



HONG KAH
TOWN COUNCIL

ANNUAL REPORT 2009/2010



Hong Kah Town Council

Annual Report
Year Ended 31 March 2010



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S. 89 of 2010
Hong Kah Town Council's
Audited Financial Statements, Auditors' Reports and
Annual Report 2009/2010

Ordered by Parliament to lie upon the Table
28 September 2010



Chairman

Mr Ang Mong Seng, BBM
MP for Hong Kah GRC
(Bukit Gombak)



Vice-Chairman

Dr Amy Khor Lean Suan
Mayor of South West District
Senior Parliamentary Secretary
Ministry of the Environment
and Water Resources
MP for Hong Kah GRC (Hong Kah North)



Vice-Chairman

Mr Zaqy Mohamad
MP for Hong Kah GRC
(Keat Hong)



Elected Member

Mr Gan Kim Yong
Minister for Manpower
MP for Chua Chu Kang



Elected Member

Mr Yeo Cheow Tong
MP for Hong Kah GRC
(Yew Tee)



Elected Member

Mr Alvin Yeo Khirn Hai
MP for Hong Kah GRC
(Nanyang)

COMMUNITY IMPROVEMENT PROJECT COMMITTEE

Chairman

Mr Koh Chwee, BBM

Vice-Chairman

Dr Lim Lan Yuan, BBM

Members

Mr Tan Kia Huat, BBM
Mr David Koh Chin Meng, PBM
Mr Jimmy Teo Beng Ghee, PBM
Mr Cavin Lim Chok Yeow
Mr Jefferson Neo Cheng Ghee

FINANCE COMMITTEE

Chairman

Mr Wong Mun Chiang, BBM

Vice-Chairman

Mr Lai Siew Hoong, PBM

Members

Mr Ng Kim Cheok, PBM
Mr David Neo Watt Heng, PBM
Mr Tan Chee Horng, PBM
Mr Joe Chan Siang Heng
Ms Nancy New Lay Tin

COMMUNITY SERVICES COMMITTEE

Chairman

Mr Low Peng Kit, BBM(L)

Vice-Chairman

Mr Abdul Mutalif Bin Hashim, PBM

Members

Mr Neo Swee Eng, PBM
Mr Kwan Jih Leong, PBM
Mr Raymond Chew Ho Kiat
Mr Gee Say Suan
Mr Vincent Toh Eng Kiat

PUBLICATIONS COMMITTEE

Chairman

Mr Ng Poh Meng, BBM

Vice-Chairman

Mr Bobby Teh Seng Lee

Members

Mr Tan Kim Liang, BBM
Mdm May Chew Chern Peng
Ms Mary Choo
Ms Lela Kaur
Mr Lua Chin Heng
Mr Daniel Yong Kok Leong

ESTATE AMENITIES COMMITTEE

Chairman

Dr Kwoh Chee Keong, PBM

Vice-Chairman

Mr Lee Luen Shee, PBM

Members

Mr Tan Kin Teo, PBM
Mr Nagappan Garunaharan, PBM
Mr Kwong Kam Hoi
Mr Rennie Lim Yut Ooi
Ms Nancy Ooi Cheng Cheng
Mr James Tan Thia Hwee
Mr Tham Chin Kuo

TENDERS AND CONTRACTS COMMITTEE

Chairman

Mr Keh Kim Bok

Vice-Chairman

Mr Lim Tai Sun, BBM

Members

Mr Ng Hock Lye, BBM(L)
Mr Chan Chee Soon
Mr Sambathh P P



CHAIRMAN'S MESSAGE

OVERVIEW

In the last one year, the world economy has made a stunning turnaround from the global financial crisis. There are still pockets of uncertainty in the US and Europe, but by and large, the road to recovery has been speedy and remarkable.

In Singapore, decisive Government measures taken in response to the crisis, cooperation and support by companies and our resilient and hardworking people have enabled the economy to rebound steadily.

The Town Council's position has also been given a boost in tandem with the recovering economy. Our investments have enjoyed better returns in this financial year under review compared to a year ago, and our service and conservancy charges (S&CC) arrears management position has shown slight improvement.



