

# OUR TOUM

# @ MARINE PARADE

A Publication of Marine Parade Town Council MCI (P) 082/03/2016 • 2nd Issue 2016



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# **IMPROVEMENT WORKS**

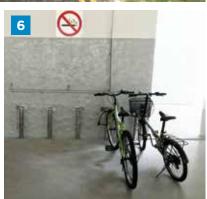












As part of our efforts to rejuvenate our town's amenities, we have done the following upgrading works to enhance your living environment.

- 1. Covered linkway between Blocks 34 and 36 Cassia Crescent
- 2. Covered linkway between Block 413 Serangoon Central and LTA linkway to Serangoon MRT station
- 3. High linkway between Blocks 8 to 12 Marine Terrace
- 4. Residents' Corner at Block 61 Chai Chee Road
- 5. Upgrading of EPDM rubber flooring and benches at Block 124 Geylang East Ave 1 Playground
- 6. Bicycle rack at Block 19 Joo Seng Road

#### FINANCIAL REPORT MARINE PARADE TOWN COUNCIL

65.9%

10.7%

9.0%

91.0%

23.4%

The charts presented below show the income and expenditure report of Marine Parade Town Council in the financial year 14/15. These charts aim to provide residents with a better understanding on how the funds are used. Residents may visit our website at www.mptc.org.sg to download our annual report.



#### **Sinking Fund**

• Under the Town Councils Act, 30% - 35% of the S&CC collected must be transferred to the Sinking Fund, which is used for large-scale cyclical maintenance and lift upgrading to keep the estate in good working condition and bring convenience to residents with lifts that stop on every floor.

#### **Water and Electricity**

 Water for monthly block and carpark washing as well as electricity for providing lift services and lighting at public areas constitute to the overall utilities.

#### **Cleaning Works**

• Daily cleaning of the estate

#### **Indirect Operating Expenditure**

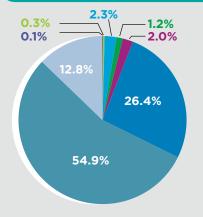
 General administrative support for executing the Town Council's duties

#### **Repairs & Maintenance**

 Routine maintenance of the estate including building, sanitary and electrical works

#### Lift Maintenance

Monthly servicing and repairs of lifts



# Sinking Fund Expenditure for FY 14/15

14.7%

18.5%

17.8%

Replacement of Water Pumpsets

30.7%

18.3%

- Replacement of Booster Pumpsets
- Consultancy Fees Replacement of (FRP) Water Tanks
- Replacement of Water Pipes

**Operating Income** 

for FY 14/15

Other Income

S&CC Income

for FY 14/15

Other Income

■ Transfer from S&CC &

Government Grants

Total: \$16,254,000

for FY 14/15

Lift Maintenance

Cleansing Works

Water and Electricity Total: \$33,072,000

Government Grants

Total: \$54,469,000

**Sinking Fund Income** 

**Operating Expenditure** 

Other Works and Maintenance

Indirect Operating Expenditure

- Re-roofing Works
- Repairs and Re-decoration Lift Works
- Total: \$38,721,000

# **TOWN COUNCIL MANAGEMENT REPORT (TCMR)**

From April 2015 to September 2015

We are pleased to announce that Marine Parade Town Council has scored green for four categories in the Town Council Management Report (TCMR)! The TCMR was published on 30 May 2016.

We would like to take this opportunity to thank all our residents for playing their part in the community to make this possible. We hope that residents will continue to show their support by doing the following:

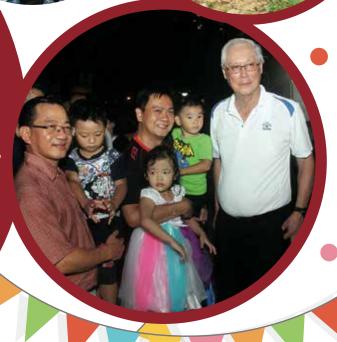
- Keep your estate clean and common areas clutter-free Use common facilities with due care
- Promptly make payment for your S&CC
- Be a responsible pet owner, clean up after your pets

# Braddell Heights Town Carnival & Dumpling Fiesta

It was a night to remember for those who attended the Braddell Heights Town Carnival and Dumpling Fiesta on 4 June 2016. Residents from Braddell Heights gathered at the amphitheatre beside Block 263 Serangoon Central Drive to partake in a series of fun-filled activities. Guest-of-Honour Emeritus Senior Minister Goh Chok Tong and Hosting MP Mr Seah Kian Peng joined in the night's events with the residents.

