

JURONG-CLEMENTI

Issue 44 | Nov 2016

MCI (P) 131/09/2016 | Circulation: 77,490

news



Zeroing on Zika

防止兹卡病毒

page 7



Community events in our Town

社区活动

pages 8-9



An interactive bus stop

创新的巴士站

page 12



Dear Residents,

With so much headline news about lifts, many of us are concerned about lift maintenance. We understand. Thus, we are working with HDB to upgrade 1,781 of the 2,107 lifts managed by the Jurong-Clementi Town Council over the next decade under the new Lift Enhancement Programme.

Another hot topic recently is Zika. Since the Zika outbreak in August, we have stepped up the effort to detect and destroy mosquito breeding grounds in the estate. We have continued to flush the drains, as we apply anti-mosquito oil, carry out misting and fogging operations. Meanwhile, I would like to urge everyone to adopt the 5-step mozzie wipeout to prevent mosquito breeding.

The latest headline news is the market fire at Block 493 Jurong West Street 41 on 11 October. It is unfortunate. On the same day, the Town Council announced that the S&CC charges would be waived, with immediate effect, until the affected stallholders could resume their business. Meanwhile, the Town Council and the Jurong Central CCC are working closely with HDB to rebuild the market, restore it to its past glory and more!

Warm Regards,

Ang Wei Neng

Chairman of Jurong-Clementi Town Council

亲爱的居民：

电梯事故接二连三成为头条新闻，让许多人对电梯维修与翻新的课题深表关注。我们非常理解。裕廊-金文泰市镇会负责管理2,107部电梯但我们将与建屋发展局合作，再未来10年积极推行新电梯提升计划，提升其中的1,781部电梯。

兹卡疫情是近期另一个热门话题。自8月爆发兹卡疫情以来，我们已加强措施，检测和消灭社区内的蚊虫滋生处。我们已继续冲洗沟渠、喷洒防蚊油，以及进行喷雾灭蚊行动。我在此促请大家采取“灭蚊五步骤”，以预防蚊虫滋生。

10月11日，裕廊西41街第493座组屋的巴刹发生火灾。这是一起不幸的事故。市镇会同一天宣布即日起豁免杂费，直到受影响的摊主恢复营业。此外，市镇会与裕廊中公民咨询委员会也同建屋局密切合作，重建巴刹，恢复它昔日的辉煌。

洪维能

裕廊—金文泰市镇理事会主席

Penduduk sekalian,

Dengan sebegitu banyak laporan tentang lif, ramai di kalangan kita tentunya prihatin tentang penyenggaraan lif. Kami faham. Oleh kerana itu, kami bekerjasama dengan HDB untuk mempertingkatkan 1,781 daripada 2,107 lif yang diuruskan Majlis Bandaran Jurong-Clementi dalam tempoh sedekad mendatang di bawah Program Peningkatan Lif.

Satu lagi topik hangat masa kini ialah Zika. Sejak penularan Zika Ogos lalu, kami telah mempertingkatkan usaha pengesanan dan memusnahkan tapak pembiakan nyamuk dalam estet. Kami terus melakukan pengaliran air longkang semasa membubuh minyak antinyamuk dan melakukan operasi pengkabutan. Pada masa sama, kami ingin menggesa setiap orang melakukan lima langkah pemusnahan nyamuk demi mencegah pembiakannya.

Laporan berita tentang kebakaran di pasar di Blok 493 Jurong West St 41 pada 11 Oktober adalah suatu yang malang sekali. Pada masa yang sama, Majlis Bandaran mengumumkan pembayaran S&CC akan dikecualikan dengan serta merta, sehingga kesemua pegerai dapat kembali meneruskan perniagaan mereka. Sementra itu, Majlis Bandaran dan CCC Jurong Central akan bekerja rapat dengan HDB untuk membina semula pasar, mengembalikan semula kehebatannya dan lebih lagi!

