



# Ang Mo Kio Town Council Annual Report Year 2012-13

# Chairman's Message



Dear Residents,

Another year has passed and as we reflect on the efforts done on the ground by members of the Town Council, management staff and our residents, we have all played a part in contributing to make our estate a better home to live in.

During the last 2 assessment terms for the Town Council Management Report (TCMR), Ang Mo Kio Town Council has performed consistently through the years by scoring well and attaining the green band in all areas. With financial prudence always in mind, we were able to maintain at reasonable financial health.

As Ang Mo Kio matures, the facilities will require more upgrading. In response to the challenge, we had successfully completed 1 Neighborhood Renewal Program (NRP), started with another 3 NRPs and completed 68 improvement projects to enhance our residents' lifestyles in the financial year. Residents have played a part in deciding which projects would prove beneficial to them and we were able to implement resident's suggestions for such facilities and making them a reality while being fiscally responsible in our spending as well.

Continually seeking to improve communication and interaction between the town council and our residents, dialogue sessions and community involvement are some platforms to hear the voices from residents as well as garner feedback on how we can serve you better. We have heard from you through our Town Hall Meetings, emails, smart phone applications (iConnect) and website to allow feedback to reach our town council staff more efficiently. In the year, we also took the opportunity to upgrade Our Home publication (Town Council newsletters) to take on a more personal perspective from residents and update everyone on the latest community activities.

To reach out to needy residents, we started an initiative called PROGRESS (**PRO**gramme for **R**esident **E**state **S**ervice & **S**upport). The program encourages residents to be self-reliant while receiving assistance to settle their S & CC arrears. The 4 month pilot program has benefitted 56 hardship families. With the successful PROGRESS trial, Central Singapore CDC who co-funds the program will continue to collaborate with us to help needy residents. In addition, we have also involved 7 schools in projects to instill good behavioral habits in students through activities such as Litter Free Ambassadors, Fire Safety talks and awareness on issues related to high rise littering, corridor clutter, recycling etc..

As cleanliness remains a key focus to our town council, we have launched "Our Clean and Green Home" campaign on 11 Nov 2012 to drive the 5 thrusts (FOCUS, I BIN IT, RESIDENTS CLEAN IT, SHARE, THANKS) aimed on promoting good practices among residents and to encourage pro-activeness in keeping our estate clean.

All the milestones achieved could not be done without the hard work from everyone involved coupled with the positive attitude of residents in taking ownership in making this possible. My sincere gratitude and thanks to everyone and we look forward to build a better home together in the coming year!

A handwritten signature in black ink, appearing to read 'Lam Pin Min'.

**Dr Lam Pin Min**

*Chairman, AMK Town Council*

4<sup>th</sup> TCMR: Apr 2012 – Sep 2012

Town Council	Cleanliness	Maintenance	Lift Performance	S&CC Arrears	Corporate Governance
Aljunied-Hougang	Green	Yellow	Green	Red	Pending
Ang Mo Kio	Green	Green	Green	Green	Green
Bishan-Toa Payoh	Green	Green	Green	Green	Green
Chua Chu Kang	Green	Yellow	Green	Green	Green
East Coast	Green	Yellow	Green	Green	Green
Holland-Bukit Panjang	Green	Green	Green	Green	Green
Jurong	Green	Yellow	Green	Green	Yellow
Marine Parade	Green	Yellow	Green	Green	Green
Moulmein-Kallang	Green	Green	Green	Green	Green
Pasir Ris-Punggol	Green	Yellow	Green	Green	Green
Potong Pasir	Green	Green	Green	Yellow	Green
Sembawang-Nee Soon	Green	Green	Green	Green	Green
Tampines	Green	Yellow	Green	Green	Yellow
Tanjong Pagar	Green	Green	Green	Green	Green
West Coast	Green	Yellow	Green	Green	Green
<b>Cleanliness</b>	<b>Maintenance</b>	<b>Lift Performance</b>	<b>S&amp;CC Arrears</b>	<b>Corporate Governance</b>	
Green	Green	Green	Green	Green	

Ang Mo Kio Town Council has achieved Green for all 5 indicators under the TCMR. The top 5 observations for cleanliness and maintenance for the estate were:

	Type of Cleanliness Observations	% of Total Observations
1	Stain and litter	39%
2	Dumped bulky refuse	31%
3	Moss/cobwebs	18%
4	Graffiti	10%
5	Human/animal faeces	1%

	Type of Maintenance Observations	% of Total Observations
1	Obstruction of common areas	43%
2	Unauthorised fixtures, e.g. erection of clothes drying racks along corridor	9%
3	Damaged building fixtures	5%
4	Exposed wiring/trunking, unlocked socket outlets	4%
5	Damaged plaster/large cracks/spalling concrete	3%

## Year 2012/13



### Our Clean & Green Home

“Our Clean & Green Home, is a 2 year campaign aimed on promoting good green practices with the objective of building a sense of ownership among residents and encourage pro-activeness. The campaign was held on 11<sup>th</sup> Nov 2012 at Ang Mo Kio-Hougang division, with Guest of Honor, PM Lee, launching the event for Ang Mo Kio GRC and Sengkang West SMC.