The event featured an entertaining line-up of stage performances, lucky draw, snacks and game stalls for residents of all ages to enjoy. Residents were also engaged in various fringe activities happening throughout the event such as dumpling wrapping competition, flag painting and calligraphy. As the event is also in celebration of the Dumpling Festival, dumplings were given out to all ticket holders.

Held in conjunction with the Town Carnival, Host MP Mr Seah Kian Peng and Special Guest MP Mr Lim Biow Chuan joined the residents in the 'Operation WE Clean Up!'. This litter picking activity is part of the island-wide clean up event, held in partnership with the Public Hygiene Council. It aims to encourage residents to take ownership in the cleanliness of their living environment.









# Ministerial Community Visit





On 3 April 2016, Minister in the Prime Minister's Office Mr Chan Chun Sing visited Geylang Serai to interact and mingle with the community.

Mr Chan Chun Sing was accompanied by Minister of Social and Family Development, Mr Tan Chuan-Jin, Emeritus Senior Minister Goh Chok Tong, Associate Professor Fatimah Lateef, MP Mr Seah Kian Peng and MP Mr Edwin Tong.

They kicked off the visit at Haig Road to understand more about the concerns from residents and to discuss on the improvements that were taking place within the Haig Road estates.

They also joined youth representatives from various schools and associations at the Lifelong Learning Institute. They discussed on the challenges faced by youths, and engaged in a question and answer session on other worldly issues.

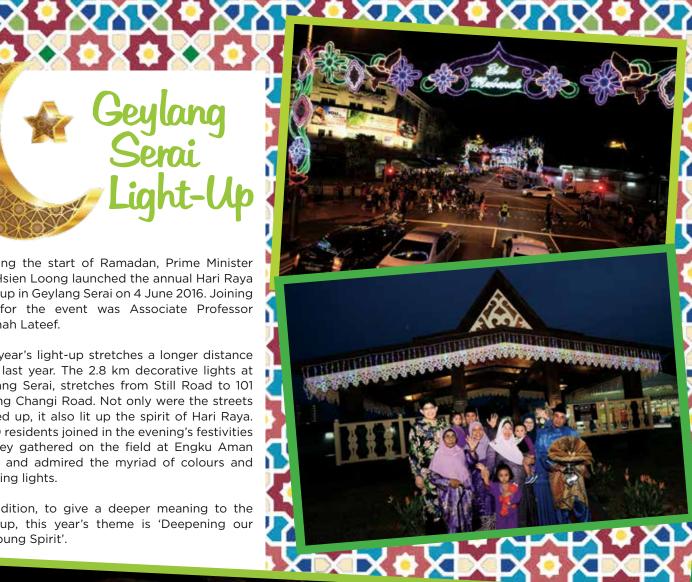


# Geylang Serai Light-Up

Marking the start of Ramadan, Prime Minister Lee Hsien Loong launched the annual Hari Raya light-up in Geylang Serai on 4 June 2016. Joining him for the event was Associate Professor Fatimah Lateef.

This year's light-up stretches a longer distance from last year. The 2.8 km decorative lights at Geylang Serai, stretches from Still Road to 101 Lorong Changi Road. Not only were the streets lighted up, it also lit up the spirit of Hari Raya. 1,000 residents joined in the evening's festivities as they gathered on the field at Engku Aman Road and admired the myriad of colours and dazzling lights.

In addition, to give a deeper meaning to the light-up, this year's theme is 'Deepening our Kampung Spirit'.























# Launch of Silver Zone

Roads along Marine Crescent and Marine Terrace are now made safer for the elderly with the launch of the Silver Zone. Guest-of-Honour Emeritus Senior Minister Goh Chok Tong and Special Guest Senior Minister of State for Transport Josephine Teo unveiled the completed Silver Zone on 2 July 2016.

Residents gathered to understand more about the Silver Zone and how it would benefit them. As a bonus, residents get to enjoy the snacks and games provided at the event.

The Silver Zone scheme is initiated by the Land Transport Authority (LTA), and is only launched in areas with a higher population of senior citizens or a higher number of road incidents involving elderly pedestrians.

Under this scheme, some road safety features were added to slow traffic down. These features include a roundabout that replaced a T-junction to regulate traffic flow and 'pinch points' where the road narrows to slow down traffic. Informal crossing are also placed at these points, making it easier for elderly pedestrians to cross the road.











In the month of May and June, residents and MPs of Marine Parade Town gathered together for 'Operation WE Clean Up' and Cleaners' Appreciation Day. Held across the town, this oneday event is organised by the Town Council in support of Public Hygiene Council's nationwide cleaning initiative which aims to garner support from the community in view of the 'Keep Singapore Clean Movement'. The event serves to educate residents about the importance of keeping their environment clean and to cultivate good habits such as not littering and to take the initiative to clean up after themselves. At the same time, it also seeks to reach out to residents in a bid to instil a sense of ownership on estate cleanliness. As such, residents are highly encouraged to participate in the clean-up exercises and do their part for the environment.





