



Annual Report
Year 2013-14



Chairman's Message



Dear Residents,

2013 marks several milestones for our Town Council with the commencement of 1 Neighborhood Renewal Program (NRP) and the completion of 72 improvement projects in the last financial year. This would not have been possible without the strong support from residents. With the completed works and upcoming development plans in our estate, there is much more to look forward to for all residents.

Maintaining high conservancy standards takes effort from everyone involved. Taking into consideration the many challenges faced, the Town Council would not have achieved our targets without our residents' feedback and suggestions and the close working relationship with the relevant agencies. We will work hard on areas which need improvement and continue to be consistent in maintaining the high standards of our daily operations.

I am glad to share that PROGRESS (**PRO**gramme for **RES**ident **E**state **S**ervice & **S**upport) has come to its 2nd year of implementation. By encouraging residents to be self-reliant while receiving assistance to settle their S & CC arrears, the programme has benefitted 76 families last year. With the success of PROGRESS, we will continue to work with Central Singapore CDC, to provide assistance and support to needy residents. Schools have also played a part in our outreach efforts through numerous joint activities, including recycling initiatives, house cleaning exercises, litter picking, painting of wall murals and other clean & green projects. Student volunteers also worked with daycare and senior citizens' centers across our town to interact with the elderly residents.

Through active participation and collaboration with the various grassroots organizations, community events like our Town Hall dialogue sessions allowed us to engage and receive valuable feedback from our residents. In 2013/14, we conducted 3 Town Hall dialogue sessions where residents shared their views on municipal issues. With advanced technology and increasing popularity of social media, many residents are also sending in their feedback through our Ang Mo Kio Town Council website, e-mail and iConnect@AMK (mobile application.) channels to get in touch. We acknowledged the enhanced utilisation of these modalities and are focusing our efforts to communicate effectively and respond expeditiously so as to serve our residents better.

Besides working to improve the living environment in our estates, the Town Council will also be partnering other government agencies to add more recreational facilities and to enhance the commuting experience, including extended park connectors and cycling network in Ang Mo Kio.

Moving forward, we will continue to focus on serving our residents well while managing our resources and finances prudently. I would like to extend my sincere gratitude and appreciation to those involved in making our homes in Ang Mo Kio GRC and Sengkang West SMC a better place to live in!

A handwritten signature in black ink, appearing to be 'Lam Pin Min', written in a cursive style.

Dr Lam Pin Min

Chairman, Ang Mo Kio Town Council

Improvement Works in 2013/14

During the last FY 2013/14, we have seen improvements around our estates. Be it big or small ones, they were made only possible with the support of our residents and efforts by the Town Council, grassroots leaders and Advisers.

To oversee town improvement projects, the Project Development Committee (PDC) recommends and implements requests submitted by Advisers and grassroots leaders for additional upgrading of new and existing amenities and facilities for our residents' convenience.

Some of the projects included:



Playground and Fitness Corners to provide a safe play equipment and easy accessibility to keep fit.



Covered Linkways for ease of travel from blocks to blocks and to other amenities.



Drop-off Points to provide shelter for residents during rainy days.



Installation of High Resolution CCTV to curb against anti-social behavior.

Tree Planting Day (Nov 2013)

In 2013, we took our annual Tree Planting Day a step further by reforesting at the Old Seletar Range with our Advisers for AMK GRC and Sengkang West SMC. Together with 1000 residents, 300 trees were planted in a half hectare area. Though tiring, it was rewarding with some durians found along the way.



Horticulture



Setting up of a new community garden usually stems from the initiative of a group of like-minded residents or RC. The Town Council will step in to advise on the suitable location, garden theme & design proposal after liaising with the various stakeholders.

This year, with the collaboration of RCs & residents, 7 new community gardens were set up within Ang Mo Kio GRC, an increased from the existing 43 gardens to 50 gardens today.

Ang Mo Kio-in-Bloom Competition 2013



2013/14 Ang Mo Kio-in-Bloom Competition saw a total of 30 participating community gardens. Aimed at encouraging residents to take up gardening, the award gives recognition for residents' efforts for beautifying our environment. Judges from NParks, HDB & Town Council went around the estate to judge each individual garden where 5 Gold, 10 Silver & 5 Bronze awards were given out to winning groups.