Below are the 5 thrusts that drive the campaign:

**FOCUS:** Before and After photos of common areas taken at the start and end of each week will be displayed on posters to raise awareness of the block’s cleanliness.

**I BIN IT:** Painted bins, a branding reminder of our campaign, will be placed at areas of focus to promote good binning habits.

**RESIDENTS CLEAN IT:** Volunteers and residents come together for a “Clean IT” day to keep the estate clean promote shared responsibilities.

**SHARE:** Good practices are shared to spread the message of promoting good green practices.

**THANKS:** Posters and lift stickers are put up to appreciate and encourage the continuous efforts of resident who keep their estate clean.

*“Our Clean & Green Home” campaign’s activities will be updated on the Town Council’s Facebook page ([www.facebook.com/amktc](http://www.facebook.com/amktc)) and “Our Home” newsletter (“Share It” section)*

## Publicity & Communications



### “Our Home” newsletter

Ang Mo Kio Town Council’s bi-monthly “Our Home” newsletter made a few changes to the 2013 editions.

Size does matter in this case, with the previously B5-sized newsletter growing to A4, allowing more space for editorial contents and pictorials. Continuing to bring the latest estate news to our residents, the editorial style has been focused on making news more personal and from our residents’ perspective to the readers.

One of the new features for Our Home newsletter includes the “Share It” series which showcases updates on activities and initiatives from “Our Clean & Green Home” campaign. Working closely with the Town Council’s Business Liaison Committee and various sponsors, cut-out coupons featured on the front cover of each issue allows readers to enjoy discounts at some of the popular FnB outlets within AMK GRC and SKW SMC.

Garnering response in each issue, the Food Review and Quiz, remains one of our readers’ favorite section which provides interesting places to dine and attractive prizes to be won.





**Revamp of AMKTC Website**

April 2013 saw the completion of the AMKTC website ([www.amktc.org.sg](http://www.amktc.org.sg)) with new features including event calendar, adjustable fonts, location of TC offices and a shortcut for Resident Services.

To appeal to users, the website was given a more vibrant look with visible icons and shortcuts that allow faster and easier access for residents in finding the information they need. Contents were designed to make user navigation easier, with adjustable fonts, allowing elderly residents to view the website with clarity.

Links and contact details of relevant government agencies and external contractors are also provided in the website.



**International Cleaner's Day**



15<sup>th</sup> June marks the International Cleaners Day, dedicated to cleaners worldwide. This is an important day to the cleaners because it highlights the fact that the work they do is critical in keeping our estate clean. In our HDB estates, we depend heavily on our cleaners in keeping our estate clean. Without the cleaners, and their daily routine in cleaning the estates, our HDB blocks will not be as clean as what we see today. Their efforts contributed to a clean and more beautiful living environment for all Singaporeans.

In conjunction with International Cleaners Day, labour movement's "I Care For My Cleaners" campaign was launched at NTUC Foodfare foodcourt in AMK Hub. This initiative will extend beyond cleaners as it encourages employers to also give recognition to other low-wage worker groups.

We have received many compliment letters from residents who have expressed their heartfelt gratitude to the cleaners, as during the festive seasons, the cleaners will be working till wee hours to ensure that the estates are clean so that they can celebrate the festive period happily.

Residents also complimented on the provision of bulky removal service offered by the town council as this assisted them in discarding old and unwanted bulky items during house renovation and spring cleaning.

## Outreach Activities

Supported by our Community Liaison Team (CLT), the Strategic Planning & Outreach Committee (SPOC) is responsible for all outreach activities and ensures these activities complement outreach done by grassroots organizations. Several outreach programs and initiatives have been rolled out to reach residents and youths.

In addition, we have also involved 7 schools in projects to instill good behavioral habits to students.

### Litter Free Ambassadors



### Fire Safety Talk



### Awareness on High Rise Littering



### Awareness on Recycling



### Launch of PROGRESS (April 2013)



PROGRESS (**PRO**gramme for **RES**ident **EST**ate **S**ervice & **S**upport) was developed by Ang Mo Kio Town Council with co-funding from Central Singapore Community Development Council.