# **RESOLVING NEIGHBOUR DISPUTES**

# 1. BUILDING KAMPONG SPIRIT



Build good relations with neighbours.

Talk to each other first, should disputes arise.



# 2. MEDIATION

If necessary, seek help from grassroots leaders or the Community Mediation Centre.



# 3. TRIBUNAL

7////1

Seek legal recourse as a last resort, only after all efforts of mediation have failed.

## HOW SHOULD I APPROACH MY NEIGHBOUR ABOUT HIS/HER ANNOYING BEHAVIOUR?

# Before the conversation

Identify the most appropriate time to approach your neighbour.

Don't confront your neighbour when you are angry as this may upset your neighbour.

Work out what you want to say before you speak to your neighbour.

# During the conversation

Don't lose your temper as this would make things worse and harder to sort out.

Keep calm and be polite while you attempt to talk things through.

# Ending the conversation

Thank your neighbour for his/her time and leave on a friendly note.

Wait a few days to see if the problem has been solved.

Facing difficulties in engaging your neighbour?

You can contact your grassroots leaders (GRLs) for help. You may get in touch with your GRLs through your nearest Community Club (CC). Please visit http://pa.gov.sg/locate-our-centres/index.html to locate your nearest CC and the contact information.

# HOW CAN MEDIATION HELP ME?

# What is mediation?

During mediation, a trained neutral third party will facilitate a conversation between you and your neighbour to reach a mutually acceptable agreement. The mediator will not provide the solutions or make a decision for the parties. The mediator controls the process so that parties can discuss the issues and arrive at their own solutions in a calm and objective manner.

# Where can I find mediation services?

Formal mediation services are available at the Community Mediation Centre, which has a panel of trained volunteer mediators. You can register your case at www.mlaw.gov.sg/cmc or call the hotline at 1800-CALL-LAW (1800-2255-529). About 75% of cases mediated at the CMC are settled.



# APPROACHING THE COMMUNITY DISPUTES RESOLUTION TRIBUNALS (CDRTs)

# Have you attempted mediation first?

You are strongly encouraged to have attempted mediation before filing your case. Mediation is important because solutions which have been reached by mutual agreement have a higher chance of being sustained.

What cases qualify for hearing at the CDRTs?

The CDRTs are meant to handle unreasonable interferences with the enjoyment or use of places of residence. The CDRTs are a measure of last resort for residents because other means of resolution (e.g. approaching your neighbour, faciliated conversations by GRLs, mediation at the CMC) may better preserve neighbour relations.

How can I file my claim at the CDRTs?

The CDRTs are housed at the State Courts located at 1 Havelock Square, Singapore 059724. Forms can be obtained there.



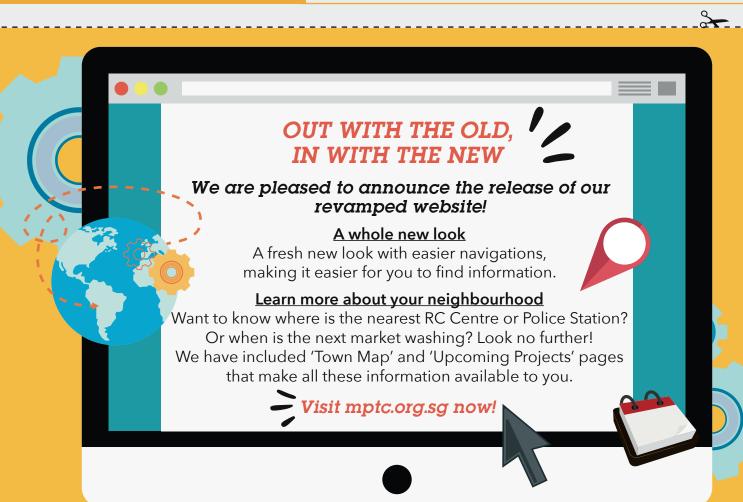
Dear Residents, please answer the following questions accordingly and send us your answers to stand a chance to win a mystery gift!

- 1 If a neighbour dispute arises, neighbours should always talk to each other first.
  - ☐ True ☐ False
- 2 You can seek help from grassroot leaders (GRLs) when facing difficulties in settling a dispute with a neighbour.
  - ☐ True ☐ False
- 3 You should only approach the Community Disputes Resolution Tribunals (CDRTs), after mediation with your neighbour has failed.
  - ☐ True ☐ False

#### Regulations

- Complete the quiz and submit the official entry form by <u>9 September 2016</u> to: Marine Parade Town Council PR Department Block 50 Marine Terrace #01-265 Singapore 440050
- 10 winners will be selected via ballot and stand to win a mystery gift each.
- Each household is allowed to send in only ONE entry.
- Only residents within the Marine Parade Town are eligible to participate.
- Please bring your identity card for proof of residency when you claim your prize.
- The judges' decision is final and no correspondence will be entertained.