Salam mesra,

Ang Wei Neng

Pengerusi

Majlis Bandaran Jurong-Clementi

அன்பார்ந்த குடியிருப்பாளர்களே,

மின்தூக்கிகளைப் பற்றி பல தலைப்புச்செய்திகள் வெளிவருவதால், மின்தூக்கி பராமரிப்பு குறித்து நம்மில் பலருக்கும் அக்கறை எழுந்துள்ளது. இது எங்களுக்குப் புரிகிறது. எனவே, ஜூரோங்கிளிமென்டி நகர மன்றம் நிர்வகிக்கும் 2,107 மின்தூக்கிகளில் 1,781 மின்தூக்கிகளைப் புதிய மின்தூக்கி மேம்பாட்டுத் திட்டத்தின்கீழ் அடுத்த பத்தாண்டுகளில் மேம்படுத்த வீடமைப்பு வளர்ச்சிக் கழகத்துடன் செயல்பட்டு வருகிறோம்.

அண்மையில் பரபரப்பாகப் பேசப்பட்ட மற்றொரு விவகாரம் ஸிக்கா. ஆகஸ்ட் மாதம் ஸிக்கா கிருமி பரவத் தொடங்கிய பிறகு, குடியிருப்புப் பேட்டையில் கொசு இனப்பெருக்கம் செய்யும் இடங்களைக் கண்டுபிடித்து அழிக்கும் முயற்சியை முடுக்கிவிட்டிருக்கிறோம். நாங்கள் தொடர்ந்து சாக்கடைகளை அலசிச் சுழவி, கொசு தடுப்பு எண்ணெய் ஊற்றி, பூச்சிமருந்து அடிக்கும் நடவடிக்கைகளை மேற்கொள்கிறோம். இதற்கிடையே, கொசுக்களை ஒழித்துக்கட்டும் 5 வழிகளைக் கடைப்பிடித்து கொசுக்களின் இனப்பெருக்கத்தைத் தடுக்குமாறு அனைவரையும் வலியுறுத்துகிறேன்.

ஜூரோங் வெஸ்ட் ஸ்திரீட் 41ன் புளோக் 493 சந்தையில் 11 அக்டோபர் அன்று மூண்ட தீச் சம்பவம் ஆக அண்மையில் தலைப்புச்செய்தியாக வெளிவந்தது. பாதிக்கப்பட்ட கடைக்காரர்கள் மீண்டும் தொழில் தொடங்கும்வரை, சேவைப் பராமரிப்புக் கட்டணங்கள் தள்ளுபடி செய்யப்படும் என்று நகர மன்றம் அதே நாளில் அறிவித்தது. இதற்கிடையே, முன்பிருந்ததைவிட அதிக சிறப்பான முறையில் சந்தையை மறுபடியும் கட்டுவதற்கு நகர மன்றம், ஜூரோங் சென்ட்ரல் வசிப்போர் ஆலோசனைக் குழு ஆகியன வீடமைப்பு வளர்ச்சிக் கழகத்துடன் அணுக்கமாகச் செயல்பட்டு வருகின்றன!

இதயங்கனிந்த வாழ்த்துக்களுடன்,

அங் வெங் நெங்

ஜூரோங்-கிளிமென்டி நகர மன்றத்

தலைவர்

Our 51st National Day



Jurong-Clementi Town Council Publicity & Publications Committee

Chairman: Mr Goh Cheng Tee, Frankie, BBM (L). **Vice-Chairman:** Mr Mohamed Aziz Bin Kassim, PBM.

Members: Mdm Goh Khar Keow, Edna, BBM; Mr Lee Kwok Chow, Victor, BBM;
Mr Lekshmanan s/o Kathavarayan; Mr Lim Tang Hwa, Moses; Ms Loo Cheah Wai, Lily;
Mdm Jamilah Bte Othman; Mr Rajasekaran s/o Pragasam, PBM; Mr P Rajoolingam Pitchamuthu, PBM;
Ms Nisa Seah; Mr Selvathurai s/o Sinniah; Mdm Tan Siew Jek; Mr Tan Yam Meng.