A pilot that started in December 2012 and ended in March 2013 where beneficiaries may be placed under PROGRESS for up to six months, with an ex gratia payment of \$5.00 per report per block up to a maximum of \$300.00 per month.

The PROGRESS scheme was launched by Ms Grace Foo, Minister, Prime Minister's Office, Second Minister for the Environment and Water Resources and Second Minister for Foreign Affairs, on 14 April 2013 during the Ministerial Community Visit to Jalan Kayu division.



## Town Hall Meetings

Cheng San Town Hall (24<sup>th</sup> Mar 2013)



Overview: From issues brought up by residents regarding neighbor disputes, upgrading works and housing, our MPs' answered and addressed these issues with officers from the Town Council and HDB standing by. Host Adviser, Mr Ang Hin Kee, concluded the meeting with good news on noise barriers being installed beside MRT tracks along Ang Mo Kio.

Jalan Kayu Town Hall (18 Nov 2012)



Overview: A myriad of issues including noise pollution, public nuisance, estate cleanliness etc. were raised. The meeting was concluded with an announcement to encourage all residents to send feedback via the AMK-iConnect application which is available for both Android and iPhone users.

Ang Mo Kio – Hougang (9 Sep 2012)



Overview: Predominant issues brought up by residents included integration of new immigrants, inconsiderate cyclists and overall estate cleanliness. Residents were glad that they had attended the meeting to voice out their viewpoints.

Kebun Baru (2 June 2012)



Overview: Topics and issues on upgrading programs, estate cleanliness and maintenance were brought up.

## Horticulture



### Tree Uprooting Program at Open Car Parks

Due to the increase of up-rooted and fallen tree branches cases in recent years, our residents & grassroots in our estate have actively & constantly request to remove the existing old matured Rain trees in the open car parks.

- Therefore the Town council embarked on this Tree Replacement Program. Stretch over 5 years, this program consists of 2 parts; inter-planting of young tree saplings & removal of old & ill-health Rain trees.

- The first step is to inter-plant new young trees (*Hopean odorata*) between the old Rain trees in our open carparks. Once the young trees have established themselves & grown to a suitable height, we can then remove the old Rain trees. This method will not “de-green” the estate & yet can reduce the cases of fallen branches onto cars.

- First part of the program has successfully completed in early 2013 with over 400 numbers of young tree saplings being inter-planted in the open carparks all over AMK estate.

## EMC (Estate Maintenance Committee)



Date: 28<sup>th</sup> Sep 2012  
Division: Kebun Baru  
Focus: Rat Burrows

Date: 28 Nov 2012  
Division: Ang Mo Kio – Hougang  
Focus: Horticultural Landscape

Date: 28<sup>th</sup> Jan 2013  
Division: Cheng San – Seletar  
Focus: Joint inspection with SCDF on Corridor Obstruction



Focused on reviewing and making recommendations to maintain estate efficiency, site visits by EMC members together with Chairman, Mr Ang Hin Kee, were made to the divisions to gather more insights on the ground and monitor consistency in service standards and estate management.

Below is a summary on the site visits:

Date: 19<sup>th</sup> April 2012  
Division: Teck Ghee  
Focus: Joint inspection with HDB on LUP Works

Date: 18<sup>th</sup> May 2012  
Division: Yio Chu Kang  
Focus: Joint inspection with Business Liaison Committee (BLC) on Corridor Storage by shop tenants

Date: 28<sup>th</sup> July  
Location: SCDF 3<sup>rd</sup> Division Headquarters  
Focus: Educational visit to SCDF and discussion on Corridor Obstruction





### **LED**

Being able to save up to 60% in electricity and having a longer life span of up to 50,000 hours or 10 years based on usage of 12 hours/day, Ang Mo Kio Town Council after completing installation of LED lamps for 253 blocks in Oct 2012 and the Council has prepared another 255 blocks to be fitted with LED lamps starting from Nov 2013.



### **Solar Energy**

In collaboration with HDB in a pilot project, Solar Photovoltaic Systems were installed at the roof top of 11 blocks in Ang Mo Kio in 2011.

Following the successful pilot project, up to 150 blocks in Ang Mo Kio had identified for a full scale installation. Tender had been called by HDB and project is expected to be completed by Q1 of 2015.

