

Our Neighbourhood

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A publication by
Jurong-Clementi Town Council



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SUSTAINABILITY

Your MP's Meet-The-People Sessions

议员接见选民活动

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 தலைவர், ஜூரோங்-கிளமென்டி நகர மன்றம்

We are glad to share that the Jurong-Clementi Town Council has achieved green ratings across all four assessment areas in the recent FY2023 TCMR Operational Report by the Ministry of National Development. These categories encompass estate cleanliness, maintenance, lift performance and Service and Conservancy Charges (S&CC) arrears management.

As we celebrate National Day, it is a fitting moment to reflect on the achievements that make the Jurong-Clementi community strong. In this issue, we shine a light on the dedicated JRTC staff who work tirelessly behind the scenes. From keeping our common areas clean to resolving estate issues, their commitment plays a significant role in our daily lives. We also highlight our recent efforts in estate developments, including details on exciting new town improvement projects.

Resident engagement is a cornerstone of our mission. We have heard your concerns about needing more sheltered walkways, and we are happy to report that several new ones have been constructed across various precincts. These improvements will make moving about your estates more comfortable and convenient, rain or shine, for all – commuters getting to and returning from work, children going to and returning from school, people with mobility challenges, and seniors and retirees.

Let us continue to work closely together, take ownership of our neighbourhoods, and find ways to create an ever safer, greener, better and more vibrant living environment for the residents of Jurong-Clementi, Bukit Batok and Yuhua estates.

Wishing you and your families a joyous and happy National Day!

WE WANT TO HEAR FROM YOU

Your feedback is important.



Note: Suggestions will be evaluated and implemented if they are feasible.



Scan the QR code to share your thoughts.

告诉大家一个好消息，裕廊—金文泰市镇理事会在国家发展部最近发布的2023财年市镇会管理报告中表现优异，所有四项评估指标——市镇清洁、区内维修和保养、电梯服务，以及服务与杂费 (S&CC) 欠款管理，都获得绿色评级。

在欢庆国庆日之际，让我们回顾裕廊—金文泰社区的累累硕果，并向默默奉献的裕廊—金文泰市镇会员工致敬。他们辛勤工作，努力维持公共区域的清洁，解决组屋区的各种问题，在我们的日常生活中扮演着重要角色。这一期，我们也重点介绍社区邻里的最新发展，包括振奋人心的新市镇改进项目。

我们重视与居民互动交流，并听取了大家对增建有盖走道的反馈。我们很高兴地告诉大家，各邻区已建造一些新的有盖走道。这些设施为居民带来更方便舒适的出行体验，无论晴天雨天，你们要出门工作或上学、放工或放学回家，都能轻松走动。对于行动不便、年迈和退休的居民来说，这些设施更是带来了极大的便利。

让我们继续紧密合作，共同担负起责任，为裕廊—金文泰、武吉巴督和裕华的居民打造更安全、绿化、美好和充满活力的家园。

最后，祝你们和家人国庆日快乐！

Kami berbesar hati untuk berkongsi bahawa Majlis Bandaran Jurong-Clementi telah meraih *rating* hijau bagi kesemua empat bidang penilaian dalam Laporan Operasi TCMR FY2023 baru-baru ini oleh Kementerian Pembangunan Negara. Kategori-kategori ini meliputi kebersihan estet, penyelenggaraan, prestasi lif, dan pengurusan tunggakan Bayaran Perkhidmatan & Penyelenggaraan (S&CC).

Dalam kita menyambut Hari Kebangsaan, wajar bagi kita mengimbas pencapaian yang menjadikan masyarakat Jurong-Clementi kukuh. Dalam isu ini, kami mengetengahkan kakitangan JRTC yang berdedikasi menjalankan tugas tanpa lelah di sebalik tabir. Daripada menjaga kebersihan ruang-ruang awam kepada menyelesaikan isu-isu estet, komitmen mereka memainkan peranan utama dalam kehidupan seharian kita. Kami juga memaparkan usaha terkini pembangunan estet, termasuk butiran tentang projek peningkatan bandar yang baru.

Usaha mendekati penduduk merupakan misi utama kami. Kami telah mendengar keprihatinan anda tentang perlunya menambah laluan pejalan kaki berbumbung, dan kami gembira melaporkan bahawa beberapa laluan sedang dibina di beberapa presint. Kesemua peningkatan ini membolehkan anda semua bergerak di estet anda dengan lebih selesa dan mudah, tanpa kira hujan atau panas – mereka yang ulang-alik kerja, kanak-kanak pergi dan pulang dari sekolah, pengguna dengan cabaran mobiliti, serta warga emas dan pesara.

Ayuh kita terus bekerja rapat bersama, amalkan sikap memiliki kejiranan kita, dan cari jalan untuk menghasilkan sekitaran kehidupan yang lebih selamat, hijau, baik dan rancak bagi penduduk di estet-estet Jurong-Clementi, Bukit Batok dan Yuhua.

Saya ucapkan Selamat Hari Kebangsaan kepada anda dan keluarga!

தேசிய வளர்ச்சி அமைச்சு அண்மையில் வெளியிட்ட 2023 நிதியாண்டுக்கான TCMR செயல்பாட்டு அறிக்கையில், நான்கு மதிப்பீட்டுப் பிரிவுகளிலும் ஜூரோங்-கிளமென்டி நகர மன்றம் “பச்சை” மதிப்பீடு பெற்றிருப்பதை உங்களுடன் பகிர்வதில் மகிழ்ச்சி அடைகிறோம். பேட்டையின் தூய்மைநிலை, பேட்டையின் பராமரிப்பு, மின்தூக்கி செயலாற்றல், சேவை, பராமரிப்புக் கட்டணப் பாக்கி நிர்வாகம் ஆகியவை அந்நான்கு பிரிவுகள்.