注：上一期的简讯里有一篇题为《与阿穆坦诚交谈》的文章。其中有一句是：“我们的家一点也不平静！幸亏我的岳母有六个姐妹，他们大多数都是家庭主妇，帮了我们不少忙。”穆仁理所说的这句话，更好的翻译应该是：“我们的家无论何时都很热闹！我的岳母有六个姐妹，他们大多数都是家庭主妇，帮了我们不少忙。”



Construction of ramp and upgrading of amphitheatre, park shelters and footpath between Blocks 327 Clementi Avenue 5 and 328 Clementi Avenue 2.

Improvement projects in Clementi

金文泰的改进项目



The upgraded community garden at Block 462 Clementi Avenue 3



Newly painted zebra crossing for existing covered linkway from Block 449 to Block 451 Clementi Avenue 3.



Upgraded ramp at footpath, leading to Block 454 Clementi Avenue 3.



New playground in front of Block 327 Clementi Avenue 5.



Construction of Drop-off porch at Block 415 Commonwealth Avenue West.



Construction of Drop-off porch at Block 381 Clementi Avenue 5.



Covered walkway and drop-off point at Block 548 and 549 Jurong West Street 42.



Covered walkway from Block 474 to 476 Jurong West Street 41.



New multi-generation fitness area near Block 118A Corporation Drive.



Drop-off point in front of Block 182 Bukit Batok West Avenue 8.

Other improvement projects in our Town 镇内其他改进项目



Covered walkway from Block 263 to 264 Bukit Batok East Avenue 4.



Fitness corner next to Block 252 Jurong East Street 24.



The ribbons were cut to open the refreshed Yuhua Village at an auspicious 9.09am on 9 October. Ms Grace Fu explained how every effort had been made to keep the character and features of this popular corner of the estate, while at the same time enhancing them. She led community leaders and residents around the Village, planted more trees and, together with students from Yuhua Primary, encouraged diners to return their trays!



We came and checked the plans – discussed them with our MP – and voted “YES” for an NRP that will give us all a covered walkway right into the Bukit Batok West Shopping Centre!. Mr Murali worked very hard on this NRP for Blocks 140 to 149 Bukit Batok West – and the improvements are very practical, They include a 3G Park where the elderly, their children – and their children’s children – can all exercise together! “How wonderful is that,” asked Mr Murali. We certainly gave a YES to this NRP.



Artist’s impression of the proposed covered pedestrian crossing at Bukit Batok Street 11.



Zeroing on Zika

You've seen posters in the lifts. You've read about it in the papers. Our MPs have helped spread the word all over Town: Zika is here in Singapore and it is good to take precautions.



Zika is a problem we know how to handle. Because it's transmitted by Aedes mosquitoes, just like Dengue.

No mosquitoes: no Dengue: no Zika.

Like Dengue, there's no cure for Zika but, unlike Dengue, it's worst effects can be inflicted on the unborn baby.

Only about one in five people infected with Zika actually show any symptoms – fever, rashes, joint pains, muscle pain, headache and red eyes – because it's

generally a mild and self-limiting illness.

While there is currently no evidence that pregnant women are more likely to get Zika, the consequences can be more serious as it can cause microcephaly in a small number of unborn babies.

What it all boils down to is this: we should continue working together to rid

our homes and our neighbourhoods of mosquitoes. We must leave them no place to breed in our Town.

And pregnant women should take some extra precautions with clothing, insecticide and insect repellent. And if the Zika symptoms develop, they should seek medical attention immediately.

How the Town Council targets mosquitoes



The Jurong-Clementi Town Council employs 24 mosquito checkers. Working 8am to 5pm, six days a week, each man covers 8 to 10 blocks per day. Hunting for places mosquitoes might breed and attacking them.

In the mornings they search the void decks and the common areas around the blocks. With sprayers loaded with anti-

malarial oil they neutralize any suspected breeding places.