Official Entry Form	
Name:	
Resident Address:	
Contact No.:	Identification No.:





Property Manager, Mr Ismail for his swiftness in attending to her concerns of unwanted bulky items being disposed at the lift lobby.

His

Thank you for the fast and efficient response. Greatly appreciated.

Regards, Madam Goh Mr O O K N appreciates the efforts made by Property Officer, Mr Vishal for handling his leaking ceiling/pipe problem with excellent service and proficiency.

Sir,

Today I have the good fortune to be served by your Officer, Mr Vishal Anand, in the handling of my leaking ceiling/pipe problem

He is earnest, kind, polite, patient and truly knowledgeable in his field of work.

This is the type of Officer that will definitely promote and enhance the good name of the Town Council. Kudos!!! There should be more like him.

Thanks and best regards,

OOKN (Author only wants a pseudonym of his name to be shown)

Mr Rizan Hassan is thankful to Senior Property Manager, Ms Michelle for acting on his feedback on a defective lamp post.

Thank you Miss Michelle. It has been few weeks now. It's all back to normal. All bright. No more flickering. Well done.

Regards, Rizan Hassan



We are pleased to announce the top 3 winners of the Marine Parade Townwide Clean Estate Competition 2015 (Food Centre) that was held from 1 July 2015 to 31 December 2015.

#### The winners are:

- Blk 14 Haig Road
- Blk 4A Jalan Batu
- Blk 50A Marine Terrace

\*The winners are not in any particular order

Let us continue to work together towards a cleaner and more hygienic environment for all patrons of our food centres.

#### MEET THE PEOPLE SESSIONS



## MARINE PARADE GRC BRADDELL HEIGHTS

#### MR SEAH KIAN PENG

Place: Block 246

Serangoon Ave 3 #01-216 S(550246)

Date: Every Monday Time: From 7.30pm

Tel: 6281 1050



# MARINE PARADE GRC GEYLANG SERAI

#### ASSOC PROF FATIMAH LATEEF

Eunos Crescent #01-2737 S(400011) Date : Every 2nd & 4th Tuesday Time : From 8.00pm Tel : 6745 7469

Place: Block 9

Haig Road #01-407 S(430009) Date: Every 1st & 3rd Tuesday except 5th Tuesday Time: From 8.00pm Tel: 6742 6019



# MARINE PARADE GRC KEMBANGAN -CHAI CHEE

#### MR TAN CHUAN-JIN MINISTER FOR SOCIAL AND **FAMILY DEVELOPMENT**

Place: Block 35

Chai Chee Ave #01-260 S(461035)

Date: Every Monday

except 5th Monday

Time: From 7.30pm

Tel : 6441 2780



#### MACPHERSON SMC

#### **MS TIN PEI LING**

Place: Block 108

**Aljunied Crescent** #Ó1-36 S(380108)

Date: 1st & 2nd Monday

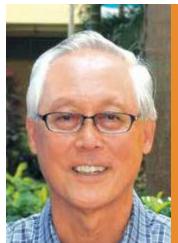
except eve of public holiday Time : From 8.00pm Tel : 6842 6979

Place: Block 54

Pipit Road #01-125 S(370054) Date: 3rd, 4th & 5th Monday

except eve of public holiday Time: From 8:00pm

Tel : 6741 5006



#### MARINE PARADE GRC **MARINE** PARADE

#### **EMERITUS SENIOR MINISTER GOH CHOK TONG**

Tel: 6442 6945



# MOUNTBATTEN SMC

#### MR LIM BIOW CHUAN **DEPUTY SPEAKER**

Place: Block 51

Old Airport Road #02-01 S(390051)

Date: Every Tuesday

Time: From 7.30pm Tel: 6344 7189



#### MARINE PARADE GRC Joo Chiat

#### MR EDWIN TONG CHUN FAI

Place: 15 Lorong K Telok Kurau

S(425611)

Date: Every Monday Time: From 8.00pm Tel: 6346 0121

Marine Parade Town Council

Block 50 Marine Terrace #01-265 Singapore 440050

Tel: 6241 6044

Toll-free line: 1800-241 6487

Fax: 6444 0919

Block 266 Serangoon Central Drive

#03-251 Singapore 550266

Tel: 6282 0551

Toll-free line: 1800-287 6530

Fax: 6382 0853

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