நாம் தேசிய தினத்தைக் கொண்டாடும் இத்தருணம், ஜூரோங்-கிளமென்டி சமூகத்தை வலுப்படுத்தும் சாதனைகளை நினைத்துப்பார்க்க உகந்த தருணமாகும். இந்தப் பதிப்பில், பின்னணியிலிருந்து அயராது உழைக்கும் ஜூரோங்-கிளமென்டி நகர மன்ற ஊழியர்களை நாங்கள் பாராட்டுகிறோம். நமது பொது இடங்களைச் சுத்தமாக வைத்திருப்பது முதல் பேட்டை விவகாரங்களுக்குத் தீர்வு காண்பது வரை, அவர்களின் கடப்பாடுமிக்கப் பணி நமது அன்றாட வாழ்க்கையில் முக்கியப் பங்காற்றுகிறது. நாங்கள் அண்மையில் மேற்கொண்ட பேட்டை மேம்பாடுகளையும் இப்பதிப்பில் வெளியிடுகிறோம். விறுவிறுப்பான புதிய நகர மேம்பாட்டுத் திட்டங்களின் விவரங்களும் இதில் உள்ளடங்கும்.

எங்களது செயல்பாடுகள் குடியிருப்பாளர்களின் கருத்துகளை மையமாகக் கொண்டவை. இன்னும் அதிகமான கூரையுள்ள நடைபாதைகள் தேவைப்படுவதாக நீங்கள் தெரிவித்த அக்கறைகளை நாங்கள் கவனத்தில் கொண்டோம். இதனையடுத்து, பல்வேறு அக்கம்பக்கங்களில் பற்பல புதிய கூரையுள்ள நடைபாதைகள் கட்டப்பட்டிருப்பதை உங்களிடம் தெரிவிப்பதில் மகிழ்ச்சி அடைகிறோம். மழையிலும் வெயிலிலும், உங்கள் பேட்டையில் செளகரியமாக நடமாட இந்த மேம்பாடுகள் துணைபுரியும். வேலைக்குச் சென்று வருவோர், பள்ளிக்குச் சென்று வரும் பிள்ளைகள், உடற்குறைபாடுகள் உள்ளவர்கள், மூத்தோர், ஓய்வபெற்றோர் என அனைவரும் பயனடைவார்கள்.

இனிவரும் காலத்திலும் நாம் தொடர்ந்து அணுகுமமாகச் செயல்பட்டு, நமது அக்கம்பக்கத்திற்குப் பொறுப்பேற்று, ஜூரோங்-கிளமென்டி, புக்கிட் பாத் தோக், யூஹுவா பேட்டைகளில் வசிப்போருக்காக மேலும் பாதுகாப்பான, பசுமையான, மேம்பட்ட வாழ்க்கைச் சூழலை உருவாக்குவதற்கான வழிமுறைகளைக் கண்டறிவோம் என்று நம்புகிறேன்.

உங்களுக்கும் உங்கள் குடும்பத்தாருக்கும் இனிய தேசிய தின வாழ்த்துக்கள்!



Happy 59th Birth

To mark the upcoming National Day, hear from fellow residents what this special day means to them, and their hopes and aspirations for the country.

Q1 What are your personal hopes and dreams for a Singapore of the future?

“One people, one team, and a country where its strong government leads the country and helps it to flourish while benefiting the citizens.”



Natasha Sim

“My personal hopes and dreams are for Singapore to have better racial harmony and to feel a greater sense of belonging.”

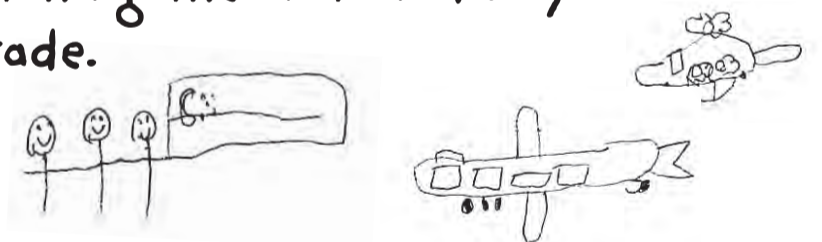


Tiffany Naomi Anthony

Q2 How do you typically celebrate National Day? What are some of your fondest memories of our parades?



Watching the National Day parade.



Mohamed Ozil Wildan Bin Mohammed Ridzuan



“I celebrate National Day by doing balloon sculptures for the community!”

Sally Tan

“I never fail to join the NDP tickets balloting each year. In those years when I’m unable to get tickets, I organise a get-together with family and friends to watch the parade from nearby areas such as the Marina Bay Waterfront Promenade and Marina Barrage. The fondest moment I have is that of NDP 2020, when the Covid-19 restrictions were still in place. I brought my son out for a trek down the heritage areas to share our history with him. We ended our excursion at Marina Bay Sands, and managed to catch some of the trucks and fighter jets that were part of the NDP.”