In the afternoons they cover the common areas within the blocks. Because the oil they use outside is a little smelly, they use Abate - they call it 'the sand' - when neutralizing possible breeding spots along the corridors.

The great thing is, after years of working in the same neighbourhoods, most of these men know their blocks well. They know just where a puddle of water may be left standing for a few days after a rainstorm. Which flats are careless with their pot plates. Where litter gets thrown in the shrubs.

They're supervised by the conservancy contractor for the area. Together they check every precinct, every week. If anyone complains of mosquitoes in the meantime, the Council will check that block and call on its mosquito checker to deal with the problem straightaway.



Abate uses the active ingredient temephos to kill mosquito larvae. It has been found to be less toxic to humans than vinegar, salt or aspirin. It degrades rapidly and normally persists in the environment for only a few days. The Abate used by the

Town Council is a 5% slow release pellet formulation of temephos which can control mosquito breeding for about 30 days.

Anti-malarial oil has no active ingredient. It is a mineral oil harmless to humans and animals in the quantities used. It kills any mosquito larvae in the water it spreads upon by denying the larvae access to the air they need.



Gravitraps and Ovitrap are now used by the NEA and Town Council to monitor and limit mosquito breeding. The Ovitrap traps the offspring of Mrs Mosquito, while the Gravitraps traps her and makes sure she has no offspring.

What you can do

The NEA has made over half a million inspections islandwide and has found the majority of breeding sites are in our homes – mostly in domestic containers and flower pot plates and trays.



Turn over all water storage containers.



Change water in flower vases on alternate days.



Remove water from flower pot plates on alternate days.



Cover bamboo pole holders when not in use.

Some community events



1 Mr Tharman Shanmugaratnam at an NRP Forum at Block 154 Yung Ho Road, attending to residents' feedback.

2 Mr Desmond Lee in exchange of greeting with residents during the Fruits Party.

3 Mdm Rahayu Mahzam striking a pose with children in Malay costumes at the Bulan Bahasa.

4 Mr Ang Wei Neng enjoying a conversation with youths during the Ah Boys To Men movie marathon.

5 Dr Tan Wu Meng joined residents in hunting for Pokemon around the neighbourhood at a PokemonGo outing.

6 Ms Grace Fu joined the residents for a lantern walk during the Mid-Autumn Festival.

7 Mr Murali participating in a lion dance during the Mid-Autumn Festival.



社区
活动
片段

Lift 电梯维修 Maintenance

At last count, the Town Council was responsible for the maintenance of 2,107 lifts in our Town!

A heavy responsibility for the Council's Lift Maintenance Technicians. Our photographer followed two of them and saw why the inspection and servicing of just one lift takes one to two hours. And every lift in every block is checked monthly!

Our photos show some of the items, all hidden from view, that are checked.

The Emergency Battery Operated Power Supply (*right*) is also checked. This safety device is activated when a power failure occurs and supplies battery power to slowly move a stalled lift car to the nearest lift landing and then open the doors.



For lift and urgent maintenance matters in HDB estates after office hours, please contact the Essential Maintenance Service Unit (EMSU) at 1800 275 5555.



✓ Car door electrical and mechanical components.



✓ Counterweight guide shoes.



✓ Car top, car door operator, safety and limit switches.



✓ Governor tension weight and hydraulic buffer in lift pit.



Taman Jurong Neighbourhood Renewal Programme 达曼裕廊邻区更新计划

On 16 and 23 October, the Town Council shared with the residents of Blocks 151 to 163 Yung Ho Road, Yung Loh Road

and Yung Ping Road the Neighbourhood Renewal Programme that is being planned for this part of Taman Jurong. There will be several fresh ideas in this renewal

programme – an adventure playground, a tree house, sprinting track and a special set of fitness equipment that caters to those who are physically challenged.

