

# ANNUAL REPORT 2019/2020

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# CHAIRMAN'S REVIEW

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Financial Year 2019/2020 has been a busy year for the East Coast Town with several highlights and development. Care for our residents continues to be our priority and we are committed to improving the maintenance of the estate.

There has been upgrading of the Town to meet the evolving needs of our residents. It is our pleasure to welcome residents of Bedok North Woods to East Coast Town.

To ensure safety and improving the quality of living of our residents, the Town Council pays extra attention to the Town's cyclical works. We focus on carrying out daily conservancy and maintenance works to ensure that homes and common facilities are in good condition.

We continue to explore ways for the community to participate actively, and make our town a better place to live in. We thank residents for participating in our annual Cleaners Appreciation day, e-Waste recycling campaigns and clean-up events organised by the various divisions. Your participation helps in keeping the environment clean and green.

This financial year ends with the COVID-19 pandemic. The Town Council is focused on working to keep our residents safe. Extra attention and preventive measures are being taken to keep our common properties clean and safe.

My Team and I are grateful to residents for your continued support. Your feedback provides valuable inputs for us to improve. We look forward to your continued partnership to make East Coast Town the best home for all residents.

# CORPORATE INFORMATION

1 APRIL 2019 TO 31 MARCH 2020

East Coast Town Council, formally known as East Coast-Fengshan Town Council, manages and maintains the common properties of the HDB estates in Bedok, Changi Simei, Kampong Chai Chee, Siglap of East Coast Group Representation Constituency and Fengshan Single Member Constituency prior General Election 2020.

As of 30 July 2020, following the General Election 2020, the Town Council would now be known as East Coast Town Council and would comprise of Bedok, Changi-Simei, Kampong Chai Chee and Siglap Divisions.

## RESIDENTIAL

<b>461</b>	1-Room Flat	<b>1,430</b>	2-Room Flat
<b>11,452</b>	3-Room Flat	<b>14,957</b>	4-Room Flat
<b>8,193</b>	5-Room Flat	<b>907</b>	Executive Apt/ Maisonette Flat

## COMMERCIAL

<b>998</b>	Markets / Hawker Stalls
<b>626</b>	Shops
<b>129</b>	Miscellaneous
<b>64</b>	Banks / Offices

# FINANCIAL OVERVIEW

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In the last financial year, we continued to meet our objectives through prudent financial management and corporate governance. From 1st April 2019 to 31st March 2020, we had an operating surplus of \$0.58 million and an accumulated surplus of \$4.41 million after government grants.

The Town Council's sinking fund and lift replacement fund closed at \$54.92 million and \$18.95 million respectively. The Sinking Fund is utilised for extensive cyclical works which is essential in maintaining our matured estate. We will continue to exercise prudence in spending, drive cost-saving and make adjustments where necessary to utilise our funds effectively.

# COMMUNICATION

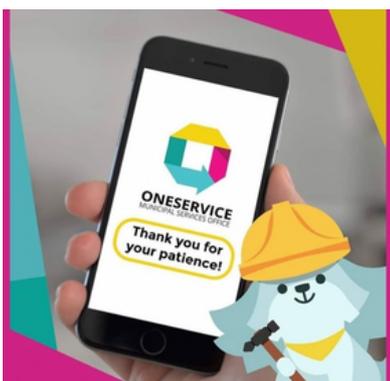
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Residents can choose to speak to us directly through our dedicated call centre, or by filling in the contact form on our Town Council Official Website. They can also send in their feedback via our Facebook page.

With the integration of Municipal Services Office (MSO) with our system, we work closely with MSO to offer residents another platform to provide their feedback on municipal issues via the OneService App. The app enhances the coordination and delivery of municipal services through automatic routing of each feedback to the relevant agency promptly.

As part of our effort to be eco-friendly and improve on the communications with the residents, we are working on digitalising the information released to the public. We hope this will allow residents to receive more timely information on our Town.



We value feedback from our residents, as the feedback provides important information and insights for us to continue to improve our services.

# APPRECIATION TO THE CLEANERS

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On 29th June 2019, we held our annual Cleaners' Appreciation Day at the amphitheatre opposite Block 15 Bedok South Road.



Our resident cleaners were given a day off. Whilst mingling and enjoying their breakfast, there was also a photo booth for picture memories to remember the day, and prizes for table and stage games. The highlight of the programme was when our students from Sparkletots of Blk 13 Bedok South branch performed a special song and rendition of "Thank You" for our cleaners.



# APPRECIATION TO THE CLEANERS



This COVID-19 outbreak happened towards the end of the financial year, and has affected Singapore and Singaporeans. Our priority is on estate cleanliness to help prevent the widespread transmission of COVID-19. Our estate cleaners have stepped up their cleaning routine of high-traffic areas and touch points such as lift buttons and railings. We have applied self-disinfecting (sdst) coating on all the lift buttons for all lifts in our public estates.