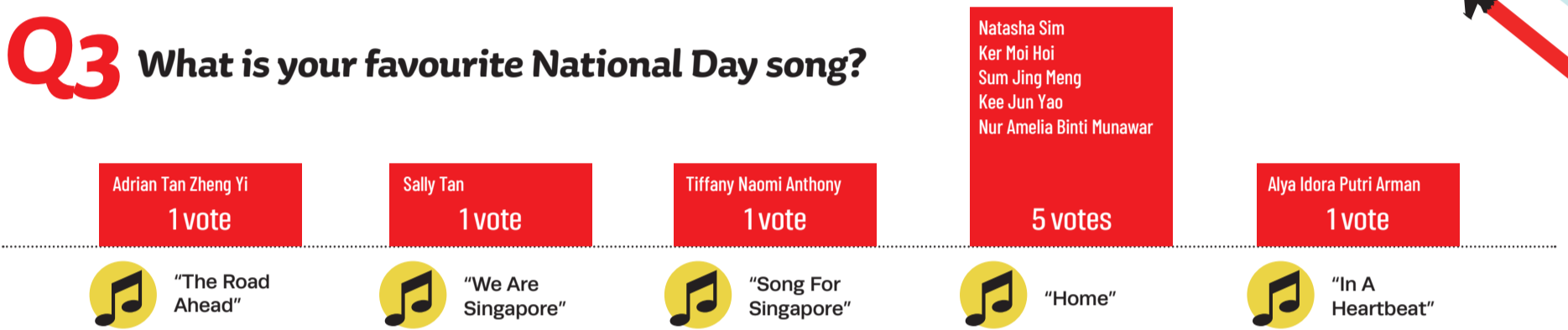


Nur Amelia Binti Munawar

day Singapore



Q3 What is your favourite National Day song?



Q4 What do you think is Singapore's greatest attribute to overcoming adversity?

"It is its resilience and adaptability. Throughout its history, Singapore has faced numerous challenges, from economic downturns to health crises, and has consistently found ways to innovate, adapt and emerge stronger. This resilience is rooted in a strong sense of unity, effective governance and a forward-thinking approach to problem-solving. Additionally, Singapore's emphasis on education, meritocracy and long-term planning has enabled it to navigate turbulent times and thrive in an ever-changing global landscape."



Sum Jing Meng

"I would say Singapore's greatest attribute is founding Prime Minister Lee Kuan Yew. I have heard how he managed to turn what seemed to be a swamp and Third World country into a metropolis and First World country. He never gave up, and saw the potential of growth in Singapore. Without him, Singapore would not be what it is today."

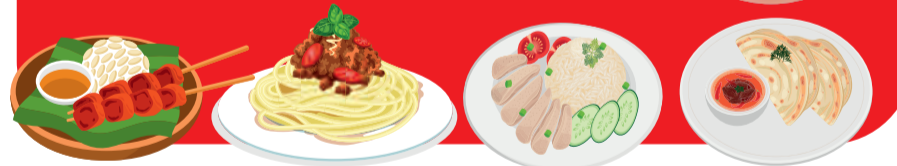


Kee Jun Yao

Q5 Name one or two qualities that are unique to being a Singaporean.

"The variety of multi-flavoured local food. When I go to a hawker centre, I can choose from different foods like roti prata, nasi lemak, satay and fishball noodles, among others."

Adrian Tan Zheng Yi



"Being Singaporean means embracing our diverse mix of cultures, religions and languages. Secondly, we are also known for our competitive spirit, which is described as kiasu."

Alya Idora Putri Arman



"We are bilingual. We get to enjoy different types of food because of the multicultural society in Singapore."

Ker Moi Hoi

New Multi-Generational Fitness Corner And Other Facilities Rejuvenate Bukit Batok



Mr Murali Pillai, MP for Bukit Batok SMC, officiating the Neighbourhood Replacement Programme (NRP) ceremony.

Once occupied by a substantially large mass of foliage, this unused parcel of land near Block 192 Bukit Batok West Avenue 6 saw a massive revamp by the Jurong-Clementi Town Council (JRTC) team to bring modern communal amenities to residents. Today, the area is equipped with a fitness corner that is powered by sustainable technologies.

Residents can avail themselves of modern exercise machines: Smart Elliptical Trainer and Smart Hand Cycler (both with adjustable resistance and wireless charging), which are built with the intention of accommodating individuals with different degrees of mobility. This marks a pivotal step forward for Jurong-Clementi estate, as it continues to explore inventive means to cultivate a smarter, greener and more convenient neighbourhood for all.

To introduce these novel additions to the Bukit Batok community, a commemorative ribbon-cutting ceremony was held on 29 March 2024 for residents to try out the equipment and partake in a celebratory barbecue get-together. They were joined



Youths try out the new equipment at the fitness corner; Mr Murali tests the smart hand cycler with adjustable resistance and wireless charging.



Mr Murali (fifth from right) along with residents at a gathering that allows people to use the new barbecue pits in the estate.



A resident prepares a barbecue spread for his fellow residents.



Mr Murali and residents of Bukit Batok take a look at the overview of the new facilities.



A new sheltered pavilion and drop-off point offer residents greater convenience.

by Mr Murali Pillai, MP for Bukit Batok SMC, community stakeholders, as well as physiotherapists representing Ng Teng Fong General Hospital and Jurong Community Hospital.

A Multi-Generational Fitness Corner

Technological novelty notwithstanding, the design philosophy guiding this installation stays true to its intended purpose – to keep it accessible and intuitive enough for a diverse group of users. People in their 60s should find it as easy as users in their 20s to operate the various equipment.

Mr Murali underscores the importance of community engagement in shared spaces like this one: “All generations of residents, from grandparents and parents to their children, can continue to enjoy a vibrant and bustling estate that we call home.”

If anything, this workout space is intended to bring residents of all ages together, so that they can forge new connections that are tied by common love and interests.

Sustainable And Modern Living

This fitness corner is a testament to the wonders one can achieve when technology and sustainability work in tandem. Simply

“This space was once merely shrubs and vegetation. Today, we have a fitness corner, a pick-up point, as well as barbecue pits. Seems like there’s a lot going on recently.”

Joe, a resident of Bukit Batok

put, its equipment transforms the user’s own momentum into usable energy that is then delivered to its wireless charging port. Residents can find this circular framework incorporated in modern exercise machines such as the smart elliptical trainer and smart hand cyler.

Additionally, the machines are not as static as their previous iterations, with adjustable weights that residents can customise to better align with their fitness pursuits.