**ANG MO KIO TOWN COUNCIL IMPROVEMENT PROJECTS**

**FY11/12(as at 28 February 2013)**

S/N	PROJECT TITLE	SUBMITTED BY	STATUS / REMARKS
1	Shelter at Hardcourt at Blk 976 Hougang St 91	AMK-H	Work in progress. 85% completed
2	Provision of new illuminated signages at Blks 601-632, 665-680 Hougang Ave 4/8	AMK-H	Work in progress. 95% completed
3	Provision of new illuminated signages at Blks 909-931, 936-946 Hougang Ave 9/St 91	AMK-H	Work in progress. 95% completed
4	Provision of new illuminated signages at Blks 950-976 Hougang Ave 9/St 92	AMK-H	Work in progress. 95% completed
5	Construction of Low Linkway & Drop-off Porches at Blk 954-963, 956, 966, 973 & 975 Hougang St 91	AMK-H	Completed
6	Construction of Street Soccer Court at Blk 970 Hougang Ave St 91	AMK-H	Completed
7	Construction of Fitness Corner at Blk 657 Hougang Ave 8	AMK-H	Completed
8	Upgrading of Adult Fitness Corner at Blk 918 Hougang St 91	AMK-H	Completed
9	Upgrading of Elderly Fitness Corner at Blk 918 Hougang St 91	AMK-H	Completed
10	Upgrading of Children Playground at Blk 917 Hougang St 91	AMK-H	Completed
11	Construction of Ramps at Blk 954 & 956 Hougang St 91	AMK-H	Completed
12	Upgrading of Children Playground at Blk 606 Hougang Ave 8	AMK-H	Completed

S/N	PROJECT TITLE	SUBMITTED BY	STATUS / REMARKS
13	Construction of High & Low Linkway from Blk 589 to bus stop Ang Mo Kio St 52	CN	Work in progress. 86% completed
14	Construction of Drop-Off Point between Blk 501/503 Ang Mo Kio Ave 8	CN	Work in progress. 86% completed
15	Construction of Drop-Off Point between Blk 533/534 Ang Mo Kio Ave 10	CN	Completed
16	Construction of Linkway & Drop-Off Point between Blk 435/436 Ang Mo Kio Ave 10	CN	Work in progress. 60% completed
17	Construction of Elderly Fitness Corner near Blk 423 Ang Mo Kio Ave 3	CN	Completed
18	Upgrading of Adult Fitness Corner near Blk 585 Ang Mo Kio Ave 3	CN	Completed
19	Upgrading of Children Playground near Blk 596D Ang Mo Kio St 52	CN	Work in progress. 60% completed
20	Upgrading of Children Playground near Blk 587 Ang Mo Kio Ave 3	CN	Completed
21	Upgrading of Senior Citizens' Corner at Blk 534 Ang Mo Kio Ave 10	CN	Completed



S/N	PROJECT TITLE	SUBMITTED BY	STATUS / REMARKS
22	Construction of Hardcourt at Blk 564 AMK Ave 10	JK	Completed
23	Construction of Drop-Off Point Blk 546 AMK Ave 10	JK	Completed
24	Construction of Drop-Off Point Blk 553 AMK Ave 10	JK	Completed
25	Construction of Drop-Off Point Blk 551/552 Serangoon North Ave 3	JK	Completed
26	Construction of Drop-Off Point Blk 500/501 Serangoon North Ave 4	JK	Completed
27	Construction of Drop-Off Point Blk 501/502 Serangoon North Ave 4	JK	Completed
28	Construction of High Linkway & Drop-Off Points at Blk 984A/B to 984C/D Buangkok Crescent	Jk	Completed
29	Construction of Jogging Track Blk 502 to 510 Serangoon North Ave 4	JK	Work in progress. 95% completed
30	Construction of Senior/Elderly Fitness Corner at Blk 986A Buangkok Crescent	JK	Completed
31	Construction of Senior/Elderly Fitness Corner at Blk 501/504 Serangoon North Ave 4	JK	Completed

S/N	PROJECT TITLE	SUBMITTED BY	STATUS / REMARKS
32	Construction of Elderly Fitness Corner at Blk 253 Ang Mo Kio St 21	KB	Completed
33	Construction of Elderly Fitness Corner at Blk 129 Ang Mo Kio Ave 3	KB	Completed
34	Construction of Elderly Fitness Corner between Blk 177 & 178 Ang Mo Kio Ave 4	KB	Completed
35	Construction of Elderly Fitness Corner at Blk 173 Ang Mo Kio Ave 4	KB	Completed
36	Construction of Drop-Off Point at Blk 253A Ang Mo Kio St 21	KB	Completed
37	Installation of Notice Board at Blk 223-226, 229-235, 226B, 226D & 226H Ang Mo Kio St 22	KB	Completed
38	Construction of Covered Linkway at Blk 258 to bus stop Ang Mo Kio Ave 3	KB	Work in progress. 40% completed
39	Construction of Covered Linkway at Blk 128 to Blk 133 Ang Mo Kio St 12	KB	Work in progress. 30% completed
40	Construction of Covered Linkway at Blk 112 to bus stop Ang Mo Kio St 11	KB	Work in progress. 30% completed