裕廊西火患 Fire in Jurong West

The fire broke out at a quarter to three in the morning of Tuesday, 11 October. The blaze engulfed the wet market and two coffee shops at Blocks 493 and 494 Jurong West Street 41.

In one and a half hours the 30-year-old wet market was reduced to a ruin. No one was injured, but about 50 stallholders lost their stalls.



The collapsed roof of the wet market.

Clearing the ruins and rebuilding a new market will take more than a year.

To help the stallholders, about half of the \$600,000 needed for a 30-stall temporary market has been donated by businessmen, temples and other organisations.

It is expected to be up and running by Chinese New Year on the new basketball court at Block 495.



Mr Ang Wei Neng at the site of the disaster at dawn.

And a job fair was held to help displaced stallholders find interim employment or long term jobs.

Mr Ang Wei Neng said building plans for the temporary market had been submitted for approval and 21 stallholders had agreed to take up stalls in the temporary market. They may be able to sign their leases in early December.

Artist's impression of the temporary market to be built beside Block 495.



A modern and interactive stop

A group of young architects designed a new bus stop for us. You can try it out on Jurong Gateway Road at Jurong East Central.

While waiting for your bus, you can do a number of things – use the Wifi, charge your handphone, download e-books, check the bus arrival times, find out the weather, plan your journey and more.

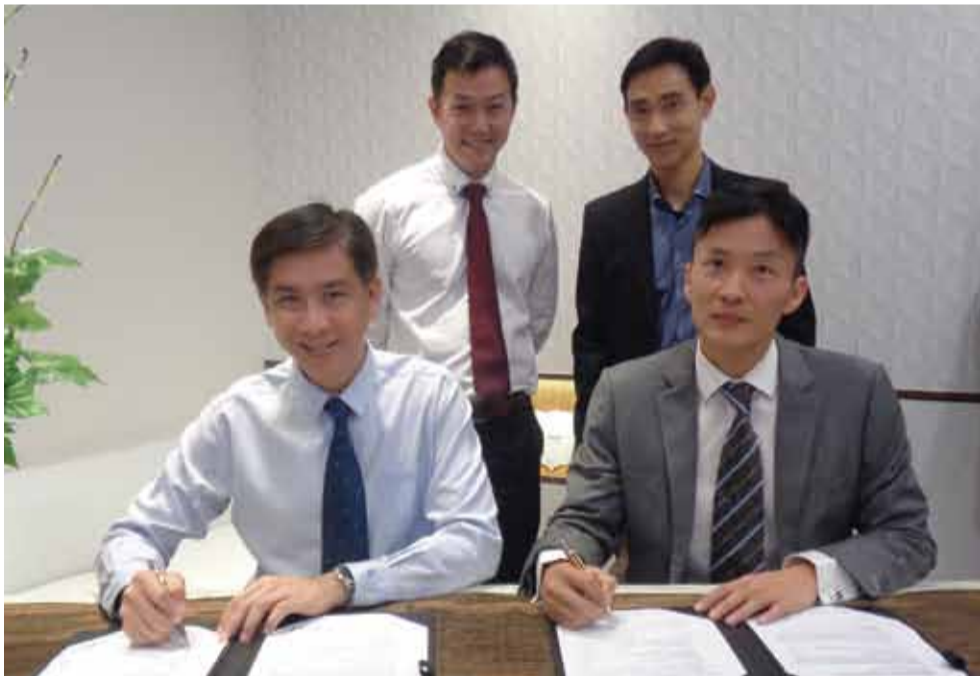
It’s all possible because many agencies, like IDA, LTA, NEA, NLB, NParks, SLA and URA, came together to make these ideas a reality.

Sri Nithi, 18, commented, “It’s technologically advanced and looks impressive. Very twenty-first century!”

创新的巴士站



There are magazines and books to read and huge interactive panels with information and services for you.



Mr Ang Wei Neng, Member of Parliament for Jurong GRC and Grassroots Adviser to Jurong Central GRO’s with the team of doctors managing Eagle Eye Centre.