Mr Gordon Soh, a Bukit Batok resident and one of the senior physiotherapists who was there guiding

residents, believes that this new fitness hub can encourage more residents to keep an active lifestyle. “A lot of my patients, especially new retirees in their early 60s, struggle to exercise after having lived a sedentary lifestyle for many years,” he says. “Some are put off by the presumed steep learning curves of typical exercise machines. Thankfully, this fitness corner is easy to use and versatile enough to accommodate individuals with different degrees of mobility.”

A Collaborative Social Spirit

Like any communal project, this fitness corner would not have been possible if not for the hard work of the estate’s many stakeholders, including the volunteers of Resident Corner Zone 10 and the JRTC team. It complements an array of completed Neighbourhood Renewal Programme (NRP) initiatives, including a new sheltered drop-off point, a new playground, as well as an upgraded sheltered pavilion furnished with new barbecue pits near Block 192.

Joe, who has been a resident in Bukit Batok since 2005, is excited to witness first-hand the many developments in his neighbourhood. “This space was once merely shrubs and vegetation,” he shares, gesturing animatedly in the direction of the fitness corner. “Today, we have a fitness corner, a pick-up point, as well



A senior citizen tries out the new smart elliptical trainer.

as barbecue pits!”

He continues to beam his approval at the many quality-of-life improvements, elaborating: “Seems like there’s a lot going on recently. You see those project laundry handles? Those are quite new. And it seems like a few of the lifts are currently undergoing upgrades as well.”

Mr Murali Karan, a volunteer of Resident Corner Zone 10 for over 18 years, is delighted to be part of the journey. While cooking an entire platter of marinated satay meat and chicken wings for the event’s many participants, he shares that it is very nice to see his neighbours and friends come to celebrate the new community facilities.

With various ongoing initiatives such as the NRP and Home Improvement Programme, the JRTC team remains resolute in its mission to provide residents the home that they deserve.



Connectivity For All: Bridging Distances

It is true that even the smallest of changes can make a significantly huge impact.

From newly installed sheltered linkways to drop-off points that were constructed just recently, Jurong-Clementi sees a plethora of improvements that will make residents' lives more convenient and elevate community interactions.

More importantly, these enhancement initiatives serve as a testament to Jurong-Clementi Town Council's (JRTC) proactive approach to working alongside residents to preserve the estate's vibrancy. Determined to serve and represent the community's interests, JRTC hopes that residents continue to share their concerns and feedback on ways to improve the estate further, so that Jurong-Clementi remains a clean, green and inclusive home for everyone.

Bukit Batok East

An upcoming covered linkway connecting 285 Toh Guan Road to Jurong Gateway

This much-anticipated development will bring a huge quality-of-life convenience for those looking to visit Jurong Gateway. Residents at 285 Toh Guan Road will no longer have their visits to this shopping centre disrupted by abrupt downpours.



Artist's impression of Blk 285 Toh Guan Road to Jurong Gateway*.

Yuhua

High-low covered linkway at the pedestrian crossing between Blocks 317 and 343, Jurong East Street 21

Now, weather irregularities will have minimal effect on residents' daily commute to the nearby market and coffee shop in Jurong East Street 31. This sheltered and sturdy connector will protect eager shoppers and pedestrians from unpredictable weather conditions, such as heavy rains or an unusually hot day.



"I think our cyclists will be very happy with this linkway as it provides them an alternate route back home when it does rain. Now, they can cycle from the market area and through this sheltered linkway to reach home." - Mr Chee Yong

"My mother loves to shop at Jurong Gateway. So she knows better than most the necessity of this linkway. I remember how she had to wait out the rain at the mall as she couldn't head back home. This is definitely a project we're very excited about." - Mr Shyam



Covered linkway over BFA ramp at Block 335, Clementi Avenue 2.



High linkway between Blocks 279 and 280, Bukit Batok East Avenue 3.

Here are the community additions in Jurong-Clementi:

- 01 New drop-off point at Block 250, Bukit Batok East Avenue 5, as well as at Blocks 252 to 253, Bukit Batok East Avenue 5
- 02 Covered linkway over BFA ramp at Block 335, Clementi Avenue 2
- 03 High-low covered linkway between Blocks 168 and 169, Bukit Batok West Avenue 8

- 04 New linkway between Harmony Pavilion and existing covered walkway at Blocks 274 and 278, Bukit Batok East Avenue 4
- 05 Enlarged highlink roof at Nature View Estate's Blocks 289A, 288D and 289B, Bukit Batok Street 25
- 06 Covered walkway between Blocks 287A to 287B, Jurong East Street 21

- 07 High linkway between Blocks 279 and 280, Bukit Batok East Avenue 3
- 08 New covered linkway from Block 201, Jurong East Street 21 to LTA linkway along Boon Lay Way
- 09 Enlarged high linkway from Block 289A to MSCP Block 289H, Bukit Batok Street 25

* Artist impressions are for illustration purposes only and may be subject to change as advised or required by the relevant statutory authorities or project consultants to the Jurong-Clementi Town Council.

Three Members Of Parliament From Jurong-Clementi Town Council Have Been Promoted With New Appointments

Prime Minister Lawrence Wong was sworn in on 15 May 2024 alongside his newly appointed cabinet. As part of his government reshuffle, three of Jurong-Clementi's Members of Parliament (MPs) have been promoted with new appointments.

Madam Rahayu Mahzam, MP for Jurong GRC, has been appointed Minister of State in the Ministry of Health as well as the Ministry of Digital Development and Information, previously known as the Ministry of Communications and Information. This name change, a reflection of the Ministry's role in advocating the nation's digital framework and goals, came into effect on 8 July 2024.

