFA near Blk 286A Toh Guan Road



JURONG CENTRAL



- Resident corner at Blk 437 Jurong West Ave 1
- Linkways and highlinks at Blk 432 to 440 Jurong West Street 42/Ave 1



JURONG SPRING



- Blk 458 Jurong West Street 41 communal garden



- Blk 458 Jurong West Street 41 senior citizens' corner

TAMAN JURONG



- Upgrading of covered linkway from Blk 322 Tah Ching Road including barrier-free access to bus-stop



- Construction of covered linkway from MSCP at Blk 364 to Blk 357 Yung An Road

YUHUA



- Remaking Our Heartland at Blk 130 to 135 Jurong Gateway Road



Celebrating as one community



Mr Murali celebrating the Chinese New Year with residents.

Mr Murali joining the residents on International Women's Day event.

BUKIT BATOK



BUKIT BATOK EAST



Madam Rahayu shares with residents a hearty meal during Chinese New Year celebration.

Madam Rahayu shares with residents the joy and the responsibility of parenthood.



Dr Tan explaining all about a sand terrarium to a young resident.

Residents, together with Dr Tan usher in the New Year with a lo hei.

CLEMENTI



Residents showing Chinese New Year goodie bags with Mr Ang.

Mr Ang sending hampers to the needy with student volunteers at Project Love Food Distribution.

JURONG CENTRAL



JURONG SPRING



Mr Desmond Lee at an ActiveSG event which attracted many young residents.

Mr Desmond Lee enjoying Chinese New Year meal with residents.



TAMAN JURONG



Mr Tharman interacting with our senior residents at a Chinese New Year community event.

Mr and Mrs Tharman greeting the residents of Taman Jurong.



YUHUA



Ms Grace Fu celebrating Chinese New Year with the residents.

Ms Grace Fu celebrating Pongal event with her residents.





A day in the life of a customer service officer

【摘要】

50岁的Zubaidah是一个快乐的祖母，她的工作是前线的客户服务。她说，每天面对居民，需要耐心、专注、分析和倾听的技巧，因为经常需要处理居民对居住环境或维修问题的反馈和意见。她从事工作中得到的满足感来自看到问题解决、居民满意、大家都有舒适的居住环境。

Zubaidah, a cheerful 50-year-old and grandmother of one, is no stranger to frontline customer service, having worked as a receptionist at the town council back in the 1990s. In retrospect to her current six-year stint with the town council, she says her job requires her to have a lot of patience and a good listening ear, as she often has to deal with residents' feedback about defects or maintenance issues.

"Some residents may be unhappy that the cleanliness problem at their corridor is not resolved and they will demand to speak to the officer in charge. Or they will demand for the electrician to go immediately to their unit when there is a sudden power outage," says Zubaidah, who will usually alert the cases to the officer in charge and call the respective contractors to follow up on the feedback.

She works from 8am to 5pm on weekdays and finishes at 1pm on alternate Saturdays. Her typical work routine includes:

8.30am to 9am:

- Retrieve the cases that were lodged with the 24-hour EMSU hotline, and inform the property officer and respective contractors to follow up on the cases.

9am to 10am:

- Screen the photos taken by residents on the iTown@SG app and key in the cases into the central system for follow-up action. iTown@SG is an initiative by the Town Councils that allows residents to share any maintenance feedback to the respective Town Councils via their mobile devices.

9am to 5pm:

- Attend to residents' phone calls on maintenance feedback and alert the officer in charge and contractor for follow-up action. In cases of emergencies, such as a report of a beehive spotted on a tree, Zubaidah will get the cleaner to verify the case and cordon off the area before calling in a pest control company to remove the beehive.
- Attend to residents' online bookings and phone requests for free bulk item removal from their units (limited to three pieces per month).
- Attend to walk-in requests from residents who want to make a booking for common facilities or provide maintenance feedback.
- Check the central system for cases referred by the Municipal Services Office. Cases could include issues pertaining to corridor lighting, pipe leakage and so forth.



Comfortable beds loved around the world!

