

CHAIRMAN'S MESSAGE

Dear Residents,

KEEPING UP THE STANDARDS

As we reflect on 2023, I am delighted to share that it has been a year of significant progress for Jurong-Clementi Town Council in our pursuit of excellence in estate management. Our achievements and ongoing commitments to enhancing our community have brought us closer to our goal of maintaining a vibrant and liveable environment for all residents.

We are pleased to share that our efforts have been acknowledged in the Town Council Management Report (TCMR) for April 2023 to March 2024. The town council has achieved "Green" bands across all key areas: Estate Cleanliness, Estate Maintenance, Lift Performance, and Arrears Management for Service & Conservancy Charges. This accomplishment is a testament to the dedication of our team and your continued support.

ADVANCING MAINTENANCE AND UPGRADING EFFORTS

We continue to remain steadfast in our pursuit of a vibrant and liveable community, and over the past year, we have introduced various new and upgraded amenities.

1. Cyclical and Improvement Works

We spent approximately **\$33 million** in cyclical maintenance work, a significant increase from the previous year as we caught up on projects delayed by COVID-19. Key initiatives include:

- **Repairs, Redecoration, and Repainting:** Refurbishment of HDB blocks.
- **Re-roofing Work:** Enhancing the durability and aesthetics of our blocks.
- **Replacement of Mechanical and Electrical Services:** Upgrading water pumps, pipes, and electrical wiring.
- **Safety Provisions:** Installation of safety railings and anchor points at rooftops.

2. Neighbourhood Renewal Programme (NRP)

The NRP, fully funded by the Government, focuses on block and precinct improvement to rejuvenate older HDB estates.

- **NRP Works at Construction Stage:**
 - **Bukit Batok:** Blk 188 to 193 & 188A (MSCP), 297 to 299 Bukit Batok West Ave 6 / Bukit Batok St 22
 - **Jurong Central:** Blk 331 to 338 & 340 Jurong East Ave 1
 - **Taman Jurong:** Blk 321 to 336, 328A & 331A Tah Ching Rd / Kang Ching Rd
- **NRP Works at Design Stage:**
 - **Bukit Batok:** Blk 150 to 159, 154A (MSCP), 165 to 168 Bukit Batok St 11 West Ave 8
 - **Clementi:** Blk 362 to 365 Clementi Ave 2
 - **Jurong Spring:** Blk 468 to 473 Jurong West St 41

**JURONG-CLEMENTI TOWN COUNCIL
ANNUAL REPORT FOR 1 APR 2023 – 31 MAR 24**

- **Taman Jurong:** Blk 357 to 363, 365 to 369 & 364 (MSCP) to 369 Yung An Road / Corporation Drive, Blk 345 to 355 & 346A(MSCP) Kang Ching Road
- **Yuhua:** Blk 322, 323, 325, 327, 322A Jurong East St 31, Blk 342 to 346, 348 to 353, 354 (MSCP) Jurong East St 31 / Ave 1, Blk 212 Jurong East St 21 (Sports-In-Precinct)

3. Town Improvement Projects

The Town Council also completed several key projects aimed at improving residents' daily lives:

- **Bukit Batok**
 - Upgrading of Walking/Jogging Tracks/Replacement of Tensile Roofing & Upgrading of Toilets
 - Bukit Batok Neighbourhood Park Sports Hub, Bukit Batok West Ave 6
 - Construction of Covered Linkway
 - Blk 183 Bukit Batok West Ave 8 to Existing Bus Stop
 - Blk 623 to 624 Bukit Batok Central
 - Upgrading of Children Playground
 - Blk 129 Bukit Batok West Ave 6

- **Bukit Batok East**
 - Construction of BFA Ramp
 - Blk 288A Bukit Batok St 25 to existing footpath
 - Addition of Linkway between Harmony Pavilion and Existing Covered Walkway; and Addition of Lightweight Transparent Roof
 - Blk 274/278 Bukit Batok East Ave 4
 - Construction of Covered Walkway
 - Blk 287A to 287B Jurong East St 21
 - Upgrading of Children Playground
 - Blk 266 Toh Guan Road
 - Blk 270 Toh Guan Road
 - Blk 287B Jurong East St 21
 - Near Blk 288E Bukit Batok St 25
 - Construction of New Children Playground
 - Between Blk 240 and Blk 241 Bukit Batok East Ave 5

- **Clementi**
 - Upgrading of Adult Fitness Corner
 - Blk 343 Clementi Ave 5
 - Construction of Drop-Off Point
 - Blk 324 Clementi Ave 5
 - Blk 326 Clementi Ave 5
 - Blk 371 Clementi Ave 5
 - Construction of Roof over existing ramp