S/N	PROJECT TITLE	SUBMITTED BY	STATUS / REMARKS
41	Construction of Covered Linkway from Blk 301B to bus stop outside Nan Chiau High School Anchorvale Drive	SW	Work in progress. 65% completed
42	Upgrading of existing Drop-Off Shelter between Blk 315A & 315B Anchorvale link	SW	Work in progress. 10% completed
43	Upgrading of existing Drop-Off Shelter between Blk 316B & 316C Anchorvale link	SW	Work in progress. 10% completed
44	Upgrading of existing Drop-Off Shelter between Blk 317B & 318B Anchorvale link	SW	Work in progress. 10% completed
45	Upgrading of existing High Covered Linkway from Blk 311A linkway at Anchorvale Lane to bus stop existing shelter at Sengkang East Ave	SW	Work in progress. 10% completed
46	Construction of Covered Linkway from Blk 412B Fernvale Link to bus stop at Seng kang West Ave	SW	Work in progress. 30% completed
47	Construction of Covered Linkway at Blk 436D Fernvale Road	SW	Work in progress. 8% completed
48	Upgrading of Playground at Blk 306C Anchorvale Link	SW	Work in progress. 70% completed
49	Upgrading of Fitness Corner at Blk 301C Anchorvale Drive	SW	Completed



S/N	PROJECT TITLE	SUBMITTED BY	STATUS / REMARKS
50	Upgrading of Children Playground to Intergrated Playground at Blk 471 Ang Mo Kio Ave 10	TG	Work in progress. 90% completed
51	Upgrading of Children Playground to Intergrated Playground at Blk 465 Ang Mo Kio Ave 10	TG	Work in progress. 90% completed
52	Construction of High Covered Linkway from Blk 316A to 316B (MSCP) Ang Mo Kio Ave 1	TG	Work in progress. 15% completed
53	Construction of BFA Ramp at Blk 320 AMK Ave 1	TG	Work in progress. 80% completed
54	Construction of BFA Ramp at Blk 354 AMK Ave 8	TG	Work in progress. 80% completed
55	Upgrading of Children Playground at Blk 343 Ang Mo Kio Ave 3	TG	Work in progress. 90% completed
56	Upgrading of Children Playground at Blk 322 Ang Mo Kio Ave 3	TG	Work in progress. 90% completed
57	Upgrading of Children Playground at Blk 470 Ang Mo Kio Ave 10	TG	Work in progress. 90% completed
58	Construction of Drop-Off Point at Blk 348 Ang Mo Kio Ave 3	TG	Work in progress. 50% completed
59	Provision of new 3G Letterbox at Blk 311-314, 347, 303-306 & 318-321 Ang Mo Kio Ave 1/3	TG	Completed
60	Upgrading of Children Playground at Blk 346 Ang Mo Kio Ave 3	TG	Completed
61	Upgrading of Children Playground at Blk 304 Ang Mo Kio Ave 3	TG	Work in progress. 50% completed
62	Upgrading of Children Playground at Blk 315A Ang Mo Kio St 31	TG	Work in progress. 50% completed

S/N	PROJECT TITLE	SUBMITTED BY	STATUS / REMARKS
63	Upgrading of existing playground to Intergrated Family Playground between Blk 203 & 204 Ang Mo Kio Ave 3 Family Playground between Blk 203 & 204 Ang Mo Kio Avenue 3	YCK	Completed
64	Upgrading of Children Playground at Blk 700A Ang Mo Kio Avenue 6	YCK	Completed
65	Construction of Covered Linkway between Blk 641 & 631 Ang Mo Kio Avenue 4	YCK	Work in progress 60% completed
66	Provision of LED illuminated Block Number Sign for Blks 601-612 & 633-649 Ang Mo Kio Avenue 4/6/9	YCK	Completed
67	Provision of Banner Structure at Blks 121, 211, 610, 613, 615, 636, 637, 639, 643, 646,700C,710, 711, 712 & 714 Ang Mo Kio Ave 6/8	YCK	Completed
68	Provision of concrete Footpath leading to Ang Mo Kio Kio Community Library at Ang Mo Kio Central 3	YCK	Completed