

JURONG-CLEMENTI TOWN COUNCIL

ANNUAL REPORT FOR 1 APRIL 2020 – 31 MARCH 2021

Chairman's Message

Dear Residents,

Warm greetings!

The past year has witnessed great disruptions in our lives due to the COVID-19 pandemic. The Jurong-Clementi Town Council (JRTC) similarly had to adapt our services and works across the Town to contribute to the fight against COVID-19. At the same time, we have been working closely with our partners to press on with projects that are aimed at rejuvenating our estates.

We thank our residents for your patience and understanding in the past year, as the timeline of some of these projects have had to be adjusted.

This past year, JRTC has also looked further ahead to chart out a roadmap to move into its next phase of development. The ultimate objective is to serve our residents better, and we will focus on service excellence, operational excellence and community engagement. We want to connect better with residents, raise operational standards to ever higher levels, and create ever more delightful experiences with residents at every touchpoint. At the same time, we will maintain and strengthen JRTC's excellence in corporate governance.

Together, we will make Jurong-Clementi an exemplary Town.

Welcoming New Families

I would like to extend a warm welcome to all new residents from **Block 445A Clementi Ave 3 and Block 445B Clementi Ave 3**. We will continue to improve the amenities of the Town so that residents of all ages will be proud to call Jurong-Clementi their home.

Strong Finances

For this financial year (FY), with continued prudence in managing our funds, we achieved a surplus of **\$2.53 m** despite incurring additional operating expenses to tackle COVID-19.

Improving Lift Safety

We started the Lift Enhancement Programme in 2018 to install additional safety features, 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 third year and we have completed the enhancement of **581 lifts**.

Lift Replacement Programme

We have spent **\$8.67 m** on lift cyclical maintenance, renewal of mechanical and electrical equipment and replacement of lifts at the following **6 blocks** in FY20:

1. Blk 288 C Bukit Batok Street 25, Lift C
2. Blk 288 D Bukit Batok Street 25, Lift C
3. Blk 289 E Bukit Batok Street 25, Lift C
4. Blk 290 D Bukit Batok East Ave 3, Lift C
5. Blk 290 G, Bukit Batok St 24, Lift C
6. Blk 291 A, Bukit Batok St 24, Lift C

Keeping our Estates in Good Condition

We have spent **\$50.46 m** on the routine cleaning and maintenance of the facilities/amenities as well as the general running of the town council and **\$10.81 m** on cyclical maintenance. The following cyclical works were carried out in FY 2020/21:

- Repairs and redecorations/repainting (147 blocks)
- Re-roofing (44 blocks)
- Replacement of various mechanical and electrical services, including rewiring, replacement of water pumps, water pipes, refuse handling equipment, alert alarm system and the lining of water tanks (110 blocks)

Improvement and Upgrading Programmes for Better Amenities

The Town Council has embarked on a range of upgrading and improvement projects, including covered linkways, multi-generation fitness corners, playgrounds for children, jogging and cycling tracks, as well as rejuvenation of recreational and community spaces. The new amenities and shared spaces not only improve connectivity but also encourage a healthy lifestyle among residents and provide opportunities for social bonding.

We have tapped on Community Improvement Projects Committee funding to complete the following works:

- **Construction of ramp** at Blocks 411 to 412 Commonwealth Avenue West
- **Construction of roof over existing ramp**
 - Block 457 Jurong West Street 41 to existing bus stop
 - Block 254 Bukit Batok East Avenue 4
 - Block 117 to 119 Bukit Batok Central
- **Upgrading of drop-off point**
 - Block 111, 112 & 115 Jurong East Street 13
- **Construction of covered walkway**
 - Block 201 Jurong East Street 21 to existing covered walkway along Boon Lay Way
 - Block 279 to 281 Bukit Batok East Avenue 3
 - Block 435 Clementi Avenue 3 to existing covered walkway
 - Block 103 to 104 Jurong East Street 13
 - Block 207 to 208 Bukit Batok Street 21
 - Block 183A Corporation Drive
- **Construction of drop-off point and covered walkway**
 - Block 250 & 253 Bukit Batok East Avenue 5

- Block 101 Bukit Batok West Ave 6
- Block 176 Bukit Batok West Ave 8
- Block 164 Bukit Batok Street 11

- **Upgrading of children's playground**
 - Block 241 Jurong East Street 21
 - Block 511 Jurong West St 52
 - Block 109 Jurong East Street 13
 - Block 247 Bukit Batok East Avenue 5
 - Block 260 Bukit Batok East Ave 4
 - Block 334, 351, 363 & 364 Clementi Avenue 2
 - Block 415 Commonwealth Avenue West
 - Block 374 Clementi Ave 4
 - Block 455A Clementi Ave 3
 - Block 338 Jurong East Ave 1
 - Block 285D Toh Guan Road
 - Block 115 Bukit Batok West Ave 6