Decisive Government measures, strong leadership and our resilient citizens have helped our economy to rebound strongly.

FINANCIAL REVIEW

With the recovering economy, a number of our residents who were retrenched as a result of the previous year's financial crisis have found work. This has helped our S&CC arrears position, but there are residents who are still jobless. From our communication with them, we understand that even among those who have secured jobs, many have to juggle their various financial commitments and the payment of S&CC is one of them. For this group of people who are in genuine hardship, the Town Council offers interest-free instalment plans. We also help to refer them to the South West Community Development Council (SWCDC) and Citizens' Consultative Committees (CCCs) for financial and job-matching assistance.

As part of our efforts to encourage prompt payment of S&CC and to reward residents who have been paying regularly, the Town Council has organised a lucky draw where residents stand to win up to a year's worth of free S&CC in two draws to be held in July 2010 and January 2011. Besides encouraging prompt payment, the lucky draw also aims to encourage residents to sign up for GIRO, as GIRO users get double chances of winning.

In terms of financial performance, as at 31 March 2010, the Town Council accumulated a surplus of \$2.88 million and the total accumulated surplus stood at \$9.74 million after transferring \$3 million to the Town Improvement Project Fund for the implementation of improvement projects. Our sinking fund was \$132 million, after taking into account an expenditure of \$23 million for cyclical and upgrading works.

With prudent management, our financial status is healthy. The Council has thus decided not to increase S&CC rates this financial year.

While S&CC rates have remained unchanged since 2004, inflation and manpower, material and construction costs have been rising. To counter the effects of increasing costs, the Town Council adopts a strategy of investing the excess sinking funds. This approach has enabled our fund size to grow steadily over the years. As at 31 March 2010, our invested funds of \$77 million generated \$5.95 million which translates to about 7.4% per annum. On the other hand, our fixed deposits of \$58 million generated only \$0.67 million, that is, returns of only 1.15% per annum. We remain prudent by strategically gearing our investments towards Singapore Government and statutory boards bonds and moving away from riskier investment instruments. We will continue to actively review the funds with the fund managers regularly and will respond to challenging situations speedily.



A healthy balance sheet allows the Town Council to carry out (from left) lift upgrading, improvement projects and cyclical works like repainting of the blocks.

ENHANCING OUR TOWN

Enhancements to our living environment – and by extension, to the lives of our residents – continue with the upgrading programmes and improvement projects initiated by the Government and the Town Council.

Upgrading Programmes

Over the years, the older estates have been rejuvenated and brought closer to the standards of the newer developments, thanks to the Government's various upgrading programmes. At the end of the financial year on 31 March 2010, more than 20,000 residential units in our Town have benefited from the various programmes while another 14,000 units are in line to enjoy the same convenience and upgraded facilities.

For the Lift Upgrading Programme (LUP), the Town Council co-shares part of the cost. In this year, the Town Council had spent \$12 million for the LUPs in our Town. Here is an update on the precincts that have been upgraded and those in progress.

