

**NEW SERVICE!**



Now You Can

**Report Maintenance Issues**

**via SMS\* or MMS\* to 9659 9707**

*Step 1:*

If you see a maintenance defect, send an SMS or MMS (picture) to us in this format:

<Name> space <Description of defect> space <Location of defect>

And send to **9659 9707**.

You will receive an auto reply once the SMS/MMS has been received.

*Step 2:*

The feedback will be directed to the Property Officer/ Manager in-charge to follow up on the case.

*Step 3:*

You will be notified via phone call once the maintenance issue has been resolved.



\* Normal SMS/MMS charges apply for messages sent to the Town Council. **Each SMS costs 5 cents and MMS charges range from 30-80 cents, depending on mobile carrier and plan.** Current system supports SMS/MMS in English only. SMS/MMS can be sent from prepaid and postpaid SIM cards.