- **Upgrading of fitness corner**
 - Block 104 Bukit Batok Central
 - Block 427 & 431 Jurong West Avenue 1
 - Block 402 Jurong West Street 42
 - Block 510, 511, 513, 522 Jurong West Street 52
 - Block 236 Jurong East St 21
 - Block 339 & 346 Clementi Ave 5
 - Block 333 Clementi Ave 2

- **Construction of Stage**
 - Block 337D Tah Ching Road

- **Upgrading of Street Soccer Court Fencing**
 - Block 226 Bukit Batok Central

A large-scale project we are particularly proud of completing is the rejuvenated Bukit Batok Neighbourhood Park, near Block 225 Bukit Batok Central. Residents of Bukit Batok estate are now able to enjoy the special elevated boardwalk which skirts 125m around the hillock. A widened footpath for jogging and brisk walk and new fitness equipment helps residents maintain an active lifestyle. And children are creating special memories at the new set of adventure playgrounds.

Revitalisation of Shops (ROS)

Through the ROS scheme, we have worked with retailers and local merchants' associations to upgrade neighbourhood shopping areas and ensure that these remain as vibrant spaces in the community for residents.

- **ROS in Progress**
- Blocks 150 to 159, 164 and 166 Bukit Batok Street 11/West Avenue 6

Neighbourhood Renewal Programme (NRP)

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

- **NRP completed**
- Blocks 178 to 187 Bukit Batok West Avenue 6 and 8
- **Design 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

Greenery and Sustainability

In line with the SG Green Plan 2030, 15 People's Action Party Town Councils have launched a joint initiative called the Action for Green Towns (AGT) to boost sustainability practices within their communities. In Jurong-Clementi, my colleague, Mr Shawn Huang, is our Town's Sustainability Champion to lead our efforts under the AGT. Other sustainability initiatives, including under the HDB Green Towns programme, are also being implemented across different estates.

We are committed to incorporating more nature and greenery into our estates and communities. To this end, we are partnering with several public agencies such as the HDB, National Environment Agency, National Parks Board and Health Promotion Board, among others, to drive green-ing initiatives such as allotment gardens, community gardens, exercise parks and playgrounds that will encourage our residents to be more involved in their estate's sustainability programmes.

Digitalisation and Outreach

To strengthen engagement with our residents, JRTC has enhanced our communications channels in FY20. Residents can provide their feedback through various channels, including our website, email and Facebook page. Our revamped official website is a comprehensive resource of township information, community news and feedback mechanisms. Integrated with social media buttons, this informative and user-friendly site has been redesigned to provide a pleasant and intuitive navigation experience. We also rebranded our Facebook page last year in an effort to feature a wider range of content. Additionally, we keep residents updated on the latest Town happenings and developments via our monthly digital newsletter. These platforms enable us to connect with and engage our residents on various township matters. Through this interactive process, we are also able to gather their views and feedback to help us improve our work and the processes in place.

In addition to the digital notice boards at all HDB blocks, the Town Council is also working closely with the Municipal Services Office (MSO) to roll out a number of digital initiatives for feedback submission. These include OS Lite, which allows residents to submit feedback by scanning a QR code in high footfall areas; What Say You, which is a simple and customisable resident survey tool to solicit views on estate upgrading works; M360, which helps streamline

the operational workflow by enabling cases reported on OS App to be auto-routed to the Town Council's workforce on the ground; and the Lift Stoppage Notification, which will inform affected users of any lift stoppage via mobile notification.

Call Centre Operations

To serve residents better, we have also reviewed our call centre operations and introduced new, enhanced features to the hotline. Residents have an option to leave their contact number, and our customer service officer will return their call on the same work day. The new callback function aims to provide convenience to residents and reduce their call waiting time. Furthermore, the option to download the OneService application was also integrated into the hotline. OneService offers efficient delivery of feedback through automatic routing to the relevant agency in charge.

Municipal Services Award 2020

JRTC has performed exceptionally well by winning three awards in different categories. These are part of the MSO's OneService Recognition Framework, and the JRTC initiatives recognised include an improved pneumatic waste conveyance system in Yuhua, managing the rat infestation issue at Clementi Town Centre, and identifying the offenders behind high-rise littering in Jurong East Street 24.

Covid-19 Assistance

To alleviate the economic impact of the pandemic for many households, eligible HDB households have received, under the Care & Support package announced in Budget 2020, rebates of up to three-and-a-half months on their Service and Conservancy Charges (S&CC). The Town Council has also been calibrating its actions relating to S&CC arrears collection.

JRTC has also assisted the Town's commercial operators with a 15 per cent rebate on the S&CC for a four-month period from July to October 2020.

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 council. 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 public 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 JRTC.

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.

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 JRTC and dedication to serve residents.

Conclusion

I also like to thank community leaders and partners, various government agencies and most importantly, our residents for their support to the Town Councillors in our work, in what has been a very challenging year for JRTC.

JRTC will strive to serve our residents even better, so that Jurong-Clementi will always be a Town that residents are proud to call Home.

Thank you.



Xie Yao Quan
Chairman
Jurong-Clementi Town Council