Mr Murali Pillai, MP for Bukit Batok SMC, has been appointed Minister of State in both the Ministry of Law and Ministry of Transport from 1 July 2024 onwards.



Rahayu Mahzam
Minister of State
Ministry of Digital Development and Information
and Ministry of Health



Murali Pillai
Minister of State
Ministry of Law and
Ministry of Transport



Shawn Huang
Senior Parliamentary Secretary
Ministry of Education and
Ministry of Finance

Mr Shawn Huang, MP for Jurong GRC, is the new Senior Parliamentary Secretary of the Ministry of Education and Ministry of Finance.

Congratulations to our MPs, and we wish you all the very best!

New Lift Replacement At Bukit Batok

Old lifts at HDB blocks typically require replacement after 25 to 28 years to ensure their safety and reliability.

As lifts age, their components can wear out and become less reliable, increasing the risk of malfunction that could endanger residents.

At Block 188, Bukit Batok West Avenue 6, work to replace the ageing Lift B was completed in May. Jurong-Clementi Town Council representatives, along with the project contractor and consultant, conducted a thorough inspection of the new lift to ensure that its design and construction met the highest safety standards.

According to project engineer Mr Tan Poh Thong from C&W Services, the new lifts were designed in compliance with Singapore Standard SS550:2020, which defines the code of practice for Installation, Operation and Maintenance of Electric Passenger and Goods Lifts.

The new lift will home down to the first floor or alternate floor for the safe evacuation of passengers if there is a fire condition detected by the newly installed heat detectors, which are available at the first and third level landings, as part of the original building design. The new lift will also home to the alternate floor at Level 3 if it happens to detect a fire condition that was to develop at the first floor, says Mr Tan, whose company was appointed the project consultant

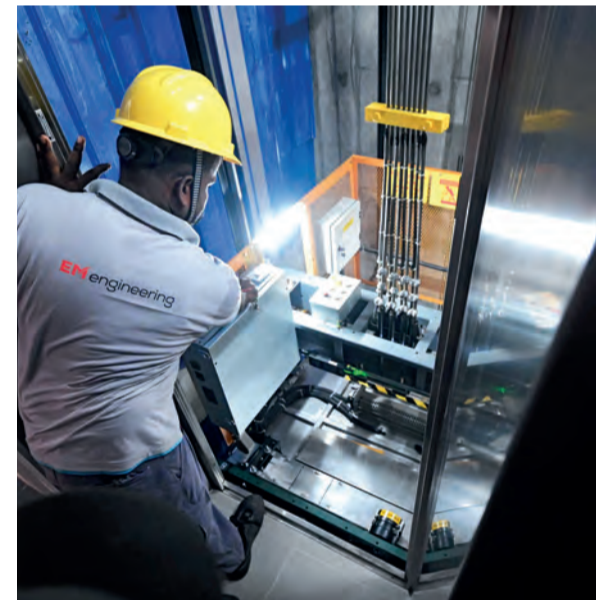
for the Lift Replacement Programme.

Mr Tan further shares that the new lift installed at the block has a floor area of 1.90 square metres, a capacity of 10 people, and operates at a speed of 90 metres per minute, which is aligned with specifications imposed by Singapore Standard SS550:2020.

This is a significant improvement as compared to the older lift, which had a floor area of 1.46 square metres, a capacity of eight people, and a travelling speed of 60 metres per minute, enhancing both lift efficiency and user experience.

Thorough tests and calibrations were conducted during the Testing and Commissioning Phase and Joint Inspections with the Town Council, and Specialist Professional Engineer, to ensure that the new lift performs according to the intended design specifications and reacts promptly to any faults trigger. This ensures a smooth and safe ride for all users – in particular, the elderly and those with physical impairments.

The new lift is also equipped with other safety features like Uncontrolled Car Movement Protection, Ascending Car Overspeed Protection, Car Door Safety Gate Switches, Infra Red Curtains, and Longer Car Apron to improve the safety of the lift. These features are also present in the older lifts that have undergone Lift Enhancement Programme.



The testing and commissioning (T&C) technician bringing the car to be level with the top floor for the inspection of car top components.



Mr Murali Pillai, MP for Bukit Batok SMC, inspects the new lift along with engineers.

A Glimpse Behind-The-Scenes: The Work Of JRTC Staff

Jurong–Clementi Town Council (JRTC) staff are the backbone of the system that maintains the estate, its cleanliness, greenery and the facilities that are meant especially for the residents of Jurong–Clementi. Working alongside residents to make the neighbourhood a warm and inclusive home for everyone, the staff at JRTC have shown determination, resilience and a genuine desire to make a difference in the lives of Jurong–Clementi residents.

In this issue, we put the spotlight on some of the JRTC team members by learning more about their jobs and the passion that fuels their dedication.



Lee Wen Qi (left) and Nurhidayah Binte Abdul Talib

Lee Wen Qi

Senior Property Executive at JRTC
(3 years)

1. What is it about your job that residents usually do not see or notice?

Some think that property officers are akin to normal office workers who are often desk-bound. On the contrary, we actually spend a lot of our time in the field, walking around our many estates to make sure our common areas are well taken care of. We also participate in numerous town halls that usually happen only after office hours.

2. Tell us more about your proudest achievement because of your contributions to JRTC. Why is this achievement especially memorable for you?

It definitely has to be my first big Repair and Redecoration (R&R) project in my area. It was Yuhua Market at Block 254, which was planned for a considerably huge renovation. As I was meant to assist in the project's facilitation, I spent a lot of time getting to know the many stall owners and contractors in the area, learning more about their livelihoods, struggles

and hopes after the remodel. This market is their lifeblood, and I knew then that this project had to be impeccable for our residents.

Being able to witness their joyous faces after the market was officially reopened five months later will always be the highlight of my career at JRTC.