SIGNIFICANCE OF THE MEMORANDUM: A COLLABORATION FOR A CAUSE

The presence of Mr Ang Wei Neng, Member of the Parliament for Jurong GRC and Advisor to Jurong Central GROs was very well received during Eagle Eye Centre’s official opening last 15th of October 2016. The signing of the Memorandum of Understanding on behalf the Jurong Central GRO’s with Eagle Eye Centre’s representative; to further educate the public in maintaining a good visual health through educational forums, eye screenings, and marketing campaigns; was made possible during this event.

As part of the MOU, Eagle Eye Centre has provided free eye checks for 500 residents with CHAS or PG cards. The eye checks can detect Cataracts, Glaucoma, Age-Related Macular Degeneration, Diabetic Retinopathy and Pterygium.



makan minutes

because 'jiak' is what we love!

In this multi-racial society, we often use food to connect with one another and bring a diversity of colorful sharing. In this series, join us as we bring you through our seven divisions and find out what residents enjoy eating.

TAMAN JURONG

"I like the Malay stall at Taman Jurong Shopping Centre. The gravies for Tauhu Goreng, Mee Soto and Longtong are very nice. There is a homemade flavour to these dishes."

Morihan
20 years of residency



You can find this bowl of Longtong at the Jurong Shopping Centre.

"Of course the Bak Chor Mee! The texture of the noodles is just nice to our taste buds and the ingredients are fresh. They don't use braised mushroom which is usually the tradition of this noodle."

Mr and Mrs Chua
Residents from a neighbouring precinct



Bak chor mee from the third floor of the Taman Jurong Market and Food Centre. This stall operates only in the morning.



Roti Telur (also known as Roti Prata with Egg) can be found at the Taman Jurong Shopping Centre.

"I like the variety of food at the Indian-Muslim stall. My favourite is the egg prata with fish curry. The thosai is good as well, and the chutney is nice."

Mr Shama
15 years of residency

"I enjoy the Teh Tarik and the vegetarian food. The way they cook is savoury, and makes me want to come back to buy more!"

Vaish S.
More than 10 years of residency



This teh tarik is available on the second floor of the Taman Jurong Market and Food Centre.

"I followed a recommendation and tried the char siew and roasted meat rice at the market. I like the honey taste in the char siew, and the meat is very tender."

Mdm Hum
7-8 years of residency



Char siew rice from the second floor of the Taman Jurong Market and Food Centre.

UP

Coming Events

Bukit Batok

27 November come to our Health Fair at the covered basketball court beside Block 210 Bukit Batok Street 21.

3 December There will be a West Winds Concert at Victoria Concert Hall at 7.30pm.

17 December *Christmas Cheer 2016* at the Sports Hub next to Bukit Batok CC at 6.30pm.

Bukit Batok East

4 December *Laser Tag Day!* at Bukit Batok East CC from 3pm to 5pm.

17 December Kampung Night will be held at U Square next to Block 283 Bukit Batok East Avenue 3 from 5.30pm to 10pm.

18 December An Art Fiesta at Bukit Batok East CC from 9am to 11am.

Clementi

19 November Deepavali Night at Clementi CC from 6pm to 9.30pm.

20 November Come and our monthly Walk-a-Jog, starting and ending at Clementi CC – from 7.30am to 9am.

20 November we'll have a Baby Show and Contest at Clementi CC, 9am to 1pm.

Jurong Central

12 November One Community Fiesta @ Jurong - Movie Night and Integration Carnival at Bukit Batok Sports Hub from 5.30pm to 9.30pm.