BEST SELLER NOW \$1188 Spine Comfort Basic Innerspring Mattress with bedframe (Selected Models Only) Usual \$2376 (For Queen Size)	 NOW \$1588 Spine Care Basic Pocketed Spring Mattress Usual \$3176 (For Queen Size)	 NOW \$2099 Ortho Medic I Latex, Pillow Top, Non-Flip Pocketed Spring Mattress Usual \$4198 (For Queen Size)
 NOW \$2399 Spine Care Natural Latex Non-Flip (Bamboo) Pocketed Spring Usual \$4598 (For Queen Size) *Available in Jurong East	 NOW \$2999 Ortho Medic III Visco Elastic Plush Pillow Top Non-Flip (Bamboo) Pocketed Spring Usual \$5998 (For Queen Size) *Available in Jurong East	 NOW \$3488 Ortho Medic IV Latex, Micro-Gel Plush Pillow Top, Non-Flip (Bamboo) Pocketed Spring Usual \$6976 (For Queen Size) *Available in Jurong East

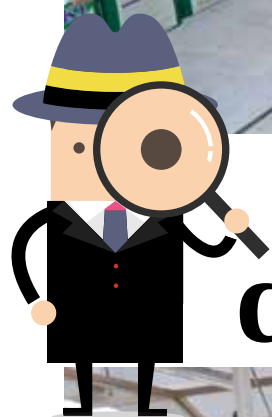
Luxury Leather & Fabric Sofas! 50% + Additional 5% off *All sofas are available in Jurong East

 NOW \$1388 Marbella 3 seater Full Fabric Sofa Usual \$2766	 NOW \$2488 Heritage 3 + 2 Half Leather Sofa Set Usual \$4976
 NOW \$2599 Arizona 3 + 2 Half Leather Sofa Set Usual \$5398	 NOW \$2599 Georgia 3 + 2 Half Leather Sofa Set Usual \$5398

0% Interest Free 12 Months Installation Plan for Maybank OCBC Bank citi

Blk 255 #01-301 Jurong East ST 24 Singapore 600255
 Tel:6665 1018 . Opens Daily: 10Am to 8PM
 Blk 456 #01-736 Jurong West ST 41 Singapore 640456
 Tel:6665 9888 . Opens Daily: 10Am to 9PM

Picture A



Spot the differences & win

RESIDENTS CAN PARTICIPATE IN OUR CONTEST AND WIN A PRIZE.



Picture B

Spot five differences between these two pictures and circle them in Picture B. There are 20 prizes to be won. Results and answers will be announced in our next issue of Our Neighbourhood.

Simply complete the contest, seal your completed official entry form in an envelope and post it to:

**Quiz, c/o Jurong-Clementi Town Council
Block 630, Bukit Batok Central, #01-146,
Singapore 650630**

- Twenty all-correct entries will win a prize from the Town Council
- All winners will be notified by post.
- Closing date: 31 May 2019
- Rules: Open to Singaporeans and Singapore Permanent Residents living in our estates.
- Only original forms will be accepted.

Participant contact details:

Full Name:

Address:

Contact Number:

Email:

Contact Us



CALL

• 6561-2222
• 1800-561-7776
• 1800-275-5555
(After Office Hours, EMSU)



EMAIL

enquiry@jrtc.org.sg



WEBSITE

www.jrtc.org.sg

JURONG-CLEMENTI TOWN COUNCIL PUBLICITY & PUBLICATIONS COMMITTEE

CHAIRMAN

Mr Goh Cheng Tee, Frankie, BBM(L)

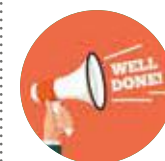
VICE-CHAIRMAN

Mr Mohamed Aziz bin Kassim, PBM

MEMBERS

Mr Ahmad Tashrif bin Sarman;
Ms Chin Yean Ping, Annie;
Mr Chua Suek Lian, Joe, PBM;
Mr Lam Chin Ling, Victor;
Mr Lai Chiun Shen;
Mr Wong Kum Weng, Wayne;
Mr Pee Soon Guan, Peter, PBM;
Mr Foo Chee Juan, Eddie;
Mdm Goh Khar Keow, Edna, BBM;
Mr Sim Wee Liang;
Ms Jamilah binte Othman;
Ms Lim Geok Lan, Cynthia

OUR NEIGHBOURHOOD is the quarterly publication by Jurong-Clementi Town Council. The magazine is distributed free of charge to over 83,059 households in Bukit Batok, Bukit Batok East, Clementi, Jurong Central, Jurong Spring, Taman Jurong and Yuhua. Copyright is held by the Town Council and the publisher, Focus Publishing, Singapore Press Holdings (SPH), Chinese Media Group (CMG). Production in whole or in part without permission is prohibited.



Congratulations to our Quiz Winners!
(Issue 51)

Catherine Leow • Maria Socorro M.Tay
Bahurudheen • Lee Soon Meng
Modi Kirankumar • Liu Jian
Husna Haneefa Binte Mohd Khairul
Teo Hong Hai • Teo Peng Hoe
Helen Chin • Domii H.C Teo
Mary Koshy • Isabelle Chin Gim Choo
Ngay Siew Poh • Teh Eng Ho
Siva Rao S/O Kurumaiah • Annie Seow
Chow Wah Kin • Lee Siew Chin
Halimah Bte Mohd Sanwan