3. What do you think is one misconception residents have of the Town Council and the many roles that it plays?

It has to be JRTC's job scope. Many residents assume that the Town Council's primary role is upkeep of the estate's cleanliness. It is only partially true, as this facet is just one of many mantles that we carry. There is so much that we do that is behind the scenes, such as financial accounting, resident engagement, conflict resolution and vendor management.

Did you know that we even help resolve animal and pest issues reported by residents?

4. What is it about your job that you enjoy the most?

I just love the spontaneity of the job! The fact I can head out to my estate to conduct

site inspections and catch up with residents in the area whenever necessary is truly a blessing. It is one thing to be supervising a project from the office; it is a totally different ball game to witness first-hand the fruits of our labour.

Nurhidayah

Communications and Customer Service Officer (2 years)

1. What is one instance of your interaction with residents that you still remember today?

It was a pretty ordinary case of an elderly couple who requested some assistance moving their flowerpots back home. These pots were moved from their usual place by ground workers who were painting the estate. All it involved was informing the contractor to simply provide the help they needed.

Wanting to ensure that case was fully resolved, I gave the couple a follow-up call. The conversation was so wholesome: They were grateful that their simple request had been addressed and thanked me for making

the move possible. It was such a delightful surprise to learn that even the smallest of actions can make the biggest of differences! It reminds me of how rewarding my job is when residents are happy and safe because of us.

2. Of the various developments happening in Jurong-Clementi, which one are you most excited about?

I'm looking forward to the upcoming allotment and community gardens. It is always nice to see the community come together because of a shared love for gardening.

3. What do you think is one misconception residents have of JRTC?

That we solely do maintenance work. The entire organisation is resident-centric, and we have so many departments dedicated to the many dimensions of city living. These many branches also work together to make community events come alive, such as the estate's various tree planting events.

4. What do you love about your job?

I love that every step of the way, I am learning something new and there are opportunities to grow.



From left: Customer Service Officers Zubaidah Roste, Josephine Goh, Angela Ng, Nurhidayah Abdul Talib and Jacqueline Soh.



A look at the behind-the-scenes operations as the JRTC team works for the convenience of all residents.

Going Above And Beyond For Residents

Amdadul Haque (Imran) and Miah Monchor have spent a greater part of their professional lives preserving the cleanliness of the estate. They found



JRTC's cleaning personnel Miah Monchor (left) and Amdadul Haque (Imran) helped a resident in distress.

themselves in a rather peculiar dilemma on 4 May 2024, when a resident reported that he had accidentally discarded his phone into the rubbish chute. Frantically, he called JRTC to request assistance in the phone's retrieval. Imran and Miah Monchor arrived at the resident's block in the early hours of the morning to sift through piles of garbage bag to locate the resident's phone.

"I was already mentally prepared not to find the phone. It was like finding a needle in a haystack," the resident said. "They were patient, digging through many bags to find the bag that the phone was wrapped in. One of them even went the extra mile to wipe it clean before returning the phone to me. My fiancé and I were prepared to dumpster dive if not for these two individuals. We are grateful to these two incredibly patient workers!"

We speak to Imran, conservancy supervisor, and Miah Monchor, conservancy worker, to learn more about their jobs.

1. Tell us more about your roles at JRTC.

Imran: My responsibilities include managing waste disposal, the upkeep of the estate's greenery, and cultivating an estate that is hospitable for residents and visitors.

Miah Monchor: I have worked at JRTC for over five years now, and my work includes picking litter and sweeping walkways to

assisting landscaping projects – basically everything to do with the estate's cleanliness.

2. What would you say is your proudest achievement at JRTC?

Imran: Being involved in the community's recycling programme is probably one of my most memorable achievements here. Eco-friendliness holds a special place in my heart, and I'm happy that I can be part of a movement that not only promotes sustainable living but also advocates for community building.

Miah Monchor: In addition to assisting many residents, I'm proud of the estate's various cleaning initiatives, where volunteers gather at our local parks to pick up litter. The park's transformation is evident, and I'm glad I get to witness the positive impact of our conservation efforts. There is also a great sense of fulfilment and satisfaction when residents share their appreciation of my role.

3. What part of your job do you enjoy?

Imran: The fact that my contributions result in a cleaner, safer and better future for our community.

Miah Monchor: To be able to see the immediate results of my work. Whether it's a freshly cleaned sidewalk or the various estate improvement works, our collaborative and tangible output gives me a lot of pride.

JRTC's Horticultural Gems

With a nationwide commitment to the restoration of nature in a climate-resilient metropolis, it is no surprise that Jurong-Clementi Town Council (JRTC) is doubling down on this concentrated effort to beautify the estate's aesthetics. Tirelessly working to cultivate an Estate in Nature, JRTC has implemented various initiatives to materialise a vision of a more beautiful, vibrant and sustainable home.

Here are just some of the many green initiatives in Jurong-Clementi.



175C Yung Kuang Road

Space constraints are always a concern for landscapers. For JRTC's Horticultural Team, they spell opportunity for innovation. Striving to incorporate naturalistic qualities even within the smallest of spaces, the team has embedded the estate's various shared spaces with compact planting grounds that house beautiful flora.

335 Jurong East Avenue 1, Facing The PIE

Frequent joggers who use this path may have already seen the new welcome sign planted on the estate's lawn. "Welcome To Jurong Town" is spelt on a grassy slope to extend the community's hospitality to its visitors as well as accentuate its dedication to sustainable developments.



498 Jurong West Street 41

In addition to uplifting existing spaces, the team is continuously exploring new ways to make room for new green sites. This two-pronged strategy helps them as well as the estate's residents feature more exotic flora variants to accentuate Jurong-Clementi's horticultural diversity.