Completed Precincts

Upgrading Programme	Block	Number of Benefiting Units
Main Upgrading Programme	Blocks 8, 10 to 14, 25, 26 Teck Whye Avenue/Lane	913
Rental Housing Upgrading	Block 9 Teck Whye Lane	240
Interim Upgrading Programme (IUP)	Blocks 1 to 4 Teck Whye Lane	519
	Blocks 5 to 7 Teck Whye Lane	349
	Blocks 8 to 14, 25 and 26 Teck Whye Lane	1,154
	Blocks 15 to 20 Teck Whye Lane	717
	Blocks 301 to 309 Bukit Batok Street 31	752
	Blocks 310 to 317 Bukit Batok St 32	618
	Blocks 318 to 323 Bukit Batok St 32/33	652
Interim Upgrading Programme Plus (IUP Plus)	Blocks 501 and 503 to 511 Bukit Batok Street 51	931
	Blocks 512 to 514, 535 to 537 and 539 to 542 Bukit Batok Street 52	867
	Blocks 347 to 359 Bukit Batok Street 34/31	619
	Blocks 360 to 370 Bukit Batok Street 31	1,072
	Blocks 419 to 426 Bukit Batok West Avenue 2	673
	Blocks 914 to 917, 925, 926, 928 and 929 Jurong West Street 91/92	969
Lift Upgrading Programme (LUP)	Blocks 371, 372, 374 and 376 Bukit Batok Street 31	245
	Blocks 1 to 6 Teck Whye Avenue	772
	Blocks 102 to 106 Teck Whye Lane	467
	Blocks 110 to 119 and 121 to 124 Teck Whye Lane	1,424
	Blocks 301, 304, 305, 307 and 308 Bukit Batok Street 31	624
	Blocks 302, 303, 306 and 309 to 323 Bukit Batok Street 31/32/33	1,398
	Blocks 424 and 425 Batok West Ave 2	34
	Blocks 743, 745, 746, 748, 749 and 751 Jurong West Street 73	580
	Blocks 812 to 815, 821, 823, 824, 826, 835 and 838 Jurong West Street 81	1,027
	Blocks 902 to 911 Jurong West Street 91	876
	Blocks 912, 913, 918 to 924 and 930 to 932 Jurong West Street 91/92	890
	Blocks 933, 934, 936, 938 to 940 Jurong West Street 91	706
Town Council Lift Upgrading Programme (TC-LUP)	Block 512 Bukit Batok Street 52	90
	Blocks 524 and 526 Bukit Batok Street 52/51	146
	Block 7 Teck Whye Avenue	96
	Block 208 Choa Chu Kang Central	74
Total Number of Benefiting Units		20,494

Upgrading Precincts in Progress

Upgrading Programme	Block	Number of Benefiting Units	Status of Work
Town Council Lift Upgrading Programme (TC-LUP)	Blocks 535 and 542 Bukit Batok Street 52	171	In progress
	Blocks 107 to 109, 120 and 144 Teck Whye Lane	304	Pending polling
Interim Upgrading Programme Plus (IUP Plus)	Blocks 523 to 528 and 530 to 534 Bukit Batok Street 51/52	917	In progress
	Blocks 324 to 336 Bukit Batok Street 33	959	In progress
Lift Upgrading Programme (LUP)	Blocks 15 and 17 to 20 Teck Whye Lane	565	In progress
	Block 101 Teck Whye Lane	66	Selected
	Blocks 201 to 204, 207, 209, 210, 214 to 221, 230, 231, 235 and 237 to 239 Choa Chu Kang Ave 1/Central	1,306	Selected
	Blocks 205, 206, 211 to 213, 228, 229, 232 to 234 and 236 Choa Chu Kang Central	1,010	In progress
	Blocks 337 to 346 Bukit Batok Street 34	1,045	In progress
	Blocks 351, 352, 356 and 357 Bukit Batok Street 31/34	48	In progress
	Blocks 407 to 411 and 413 to 417 Bukit Batok West Ave 4	994	In progress
	Blocks 278, 279, 282, 284, 288, 294 and 295 Choa Chu Kang Avenue 2/3	589	Selected
	Blocks 305, 350, 403, 415, 416, 420, 424 and 428 Choa Chu Kang Central/Avenue/3/4	313	Selected
	Blocks 719 to 721, 725 and 727 to 729 Jurong West Avenue 5	614	In progress
	Blocks 810, 811, 818, 819, 822, 825, 827 to 831, 830A and 840 Jurong West Street 81	846	Selected
	Blocks 941 to 950, 952 and 953 Jurong West Street 91	1,047	Selected
	Blocks 961, 965, 966 and 974 to 980 Jurong West St 92/93	719	Selected
	Blocks 337 to 346 Bukit Batok Street 34	1,045	Polling soon
	Blocks 402 to 411 and 413 to 417 Bukit Batok West Avenue 7	1,298	Selected
Home Improvement Programme (HIP)	Blocks 15 to 20 Teck Whye Lane	717	Selected
Total Number of Benefiting Units		14,573	



The upgrading programmes have added new facilities such as (from left) lifts that stop at every floor, senior citizens' corners and playgrounds.