Outreach Activities

The Strategic Planning & Outreach Committee (SPOC) is responsible for all outreach activities and ensures these activities complement those organized by grassroots organizations. Supported by our Community Liaison Team, several outreach programs and initiatives have been rolled out to reach residents and youths. We have also worked with several schools on community and outreach programs.

Deyi Clean & Green Project (Jan 2014)



PROGRESS



PROGramme for Resident Estate Service & Support (PROGRESS) is an initiative driven by Town Council in a joint effort with Community Development Council since 2013 to help needy residents pay off their Town Council Service and Conservancy Charges arrears by involving them in estate maintenance tasks and inspection under the supervision of Town Council Property Officers.

Each resident will be tasked to perform simple inspections on a daily basis at their convenience. This scheme has benefitted 76 families and Town Council will continue to outreach to its residents requesting short-term assistance.

Town Hall Meetings

Sengkang West (Jan 2014)



The first Town Hall meeting for 2014 started with the announcement of a new bus service, number 654, which will connect residents between Anchorvale and the Central Business District. The winners of the AMK-in-Bloom were also awarded prizes before the start of the dialogue. Questions covering childcare, improvements in traffic safety and pathways for cycling were among the topics discussed.

Yio Chu Kang (Oct 2013)

The Town Hall meeting at Yio Chu Kang took place at Yio Chu Kang Community Centre with Host Adviser, Mr Seng Han Thong, discussing topics on water ponding, rodent issues, lift upgrading etc. Special tribute was also paid to the best cleaners in Yio Chu Kang. Mr Seng also announced a pay rise for all cleaners in our town.

Teck Ghee (Jun 2013)



During Teck Ghee's Town Hall meeting in Jun 2013, predominant issues brought up by residents included haze, health and housing matters, with officers from the Town Council and HDB standing by to address the mentioned issues.

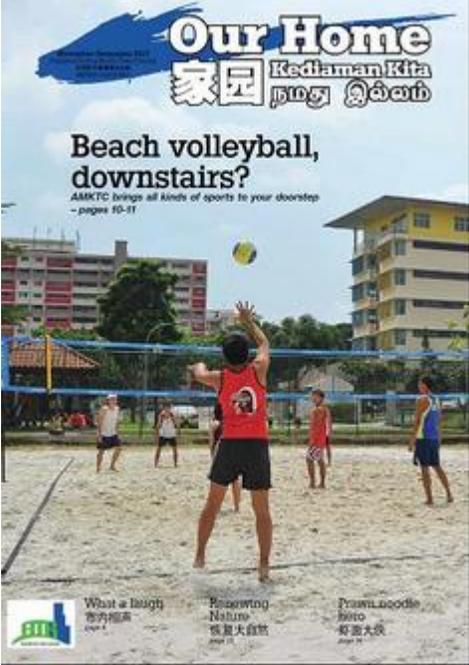
Host Adviser, PM Lee Hsien Loong also briefed residents about the upcoming Home Improvement Programme (HIP) for Block 218-220 Ang Mo Kio Ave 1. N95 masks were also distributed to residents at the adjacent blocks.

Communicating with Residents

Despite being a mature estate, residents in AMK mainly utilize channels like the Ang Mo Kio Town Council website, email and iConnect@AMK to get in touch with the Town Council.



The bi-monthly “Our Home” newsletter is another initiative by the Town Council’s Publicity Communications Committee, to update residents on the latest community events and happenings in their estate and building a sense of belonging in the process.



Estate Maintenance

By reviewing and making recommendations on estate matters, the Estate Maintenance Committee (EMC) members together with Chairman, Mr Yeo Guat Kwang, conduct site visits to the divisions to gather insights, share best maintenance practices and monitor consistency in estate management.



Some Site Visits:

- Date: 30 April 13 / Division: Jalan Kayu
- Date: 7 Nov 13 / Division: Teck Ghee
- Date: 25 Feb 14 / Division: Ang Mo Kio-Hougang



EMC also looks into cost effective measures. Rather than hacking and relaying tiles, one way to cut cost was to apply another variation of imprint on existing tiles of the lift lobby.

Outdoor Display Area (ODA)

Acting as the enforcement for Outdoor Display Area (ODA), the Business Liaison Committee (BLC), works with shopkeepers to comply on approved drop downs at their shop fronts.

In Nov 2013, SCDF worked closely with BLC on a pilot project in Teck Ghee to install an approved fire rated material blind at some shops. The pilot proved successful and BLC is continuously engaging shopkeepers of other divisions.