JURONG-CLEMENTI TOWN COUNCIL
ANNUAL REPORT FOR 1 APR 2023 – 31 MAR 24

- Blk 335 to 336 Clementi Ave 2
- Blk 354 to 356 Clementi Ave 2
- Blk 429 and 430 Clementi Ave 3
- **Jurong Central**
 - Construction of Covered Walkway
 - Blk 308 Jurong East St 32
 - Construction of Fitness Corner
 - Blk 309 Jurong East St 32
 - Upgrading of Existing Senior Citizen Corner
 - Blk 477 Jurong West Street 41
- **Jurong Spring**
 - Upgrading of EPDM Floor Finishes at Playground
 - Blk 466 Jurong West St 41
 - Blk 458 Jurong West St 41
 - Blk 521 Jurong West St 52
- **Taman Jurong**
 - Construction of Covered Walkway
 - Blk 180 Yung Sheng Road to Taman Jurong Market and Food Centre
 - Blk 183 Yung Sheng Road to Multi-Purpose Hall at Blk 182A Yung Sheng Road
 - Blk 113 Tao Ching Road to existing covered linkway at Blk 115 Ho Ching Road leading to bus stop (B05) along Yuan Ching Road
 - Provision of Additional Elderly Exercise Facilities
 - Blk 339A-C and Blk 338B Kang Ching Road
 - Upgrading of Multi-Generation Fitness Area
 - Blk 113 Tao Ching Road and Blk 115 Ho Ching Road
 - Blk 177 & 184 Yung Sheng Road
- **Yuhua**
 - Construction of Covered Walkway with BFA Ramp
 - Blk 244 Jurong East St 24
 - Construction of Allotment Garden
 - Blk 318A Jurong East Ave 1
 - Upgrading of hard court
 - Blk 260 Jurong East 24

4. Lift Replacement and Enhancement Projects

To ensure the safety and comfort of our residents, **\$16.66 million** was incurred in lift replacement and enhancement works.

- **Lift Replacement:** 35 blocks in Bukit Batok, Bukit Batok East, and Taman Jurong have benefitted.
- **Lift Enhancement:** 176 lift enhancement works were carried out across 67 blocks in Bukit Batok, Bukit Batok East, Clementi, Jurong Central, Jurong Spring, and Yuhua.

GOING THE EXTRA MILE: A RECOGNITION OF SERVICE EXCELLENCE

Our commitment to service excellence was recognised at the Municipal Services Awards Ceremony 2023, where our team was honoured with one Municipal Services Award under the Community Category, four Certificates of Commendation, and one Certificate of Appreciation.

These accolades underscore the exceptional collaboration and dedication of our team in enhancing the quality of life for our residents. I extend my sincerest congratulations to everyone involved.

EMBRACING SUSTAINABILITY: PROGRESS AND ACHIEVEMENTS

Our key priorities remain consistent: water conservation, energy efficiency, greenery enhancement, and sustainable living.

- **Water Conservation:** Early leak detection and proactive pipe replacement programs have yielded positive results, reducing water consumption by 4.7% compared to the previous year.
- **Electricity:** The Solar Nova 7 project continues to advance as planned. Having already reached a peak capacity of 9 megawatts; we are on track to achieve our target of 21.8 megawatts by 2025.
- **Greenery Initiatives:** Our commitment to enhancing green spaces is evident throughout our estates. Notable improvements include topiary along the Pan Island Expressway, the installation of new precinct markers, and the implementation of refreshed planting palettes to foster greater biodiversity.
- **Sustainable Living:** Collaborative efforts with community partners have enabled us to recycle over 18,763 kilograms of clothing and 48,322 kilograms of paper. Additionally, our horticulture contractors have contributed to sustainability by providing wood chips for composting at the Jurong Regional Library.

MANAGING OUR FINANCES PRUDENTLY

We recognise that the rising costs of energy, maintenance, and manpower have presented significant financial challenges for our organization. Despite these headwinds, we remain committed in ensuring the long-term sustainability of our operations and the quality of services we provide. By operating efficiently, maximising value, and managing our finances prudently, we will continue to strive for improved productivity and service delivery.

CODE OF GOVERNANCE

This code for Town Councils was introduced by the MND in June 2019 with the aim of achieving greater transparency and raising the governance standards of town councils. Its objectives are to: a) Enhance the effectiveness of town councils by sharing recommended governance practices; b) Provide guidance to town councils; and c) Improve the operational transparency of town councils to build 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

**JURONG-CLEMENTI TOWN COUNCIL
ANNUAL REPORT FOR 1 APR 2023 – 31 MAR 24**

and internal controls to safeguard the interests of residents, as well as the assets and facilities of the Town Council.

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 formalization 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 utilizes 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.

TOGETHER, A BETTER NEIGHBOURHOOD

Many have played important roles in keeping our estates clean, green, and a place where residents are proud to call home. I would like to thank our Town Council members for their contributions, as well as our community leaders and partners, various government agencies, the Town Council staff, and most importantly, our residents, for their support of Jurong-Clementi Town Council.

Your feedback remains invaluable in shaping our town's future. I encourage you to continue sharing your thoughts and ideas for improvement. Together, let's cherish and care for our shared spaces, minimizing unnecessary repair costs and allowing us to focus on further enhancements across our town.

As we look to the future, let us continue to collaborate in building a more vibrant, sustainable, and inclusive Jurong-Clementi. Thank you for your trust and partnership.

Warmest regards,



Xie Yao Quan
Chairman
Jurong-Clementi Town Council