Upgrading and Revitalisation of Shops Scheme for Teck Whye Shopping Centre

Teck Whye Shopping Centre, comprising Blocks 137 to 146 in Teck Whye Lane / Avenue, has been given a major facelift following the completion of upgrading works in January 2010.

The 22-year-old Housing Board shopping precinct, which houses 70 shops, was identified by the Town Council for upgrading in mid-2008. This was a fulfilment of one of the projects identified in the Town Council's Five-Year Town Renewal Plan first unveiled in April 2006. The upgrading of the common property amounted to \$1.12 million and was fully funded by the Town Council. The scope of work included the construction of hardcourts, covered linkways, barrier-free access through levelling of uneven ground and provision of ramps, railings and staircases, and improvement to pedestrian walkways, among other works. The upgrading works have created better connectivity and a more cohesive look for the shopping centre.

At the same time, the shopping centre was selected by HDB to be a pilot project for its Revitalisation of Shops Scheme (ROS). The shop lessees bore 50%, HDB 40% and TC 10% of the \$1.19 million cost of the ROS project. The scope of works included the extension of shop canopies, installation of vertical blinds at shop fronts and construction of a new roof structure at Blocks 138 and 139.

The ROS was the first to be completed in Singapore and the upgrading has benefited both retailers and shoppers. The improved physical environment makes for a more pleasant shopping experience, attracting more shoppers, which in turn means more business for the shop operators. All this brings greater vibrancy and buzz to the shopping centre.

Also set to benefit from the ROS scheme are the 108 shops at Blocks 371 to 376 Bukit Batok Street 31. Together with the Shops' Association, we are conducting site walkabouts to garner feedback from the shop owners on their list of preferred improvement works. Work on the 24-year-old neighbourhood shopping centre is expected to begin in early 2011 and the project is targeted to be completed in two years' time.



Steps and undulating land have been levelled to make way for a multi-purpose hardcourt between Blocks 141 and 143 Teck Whye Lane.



Celebrating the completion of upgrading of Teck Whye Shopping Centre.



Area between Blocks 141 and 144 Teck Whye Lane.



Seating facilities.



Improved walkway between Blocks 145 and 146 Teck Whye Avenue.



New ramps create a barrier-free environment for residents.



New facilities constructed for residents in the financial year include (clockwise, from top left) jogging tracks, fitness corners, pedestrian malls and covered linkways.

Improvement Projects

In FY 2009/2010, the Town Council carried out \$5.43 million worth of improvement works to our estates, with about half of the amount going towards the construction of covered linkways, always a much-welcomed facility by residents.

Large-Scale Projects

In 2006, the Ministry of National Development (MND) announced the launch of a large-scale projects scheme under which funds would be disbursed to Town Councils to develop special Town-wide projects that improve the living environment for residents and that would also help to achieve desirable social objectives.

In December 2009, we submitted our proposed project of Town-wide cycling cum jogging tracks in Hong Kah North and Nanyang constituencies to MND. This is in line with the Government's programme to promote a healthy lifestyle among Singaporeans.

MND gave its clearance in February 2010 for the Town Council to proceed to the second stage of application. We have called tender for the project and the total estimated cost is \$1.78 million. The detailed proposal has been submitted to MND and we are hopeful that the Ministry will evaluate our planned project favourably.



Artist's impressions of the cycling cum jogging tracks.



Residents play an important role in the cleanliness and upkeep of the estates. Disposing of rubbish properly, keeping the corridors clean and clutter-free, removing potential killer litter and parking bicycles at the bays provided at the void decks are some of the ways residents can help.