Toh Guan Park Entrance

Of course, like urban developments, nature-focused aesthetics require regular upkeep. JRTC's Horticultural Team frequently engages in "re-landscaping" efforts to reinvigorate its green spaces.

252 Jurong East Street 24

The integration of local fauna adds colour and life to some of the district's more mature estates, providing residents a natural vista that is more engaging and beautiful.





ADVISORY

Do Not Feed Pigeons

A ubiquitous presence in most estates around Singapore. To some residents, these pigeons may seem innocuous, adorable even. Until they are fed, of course.

Most commonly identified as the Rock Dove, these feral avian creatures are deemed to be an invasive species by the National

Environment Agency (NEA), with harmful tendencies. They discharge foul droppings that stain our shared spaces and create breeding grounds for bacteria and parasites, posing a health risk for residents.

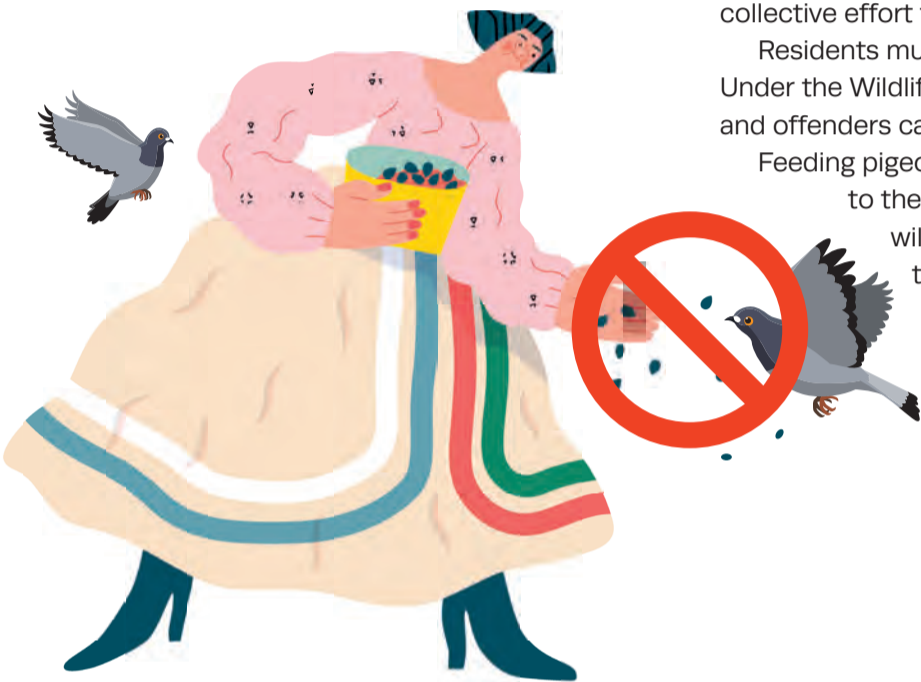
Additionally, pigeon droppings soil personal properties such as clothes on a drying rack and even vehicles. While NEA and Jurong-Clementi Town Council (JRTC) are working diligently to curb this public menace, this endeavour requires a strong and determined collective effort to pull off.



Residents must avoid feeding pigeons. Under the Wildlife Act, pigeon feeding is illegal, and offenders can be fined up to \$10,000.

Feeding pigeons encourages them to return to the same spot and breed, which will result in an overpopulation of this invasive species.

Pigeon droppings not only leave stains but also increase the risk of the spreading of diseases upon coming into contact with humans.



They Are Cute. But Don't Feed Them!

01 Dispose of food waste properly, and keep the bin lid closed at all times. Leftover food scraps can be spread by pigeons, further attracting more pests.

02 Do not leave food on your window sills.

03 Do not throw food out of your windows. Culpable high-rise bird feeders may be fined up to \$2,000.

04 Report any common pigeon gathering spot via the OneService app.



COMMUNITY

The Must-Have App For Estate-Related Matters

You're taking your daily stroll around your favourite park when you notice a fallen tree blocking the way. If only there was some way you could immediately report this to the local authorities.

With the OneService mobile app, you can! Now, you can proactively send in your feedback to Jurong-Clementi Town Council (JRTC) with just a few taps on your screen.

The app covers an extensive range of estate happenings, from the maintenance of shared spaces such as our parks as well as estate facilities, to pest and animal control.

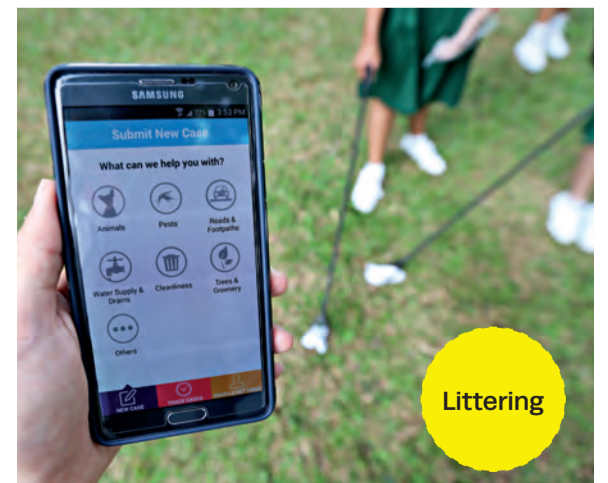
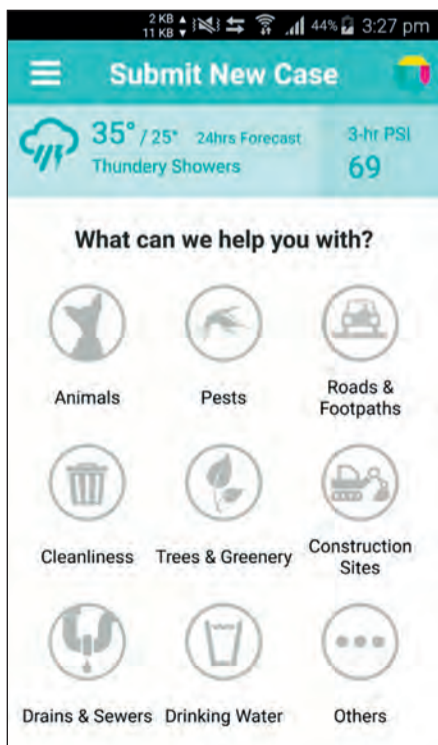
You can even report abandoned supermarket trolleys that sit around your estate. All you need to do is fill out a simple

