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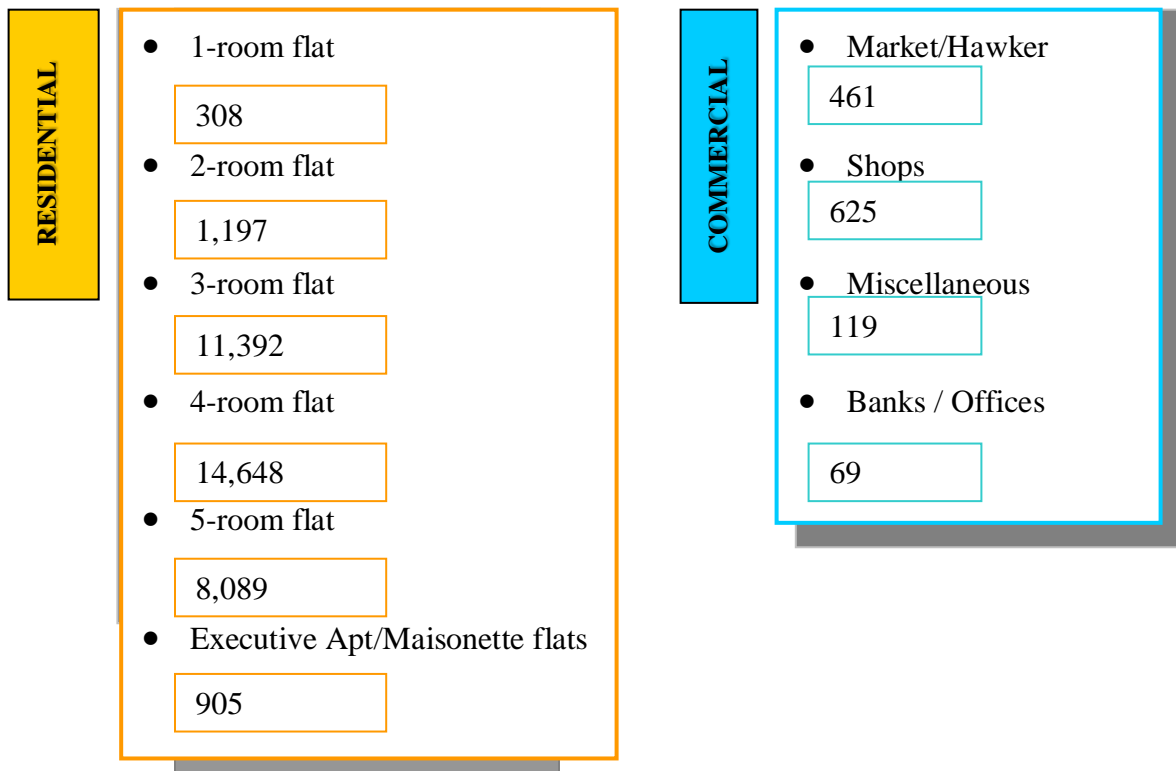
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Corporate Information

East Coast Town Council manages and maintains the common properties of the HDB estates in Bedok, Changi Simei, Fengshan, Kg Chai Chee, Siglap of East Coast Group Representation Constituency and Joo Chiat Constituency.





Chairman's Review

FINANCIAL OVERVIEW

This financial year from April 2011 to March 2012 was a challenging one. Our focus on maintaining and revitalising the estates had to be balanced as we were confronted with higher labour, material costs in our contract rates and increasing electricity tariffs.

As at 31 March 2012, we had an operating deficit of \$408,054 after government grants and our accumulated surplus for the financial year closed at \$34,170.

The Town Council has maintained a healthy sinking fund, amounting to \$71.4 million, to fund the cyclical works. Through proper planning, the periodic maintenance work for the blocks and its infrastructure will continue as scheduled.

We have maintained our strategy of investing in fixed deposits and bonds issued by the government, statutory bodies and established corporations. We have always taken a very prudent approach in the overall management of the Town Council's funds and have a balanced position in our investments, complying with all regulatory requirements.

Chairman's Review

CREATING A BETTER LIVING ENVIRONMENT

In FY 2011/2012, \$2.60 million was spent on several improvement projects, for the benefit of our residents. These projects were identified based on needs and also from the assessment of feedback from our residents. Infrastructural projects like covered walkways, drop off porches continued to feature prominently as desired items.

The Home Improvement Programme was offered at two precincts, Block 107 to 110 Bedok North Road and Blocks 134 to 139 Bedok North Street 2/Avenue 3. Under this programme, residents will benefit from a scope of essential and comprehensive works to rejuvenate their flats.

Markets and Food Centres are important amenities in the estate. We worked closely with the National Environment Agency to upgrade three markets/food centres at Blocks 2/3 Changi Village, Block 85 Bedok North Street and Block 16 Bedok South Road. The upgrading works, expected to be completed by December 2012, will provide better seating, well spaced stalls and an overall improved ambience.

Chairman's Review

Regular cyclical works are in place to keep the estates in good condition. This includes repairs and redecoration works, lift maintenance & upgrading works, re-roofing, and replacement of water & booster pumps.

The Remaking of Our Heartlands programme at East Coast, launched in January 2011, is on schedule and residents will progressively see the new changes taking place in Bedok.

SERVICE DELIVERY

Residents are the essence of what makes the town tick. As expectations and awareness increases, we understand the importance to reach out to more residents across various social platforms.

The East Coast GRC Facebook was launched last year to connect with a wider segment of our resident population. We are witnessing the growing popularity of the site as more residents are now posting their comments and feedback through this Facebook.

Chairman's Review

We have continued to improve our existing feedback channels. To serve residents better, our call centre services has been upgraded to receive iFeedback, a service launched early this year. Residents may send in their feedback via Short Message System (SMS) on their mobile, or through the Multimedia Messaging Service (MMS) to send photographs for our attention. More channels are being explored to allow better opportunities for mutual engagement.

CONCLUSION

The future challenge would continue to manage the impact of increasing costs of operations. Through innovation and efficient practices, we are committed to make every effort to keep costs down and we will not compromise on providing quality maintenance standards.

As we close the financial year, it is befitting that I thank my fellow parliamentary colleagues, Town Councillors, the government and statutory agencies and grassroots organizations for their contributions and co-operation in our endeavor to provide the best for our residents.

Chairman's Review

Finally and of great importance is the continued support from the residents, which is vital as we look forward to an even more gracious and vibrant town for all.



Jessica Tan Soon Neo
Chairman