TOWN COUNCIL MANAGEMENT REPORT

In September 2009, MND announced details of the Town Council Management Report (TCMR) framework. It covers four key areas – cleanliness of estate, estate maintenance, lift performance and S&CC arrears management – with six indicators:

- Average number of cleanliness defects per block
- Average number of maintenance defects per block
- Lift breakdown rate per 10 lifts per month
- Lift automatic rescue device (ARD) failure rate per month
- Proportion of residential accounts with S&CC overdue by three months or more
- Proportion of residential S&CC amount overdue by three months or more (out of total monthly S&CC collectible)

The indicators are reported individually and there are five banded levels – Levels One to Five, with Level One being the best standard of performance. For cleanliness and maintenance, the inspections are carried out by HDB officers while Town Councils submit the data for lift performance and arrears management to HDB for compilation. Assessment for the TCMR commenced on 1 October 2009, and the results of the first TCMR were announced recently.

I am happy to share that Hong Kah Town Council has done well in the TCMR, achieving Level One and Two bandings for five of the six indicators. For maintenance, we were given a Level Three rating. This was mostly due to cases of obstruction of common property, unauthorised fixtures, and even vandalism. For cleanliness and arrears management, for which we scored Level Two, we will put in more effort to improve our performance.

The Town Council will continue to do its best in managing our estates. However, residents, too, play a crucial role in the upkeep of our environment and their behaviour can impact the performance of the Town Council in the TCMR. Simple things, such as not littering and keeping the corridors clean and obstruction-free, go a long way. I appeal to residents for their support and understanding. All it takes is a little consideration and we can create a pleasant living environment for everyone.



Our MP's working hand in hand with the government agencies and grassroots organisations to make Hong Kah Town our best Home.

GOING FORWARD

While the economy is on a steady growth path, we should remain cautious. Going forward, we will continue to upgrade and enhance our estates while at the same time exercising prudence in financial management.

I wish to thank my Parliamentary colleagues for their valuable contributions and input. I also thank the government and other agencies, including the Ministry of National Development, Housing and Development Board, National Environment Agency, Land Transport Authority, Police, Singapore Civil Defence Force, South West Community Development Council, as well as the grassroots leaders and organisations such as the Citizens' Consultative Committees and Residents' Committees for their strong support and assistance to the Town Council in our daily operations and various programmes and events.

Last but not least, I urge all residents to treat our public facilities as they would their own property. When we care for our shared public space, together, we can make our Town the best Home for everyone.

ANG MONG SENG
Chairman
Hong Kah Town Council

C.A.R.E.

For Our Home

Commitment • Action • Responsibility • Environment

Hong Kah Town Council 丰加市镇理事会

Routine Maintenance 日常维修工程

Provision of
lighting at
common areas
在共用区域提供照明设备

Conservancy
and cleaning
works
打扫及清洁
工作

Building
maintenance
建筑维修
工作

Emergency lift
rescue services
电梯紧急拯救
服务

Electrical,
lift and pump
maintenance
电气、电梯及
水泵维修
工作

Pest control
害虫控制

Landscaping,
horticultural
and grass
cutting works
美化、园艺与
绿化环境

Sanitary and
drainage
maintenance
卫生及排污
维修工作

Repairs and
Redecoration,
eg repainting
组屋粉刷与
维修

Re-roofing
整修屋顶

Cyclical Maintenance 周期性维修工程

Replacement
of refuse chute
equipment
更换垃圾槽系统

Overhaul of lifts
电梯大整修

Replacement
of water pumps
and pipes
更换水泵及
抽水机

Re-wiring
更换电线

Improvement Projects 改善工程

Construction and upgrading of
public facilities and amenities
兴建及改善公共设施

Children's
playgrounds
儿童游乐场

Senior citizens/
residents' /cozy
corners
乐龄人士/居民/
休闲角落

Covered linkways,
vehicle drop-off
porches
有盖走廊、候车亭

Pavilions
凉亭

Neighbourhood
parks
邻里公园

Games courts
游戏场地

Implementation of Upgrading Programmes 实行翻新计划

Neighbourhood
Renewal
Programme
(NRP)
邻里翻新计划

Town Council
Lift Upgrading
Programme
(TC-LUP)
市镇会电梯翻新
计划

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