These efforts together with the continued support from residents will help keep our community safe for all.



# CYCLICAL WORKS



At the start of each financial year, we set aside our budget to plan for comprehensive cyclical work programmes. This is one of our major expenditure and is essential in keeping our homes and common facilities in good condition.

Cyclical works include electrical re-wiring, re-roofing, re-decoration & repainting, replacement of water pipes, water pumps, refuse chute flushing system, etc. These works are carried out regularly to ensure optimum condition of our facilities and amenities.

In this financial year, a total of \$5.62 million was spent on these essential works.



With the implementation of the Lift Enhancement Programme to further improve and ensure the safety of the lifts in the estate, we have spent a total of \$4.46 million on lift replacement and maintenance works.

# NEIGHBOURHOOD RENEWAL PROGRAMME



The Neighbourhood Renewal Programme (NRP) is a national project to inject new facilities and amenities into existing estates. Residents can look forward to an upgraded neighbourhood with new common facilities such as children playgrounds, drop-off points, jogging tracks etc. These improvements to common spaces enhance the living environment for residents.

This programme is fully funded by the Government, and implemented by the Town Council. It is managed by a Working Committee consisting of members from the Town Council, Grassroots organisations, HDB and appointed consultants.

We actively engage residents by seeking feedback and suggestions on the proposed improvements for the neighbourhood through dialogue sessions, NRP public consultations, exhibitions and surveys. Feasibility studies were conducted

on the feedback received and incorporated into the design proposal for the Consensus Gathering Exercise.

In East Coast GRC –Block 242-247 and 253-256 Simei Street 5 and 1 are currently undergoing NRP. It is expected to be completed by the next financial year.

# NEIGHBOURHOOD RENEWAL PROGRAMME

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My colleague, Mr Lim Swee Say, has garnered more than 75% support for the Public Consultation phase in September 2019 for Block 9, 10A(MSCP), 10B-10F and 14 Bedok South Ave 2 precinct. A tender will be called in the next financial year for construction works.



Another NRP location is at Block 94A – 94E Bedok North Avenue 4. This was announced by Ms Cheryl Chan in August 2019.

We look forward to the active participation of residents and your support for the NRP. This will enable us to create a more lively and conducive environment for all residents in the precinct.



# TOWN IMPROVEMENT PROJECTS

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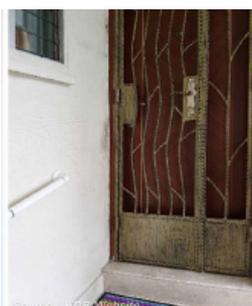


Town Improvement Projects implemented were chosen with careful consideration and consultation with our grassroots organisations and residents to better understand the needs of the estate.

For FY 19/20, a total of \$2.49 million was invested in town improvement projects.



# HOME IMPROVEMENT PROGRAMME



The Home Improvement Programme (HIP) is another ongoing upgrading programme in our town. This project is managed and implemented by the Housing and Development Board (HDB).

NO.	DIVISION	LOCATION	STATUS	EXPECTED COMPLETION DATE
1.	CHANGI SIMEI	Blks 141 to 154 Simei St2 / St 1 Blks 101 to114, 116 to 139 Simei St 1 Blks 155 to 165 Simei Road Blks 221 to 235 Simei St 4	ANNOUNCED	Q4 2022
2.	KAMPONG CHAI CHEE	Block 204, 205, 208, 210, 211, 213, 214, 217 and 218 Bedok North Street 1/ New Upper Changi Road	IN PROGRESS	Q4 2020
3.	KAMPONG CHAI CHEE	Block 401 – 413 Bedok North Avenue 2/3	IN PROGRESS	Q4 2020
4.	SIGLAP	Block 155 -172 Bedok South Rd/ Avenue 3	IN PROGRESS	Q4 2020

To keep our residents informed of the progress, we provide regular updates of our projects on our website, newsletters and regular circulars. We ensure that residents' feedback on the projects are provided to the HIP service centres and to HDB.

# CONCLUSION

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On behalf of the Town Council, I would like to express my gratitude to all our residents for your partnership and support. Your feedback, suggestions provide valuable insights for us to continue to improve our services.

I would also like to extend my sincere appreciation to my parliamentary colleagues, our Town Councillors, grassroots organisations, the various government agencies, community partners and our staff for their commitment and contributions. They have been instrumental in our endeavour to serve our residents and to make East Coast Town a better home for all.

**Jessica Tan Soon Neo**

Chairman

East Coast Town Council