10 December Come and join in the Mini Scrabble Tournament at Jurong Green CC, #03-02, from 9am to 6pm.

11 December the Mammobus will be at the Block 425 Jurong West Avenue 1 carpark for screenings from 9am to 6pm.

Jurong Spring

19 November Come and enjoy Multi Racial Golden Melodies at the open space beside Block 501 from 7.30pm to 9.30pm.

20 November we will plant trees beside Block 453 from 8am to 9am.

20 November *Healthy Minds, Happy Lives* at the open space beside Block 501 from 9am to 12noon.

Taman Jurong

3 December share a *Nightmare before Christmas* to be put on by the Zone A RC Youth Chapter at the Lakevista multi-purpose hall from 7pm to 10pm.

17 December Zone D will hold a Christmas Party at the hardcourt beside Block 353 Kang Ching Road from 6pm to 10pm.

Yuhua

13 November Deepavali Celebration at Yuhua CC from 7pm to 10pm.

27 November join us for *Cycling 2016*. Flag off at 8am at Block 347 Jurong East Street 31. We'll cycle to Gain City at Sungei Kadut.

Enter the Lift Safety Quiz

You have seen the safety posters in the lift in your block. You have read them and learned how to use the lift properly.

Now ... test your knowledge.

Each of the six cartoons printed here are from the posters you have been reading. Three show "DO"s and three show "DON'T"s.

Mark the "DO"s with a ✓ and the "DON'T"s with an ✗ and you could win a prize.

This contest is open only to the residents of Jurong GRC and Yuhua and

Bukit Batok SMCs. The Judges' decisions are final. Seal your completed official entry form in an envelope. Affix postage stamps and mail 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 souvenir from the Town Council. All winners will be notified by post.

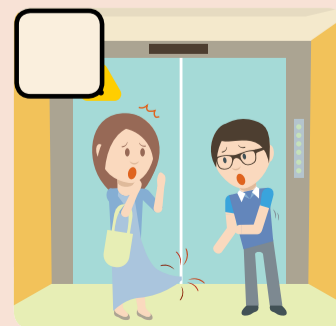
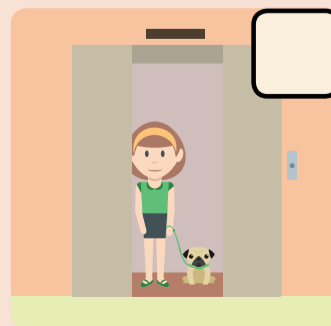
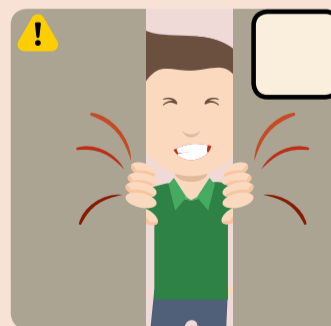
Closing date: 31 December 2016

Name: _____

Address: _____

NRIC: _____ Contact No: _____

Email: _____



USA 1898
KING KOIL®
GALLERY



Sleep Care Classic NOW
• Innerspring Mattress
Usual \$1998 (For Queen Size)
\$999
* **FREE** Bedframe
(Selected Models Only)



Spine Care NOW
• Pocketed Spring Mattress
Usual \$2798 (For Queen Size)
\$1399
* **FREE** Bedframe (Selected Models Only)



Ortho Medic I NOW
• Plush Latex Pillow Top
• Non-Flip Pocketed
• Spring Mattress
Usual \$3998 (For Queen Size)
\$1999
+ Pillow + Mattress Pad *



Spine Care Latex NOW
• 3" Natural Latex Pillow Top
• Non-Flip Pocketed Spring
• Anti Stress Fabric
Usual \$4598 (For Queen Size)
*Available in Jurong East
\$2299



Ortho Medic III NOW
• Visco Elastic
• Plush Pillow Top
• Non-Flip Pocketed Spring
• Coolmax Fabric
Usual \$5998 (For Queen Size)
*Available in Jurong East
\$2999



Ortho Medic IV NOW
• Latex
• Micro-Gel Plush Pillow Top
• Non-Flip Pocketed Spring
• Bamboo Silver Lurex Fabric
Usual \$6576 (For Queen Size)
*Available in Jurong East
\$3288