form, snap a picture of the issue using your mobile phone and you are good to go. JRTC will even provide you with updates on your case periodically until it is fully resolved.

The app also contains improved features, such as the ability to book communal facilities, seek out resources for those in need, as well as receive updates on your estate's developments.

It will even link you up with the OneService Chatbot – Kaki – which allows you to submit a case on Telegram, Whatsapp and Instagram.

This is definitely a must-have app for all concerned residents who take pride in good maintenance standards of their estate.





Feeling sick? Where to go?

Choosing The Right Healthcare Resource



PHARMACY

Self-medication or consultation with a pharmacist is a suitable option for minor illnesses where minimal healthcare professional supervision is needed.

Examples:

- Allergic rhinitis, cough and cold
- Constipation/diarrhoea
- Dry eyes, conjunctivitis
- Gastritis
- Minor wounds
- Motion sickness
- Smoking cessation
- Topical fungal infection

More info about NUHS Pharmacy services:



However, if the condition worsens or persists after one to two weeks, consult a doctor.



TELECONSULTATION

This is a good option to consider when patients with minor ailments need more than just simple medication from the pharmacy, and need time off work with an official medical certificate (MC).

- Allows you to consult a doctor from the comfort of your home, and at the same time get an MC, and have medication delivered to your doorstep.
- Also suitable for patients who require long-term follow-up for stable chronic conditions, and require long-term medication to be refilled.

More info about teleconsultation in NUHS:



Information provided in this article was gathered in consultation with:



Dr Jimmy Lee
Senior Consultant, Emergency Medicine,
Ng Teng Fong General Hospital



Dr Pang Da Xian
Associate Consultant, Emergency Medicine,
Ng Teng Fong General Hospital

POLYCLINIC/GENERAL PRACTITIONER

Polyclinics and GP clinics specialise in providing primary care treatment for acute illnesses and management of chronic diseases. They also provide women and children services, and dental care.

At the polyclinic:

- Blood tests and X-rays can be performed if needed
- Non-emergency conditions that require specialist opinion will be referred to a hospital's specialist outpatient clinic at subsidised rates

There are seven polyclinics in the west:

- Bukit Batok
- Bukit Panjang
- Choa Chu Kang
- Clementi
- Jurong
- Pioneer
- Queenstown

More info about National University Polyclinics:



1777 NON-EMERGENCY AMBULANCE

You can be charged \$274 for 995 ambulance fees for non-emergencies.

Sometimes, an ambulance is needed just to assist in transporting a patient who has mobility issues.

You can call 1777 for private ambulance operators to transport the patient to a hospital of your choice at a fee.

NURSEFIRST HELPLINE

If you are unsure whether you should visit the Emergency Department for your medical condition, simply call the NurseFirst Helpline. The nurse will assess the severity of your symptoms and condition based on your description, and advise you on where to seek medical help.

NurseFirst Helpline:
6262 6262; Operating hours: Monday – Sunday (including public holidays), 8am – 11pm

NurseFirst is a nationwide programme that is managed by Woodlands Health. Any member of the public is welcome to call in to seek advice. For more information, visit: www.wh.com.sg/nursefirst.

More info about NurseFirst Helpline



URGENT CARE CENTRE

The UCC is equipped to serve patients with urgent medical conditions that are not immediately life-threatening.

The centre is also equipped to stabilise critically ill patients who will typically be subsequently transferred to the A&E for further treatment.

Conditions that can be treated by the UCC include:

- Simple wounds that require suturing
- Food poisoning/gastric flu with dehydration
- Urinary tract infection
- Gout flare-up
- Dengue fever

More info about AH UCC:



995 TO ACCIDENT & EMERGENCY

The A&E is equipped to treat life-threatening conditions. Call 995 in the event of a medical emergency as paramedics can:

- Administer initial stabilising treatment
- Communicate with the A&E to stand by resources to receive a critically ill patient
- Transport the patient to a hospital that is equipped with the appropriate resources

Ambulances will transport the patient to the nearest hospital, unless the patient requires specialised care that only certain hospitals are able to provide. There are two A&Es in the west: Ng Teng Fong General Hospital (NTFGH) and National University Hospital (NUH).

More info about NTFGH Emergency Department:



More info about NUH Emergency Department:



The nearest UCC in the west is located at Alexandra Hospital (AH).





TOGETHER, A BETTER NEIGHBOURHOOD

Photo Credit: Chai Jurn Wei



SNAP & SHARE TO KEEP OUR ESTATE NICE & CLEAN!



SUBMIT YOUR
FEEDBACK ON
MUNICIPAL ISSUES
THROUGH THE
ONESERVICE APP



Available on the
App Store



GET IT ON
Google Play

For urgent assistance after office hours, please call **1800-275 5555 (EMSU)**

 www.jrtc.org.sg

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SCAN THE QR CODE TO



to our e-newsletter for the latest news and happenings around your neighbourhood!

<https://ourneighbourhood.jrtc.org.sg/>