* **With** Bedframe (Selected Models Only) + Pillow + Mattress Pad *



Tasmania NOW
• L-Shape Fabric Sofa Set
Usual \$3160
\$1580



San Diego NOW
• 3 + 2 Fabric Sofa Set
Usual \$3598
\$1799



Georgia NOW
• 3 + 2 Half Leather Sofa Set
Usual \$3998
\$1999

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

0% Interest Free
* Terms & conditions apply

12 Months
Installment Plan for



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: 11AM to 9PM



1. MANAGE YOUR CONFLICTS USING F.O.C.U.S.

5 simple steps you can use to prevent conflicts

- F**ix It Yourself and aim to resolve the conflict amicably.
- Be **O**bjective and not take the issue personally. Focus on the problem, not the person.
- C**ommunicate your concerns and be mindful of your tone of voice and choice of words.
- U**nderstand the other party's viewpoint when listening to his or her side of the story.
- S**uggest Solutions and strive to reach a compromise together.

2. SEEK MEDIATION.

WHEN is mediation used?

There is bound to be conflicts when people live in close proximity. When that happens, use F.O.C.U.S. to resolve the conflict. If communication reaches a deadlock and requires a third party's facilitation, you can consider mediation voluntarily by approaching the Community Mediation Centre (CMC). In the case of a neighbour dispute, you may first seek the help of grassroots leaders through your nearest Community Club before seeking mediation.

WHAT is the CMC?

Set up in 1998 as a department of the Ministry of Law, the CMC aims to provide community mediation services for residents in Singapore to resolve relational, community and social disputes amicably.

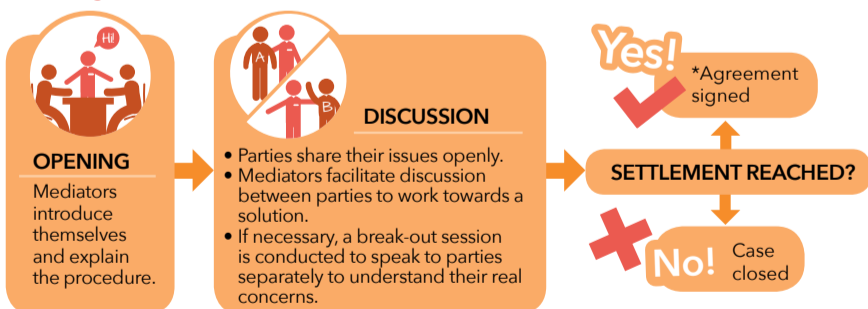
Disputes suitable for mediation are those that involve...



Common disputes handled by the CMC include those between neighbours over noise nuisance and obstruction of common areas; issues between family members over the care of and maintenance arrangement for the elderly, sick or disabled family members; and interest-free monetary matters between friends etc.

The CMC does not mediate legal, contractual or commercial issues.

During mediation...



*The settlement agreement is a private contract. A breach may result in civil proceedings if initiated by the parties. We strongly encourage parties to try mediation again and identify new solutions if a breach occurs as it is less likely to create further tension.

WHY choose mediation?



WHO are the mediators?

- CMC mediators are volunteers from different age groups, gender, ethnicities and professions. They are trained in community mediation and appointed by the CMC.
- Mediators are **not judges**. They are **neutral** third parties who facilitate conversations and guide the disputing parties towards a solution in a constructive and objective manner.
- They do not make judgements or impose any settlement on any party.



WHERE is mediation conducted?

It is conducted at the CMC, located at:
45 Maxwell Road, #07-11 The URA Centre (East Wing),
Singapore 069118

HOW to apply for mediation?

There are two ways to apply:

- Register online at www.mlaw.gov.sg/cmc; or
- Call our enquiry line at 1800-CALL-LAW (1800-2255-529).

Once both parties agree to mediation, a session can be arranged within 28 working days from the date of application.



3. GO TO COURT ONLY AS A LAST RESORT.

At the Courts...

